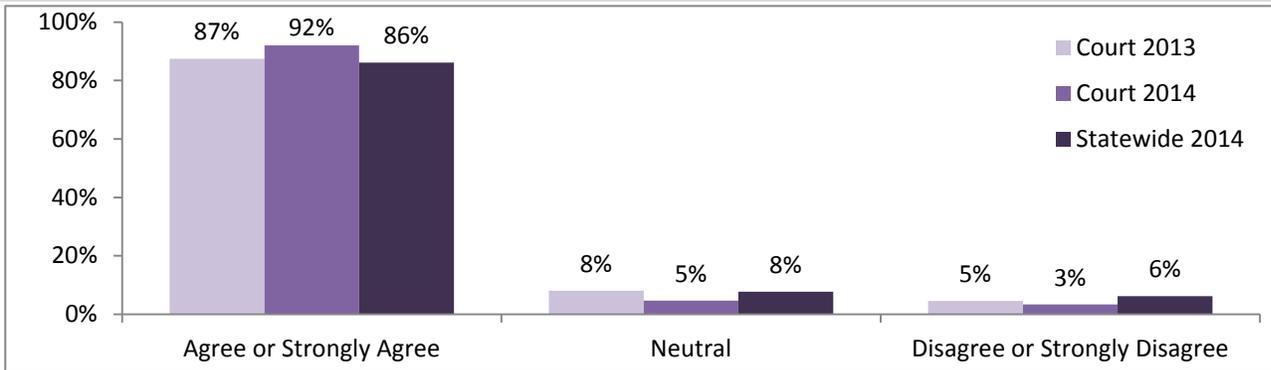


Cheboygan and Presque Isle Trial Courts

Questions 1 and 2 were directed to all respondents.

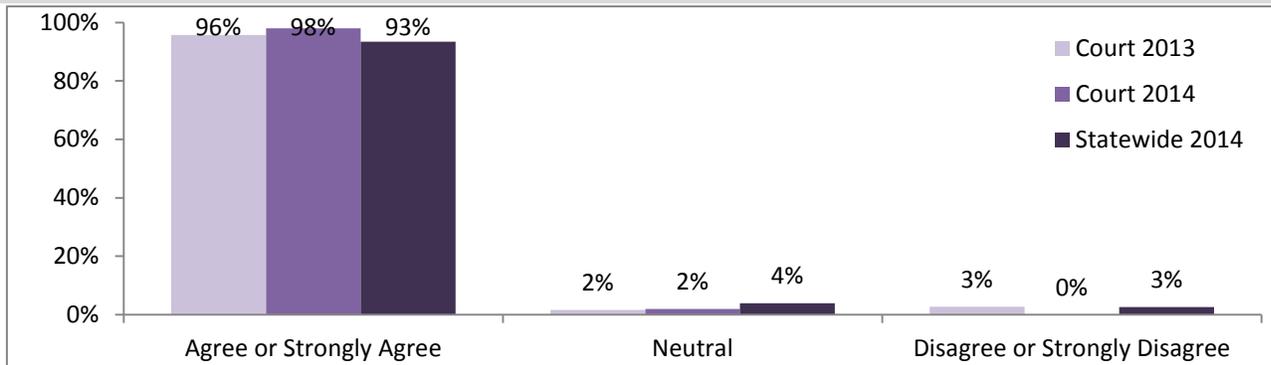
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	98	56%	105	70%	10,542	58%
4 Agree	55	31%	34	23%	5,044	28%
3 Neutral	14	8%	7	5%	1,394	8%
2 Disagree	8	5%	3	2%	563	3%
1 Strongly Disagree	0	0%	2	1%	550	3%
Total Responses	175		151		18,093	
Score		4.4		4.6		4.4
NA - Not Applicable	10		2		496	
No Response	9		2		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	135	72%	116	77%	12,932	71%
4 Agree	45	24%	31	21%	4,133	23%
3 Neutral	3	2%	3	2%	719	4%
2 Disagree	2	1%	0	0%	244	1%
1 Strongly Disagree	3	2%	0	0%	238	1%
Total Responses	188		150		18,266	
Score		4.6		4.8		4.6
NA - Not Applicable	1		1		185	
No Response	5		4		455	

