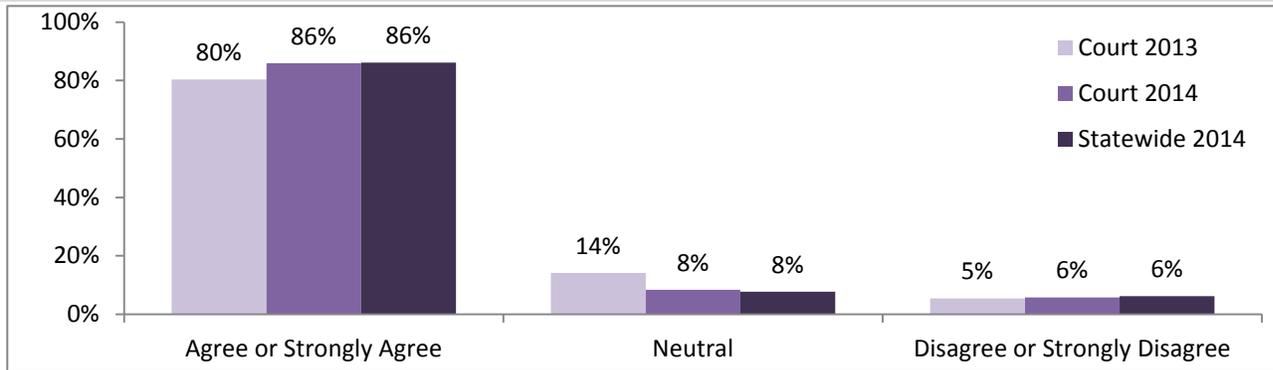


Questions 1 and 2 were directed to all respondents.

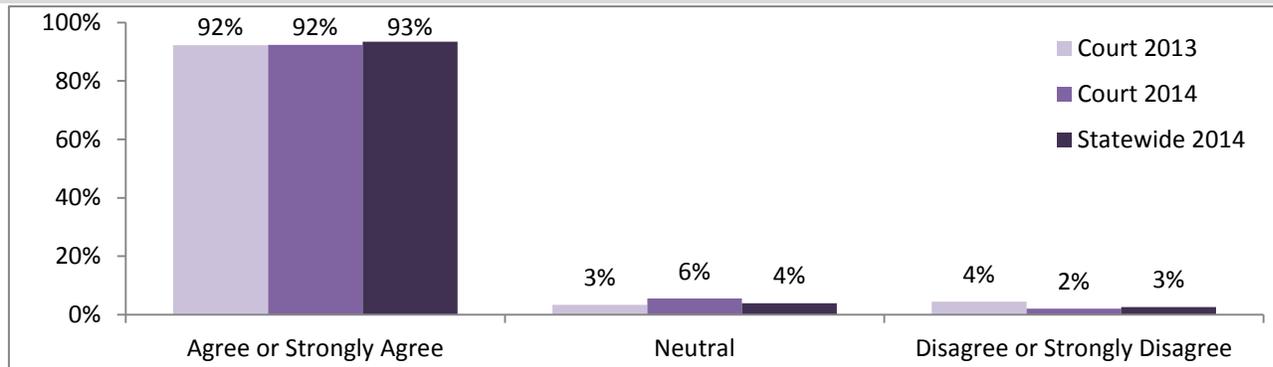
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	169	55%	327	58%	10,542	58%
4 Agree	80	26%	154	28%	5,044	28%
3 Neutral	44	14%	47	8%	1,394	8%
2 Disagree	11	4%	14	3%	563	3%
1 Strongly Disagree	6	2%	18	3%	550	3%
Total Responses	310		560		18,093	
Score		4.3		4.4		4.4
NA - Not Applicable	37		26		496	
No Response	21		14		317	



