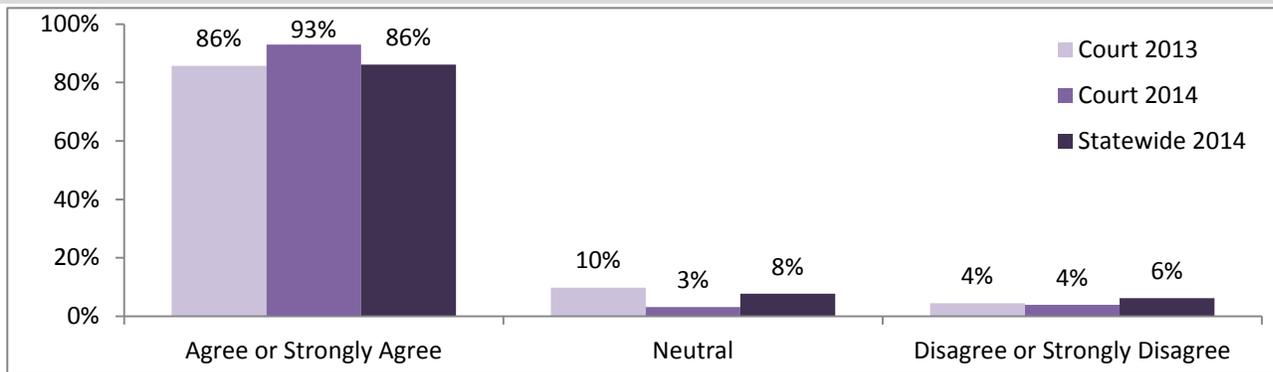


Questions 1 and 2 were directed to all respondents.

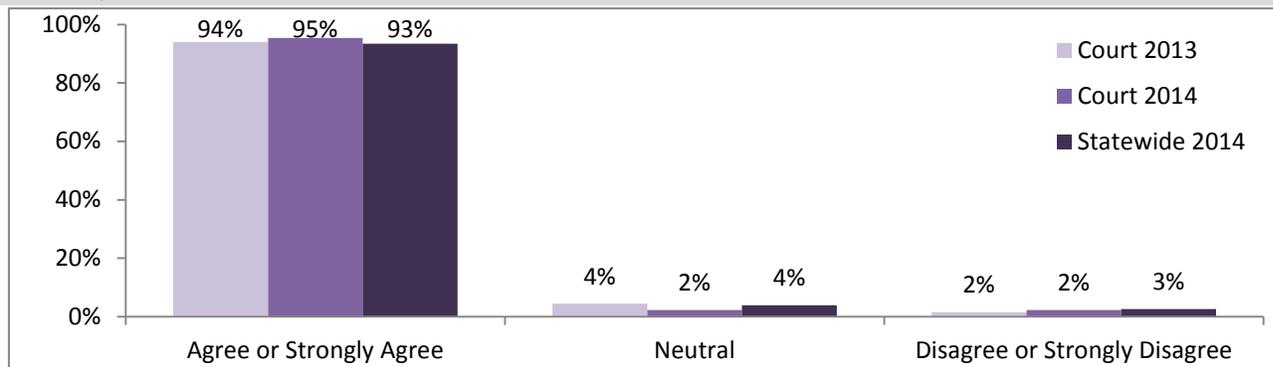
1) I was able to get my court business done in a reasonable amount of time today.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 190 | 53% | 85 | 66% | 10,542 | 58% |
| 4 Agree | 115 | 32% | 35 | 27% | 5,044 | 28% |
| 3 Neutral | 35 | 10% | 4 | 3% | 1,394 | 8% |
| 2 Disagree | 8 | 2% | 2 | 2% | 563 | 3% |
| 1 Strongly Disagree | 8 | 2% | 3 | 2% | 550 | 3% |
| Total Responses | 356 | | 129 | | 18,093 | |
| Score | | 4.3 | | 4.5 | | 4.4 |
| NA - Not Applicable | 30 | | 2 | | 496 | |
| No Response | 19 | | 3 | | 317 | |



