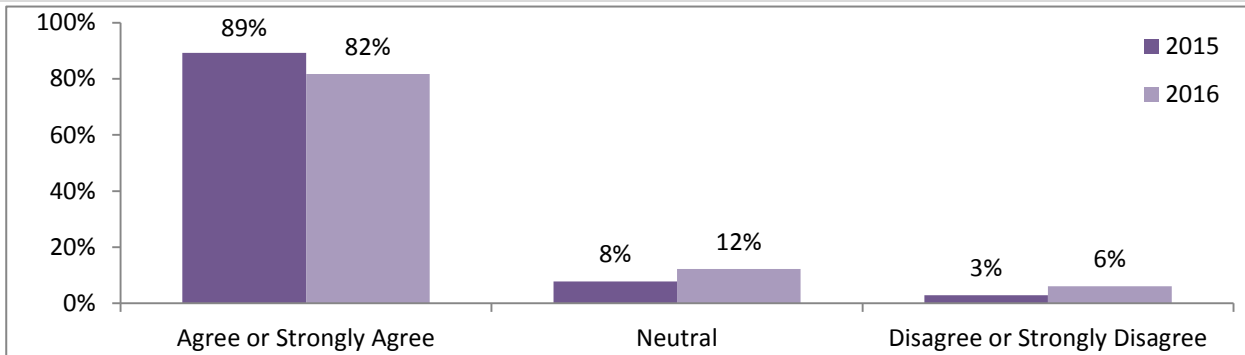


Questions 1 and 2 were directed to all respondents.

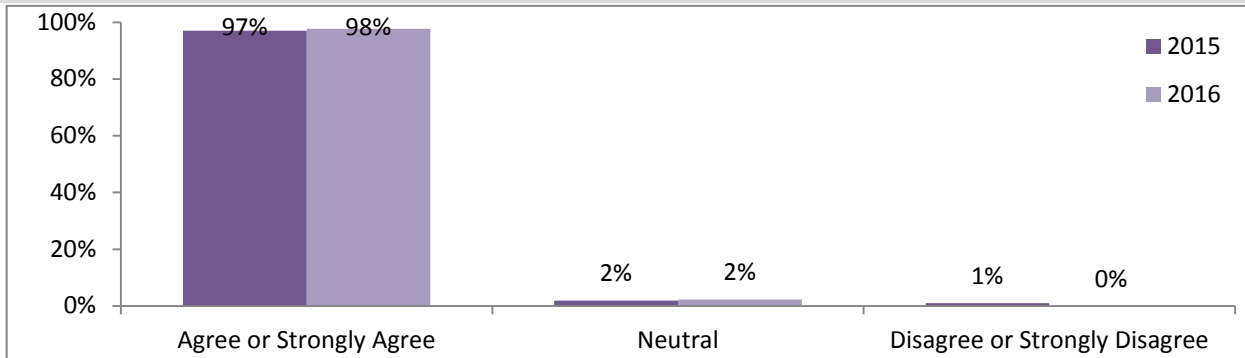
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
	Count	Percentage	Count	Percentage
5 Strongly Agree	67	66%	45	55%
4 Agree	24	24%	22	27%
3 Neutral	8	8%	10	12%
2 Disagree	1	1%	3	4%
1 Strongly Disagree	2	2%	2	2%
Total Responses	102		82	
Score		4.5		4.3
NA - Not Applicable	1		12	
No Response	2		6	



