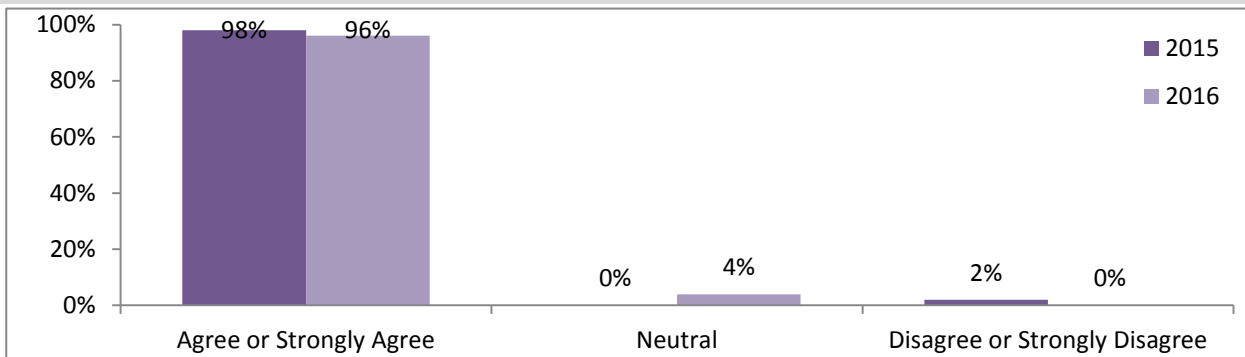


Questions 1 and 2 were directed to all respondents.

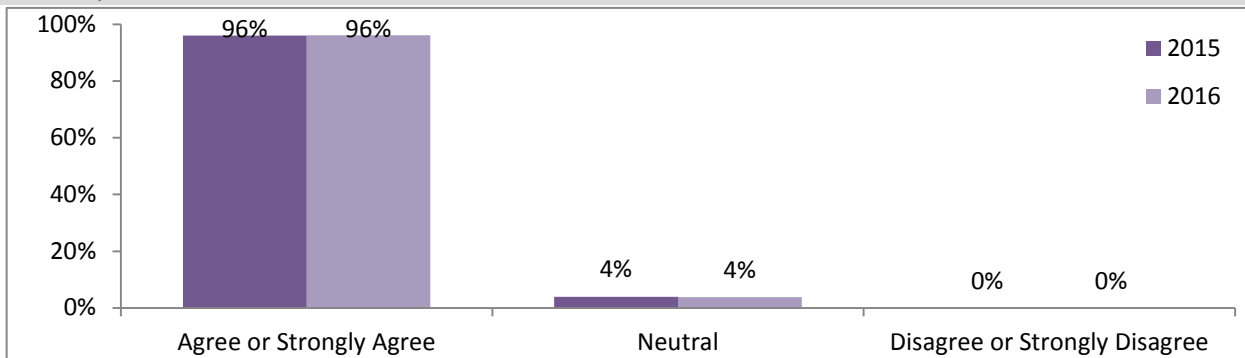
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
5 Strongly Agree	38	75%	31	61%
4 Agree	12	24%	18	35%
3 Neutral	0	0%	2	4%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	1	2%	0	0%
Total Responses	51		51	
Score	4.7		4.6	
NA - Not Applicable	0		1	
No Response	0		1	



