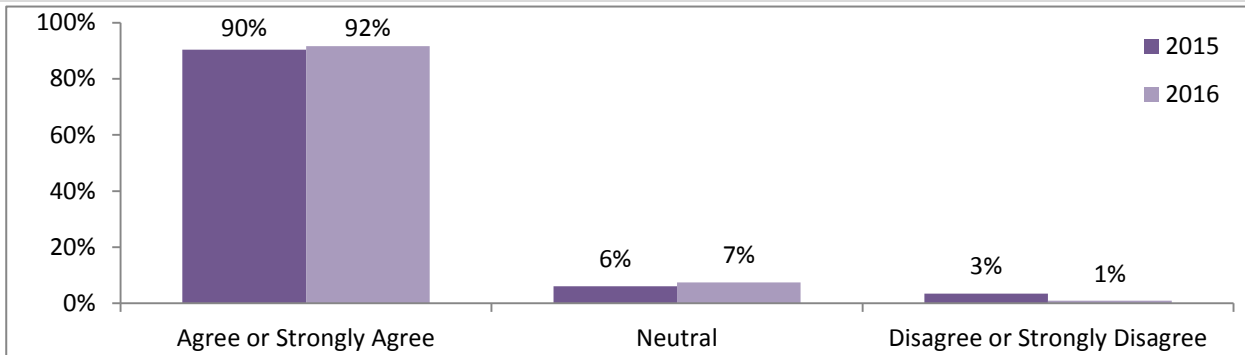


Questions 1 and 2 were directed to all respondents.

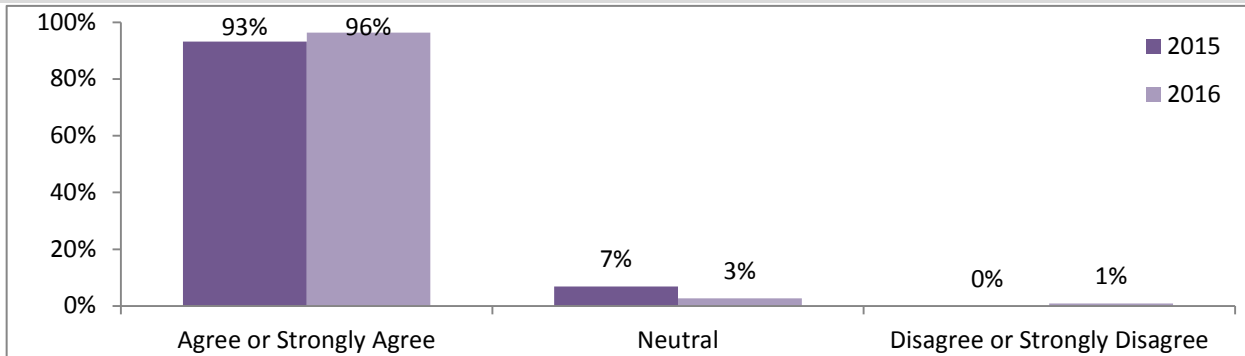
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
5 Strongly Agree	75	65%	79	73%
4 Agree	29	25%	20	19%
3 Neutral	7	6%	8	7%
2 Disagree	2	2%	1	1%
1 Strongly Disagree	2	2%	0	0%
Total Responses	115		108	
Score	4.5		4.6	
NA - Not Applicable	2		2	
No Response	6		6	