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

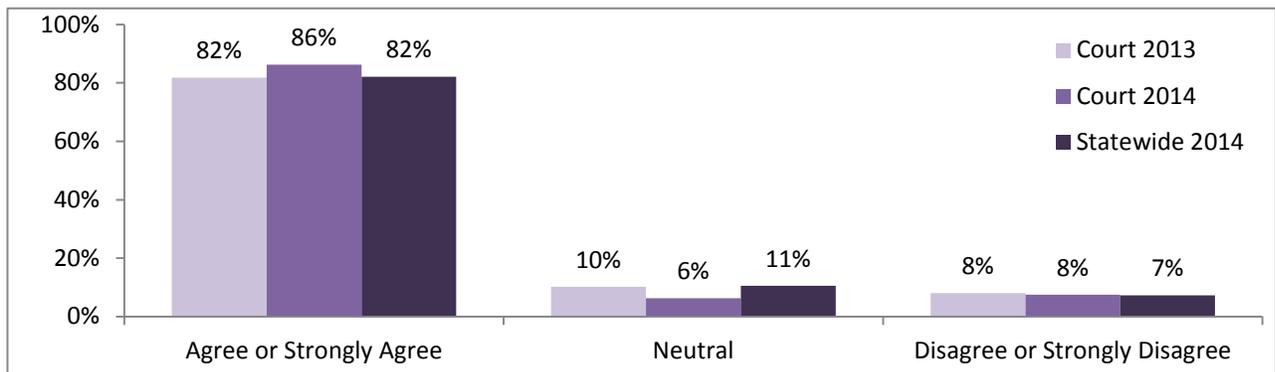
| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 259 | 67% | 96 | 73% | 12,932 | 71% |
| 4 Agree | 103 | 27% | 29 | 22% | 4,133 | 23% |
| 3 Neutral | 17 | 4% | 3 | 2% | 719 | 4% |
| 2 Disagree | 2 | 1% | 0 | 0% | 244 | 1% |
| 1 Strongly Disagree | 4 | 1% | 3 | 2% | 238 | 1% |
| Total Responses | 385 | | 131 | | 18,266 | |
| Score | | 4.6 | | 4.6 | | 4.6 |
| NA - Not Applicable | 6 | | 1 | | 185 | |
| No Response | 14 | | 2 | | 455 | |



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

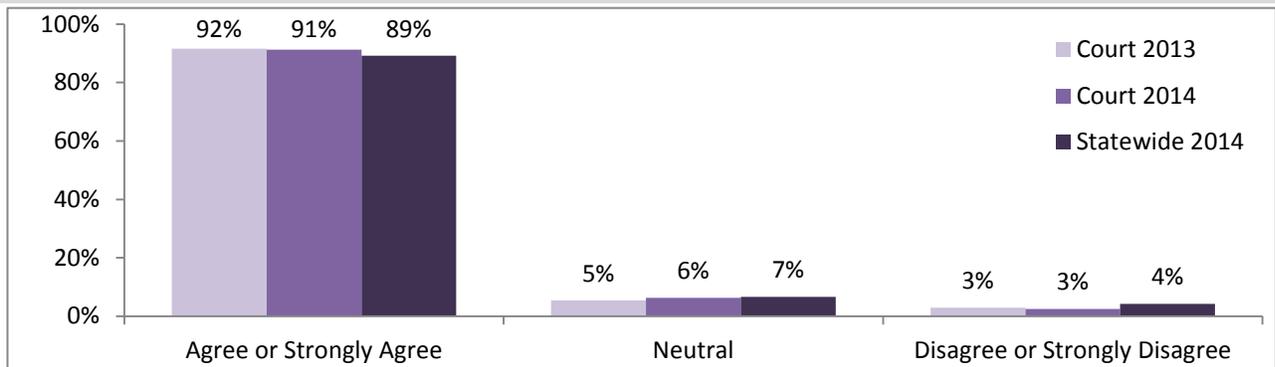
3) The way the case was handled was fair.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 141 | 51% | 48 | 60% | 6,476 | 56% |
| 4 Agree | 84 | 31% | 21 | 26% | 3,072 | 26% |
| 3 Neutral | 28 | 10% | 5 | 6% | 1,229 | 11% |
| 2 Disagree | 14 | 5% | 4 | 5% | 387 | 3% |
| 1 Strongly Disagree | 8 | 3% | 2 | 3% | 456 | 4% |
| Total Responses | 275 | | 80 | | 11,620 | |
| Score | | 4.2 | | 4.4 | | 4.3 |
| NA - Not Applicable | 47 | | 19 | | 2,776 | |
| No Response | 83 | | 35 | | 4,510 | |