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

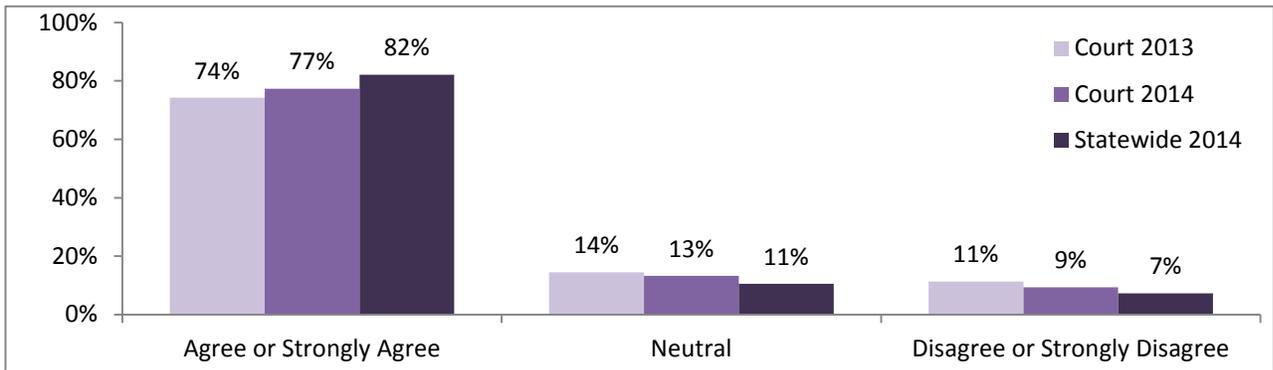
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	248	69%	389	68%	12,932	71%
4 Agree	83	23%	143	25%	4,133	23%
3 Neutral	12	3%	32	6%	719	4%
2 Disagree	6	2%	8	1%	244	1%
1 Strongly Disagree	10	3%	4	1%	238	1%
Total Responses	359		576		18,266	
Score		4.5		4.6		4.6
NA - Not Applicable	3		9		185	
No Response	6		15		455	



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

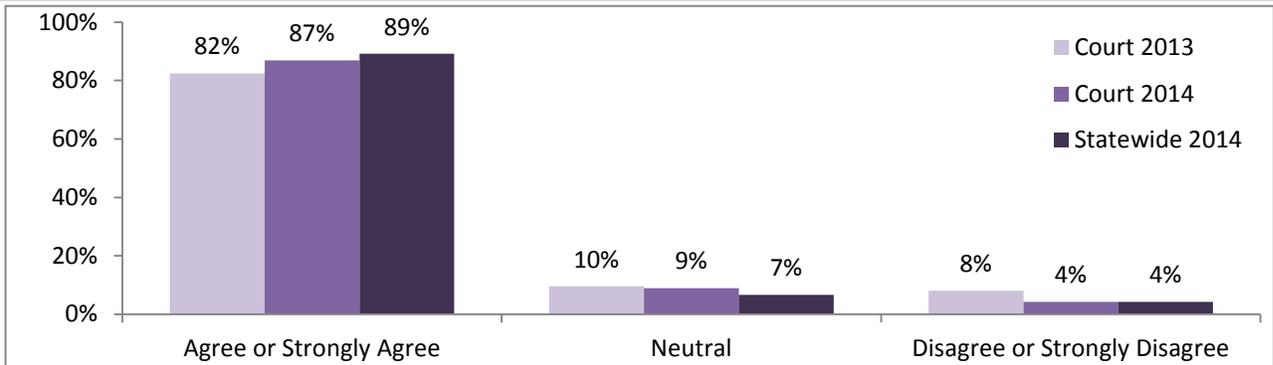
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	102	53%	192	54%	6,476	56%
4 Agree	42	22%	81	23%	3,072	26%
3 Neutral	28	14%	47	13%	1,229	11%
2 Disagree	7	4%	19	5%	387	3%
1 Strongly Disagree	15	8%	14	4%	456	4%
Total Responses	194		353		11,620	
Score		4.1		4.2		4.3
NA - Not Applicable	52		86		2,776	
No Response	122		161		4,510	



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

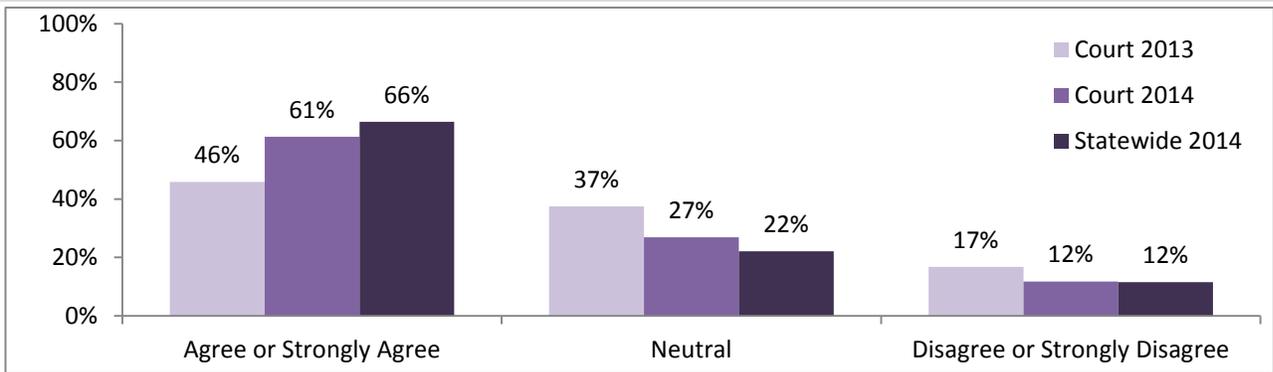
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	122	61%	226	63%	7,452	65%
4 Agree	42	21%	85	24%	2,758	24%
3 Neutral	19	10%	32	9%	762	7%
2 Disagree	4	2%	5	1%	194	2%
1 Strongly Disagree	12	6%	10	3%	286	2%
Total Responses	199		358		11,452	
Score		4.3		4.4		4.5
NA - Not Applicable	45		82		2,751	
No Response	124		160		4,703	