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

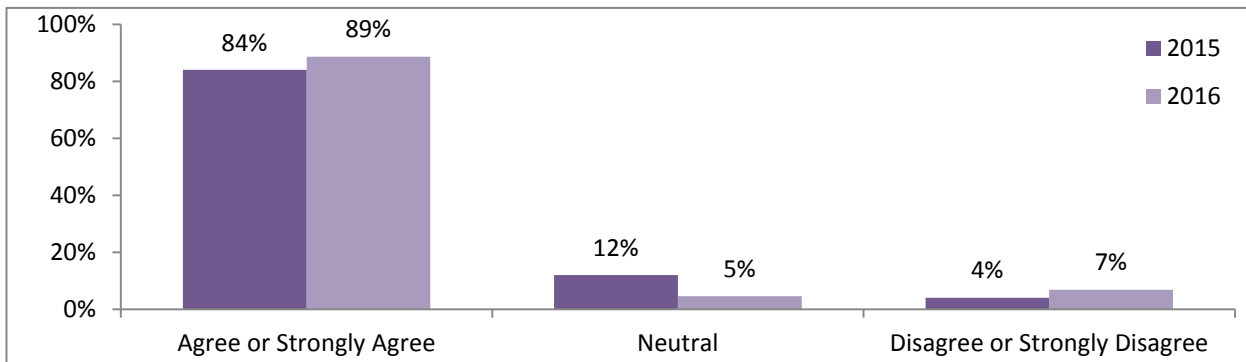
	2015		2016	
5 Strongly Agree	91	78%	86	79%
4 Agree	18	15%	19	17%
3 Neutral	8	7%	3	3%
2 Disagree	0	0%	1	1%
1 Strongly Disagree	0	0%	0	0%
Total Responses	117		109	
Score	4.7		4.7	
NA - Not Applicable	0		0	
No Response	6		7	



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

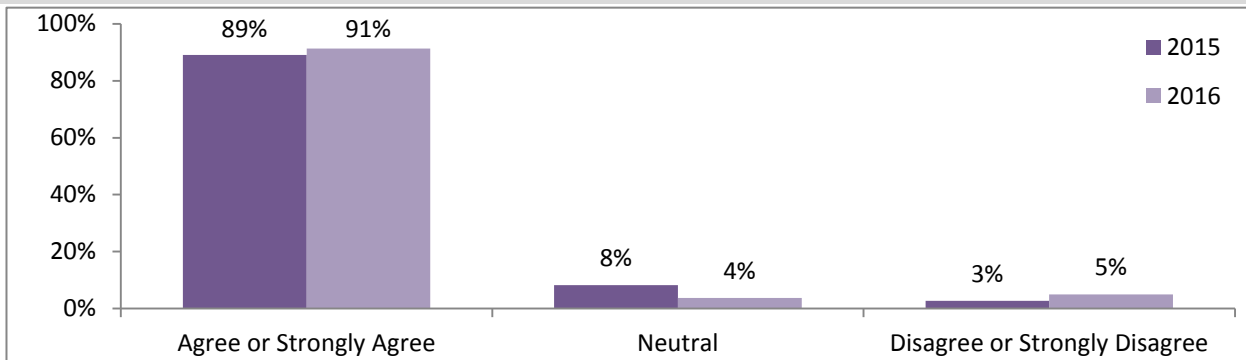
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	46	61%	61	69%
4 Agree	17	23%	17	19%
3 Neutral	9	12%	4	5%
2 Disagree	0	0%	2	2%
1 Strongly Disagree	3	4%	4	5%
Total Responses	75		88	
Score	4.4		4.5	
NA - Not Applicable	13		11	
No Response	35		17	



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

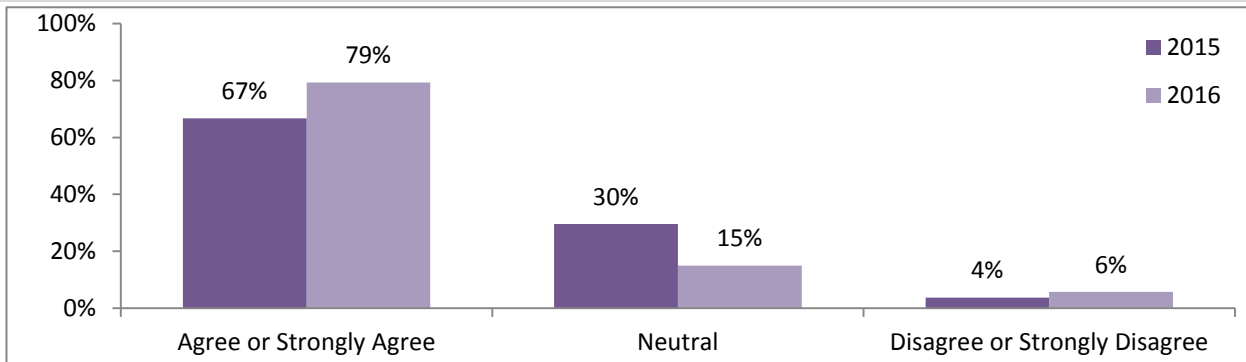
	2015		2016	
5 Strongly Agree	49	67%	59	73%
4 Agree	16	22%	15	19%
3 Neutral	6	8%	3	4%
2 Disagree	2	3%	2	2%
1 Strongly Disagree	0	0%	2	2%
Total Responses	73		81	
Score	4.5		4.6	
NA - Not Applicable	12		14	
No Response	38		21	



