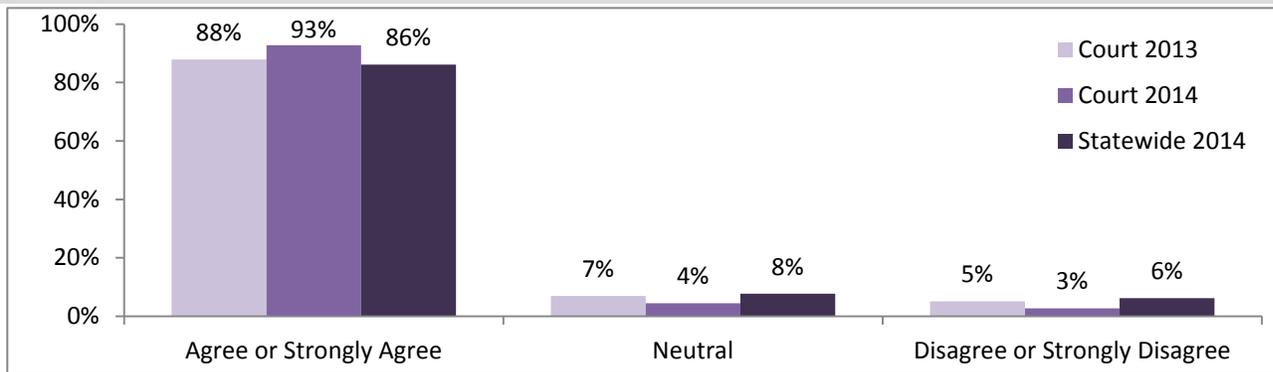


Alpena and Montmorency Trial Courts

Questions 1 and 2 were directed to all respondents.

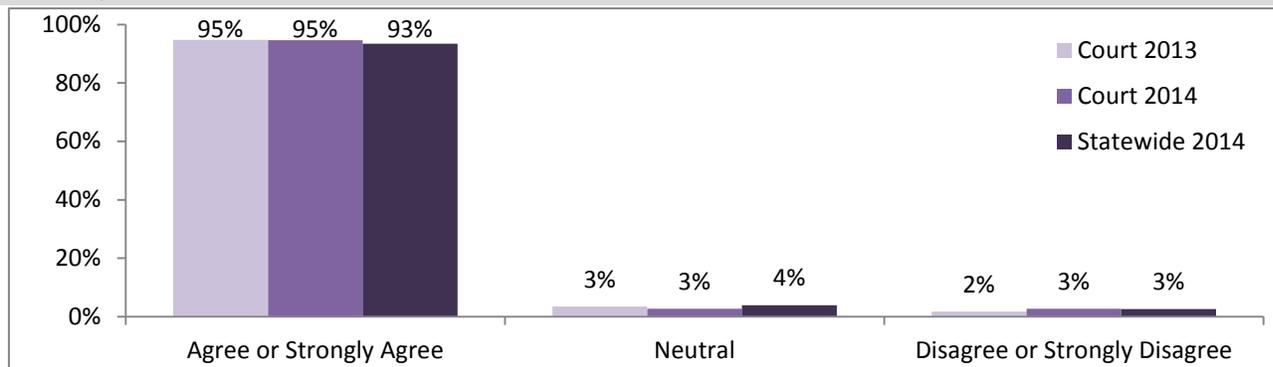
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	120	56%	177	61%	10,542	58%
4 Agree	69	32%	92	32%	5,044	28%
3 Neutral	15	7%	13	4%	1,394	8%
2 Disagree	7	3%	3	1%	563	3%
1 Strongly Disagree	4	2%	5	2%	550	3%
Total Responses	215		290		18,093	
Score		4.4		4.5		4.4
NA - Not Applicable	10		22		496	
No Response	8		12		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	156	68%	217	73%	12,932	71%
4 Agree	61	27%	66	22%	4,133	23%
3 Neutral	8	3%	8	3%	719	4%
2 Disagree	2	1%	4	1%	244	1%
1 Strongly Disagree	2	1%	4	1%	238	1%
Total Responses	229		299		18,266	
Score		4.6		4.6		4.6
NA - Not Applicable	1		13		185	
No Response	3		12		455	