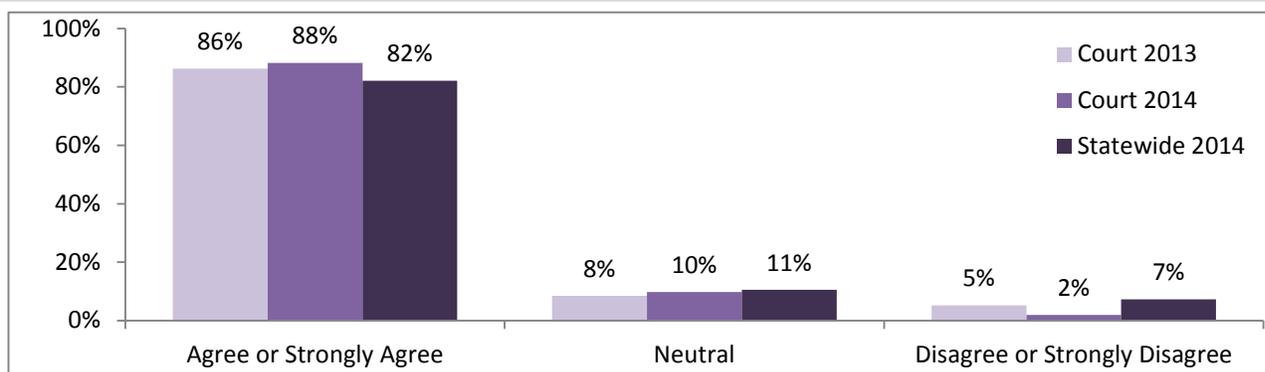


Cheboygan and Presque Isle Trial Courts

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

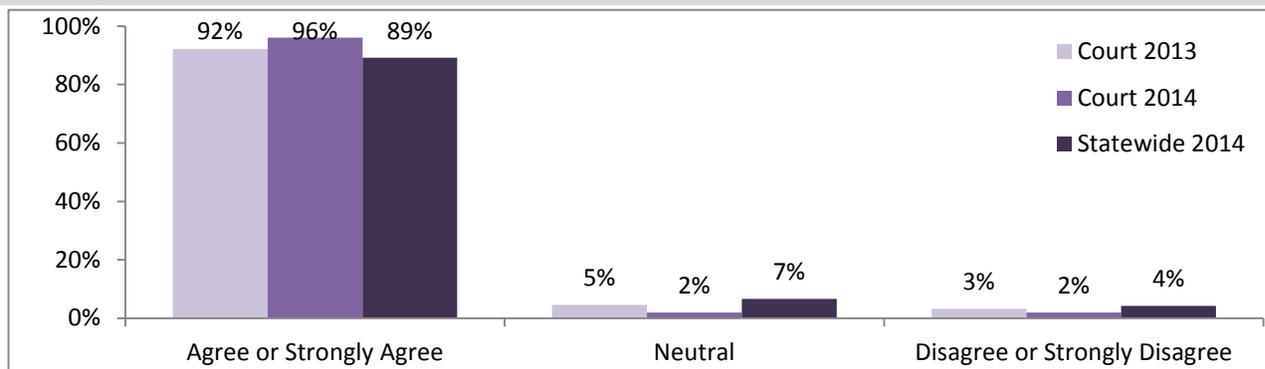
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	85	56%	58	57%	6,476	56%
4 Agree	47	31%	32	31%	3,072	26%
3 Neutral	13	8%	10	10%	1,229	11%
2 Disagree	4	3%	0	0%	387	3%
1 Strongly Disagree	4	3%	2	2%	456	4%
Total Responses	153		102		11,620	
Score		4.3		4.4		4.3
NA - Not Applicable	16		16		2,776	
No Response	25		37		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	93	61%	74	73%	7,452	65%
4 Agree	48	31%	23	23%	2,758	24%
3 Neutral	7	5%	2	2%	762	7%
2 Disagree	2	1%	1	1%	194	2%
1 Strongly Disagree	3	2%	1	1%	286	2%
Total Responses	153		101		11,452	
Score		4.5		4.7		4.5
NA - Not Applicable	13		15		2,751	
No Response	28		39		4,703	

