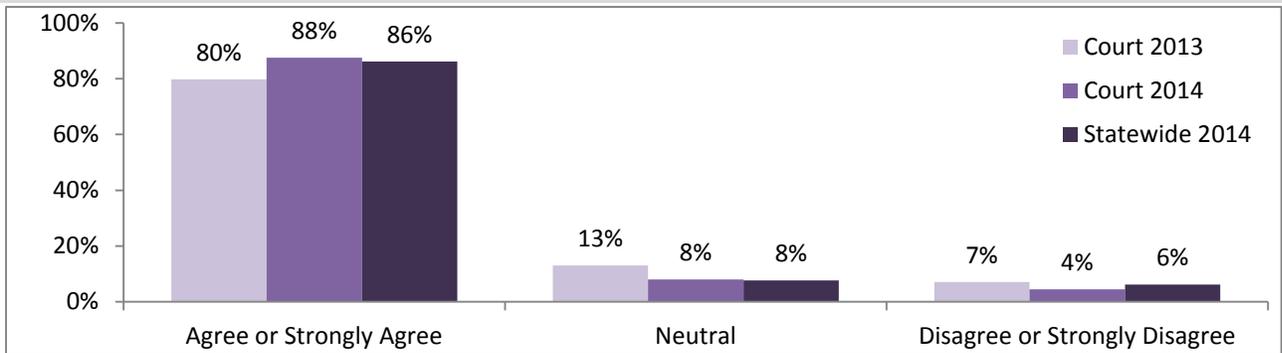


Questions 1 and 2 were directed to all respondents.

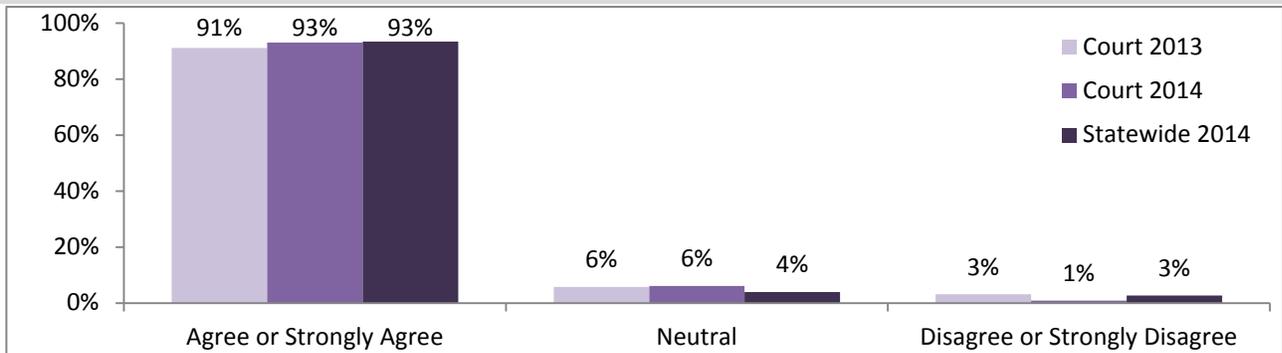
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	138	55%	61	54%	10,542	58%
4 Agree	64	25%	37	33%	5,044	28%
3 Neutral	33	13%	9	8%	1,394	8%
2 Disagree	10	4%	2	2%	563	3%
1 Strongly Disagree	8	3%	3	3%	550	3%
Total Responses	253		112		18,093	
Score		4.2		4.3		4.4
NA - Not Applicable	6		5		496	
No Response	2		1		317	