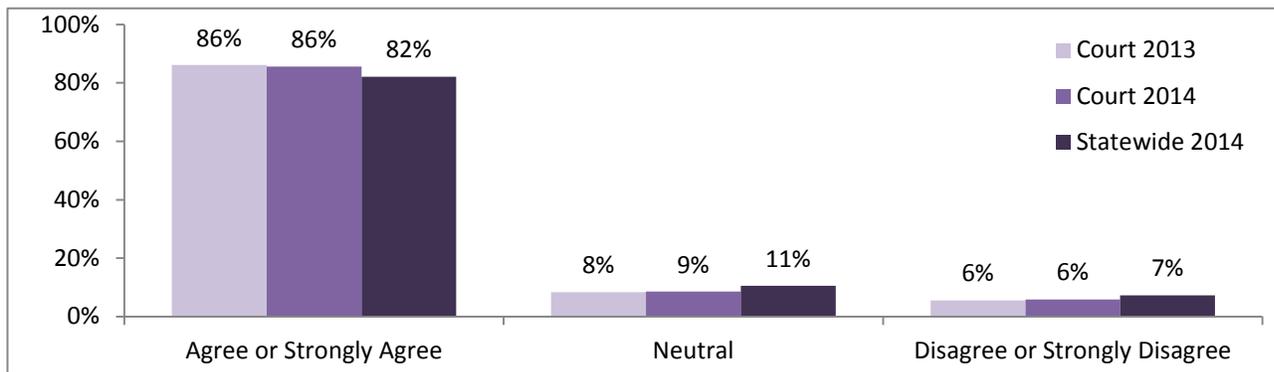


Alpena and Montmorency Trial Courts

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

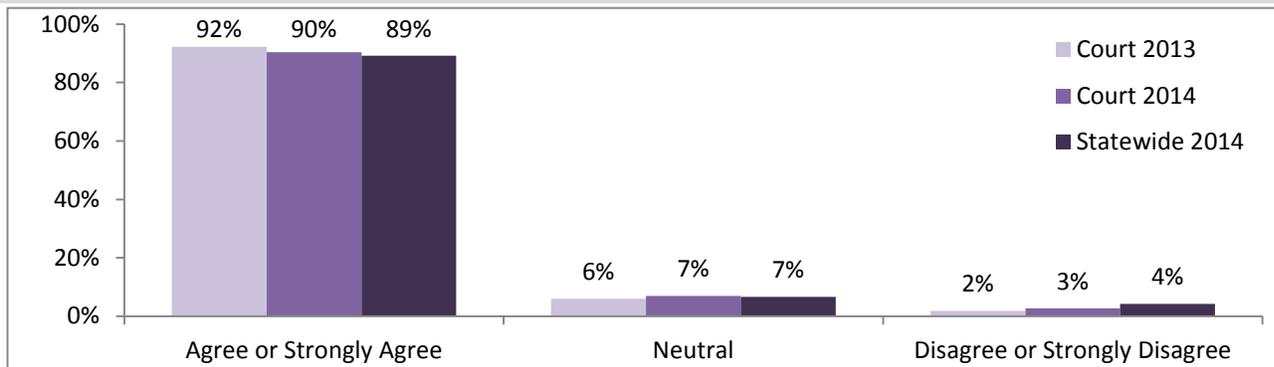
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	104	58%	107	57%	6,476	56%
4 Agree	51	28%	53	28%	3,072	26%
3 Neutral	15	8%	16	9%	1,229	11%
2 Disagree	3	2%	5	3%	387	3%
1 Strongly Disagree	7	4%	6	3%	456	4%
Total Responses	180		187		11,620	
Score		4.3		4.3		4.3
NA - Not Applicable	15		59		2,776	
No Response	38		78		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	101	60%	126	67%	7,452	65%
4 Agree	54	32%	44	23%	2,758	24%
3 Neutral	10	6%	13	7%	762	7%
2 Disagree	1	1%	3	2%	194	2%
1 Strongly Disagree	2	1%	2	1%	286	2%
Total Responses	168		188		11,452	
Score		4.5		4.5		4.5
NA - Not Applicable	19		55		2,751	
No Response	46		81		4,703	

