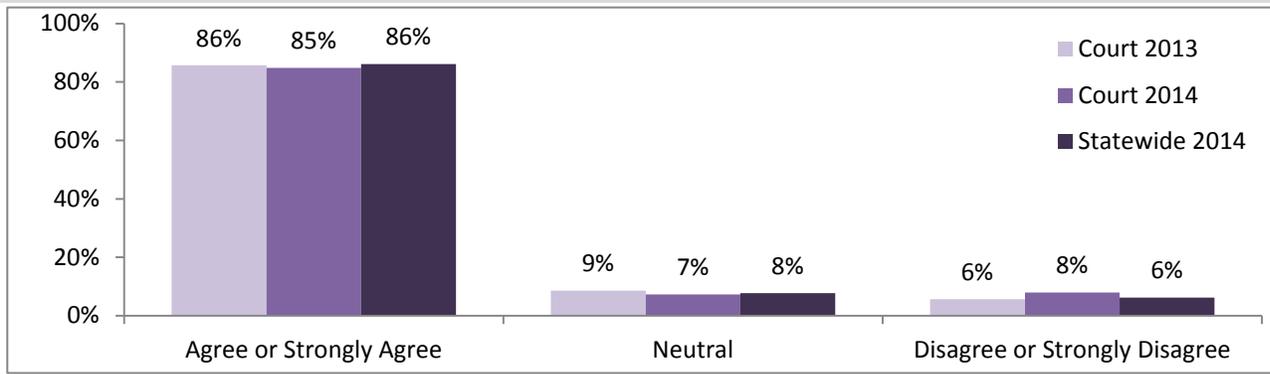


**Questions 1 and 2 were directed to all respondents.**

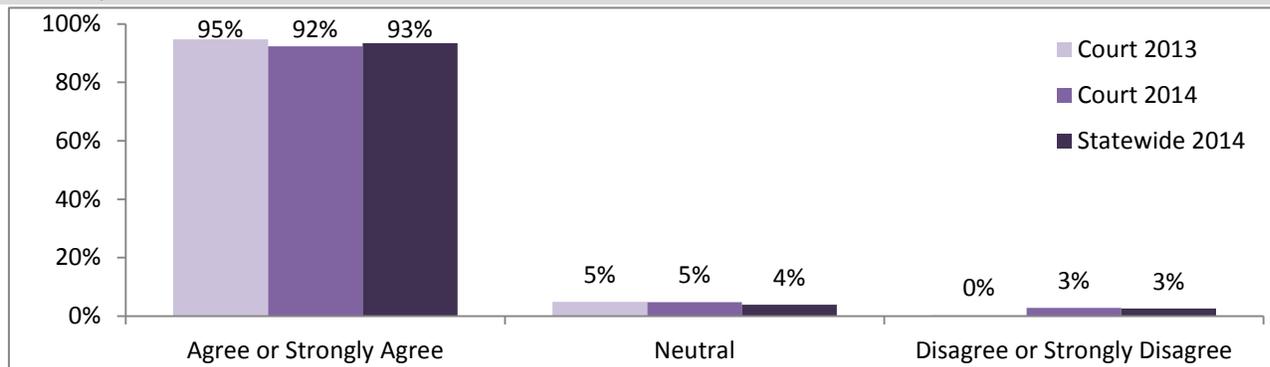
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	217	64%	224	63%	10,542	58%
4 Agree	72	21%	77	22%	5,044	28%
3 Neutral	29	9%	26	7%	1,394	8%
2 Disagree	10	3%	15	4%	563	3%
1 Strongly Disagree	9	3%	13	4%	550	3%
Total Responses	337		355		18,093	
Score		4.4		4.4		4.4
NA - Not Applicable	8		3		496	
No Response	5		0		317	



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

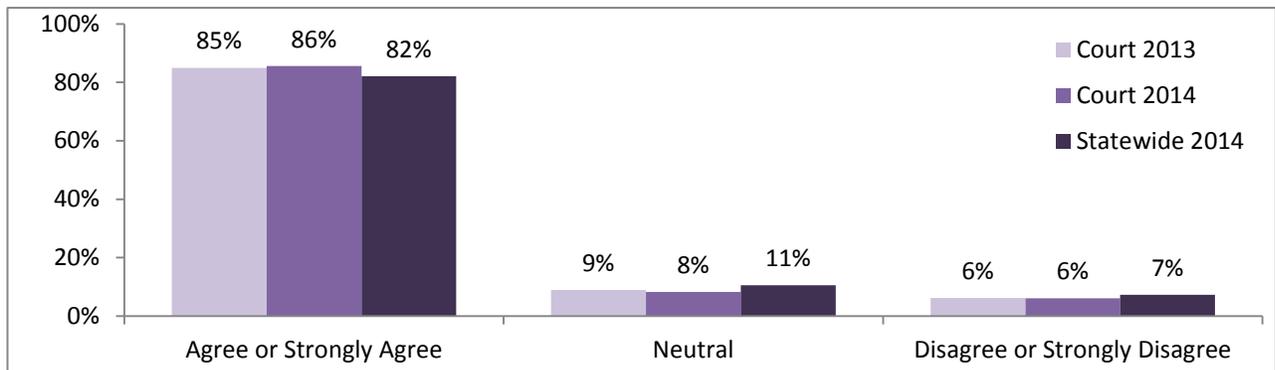
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	258	75%	253	72%	12,932	71%
4 Agree	70	20%	72	20%	4,133	23%
3 Neutral	17	5%	17	5%	719	4%
2 Disagree	1	0%	5	1%	244	1%
1 Strongly Disagree	0	0%	5	1%	238	1%
Total Responses	346		352		18,266	
Score		4.7		4.6		4.6
NA - Not Applicable	2		2		185	
No Response	2		4		455	



