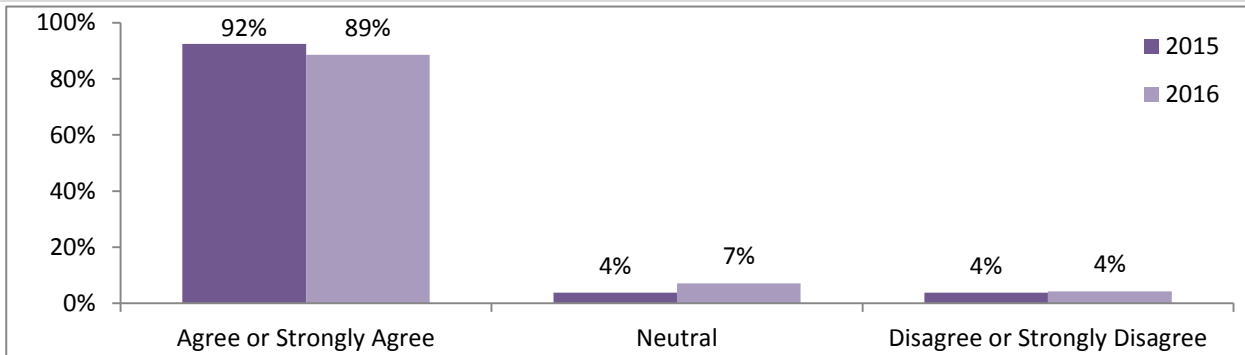


Questions 1 and 2 were directed to all respondents.

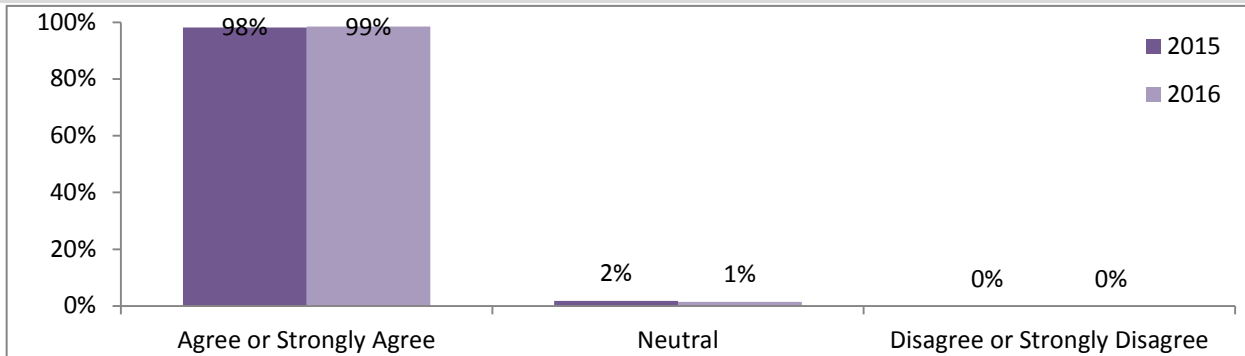
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
5 Strongly Agree	40	75%	48	69%
4 Agree	9	17%	14	20%
3 Neutral	2	4%	5	7%
2 Disagree	2	4%	0	0%
1 Strongly Disagree	0	0%	3	4%
Total Responses	53		70	
Score	4.6		4.5	
NA - Not Applicable	1		1	
No Response	0		2	



