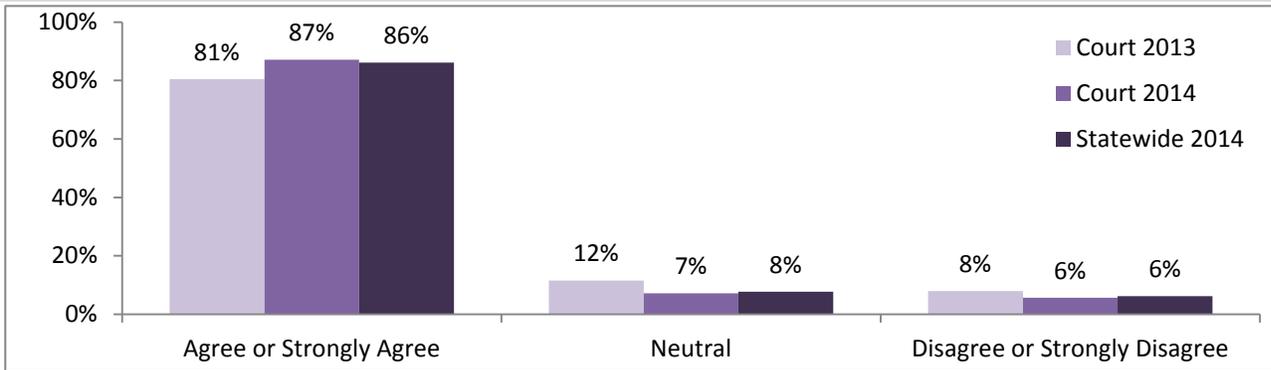


Charlevoix and Emmet Trial Courts

Questions 1 and 2 were directed to all respondents.

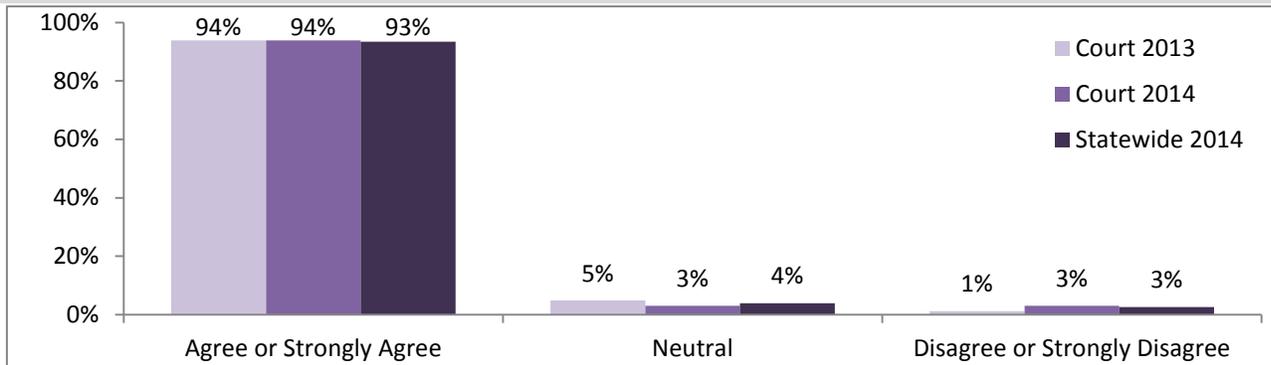
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	170	56%	121	62%	10,542	58%
4 Agree	74	24%	48	25%	5,044	28%
3 Neutral	35	12%	14	7%	1,394	8%
2 Disagree	15	5%	8	4%	563	3%
1 Strongly Disagree	9	3%	3	2%	550	3%
Total Responses	303		194		18,093	
Score		4.3		4.4		4.4
NA - Not Applicable	19		11		496	
No Response	7		4		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	244	75%	136	70%	12,932	71%
4 Agree	61	19%	47	24%	4,133	23%
3 Neutral	16	5%	6	3%	719	4%
2 Disagree	3	1%	5	3%	244	1%
1 Strongly Disagree	1	0%	1	1%	238	1%
Total Responses	325		195		18,266	
Score		4.7		4.6		4.6
NA - Not Applicable	2		7		185	
No Response	2		7		455	