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

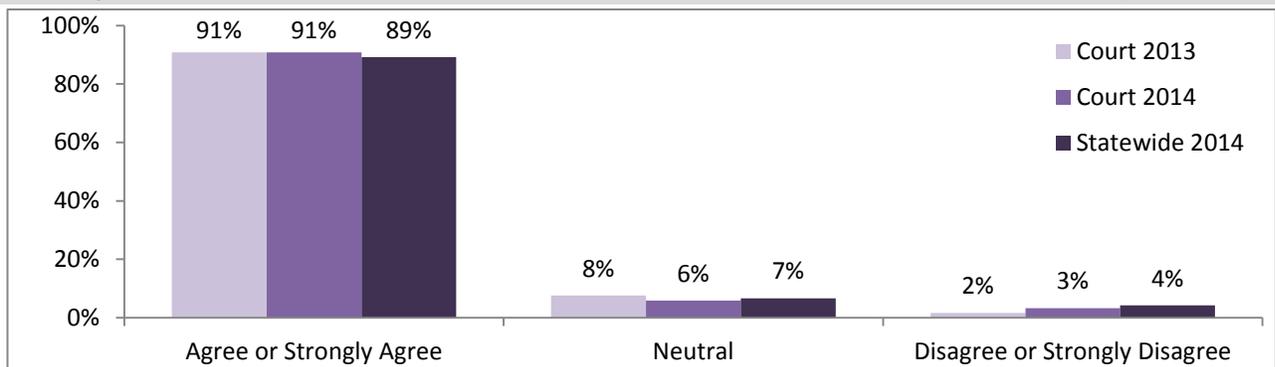
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	155	60%	175	63%	6,476	56%
4 Agree	65	25%	62	22%	3,072	26%
3 Neutral	23	9%	23	8%	1,229	11%
2 Disagree	6	2%	4	1%	387	3%
1 Strongly Disagree	10	4%	13	5%	456	4%
Total Responses	259		277		11,620	
Score		4.3		4.4		4.3
NA - Not Applicable	35		31		2,776	
No Response	56		50		4,510	



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

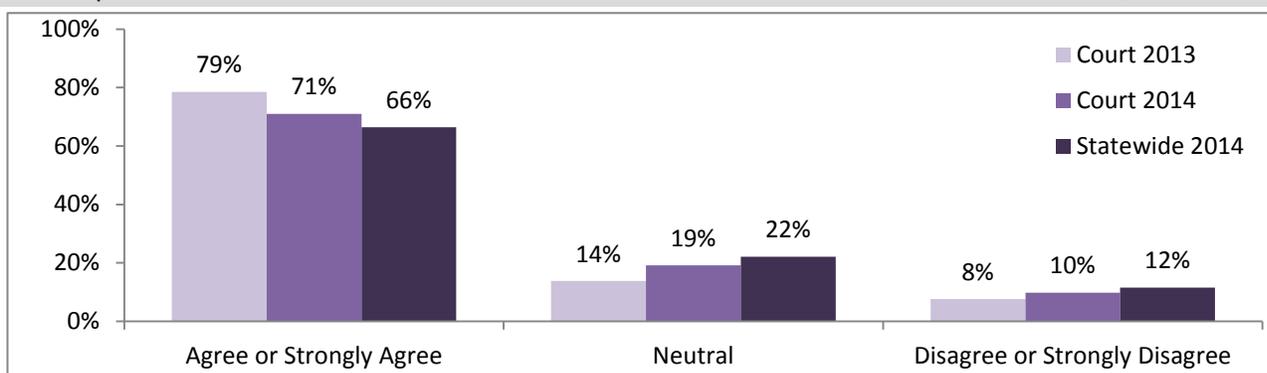
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	170	68%	192	70%	7,452	65%
4 Agree	58	23%	57	21%	2,758	24%
3 Neutral	19	8%	16	6%	762	7%
2 Disagree	2	1%	3	1%	194	2%
1 Strongly Disagree	2	1%	6	2%	286	2%
Total Responses	251		274		11,452	
Score		4.6		4.6		4.5
NA - Not Applicable	35		30		2,751	
No Response	64		54		4,703	