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

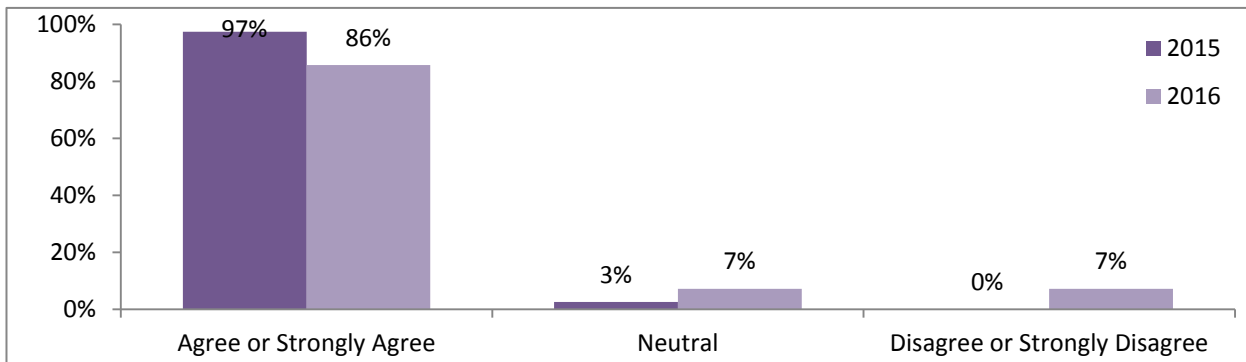
	2015		2016	
5 Strongly Agree	47	87%	57	83%
4 Agree	6	11%	11	16%
3 Neutral	1	2%	1	1%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	0	0%	0	0%
Total Responses	54		69	
Score	4.9		4.8	
NA - Not Applicable	0		1	
No Response	0		3	



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

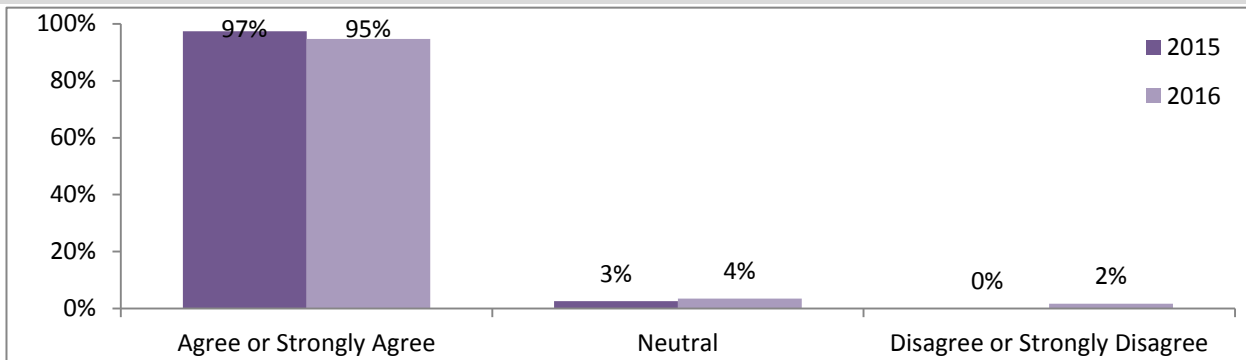
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	30	77%	38	68%
4 Agree	8	21%	10	18%
3 Neutral	1	3%	4	7%
2 Disagree	0	0%	1	2%
1 Strongly Disagree	0	0%	3	5%
Total Responses	39		56	
Score		4.7		4.4
NA - Not Applicable	3		6	
No Response	12		11	



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

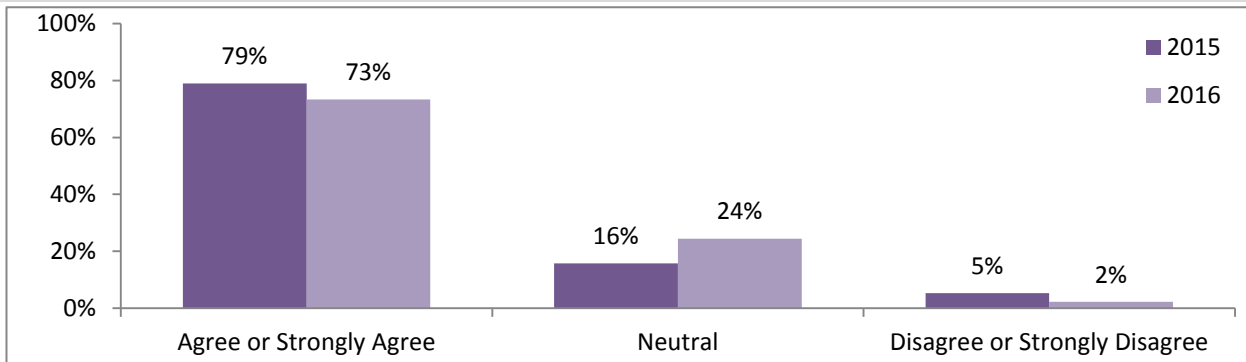
	2015		2016	
5 Strongly Agree	33	85%	43	75%
4 Agree	5	13%	11	19%
3 Neutral	1	3%	2	4%
2 Disagree	0	0%	1	2%
1 Strongly Disagree	0	0%	0	0%
Total Responses	39		57	
Score		4.8		4.7
NA - Not Applicable	3		7	
No Response	12		9	



