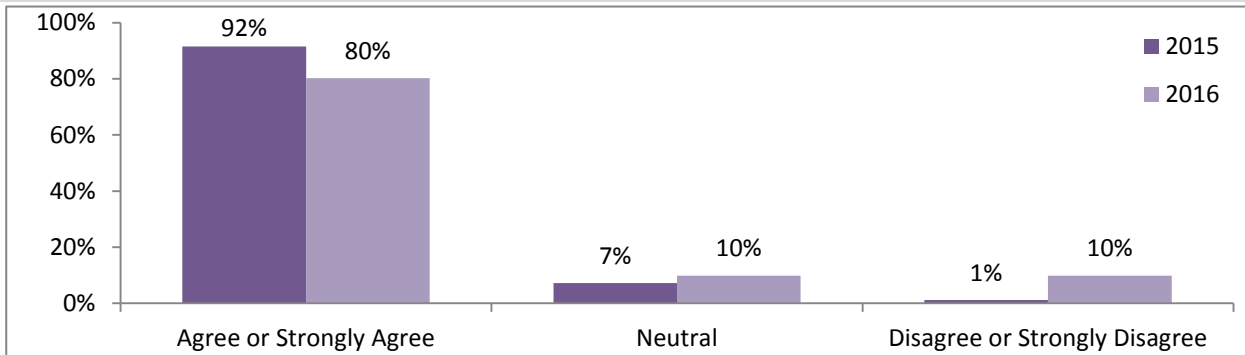


Questions 1 and 2 were directed to all respondents.

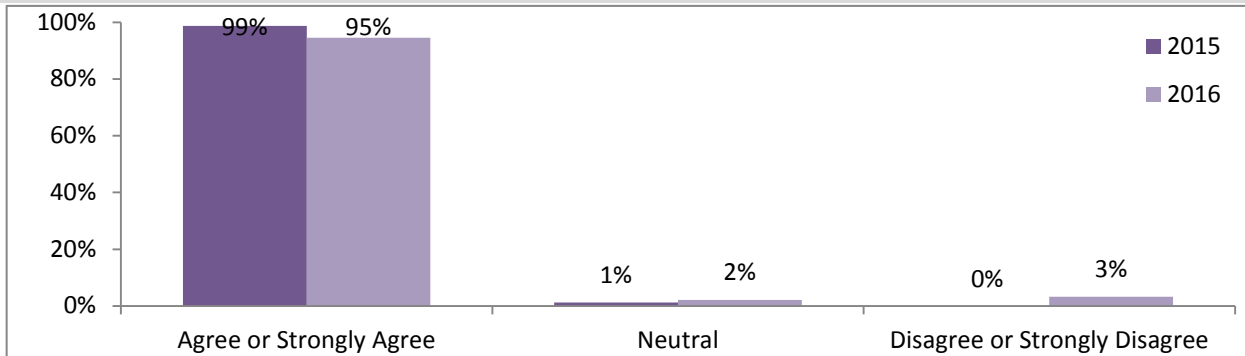
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
5 Strongly Agree	58	70%	51	56%
4 Agree	18	22%	22	24%
3 Neutral	6	7%	9	10%
2 Disagree	0	0%	4	4%
1 Strongly Disagree	1	1%	5	5%
Total Responses	83		91	
Score	4.6		4.2	
NA - Not Applicable	0		0	
No Response	1		3	



2) I was treated with courtesy and respect by court staff.

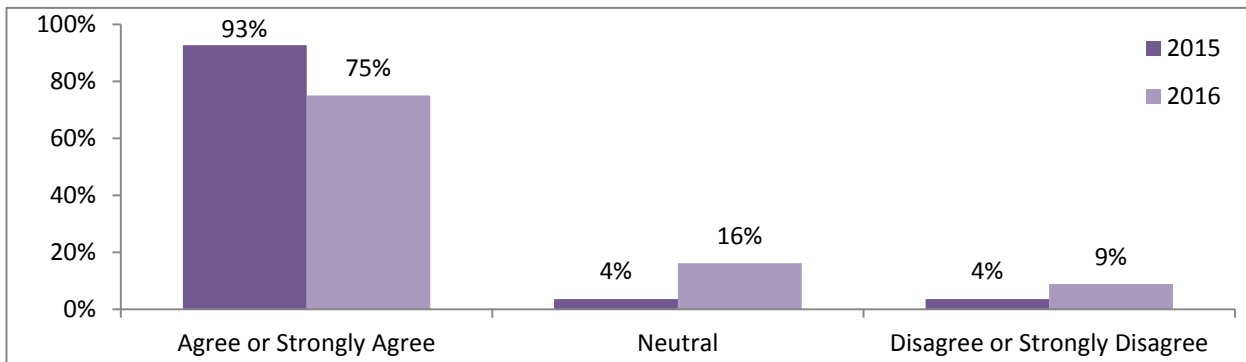
	2015		2016	
5 Strongly Agree	69	84%	75	82%
4 Agree	12	15%	12	13%
3 Neutral	1	1%	2	2%
2 Disagree	0	0%	2	2%
1 Strongly Disagree	0	0%	1	1%
Total Responses	82		92	
Score	4.8		4.7	
NA - Not Applicable	1		0	
No Response	1		2	



