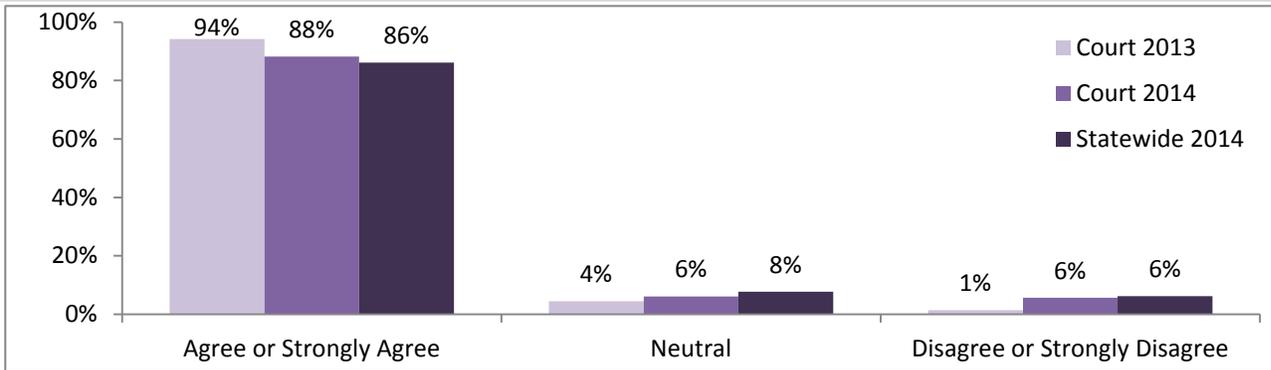


Clinton and Gratiot Trial Courts

Questions 1 and 2 were directed to all respondents.

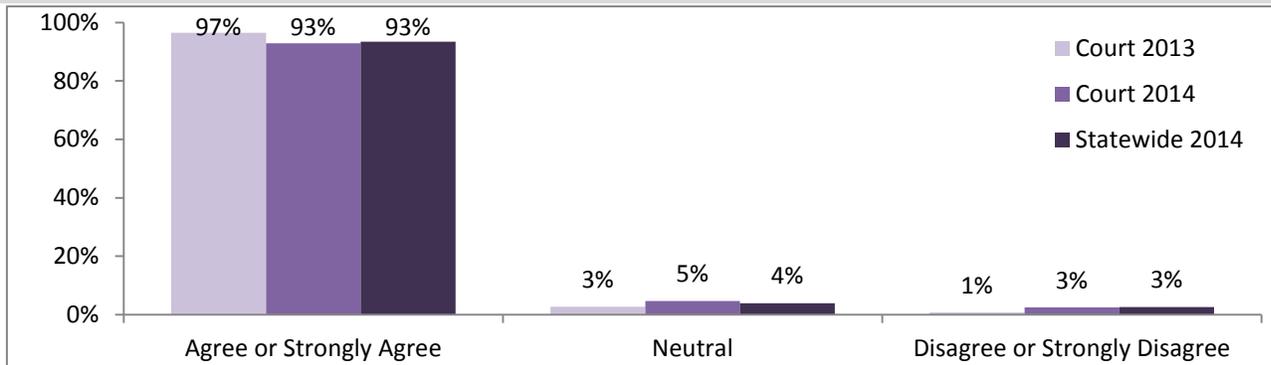
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	253	70%	168	60%	10,542	58%
4 Agree	86	24%	80	28%	5,044	28%
3 Neutral	16	4%	17	6%	1,394	8%
2 Disagree	4	1%	2	1%	563	3%
1 Strongly Disagree	1	0%	14	5%	550	3%
Total Responses	360		281		18,093	
Score		4.6		4.4		4.4
NA - Not Applicable	11		2		496	
No Response	8		3		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	297	79%	199	71%	12,932	71%
4 Agree	65	17%	61	22%	4,133	23%
3 Neutral	10	3%	13	5%	719	4%
2 Disagree	2	1%	3	1%	244	1%
1 Strongly Disagree	1	0%	4	1%	238	1%
Total Responses	375		280		18,266	
Score		4.7		4.6		4.6
NA - Not Applicable	1		1		185	
No Response	3		5		455	