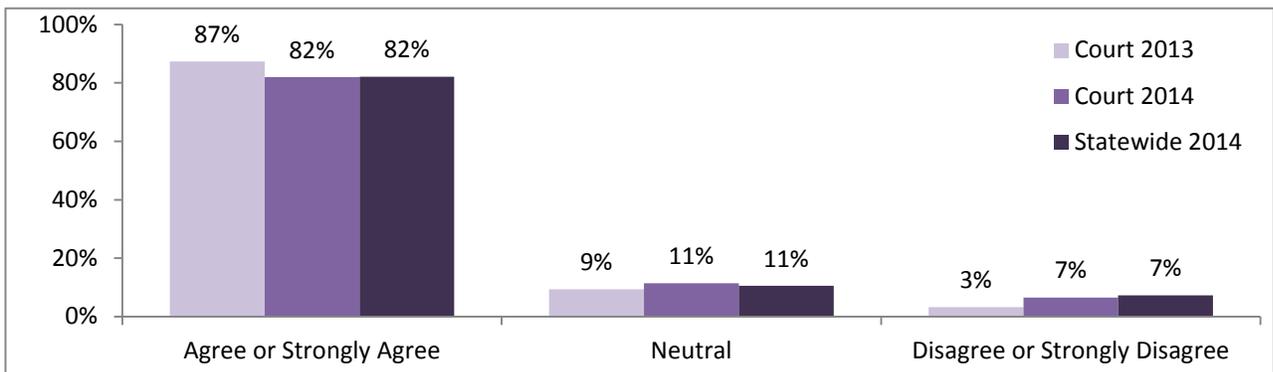


Charlevoix and Emmet Trial Courts

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

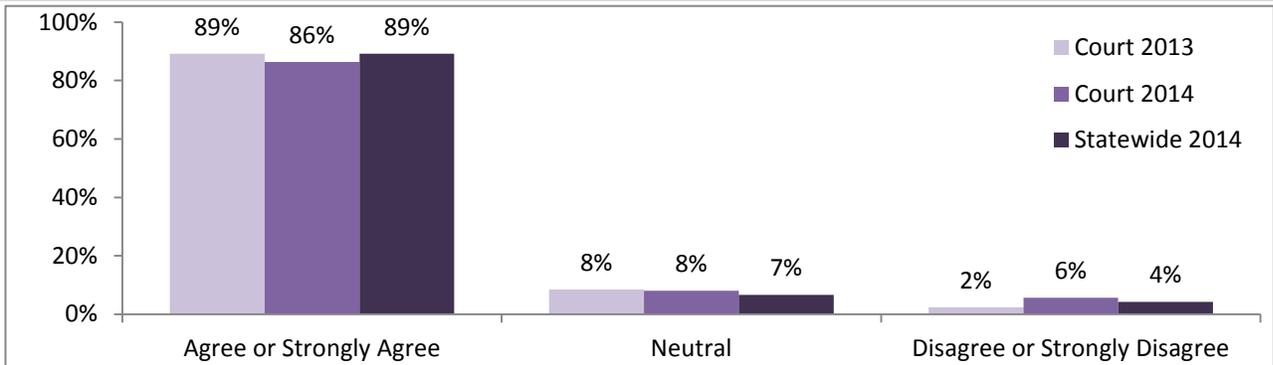
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	131	62%	70	57%	6,476	56%
4 Agree	55	26%	30	25%	3,072	26%
3 Neutral	20	9%	14	11%	1,229	11%
2 Disagree	4	2%	7	6%	387	3%
1 Strongly Disagree	3	1%	1	1%	456	4%
Total Responses	213		122		11,620	
Score		4.4		4.3		4.3
NA - Not Applicable	40		33		2,776	
No Response	76		53		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	143	67%	72	58%	7,452	65%
4 Agree	46	22%	36	29%	2,758	24%
3 Neutral	18	8%	10	8%	762	7%
2 Disagree	3	1%	3	2%	194	2%
1 Strongly Disagree	2	1%	4	3%	286	2%
Total Responses	212		125		11,452	
Score		4.5		4.4		4.5
NA - Not Applicable	39		34		2,751	
No Response	78		49		4,703	