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

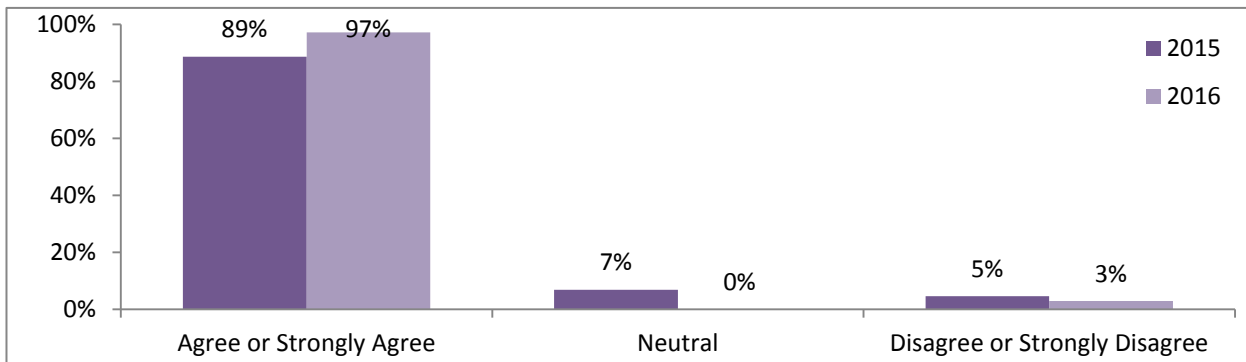
	2015		2016	
5 Strongly Agree	45	88%	40	77%
4 Agree	4	8%	10	19%
3 Neutral	2	4%	2	4%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	0	0%	0	0%
Total Responses	51		52	
Score	4.8		4.7	
NA - Not Applicable	0		1	
No Response	0		0	



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

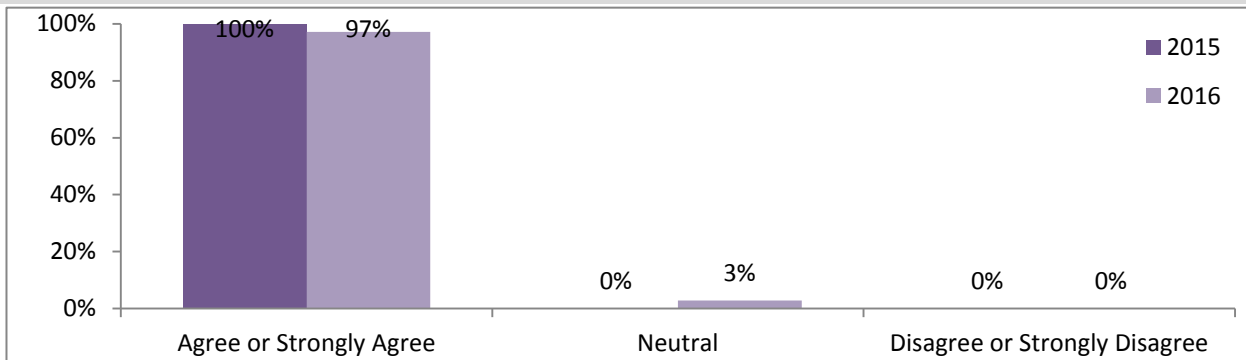
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	32	73%	20	57%
4 Agree	7	16%	14	40%
3 Neutral	3	7%	0	0%
2 Disagree	2	5%	0	0%
1 Strongly Disagree	0	0%	1	3%
Total Responses	44		35	
Score	4.6		4.5	
NA - Not Applicable	5		10	
No Response	2		8	



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

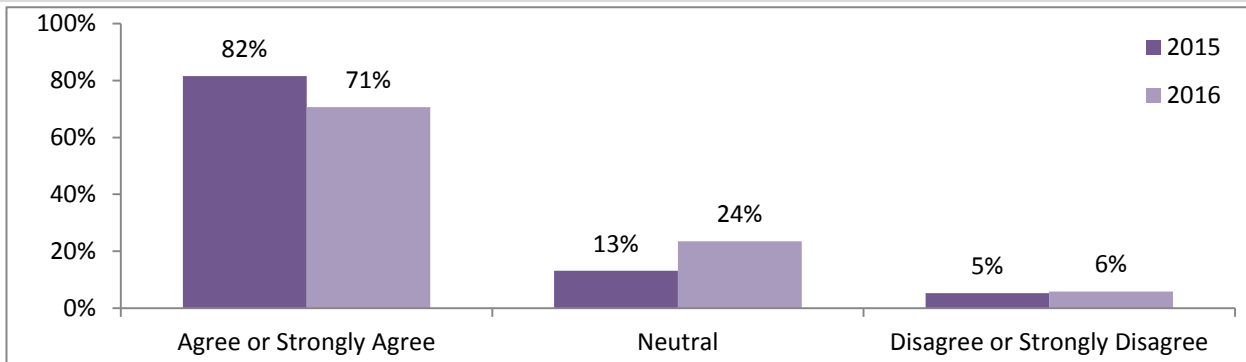
	2015		2016	
5 Strongly Agree	37	80%	25	71%
4 Agree	9	20%	9	26%
3 Neutral	0	0%	1	3%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	0	0%	0	0%
Total Responses	46		35	
Score	4.8		4.7	
NA - Not Applicable	3		11	
No Response	2		7	