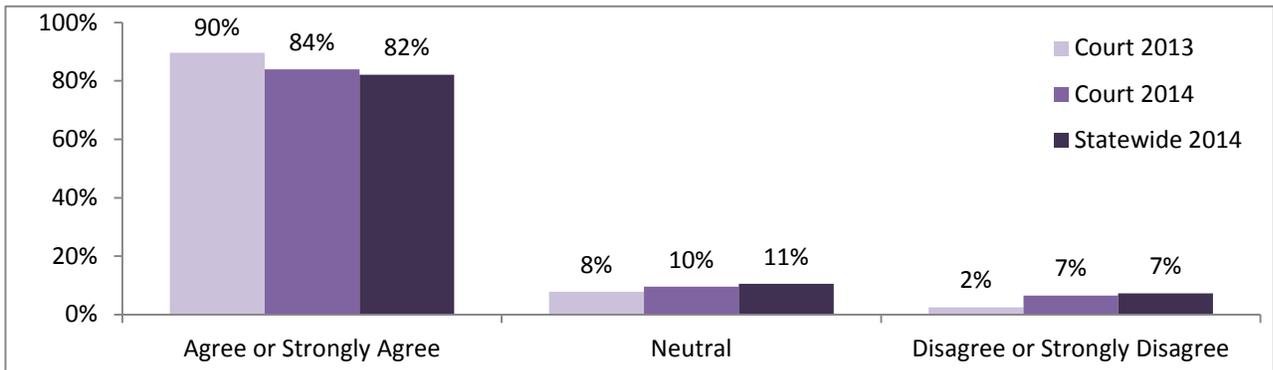


Clinton and Gratiot Trial Courts

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

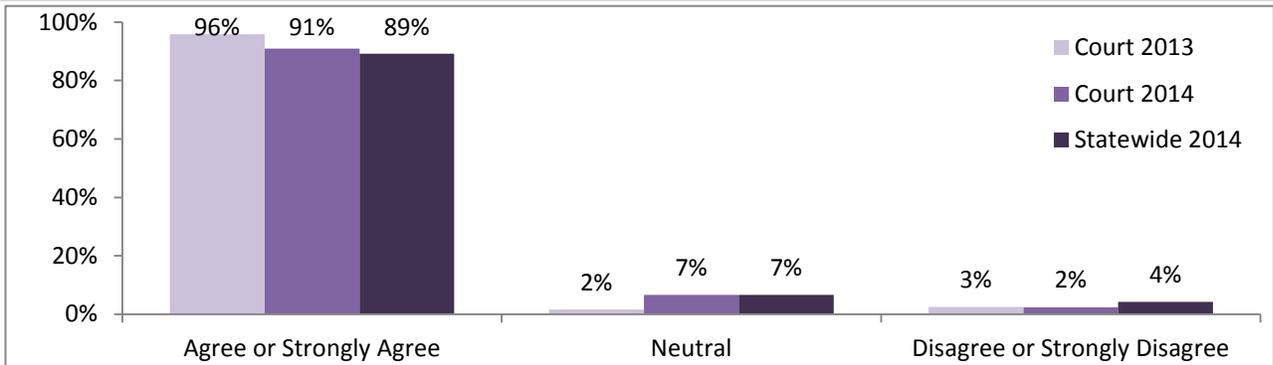
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	158	65%	103	61%	6,476	56%
4 Agree	59	24%	38	23%	3,072	26%
3 Neutral	19	8%	16	10%	1,229	11%
2 Disagree	2	1%	3	2%	387	3%
1 Strongly Disagree	4	2%	8	5%	456	4%
Total Responses	242		168		11,620	
Score		4.5		4.3		4.3
NA - Not Applicable	30		42		2,776	
No Response	107		76		4,510	



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

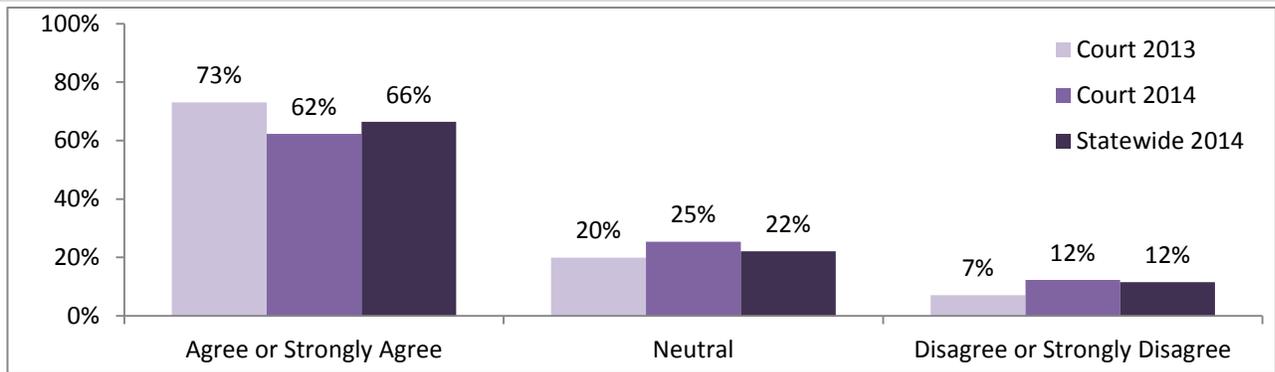
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	180	75%	113	68%	7,452	65%
4 Agree	50	21%	37	22%	2,758	24%
3 Neutral	4	2%	11	7%	762	7%
2 Disagree	4	2%	2	1%	194	2%
1 Strongly Disagree	2	1%	2	1%	286	2%
Total Responses	240		165		11,452	
Score		4.7		4.6		4.5
NA - Not Applicable	29		44		2,751	
No Response	110		77		4,703	