Questions 3 and 4 were directed to persons who attended a hearing or trial.

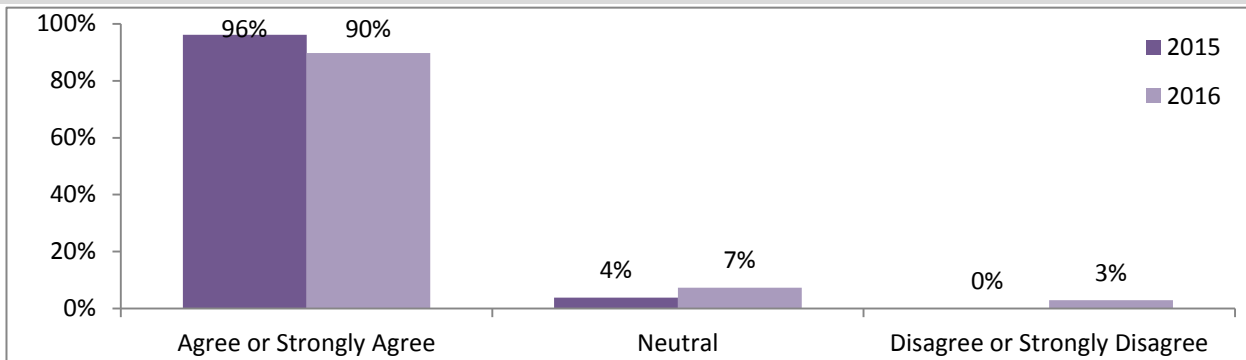
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	38	69%	42	62%
4 Agree	13	24%	9	13%
3 Neutral	2	4%	11	16%
2 Disagree	2	4%	4	6%
1 Strongly Disagree	0	0%	2	3%
Total Responses	55		68	
Score		4.6		4.3
NA - Not Applicable	9		9	
No Response	20		17	



4) The judge/magistrate/referee treated everyone with courtesy and respect.

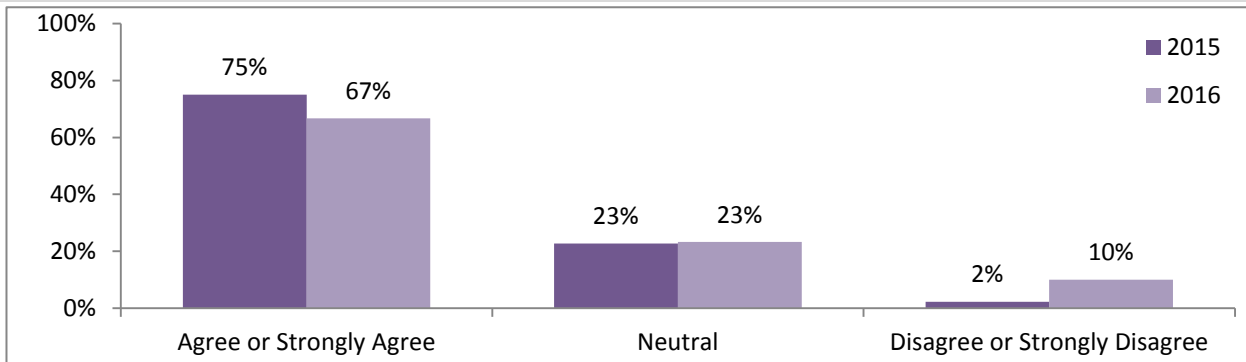
	2015		2016	
5 Strongly Agree	42	81%	53	78%
4 Agree	8	15%	8	12%
3 Neutral	2	4%	5	7%
2 Disagree	0	0%	2	3%
1 Strongly Disagree	0	0%	0	0%
Total Responses	52		68	
Score		4.8		4.6
NA - Not Applicable	11		7	
No Response	21		19	



Questions 5 and 6 were directed to persons who were a party to the case.