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

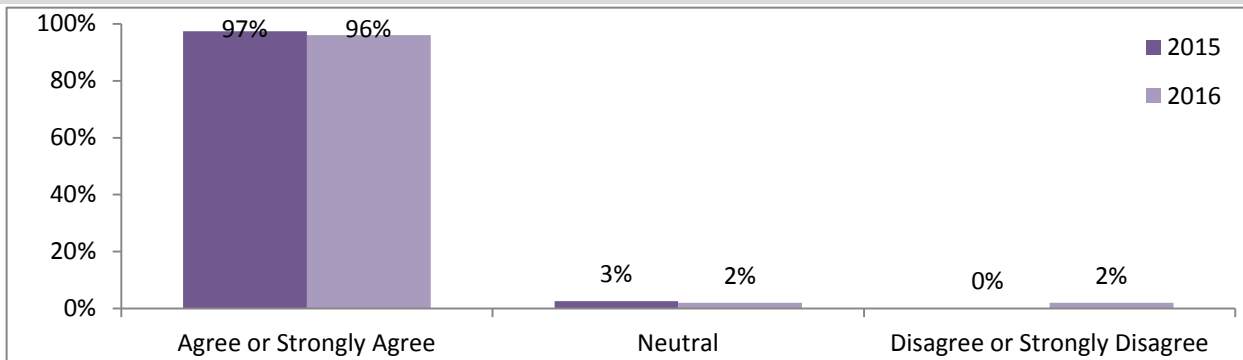
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	22	58%	26	58%
4 Agree	8	21%	7	16%
3 Neutral	6	16%	11	24%
2 Disagree	2	5%	0	0%
1 Strongly Disagree	0	0%	1	2%
Total Responses	38		45	
Score	4.3		4.3	
NA - Not Applicable	4		11	
No Response	12		17	



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

	2015		2016	
5 Strongly Agree	30	77%	35	70%
4 Agree	8	21%	13	26%
3 Neutral	1	3%	1	2%
2 Disagree	0	0%	1	2%
1 Strongly Disagree	0	0%	0	0%
Total Responses	39		50	
Score	4.7		4.6	
NA - Not Applicable	3		8	
No Response	12		15	



Wayne County - Grosse Pointe Woods 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	10	19%	10	14%
Criminal/Probation	26	49%	35	49%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	2	4%	5	7%
Estate/Trust	0	0%	0	0%
File Papers	0	0%	0	0%
Get Information	0	0%	0	0%
Guardianship/Conservatorship	12	23%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	0	0%	7	10%
Make a Payment	2	4%	1	1%
PPO	0	0%	0	0%
Small Claims	0	0%	0	0%
Traffic/Ticket	0	0%	14	20%
Other	4	8%	2	3%
Number of Respondents	53		71	
No Response	1		2	

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

	2015		2016	
Party (Plaintiff/Defendant)	33	63%	44	62%
Agency Worker	1	2%	3	4%
Attorney/Prosecutor	13	25%	14	20%
Family/Friend of party to case	1	2%	9	13%
Juror	1	2%	0	0%
Witness	1	2%	0	0%
Other	2	4%	2	3%
Number of Respondents	52		71	
No Response	2		2	

Wayne County - Grosse Pointe Woods Municipal Court

9) What is your gender?

	2015		2016	
Male	34	64%	47	66%
Female	19	36%	24	34%
Other	0	0%	1	1%
Number of Respondents	53		71	
No Response	1		2	

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

	2015		2016	
American Indian / Alaska Native	2	4%	2	3%
Asian	0	0%	0	0%
Multiracial/Biracial	1	2%	0	0%
Black/African American	11	20%	19	26%
Hispanic/Latino	1	2%	1	1%
White/Caucasian	39	72%	49	68%
Other	1	2%	3	4%
Number of Respondents	54		72	
No Response	0		1	