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

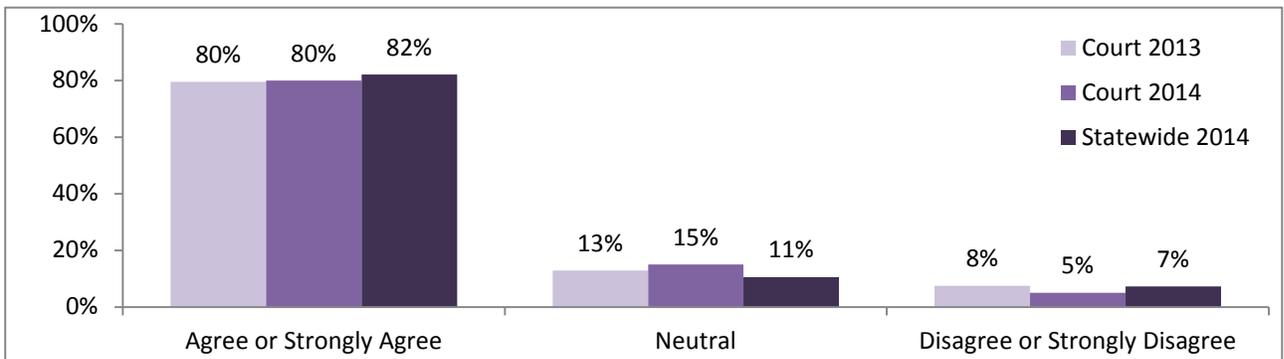
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	161	62%	76	66%	12,932	71%
4 Agree	75	29%	31	27%	4,133	23%
3 Neutral	15	6%	7	6%	719	4%
2 Disagree	7	3%	1	1%	244	1%
1 Strongly Disagree	1	0%	0	0%	238	1%
Total Responses	259		115		18,266	
Score		4.5		4.6		4.6
NA - Not Applicable	1		0		185	
No Response	1		3		455	



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

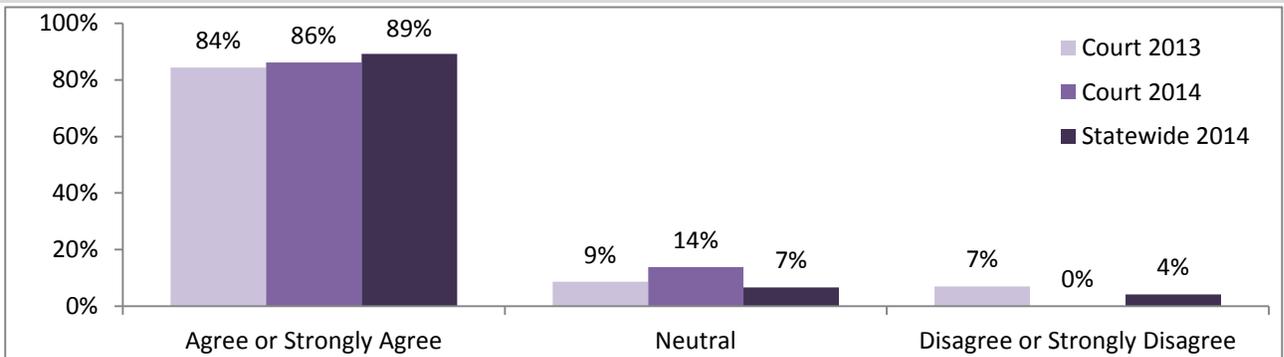
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	87	47%	31	52%	6,476	56%
4 Agree	61	33%	17	28%	3,072	26%
3 Neutral	24	13%	9	15%	1,229	11%
2 Disagree	6	3%	1	2%	387	3%
1 Strongly Disagree	8	4%	2	3%	456	4%
Total Responses	186		60		11,620	
Score	4.1		4.2		4.3	
NA - Not Applicable	13		17		2,776	
No Response	62		41		4,510	



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

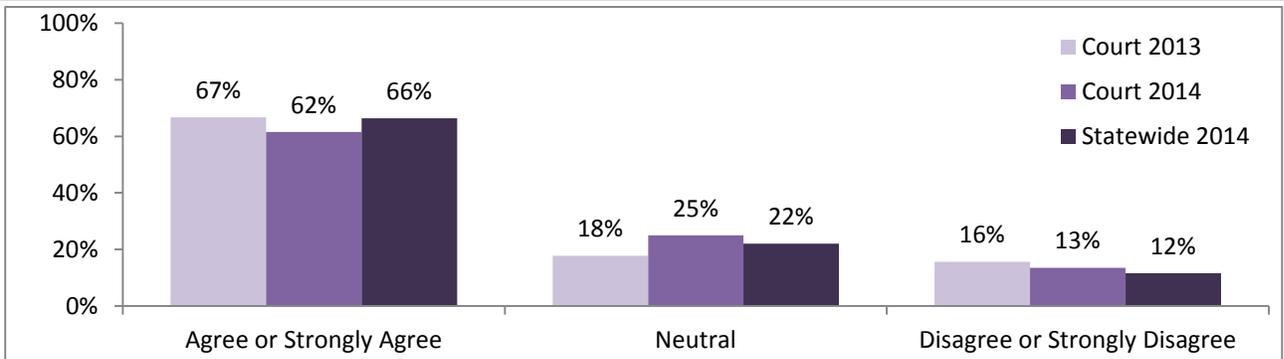
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	100	54%	36	62%	7,452	65%
4 Agree	56	30%	14	24%	2,758	24%
3 Neutral	16	9%	8	14%	762	7%
2 Disagree	6	3%	0	0%	194	2%
1 Strongly Disagree	7	4%	0	0%	286	2%
Total Responses	185		58		11,452	
Score	4.3		4.5		4.5	
NA - Not Applicable	11		16		2,751	
No Response	65		44		4,703	