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

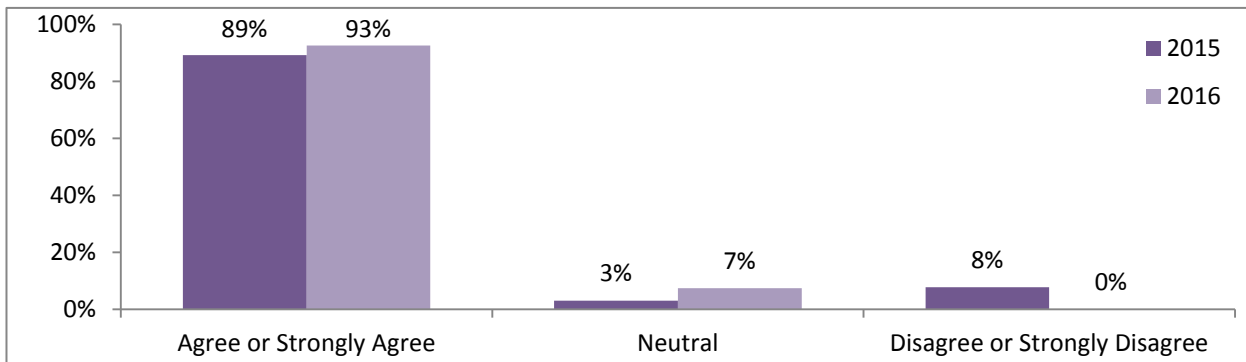
	2015		2016	
	Count	Percentage	Count	Percentage
5 Strongly Agree	85	83%	66	74%
4 Agree	15	15%	21	24%
3 Neutral	2	2%	2	2%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	1	1%	0	0%
Total Responses	103		89	
Score		4.8		4.7
NA - Not Applicable	0		5	
No Response	2		6	



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

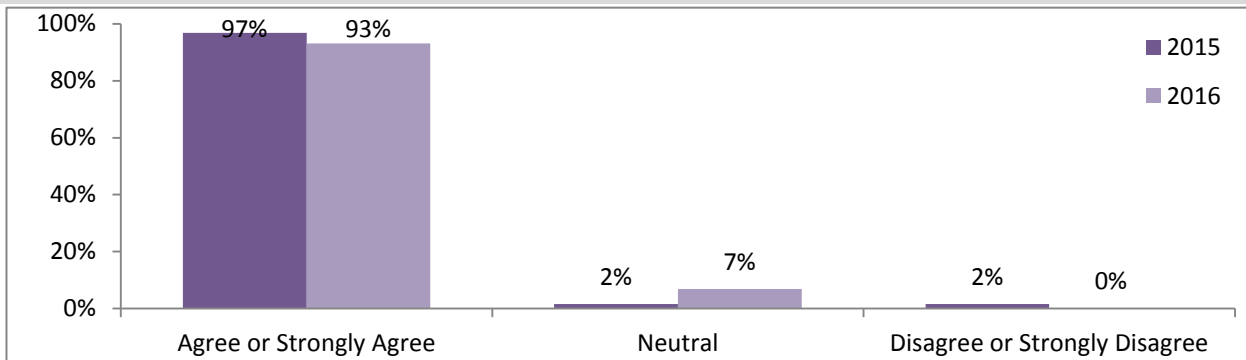
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	47	72%	35	65%
4 Agree	11	17%	15	28%
3 Neutral	2	3%	4	7%
2 Disagree	3	5%	0	0%
1 Strongly Disagree	2	3%	0	0%
Total Responses	65		54	
Score	4.5		4.6	
NA - Not Applicable	19		23	
No Response	21		23	



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

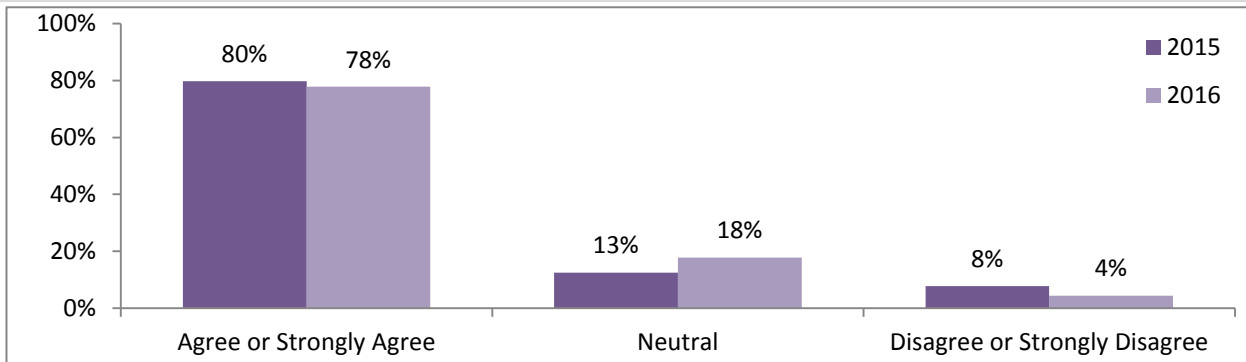
	2015		2016	
5 Strongly Agree	52	83%	41	71%
4 Agree	9	14%	13	22%
3 Neutral	1	2%	4	7%
2 Disagree	1	2%	0	0%
1 Strongly Disagree	0	0%	0	0%
Total Responses	63		58	
Score	4.8		4.6	
NA - Not Applicable	20		21	
No Response	22		21	