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

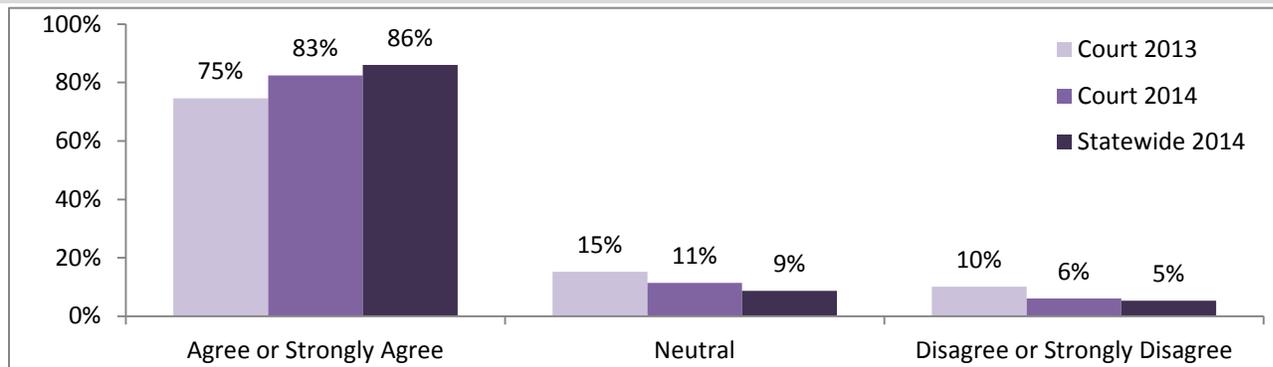
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	44	34%	112	42%	4,056	44%
4 Agree	16	12%	50	19%	2,001	22%
3 Neutral	49	37%	71	27%	2,013	22%
2 Disagree	9	7%	16	6%	485	5%
1 Strongly Disagree	13	10%	15	6%	568	6%
Total Responses	131		264		9,123	
Score		3.5		3.9		3.9
NA - Not Applicable	73		132		3,741	
No Response	164		204		6,042	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	68	49%	159	57%	5,653	58%
4 Agree	35	25%	72	26%	2,660	28%
3 Neutral	21	15%	32	11%	839	9%
2 Disagree	5	4%	11	4%	207	2%
1 Strongly Disagree	9	7%	6	2%	307	3%
Total Responses	138		280		9,666	
Score		4.1		4.3		4.4
NA - Not Applicable	65		114		3,197	
No Response	165		206		6,043	



Antrim, Grand Traverse, and Leelanau 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	25	4%	1,256	7%
Civil matter	48	8%	2,063	11%
Criminal/probation	149	25%	3,852	21%
Divorce/custody/support	50	8%	2,575	14%
Drug/sobriety court	53	9%	823	5%
Estate/trust	9	2%	601	3%
File papers	20	3%	879	5%
Get information	14	2%	714	4%
Guardianship/conservatorship	37	6%	1,200	7%
Juvenile delinquency	14	2%	592	3%
Make a payment	39	7%	830	5%
PPO	8	1%	358	2%
Small claims	18	3%	352	2%
Traffic/Ticket	75	13%	1,658	9%
Other	86	14%	2,454	13%
Number of Respondents	600		18,198	
No Response	22		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	300	50%	8,416	47%
Agency Worker	19	3%	944	5%
Attorney/prosecutor	59	10%	2,875	16%
Family/friend of party to case	96	16%	2,880	16%
Juror	10	2%	531	3%
Witness	15	3%	340	2%
Other	87	15%	2,406	13%
Number of Respondents	600		17,914	
No Response	30		992	

Antrim, Grand Traverse, and Leelanau Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	295	49%	9,116	49%
Female	270	45%	8,643	47%
American Indian / Alaska Nat.	22	4%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	7	1%	224	1%
Black/African American	11	2%	1,556	8%
Hispanic/Latino	11	2%	548	3%
White/Caucasian	372	62%	9,568	52%
Other	2	0%	288	2%
Number of Respondents	600		18,501	
No Response	18		405	