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

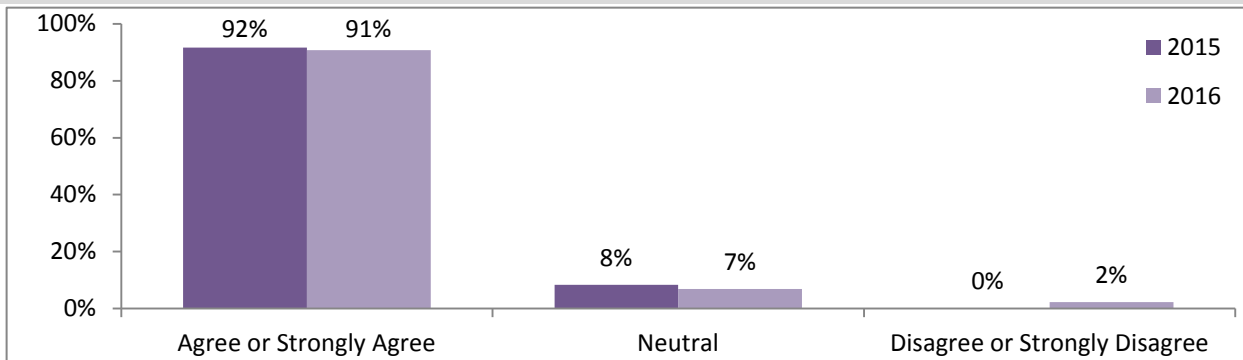
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	27	50%	56	64%
4 Agree	9	17%	13	15%
3 Neutral	16	30%	13	15%
2 Disagree	1	2%	1	1%
1 Strongly Disagree	1	2%	4	5%
Total Responses	54		87	
Score	4.1		4.3	
NA - Not Applicable	24		10	
No Response	45		19	



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

	2015		2016	
5 Strongly Agree	41	68%	57	66%
4 Agree	14	23%	22	25%
3 Neutral	5	8%	6	7%
2 Disagree	0	0%	1	1%
1 Strongly Disagree	0	0%	1	1%
Total Responses	60		87	
Score	4.6		4.5	
NA - Not Applicable	18		8	
No Response	45		21	



Wayne County - 31st 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	29	24%	27	24%
Criminal/Probation	14	12%	18	16%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	1	1%	1	1%
Estate/Trust	0	0%	0	0%
File Papers	1	1%	2	2%
Get Information	1	1%	5	5%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	10	8%	7	6%
Make a Payment	7	6%	8	7%
PPO	0	0%	0	0%
Small Claims	1	1%	1	1%
Traffic/Ticket	50	42%	42	38%
Other	11	9%	11	10%
Number of Respondents	119		111	
No Response	4		5	

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

	2015		2016	
Party (Plaintiff/Defendant)	59	54%	74	69%
Agency Worker	3	3%	1	1%
Attorney/Prosecutor	26	24%	13	12%
Family/Friend of party to case	8	7%	11	10%
Juror	1	1%	0	0%
Witness	2	2%	1	1%
Other	12	11%	8	7%
Number of Respondents	109		108	
No Response	14		8	

Wayne County - 31st District Court

9) What is your gender?

	2015		2016	
Male	82	68%	74	69%
Female	38	32%	34	32%
Other	0	0%	0	0%
Number of Respondents	120		107	
No Response	3		9	

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

	2015		2016	
American Indian / Alaska Native	1	1%	2	2%
Asian	9	8%	11	10%
Multiracial/Biracial	2	2%	2	2%
Black/African American	34	29%	41	38%
Hispanic/Latino	1	1%	4	4%
White/Caucasian	62	53%	39	36%
Other	7	6%	11	10%
Number of Respondents	116		107	
No Response	7		9	