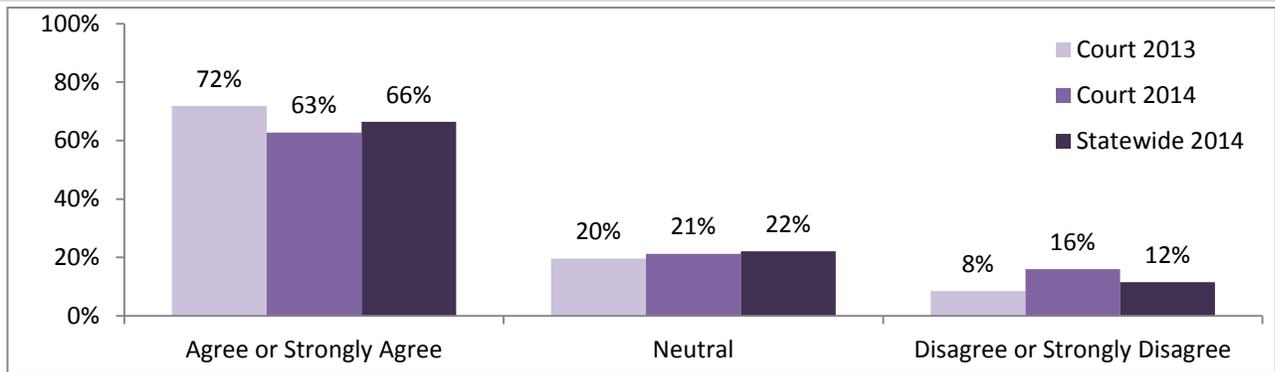


Charlevoix and Emmet Trial Courts

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

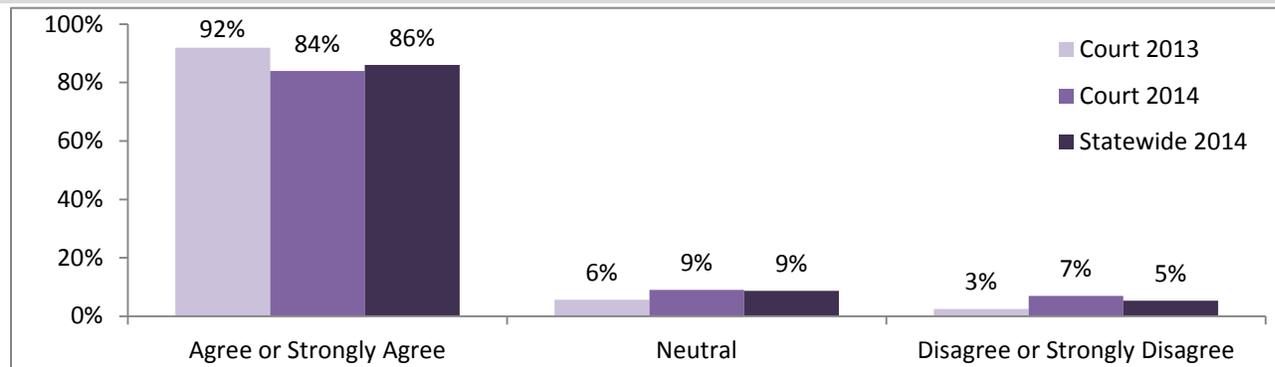
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	69	45%	38	40%	4,056	44%
4 Agree	41	27%	21	22%	2,001	22%
3 Neutral	30	20%	20	21%	2,013	22%
2 Disagree	9	6%	7	7%	485	5%
1 Strongly Disagree	4	3%	8	9%	568	6%
Total Responses	153		94		9,123	
Score		4.1		3.8		3.9
NA - Not Applicable	63		46		3,741	
No Response	113		67		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	105	66%	53	53%	5,653	58%
4 Agree	42	26%	31	31%	2,660	28%
3 Neutral	9	6%	9	9%	839	9%
2 Disagree	1	1%	2	2%	207	2%
1 Strongly Disagree	3	2%	5	5%	307	3%
Total Responses	160		100		9,666	
Score		4.5		4.3		4.4
NA - Not Applicable	57		41		3,197	
No Response	112		66		6,043	



Charlevoix and Emmet 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	16	8%	1,256	7%
Civil matter	30	14%	2,063	11%
Criminal/probation	59	28%	3,852	21%
Divorce/custody/support	27	13%	2,575	14%
Drug/sobriety court	10	5%	823	5%
Estate/trust	2	1%	601	3%
File papers	6	3%	879	5%
Get information	12	6%	714	4%
Guardianship/conservatorship	5	2%	1,200	7%
Juvenile delinquency	2	1%	592	3%
Make a payment	8	4%	830	5%
PPO	1	0%	358	2%
Small claims	6	3%	352	2%
Traffic/Ticket	9	4%	1,658	9%
Other	30	14%	2,454	13%
Number of Respondents	209		18,198	
No Response	7		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	93	44%	8,416	47%
Agency Worker	10	5%	944	5%
Attorney/prosecutor	30	14%	2,875	16%
Family/friend of party to case	16	8%	2,880	16%
Juror	1	0%	531	3%
Witness	2	1%	340	2%
Other	45	22%	2,406	13%
Number of Respondents	209		17,914	
No Response	13		992	

Charlevoix and Emmet Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	105	50%	9,116	49%
Female	83	40%	8,643	47%
American Indian / Alaska Nat.	8	4%	409	2%
Asian	2	1%	123	1%
Multiracial/biracial	0	0%	224	1%
Black/African American	0	0%	1,556	8%
Hispanic/Latino	1	0%	548	3%
White/Caucasian	133	64%	9,568	52%
Other	2	1%	288	2%
Number of Respondents	209		18,501	
No Response	7		405	