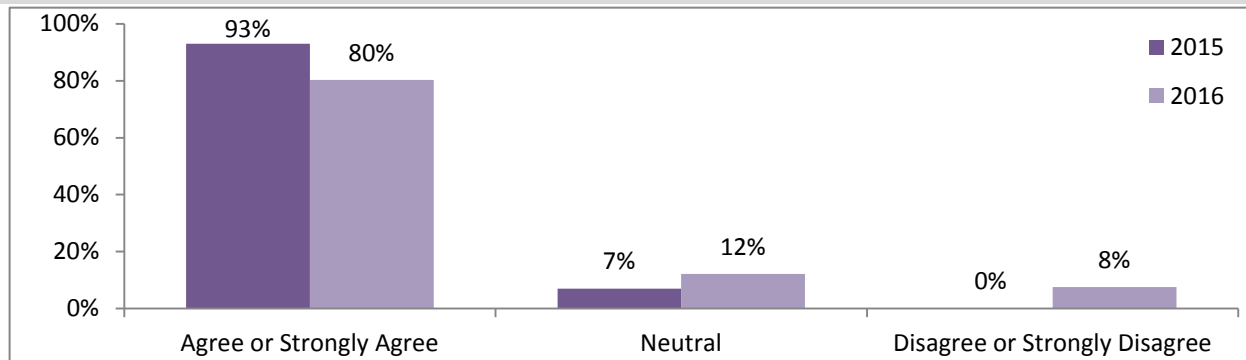
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	26	59%	33	55%
4 Agree	7	16%	7	12%
3 Neutral	10	23%	14	23%
2 Disagree	0	0%	2	3%
1 Strongly Disagree	1	2%	4	7%
Total Responses	44		60	
Score	4.3		4.1	
NA - Not Applicable	12		14	
No Response	28		20	



6) As I leave the court, I understand what happened in my case.

	2015		2016	
5 Strongly Agree	28	65%	41	62%
4 Agree	12	28%	12	18%
3 Neutral	3	7%	8	12%
2 Disagree	0	0%	2	3%
1 Strongly Disagree	0	0%	3	5%
Total Responses	43		66	
Score	4.6		4.3	
NA - Not Applicable	12		9	
No Response	29		19	



Wayne County - 21st District Court

Questions 7-10 were directed to all respondents.

7) What type of case brought you to the courthouse today? (Shade ALL that apply.)

	2015		2016	
Child Protective	0	0%	0	0%
Civil Matter	20	24%	12	13%
Criminal/Probation	19	23%	26	29%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	3	4%	7	8%
Estate/Trust	0	0%	0	0%
File Papers	1	1%	0	0%
Get Information	1	1%	3	3%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	3	4%	6	7%
Make a Payment	6	7%	0	0%
PPO	0	0%	0	0%
Small Claims	5	6%	1	1%
Traffic/Ticket	27	33%	27	30%
Other	3	4%	12	13%
Number of Respondents	82		89	
No Response	2		5	

8) Who are you? (Shade ALL that apply.)

	2015		2016	
Party (Plaintiff/Defendant)	51	68%	60	70%
Agency Worker	0	0%	0	0%
Attorney/Prosecutor	17	23%	10	12%
Family/Friend of party to case	5	7%	5	6%
Juror	0	0%	0	0%
Witness	1	1%	3	3%
Other	3	4%	8	9%
Number of Respondents	75		86	
No Response	9		8	

Wayne County - 21st District Court

9) What is your gender?

	2015		2016	
Male	52	62%	56	61%
Female	32	38%	35	38%
Other	0	0%	1	1%
Number of Respondents	84		92	
No Response	0		2	

10) How do you identify yourself? (Shade ALL that apply.)

	2015		2016	
American Indian / Alaska Native	3	4%	3	3%
Asian	1	1%	2	2%
Multiracial/Biracial	1	1%	2	2%
Black/African American	17	20%	20	23%
Hispanic/Latino	3	4%	4	5%
White/Caucasian	56	67%	58	66%
Other	3	4%	4	5%
Number of Respondents	83		88	
No Response	1		6	