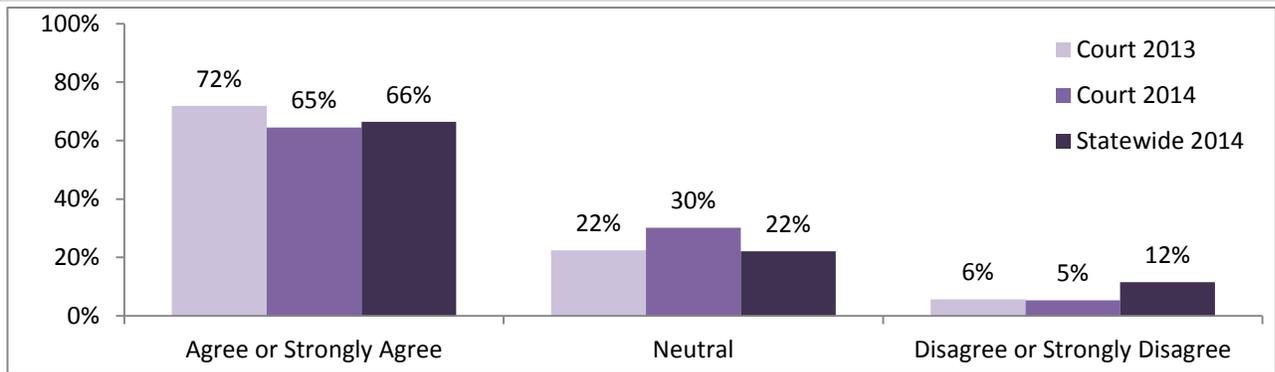


Cheboygan and Presque Isle Trial Courts

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

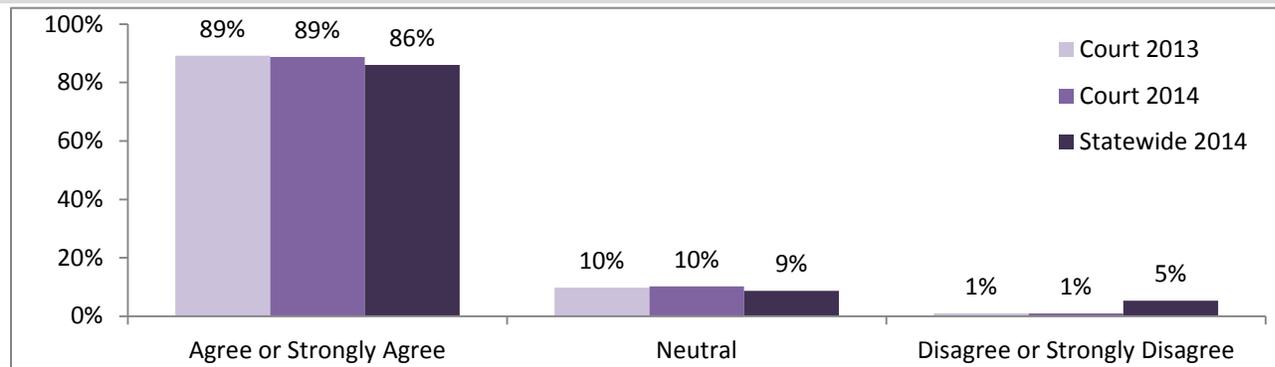
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	38	43%	50	54%	4,056	44%
4 Agree	26	29%	10	11%	2,001	22%
3 Neutral	20	22%	28	30%	2,013	22%
2 Disagree	2	2%	4	4%	485	5%
1 Strongly Disagree	3	3%	1	1%	568	6%
Total Responses	89		93		9,123	
Score		4.1		4.1		3.9
NA - Not Applicable	40		21		3,741	
No Response	65		41		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	58	57%	63	64%	5,653	58%
4 Agree	33	32%	24	24%	2,660	28%
3 Neutral	10	10%	10	10%	839	9%
2 Disagree	0	0%	0	0%	207	2%
1 Strongly Disagree	1	1%	1	1%	307	3%
Total Responses	102		98		9,666	
Score		4.4		4.5		4.4
NA - Not Applicable	29		15		3,197	
No Response	63		42		6,043	



Cheboygan and Presque Isle 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	21	14%	1,256	7%
Civil matter	19	12%	2,063	11%
Criminal/probation	15	10%	3,852	21%
Divorce/custody/support	13	8%	2,575	14%
Drug/sobriety court	20	13%	823	5%
Estate/trust	16	10%	601	3%
File papers	4	3%	879	5%
Get information	7	5%	714	4%
Guardianship/conservatorship	15	10%	1,200	7%
Juvenile delinquency	16	10%	592	3%
Make a payment	0	0%	830	5%
PPO	1	1%	358	2%
Small claims	8	5%	352	2%
Traffic/Ticket	5	3%	1,658	9%
Other	15	10%	2,454	13%
Number of Respondents	155		18,198	
No Response	3		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	71	46%	8,416	47%
Agency Worker	11	7%	944	5%
Attorney/prosecutor	30	19%	2,875	16%
Family/friend of party to case	14	9%	2,880	16%
Juror	0	0%	531	3%
Witness	2	1%	340	2%
Other	27	17%	2,406	13%
Number of Respondents	155		17,914	
No Response	5		992	

Cheboygan and Presque Isle Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	81	52%	9,116	49%
Female	71	46%	8,643	47%
American Indian / Alaska Nat.	9	6%	409	2%
Asian	2	1%	123	1%
Multiracial/biracial	0	0%	224	1%
Black/African American	0	0%	1,556	8%
Hispanic/Latino	1	1%	548	3%
White/Caucasian	109	70%	9,568	52%
Other	2	1%	288	2%
Number of Respondents	155		18,501	
No Response	0		405	