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

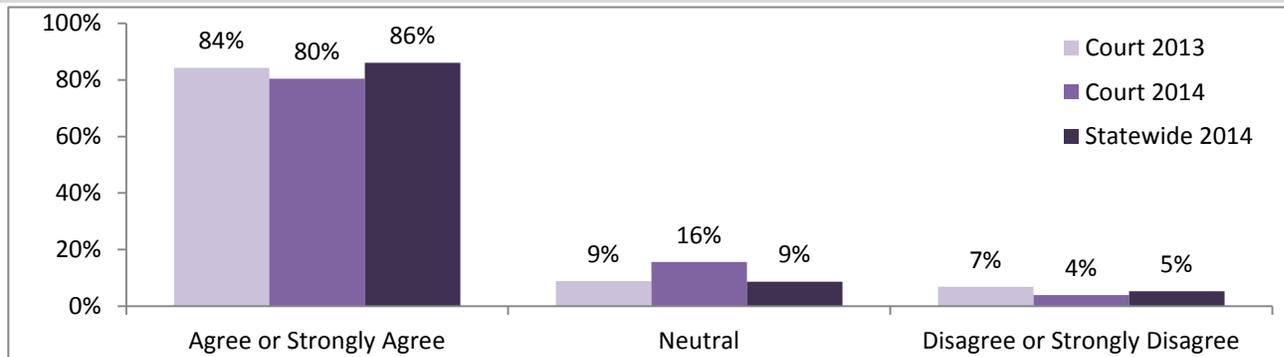
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	59	42%	20	38%	4,056	44%
4 Agree	35	25%	12	23%	2,001	22%
3 Neutral	25	18%	13	25%	2,013	22%
2 Disagree	14	10%	3	6%	485	5%
1 Strongly Disagree	8	6%	4	8%	568	6%
Total Responses	141		52		9,123	
Score	3.9		3.8		3.9	
NA - Not Applicable	26		16		3,741	
No Response	94		50		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	75	51%	21	41%	5,653	58%
4 Agree	48	33%	20	39%	2,660	28%
3 Neutral	13	9%	8	16%	839	9%
2 Disagree	8	5%	1	2%	207	2%
1 Strongly Disagree	2	1%	1	2%	307	3%
Total Responses	146		51		9,666	
Score	4.3		4.2		4.4	
NA - Not Applicable	21		17		3,197	
No Response	94		50		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	10	8%	1,256	7%
Civil matter	4	3%	2,063	11%
Criminal/probation	29	25%	3,852	21%
Divorce/custody/support	14	12%	2,575	14%
Drug/sobriety court	17	14%	823	5%
Estate/trust	3	3%	601	3%
File papers	6	5%	879	5%
Get information	5	4%	714	4%
Guardianship/conservatorship	7	6%	1,200	7%
Juvenile delinquency	10	8%	592	3%
Make a payment	13	11%	830	5%
PPO	2	2%	358	2%
Small claims	1	1%	352	2%
Traffic/Ticket	3	3%	1,658	9%
Other	15	13%	2,454	13%
Number of Respondents	118		18,198	
No Response	4		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	66	56%	8,416	47%
Agency Worker	5	4%	944	5%
Attorney/prosecutor	10	8%	2,875	16%
Family/friend of party to case	13	11%	2,880	16%
Juror	0	0%	531	3%
Witness	3	3%	340	2%
Other	13	11%	2,406	13%
Number of Respondents	118		17,914	
No Response	14		992	

Barry County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	67	57%	9,116	49%
Female	50	42%	8,643	47%
American Indian / Alaska Nat.	0	0%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	1	1%	224	1%
Black/African American	0	0%	1,556	8%
Hispanic/Latino	3	3%	548	3%
White/Caucasian	80	68%	9,568	52%
Other	0	0%	288	2%
Number of Respondents	118		18,501	
No Response	1		405	