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

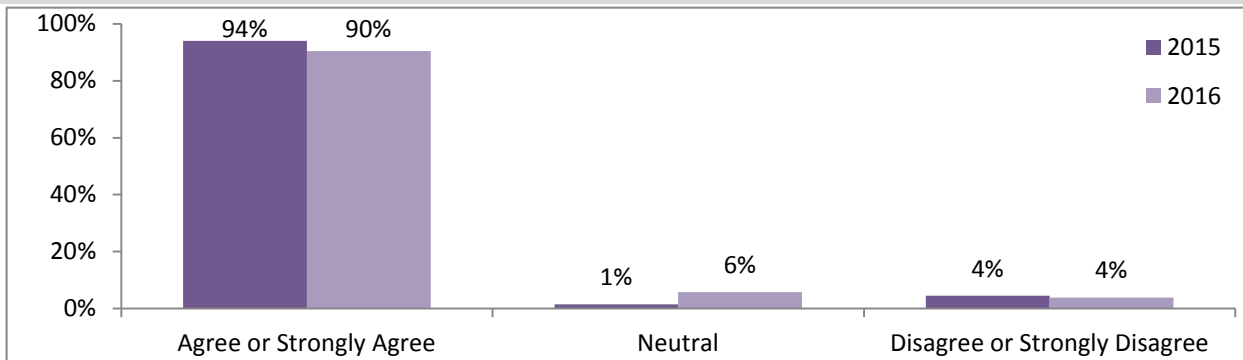
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	34	53%	18	40%
4 Agree	17	27%	17	38%
3 Neutral	8	13%	8	18%
2 Disagree	4	6%	2	4%
1 Strongly Disagree	1	2%	0	0%
Total Responses	64		45	
Score		4.2		4.1
NA - Not Applicable	19		26	
No Response	22		29	



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

	2015		2016	
5 Strongly Agree	47	70%	36	69%
4 Agree	16	24%	11	21%
3 Neutral	1	1%	3	6%
2 Disagree	1	1%	0	0%
1 Strongly Disagree	2	3%	2	4%
Total Responses	67		52	
Score		4.6		4.5
NA - Not Applicable	17		23	
No Response	21		25	



Wayne County - Grosse Pointe Farms Municipal Court and Shores Division

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	9	9%	6	6%
Criminal/Probation	27	26%	26	28%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	13	13%	6	6%
Estate/Trust	0	0%	0	0%
File Papers	1	1%	3	3%
Get Information	0	0%	4	4%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	2	2%	1	1%
Make a Payment	6	6%	6	6%
PPO	0	0%	0	0%
Small Claims	0	0%	0	0%
Traffic/Ticket	48	46%	37	39%
Other	6	6%	15	16%
Number of Respondents	104		94	
No Response	1		6	

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

	2015		2016	
Party (Plaintiff/Defendant)	76	75%	55	57%
Agency Worker	3	3%	4	4%
Attorney/Prosecutor	10	10%	11	11%
Family/Friend of party to case	1	1%	5	5%
Juror	0	0%	5	5%
Witness	2	2%	1	1%
Other	12	12%	16	17%
Number of Respondents	102		96	
No Response	3		4	

Wayne County - Grosse Pointe Farms Municipal Court and Shores Division

9) What is your gender?

	2015		2016	
Male	69	66%	58	59%
Female	36	34%	38	39%
Other	0	0%	2	2%
Number of Respondents	105		98	
No Response	0		2	

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

	2015		2016	
American Indian / Alaska Native	2	2%	3	3%
Asian	1	1%	2	2%
Multiracial/Biracial	3	3%	3	3%
Black/African American	36	35%	33	33%
Hispanic/Latino	3	3%	0	0%
White/Caucasian	57	55%	57	58%
Other	2	2%	5	5%
Number of Respondents	103		99	
No Response	2		1	