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

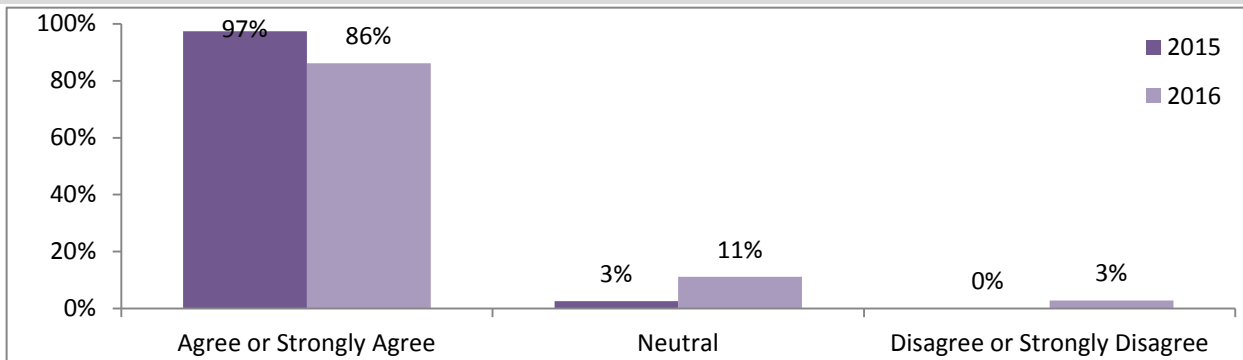
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	24	63%	16	47%
4 Agree	7	18%	8	24%
3 Neutral	5	13%	8	24%
2 Disagree	1	3%	1	3%
1 Strongly Disagree	1	3%	1	3%
Total Responses	38		34	
Score	4.4		4.1	
NA - Not Applicable	7		12	
No Response	6		7	



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

	2015		2016	
5 Strongly Agree	28	72%	18	50%
4 Agree	10	26%	13	36%
3 Neutral	1	3%	4	11%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	0	0%	1	3%
Total Responses	39		36	
Score	4.7		4.3	
NA - Not Applicable	5		11	
No Response	7		6	



Wayne County - Grosse Pointe Park Municipal 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	7	14%	3	6%
Criminal/Probation	8	16%	9	18%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	0	0%	1	2%
Estate/Trust	0	0%	0	0%
File Papers	3	6%	3	6%
Get Information	1	2%	2	4%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	2	4%	2	4%
Make a Payment	2	4%	3	6%
PPO	0	0%	0	0%
Small Claims	0	0%	0	0%
Traffic/Ticket	30	60%	32	63%
Other	2	4%	1	2%
Number of Respondents	50		51	
No Response	1		2	

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

	2015		2016	
Party (Plaintiff/Defendant)	36	72%	41	77%
Agency Worker	0	0%	1	2%
Attorney/Prosecutor	11	22%	6	11%
Family/Friend of party to case	2	4%	1	2%
Juror	0	0%	0	0%
Witness	0	0%	1	2%
Other	3	6%	4	8%
Number of Respondents	50		53	
No Response	1		0	

Wayne County - Grosse Pointe Park Municipal Court

9) What is your gender?

	2015		2016	
Male	24	48%	25	47%
Female	26	52%	27	51%
Other	0	0%	1	2%
Number of Respondents	50		53	
No Response	1		0	

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

	2015		2016	
American Indian / Alaska Native	0	0%	0	0%
Asian	2	4%	2	4%
Multiracial/Biracial	3	6%	2	4%
Black/African American	14	28%	14	28%
Hispanic/Latino	1	2%	1	2%
White/Caucasian	29	58%	31	62%
Other	1	2%	0	0%
Number of Respondents	50		50	
No Response	1		3	