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

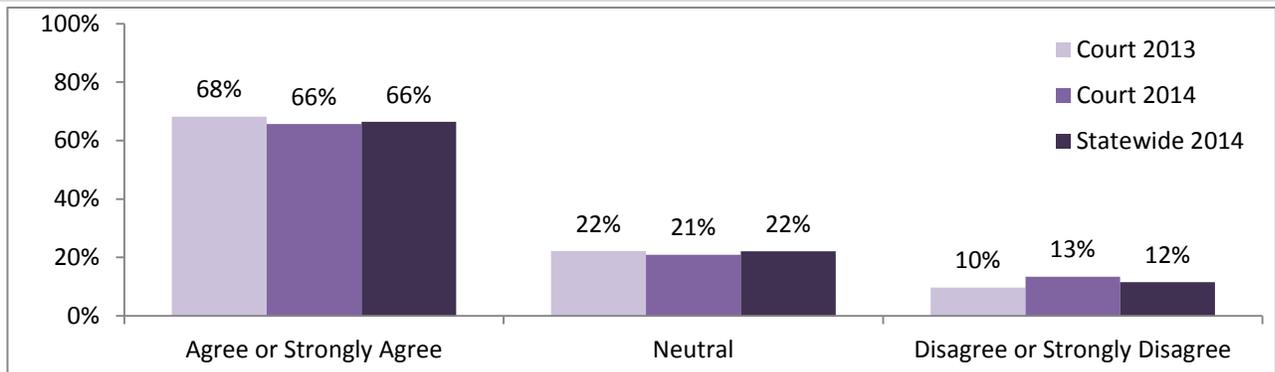
| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 185 | 68% | 56 | 70% | 7,452 | 65% |
| 4 Agree | 66 | 24% | 17 | 21% | 2,758 | 24% |
| 3 Neutral | 15 | 5% | 5 | 6% | 762 | 7% |
| 2 Disagree | 3 | 1% | 0 | 0% | 194 | 2% |
| 1 Strongly Disagree | 5 | 2% | 2 | 3% | 286 | 2% |
| Total Responses | 274 | | 80 | | 11,452 | |
| Score | | 4.5 | | 4.6 | | 4.5 |
| NA - Not Applicable | 43 | | 18 | | 2,751 | |
| No Response | 88 | | 36 | | 4,703 | |



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

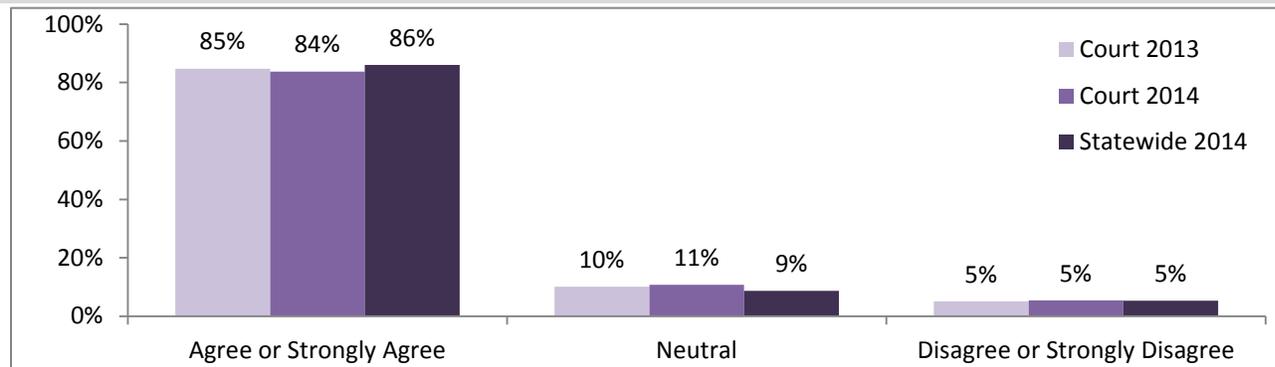
5) The outcome in my case was favorable to me.