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

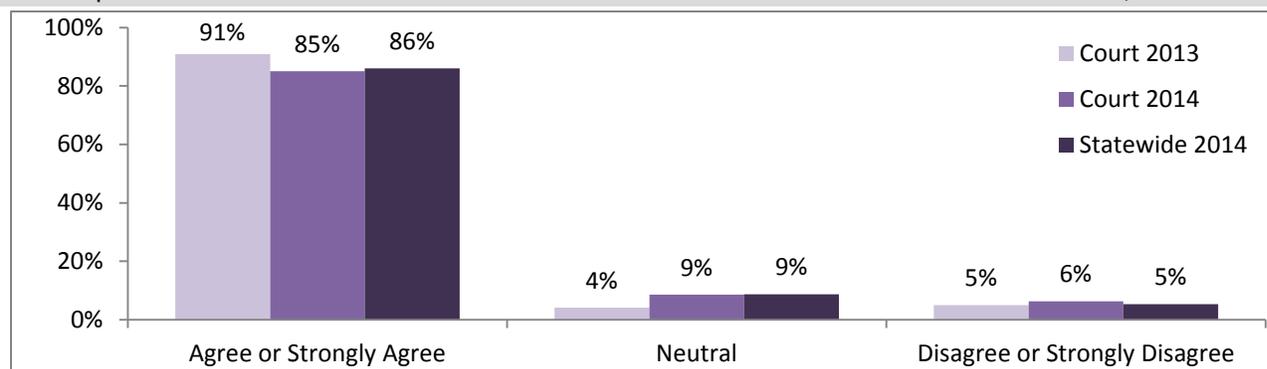
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	112	53%	108	50%	4,056	44%
4 Agree	53	25%	44	21%	2,001	22%
3 Neutral	29	14%	41	19%	2,013	22%
2 Disagree	8	4%	9	4%	485	5%
1 Strongly Disagree	8	4%	12	6%	568	6%
Total Responses	210		214		9,123	
Score		4.2		4.1		3.9
NA - Not Applicable	53		45		3,741	
No Response	87		99		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	144	65%	133	60%	5,653	58%
4 Agree	57	26%	55	25%	2,660	28%
3 Neutral	9	4%	19	9%	839	9%
2 Disagree	4	2%	5	2%	207	2%
1 Strongly Disagree	7	3%	9	4%	307	3%
Total Responses	221		221		9,666	
Score		4.5		4.3		4.4
NA - Not Applicable	43		38		3,197	
No Response	86		99		6,043	



**Questions 7-9 were directed to all respondents.**

**7) What type of case brought you to the courthouse today? (Select all that apply.)**

	Court 2014		County Courts Statewide 2014	
Child protective	20	6%	1,256	7%
Civil matter	56	16%	2,063	11%
Criminal/probation	66	18%	3,852	21%
Divorce/custody/support	58	16%	2,575	14%
Drug/sobriety court	7	2%	823	5%
Estate/trust	22	6%	601	3%
File papers	10	3%	879	5%
Get information	4	1%	714	4%
Guardianship/conservatorship	53	15%	1,200	7%
Juvenile delinquency	0	0%	592	3%
Make a payment	4	1%	830	5%
PPO	4	1%	358	2%
Small claims	6	2%	352	2%
Traffic/Ticket	25	7%	1,658	9%
Other	37	10%	2,454	13%
Number of Respondents	358		18,198	
No Response	8		708	

**8) Who are you? (Select all that apply.)**

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	117	33%	8,416	47%
Agency Worker	9	3%	944	5%
Attorney/prosecutor	95	27%	2,875	16%
Family/friend of party to case	74	21%	2,880	16%
Juror	0	0%	531	3%
Witness	7	2%	340	2%
Other	44	12%	2,406	13%
Number of Respondents	358		17,914	
No Response	16		992	

Genesee County Probate Court, 7th Circuit Court, and 67th District Court

**9) How do you identify yourself? (Select all that apply.)**

	Court 2014		County Courts Statewide 2014	
Male	177	49%	9,116	49%
Female	146	41%	8,643	47%
American Indian / Alaska Nat.	5	1%	409	2%
Asian	2	1%	123	1%
Multiracial/biracial	5	1%	224	1%
Black/African American	83	23%	1,556	8%
Hispanic/Latino	14	4%	548	3%
White/Caucasian	188	53%	9,568	52%
Other	7	2%	288	2%
Number of Respondents	358		18,501	
No Response	8		405	