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

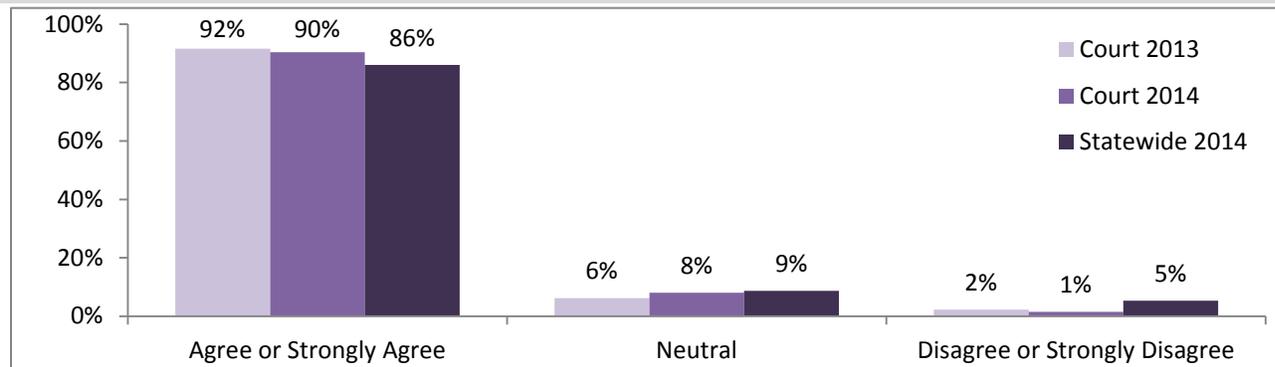
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	87	51%	60	46%	4,056	44%
4 Agree	38	22%	21	16%	2,001	22%
3 Neutral	34	20%	33	25%	2,013	22%
2 Disagree	4	2%	6	5%	485	5%
1 Strongly Disagree	8	5%	10	8%	568	6%
Total Responses	171		130		9,123	
Score		4.1		3.9		3.9
NA - Not Applicable	57		58		3,741	
No Response	151		98		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	125	70%	82	60%	5,653	58%
4 Agree	38	21%	41	30%	2,660	28%
3 Neutral	11	6%	11	8%	839	9%
2 Disagree	2	1%	1	1%	207	2%
1 Strongly Disagree	2	1%	1	1%	307	3%
Total Responses	178		136		9,666	
Score		4.6		4.5		4.4
NA - Not Applicable	48		53		3,197	
No Response	153		97		6,043	



Clinton and Gratiot 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	13	5%	1,256	7%
Civil matter	41	14%	2,063	11%
Criminal/probation	60	21%	3,852	21%
Divorce/custody/support	23	8%	2,575	14%
Drug/sobriety court	18	6%	823	5%
Estate/trust	6	2%	601	3%
File papers	11	4%	879	5%
Get information	15	5%	714	4%
Guardianship/conservatorship	9	3%	1,200	7%
Juvenile delinquency	5	2%	592	3%
Make a payment	18	6%	830	5%
PPO	3	1%	358	2%
Small claims	5	2%	352	2%
Traffic/Ticket	24	8%	1,658	9%
Other	40	14%	2,454	13%
Number of Respondents	286		18,198	
No Response	23		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	119	42%	8,416	47%
Agency Worker	19	7%	944	5%
Attorney/prosecutor	38	13%	2,875	16%
Family/friend of party to case	43	15%	2,880	16%
Juror	29	10%	531	3%
Witness	6	2%	340	2%
Other	28	10%	2,406	13%
Number of Respondents	286		17,914	
No Response	16		992	

Clinton and Gratiot Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	124	43%	9,116	49%
Female	142	50%	8,643	47%
American Indian / Alaska Nat.	10	3%	409	2%
Asian	3	1%	123	1%
Multiracial/biracial	2	1%	224	1%
Black/African American	4	1%	1,556	8%
Hispanic/Latino	11	4%	548	3%
White/Caucasian	140	49%	9,568	52%
Other	12	4%	288	2%
Number of Respondents	286		18,501	
No Response	12		405	