| | Court 2013 | | Court 2014 | | County Courts Statewide 2014 | |
|---------------------|------------|------------|------------|------------|---------------------------------|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 90 | 51% | 37 | 55% | 4,056 | 44% |
| 4 Agree | 30 | 17% | 7 | 10% | 2,001 | 22% |
| 3 Neutral | 39 | 22% | 14 | 21% | 2,013 | 22% |
| 2 Disagree | 11 | 6% | 2 | 3% | 485 | 5% |
| 1 Strongly Disagree | 6 | 3% | 7 | 10% | 568 | 6% |
| Total Responses | 176 | | 67 | | 9,123 | |
| Score | | 4.1 | | 4.0 | | 3.9 |
| NA - Not Applicable | 87 | | 24 | | 3,741 | |
| No Response | 142 | | 43 | | 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 | 113 | 57% | 46 | 62% | 5,653 | 58% |
| 4 Agree | 54 | 27% | 16 | 22% | 2,660 | 28% |
| 3 Neutral | 20 | 10% | 8 | 11% | 839 | 9% |
| 2 Disagree | 4 | 2% | 1 | 1% | 207 | 2% |
| 1 Strongly Disagree | 6 | 3% | 3 | 4% | 307 | 3% |
| Total Responses | 197 | | 74 | | 9,666 | |
| Score | | 4.3 | | 4.4 | | 4.4 |
| NA - Not Applicable | 70 | | 17 | | 3,197 | |
| No Response | 138 | | 43 | | 6,043 | |



Alcona, Arenac, Isoco, and Oscoda Trial Courts

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 | 12 | 9% | 1,256 | 7% |
| Civil matter | 9 | 7% | 2,063 | 11% |
| Criminal/probation | 20 | 15% | 3,852 | 21% |
| Divorce/custody/support | 20 | 15% | 2,575 | 14% |
| Drug/sobriety court | 4 | 3% | 823 | 5% |
| Estate/trust | 3 | 2% | 601 | 3% |
| File papers | 11 | 8% | 879 | 5% |
| Get information | 3 | 2% | 714 | 4% |
| Guardianship/conservatorship | 15 | 11% | 1,200 | 7% |
| Juvenile delinquency | 2 | 1% | 592 | 3% |
| Make a payment | 6 | 4% | 830 | 5% |
| PPO | 4 | 3% | 358 | 2% |
| Small claims | 9 | 7% | 352 | 2% |
| Traffic/Ticket | 6 | 4% | 1,658 | 9% |
| Other | 18 | 13% | 2,454 | 13% |
| Number of Respondents | 134 | | 18,198 | |
| No Response | 6 | | 708 | |

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

| | Court 2014 | | County Courts Statewide 2014 | |
|--------------------------------|------------|-----|---------------------------------|-----|
| | | | | |
| Party (Plaintiff/Defendant) | 61 | 46% | 8,416 | 47% |
| Agency Worker | 11 | 8% | 944 | 5% |
| Attorney/prosecutor | 20 | 15% | 2,875 | 16% |
| Family/friend of party to case | 16 | 12% | 2,880 | 16% |
| Juror | 0 | 0% | 531 | 3% |
| Witness | 2 | 1% | 340 | 2% |
| Other | 19 | 14% | 2,406 | 13% |
| Number of Respondents | 134 | | 17,914 | |
| No Response | 10 | | 992 | |

Alcona, Arenac, Isoco, and Oscoda Trial Courts

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

| | Court 2014 | | County Courts Statewide 2014 | |
|-------------------------------|------------|-----|---------------------------------|-----|
| | | | | |
| Male | 67 | 50% | 9,116 | 49% |
| Female | 55 | 41% | 8,643 | 47% |
| American Indian / Alaska Nat. | 2 | 1% | 409 | 2% |
| Asian | 0 | 0% | 123 | 1% |
| Multiracial/biracial | 2 | 1% | 224 | 1% |
| Black/African American | 0 | 0% | 1,556 | 8% |
| Hispanic/Latino | 1 | 1% | 548 | 3% |
| White/Caucasian | 81 | 60% | 9,568 | 52% |
| Other | 1 | 1% | 288 | 2% |
| Number of Respondents | 134 | | 18,501 | |
| No Response | 3 | | 405 | |