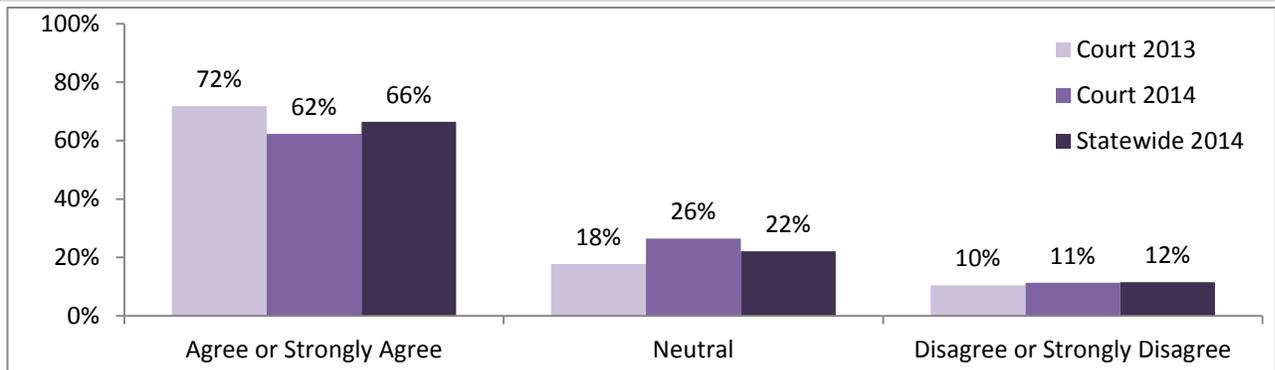


Alpena and Montmorency Trial Courts

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

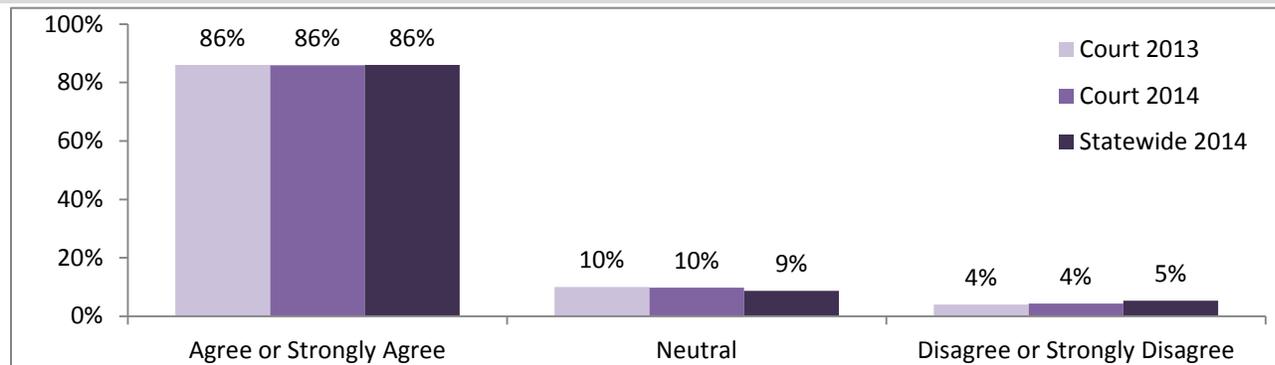
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	56	45%	64	40%	4,056	44%
4 Agree	33	27%	35	22%	2,001	22%
3 Neutral	22	18%	42	26%	2,013	22%
2 Disagree	5	4%	6	4%	485	5%
1 Strongly Disagree	8	6%	12	8%	568	6%
Total Responses	124		159		9,123	
Score		4.0		3.8		3.9
NA - Not Applicable	47		73		3,741	
No Response	62		92		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	81	54%	95	58%	5,653	58%
4 Agree	48	32%	45	28%	2,660	28%
3 Neutral	15	10%	16	10%	839	9%
2 Disagree	3	2%	1	1%	207	2%
1 Strongly Disagree	3	2%	6	4%	307	3%
Total Responses	150		163		9,666	
Score		4.3		4.4		4.4
NA - Not Applicable	26		67		3,197	
No Response	57		94		6,043	



Alpena and Montmorency 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	22	7%	1,256	7%
Civil matter	26	8%	2,063	11%
Criminal/probation	46	14%	3,852	21%
Divorce/custody/support	30	9%	2,575	14%
Drug/sobriety court	23	7%	823	5%
Estate/trust	17	5%	601	3%
File papers	11	3%	879	5%
Get information	9	3%	714	4%
Guardianship/conservatorship	45	14%	1,200	7%
Juvenile delinquency	20	6%	592	3%
Make a payment	13	4%	830	5%
PPO	3	1%	358	2%
Small claims	2	1%	352	2%
Traffic/Ticket	32	10%	1,658	9%
Other	52	16%	2,454	13%
Number of Respondents	324		18,198	
No Response	16		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	131	40%	8,416	47%
Agency Worker	27	8%	944	5%
Attorney/prosecutor	27	8%	2,875	16%
Family/friend of party to case	55	17%	2,880	16%
Juror	1	0%	531	3%
Witness	6	2%	340	2%
Other	64	20%	2,406	13%
Number of Respondents	324		17,914	
No Response	24		992	

Alpena and Montmorency Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	155	48%	9,116	49%
Female	149	46%	8,643	47%
American Indian / Alaska Nat.	5	2%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	0	0%	224	1%
Black/African American	5	2%	1,556	8%
Hispanic/Latino	3	1%	548	3%
White/Caucasian	188	58%	9,568	52%
Other	2	1%	288	2%
Number of Respondents	324		18,501	
No Response	7		405	