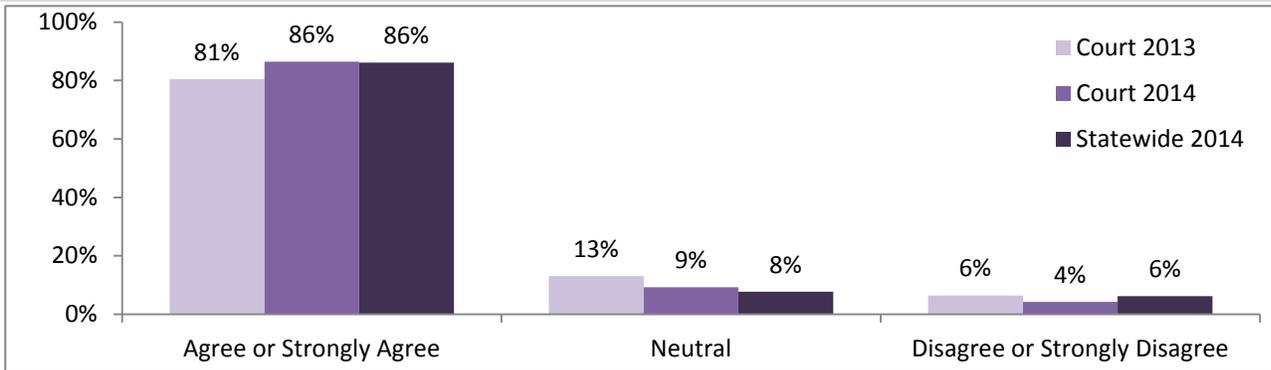


Questions 1 and 2 were directed to all respondents.

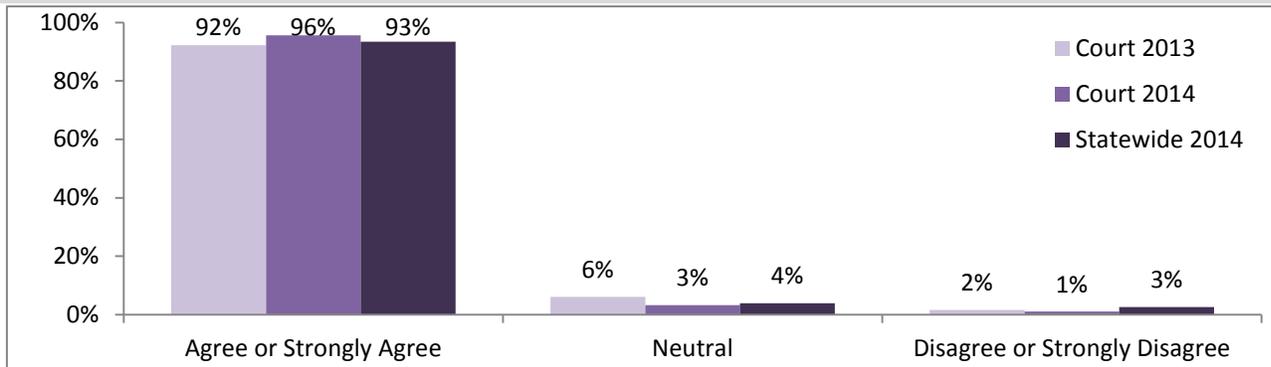
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	195	50%	179	50%	10,542	58%
4 Agree	119	31%	128	36%	5,044	28%
3 Neutral	51	13%	33	9%	1,394	8%
2 Disagree	20	5%	9	3%	563	3%
1 Strongly Disagree	5	1%	6	2%	550	3%
Total Responses	390		355		18,093	
Score		4.2		4.3		4.4
NA - Not Applicable	30		17		496	
No Response	24		8		317	



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

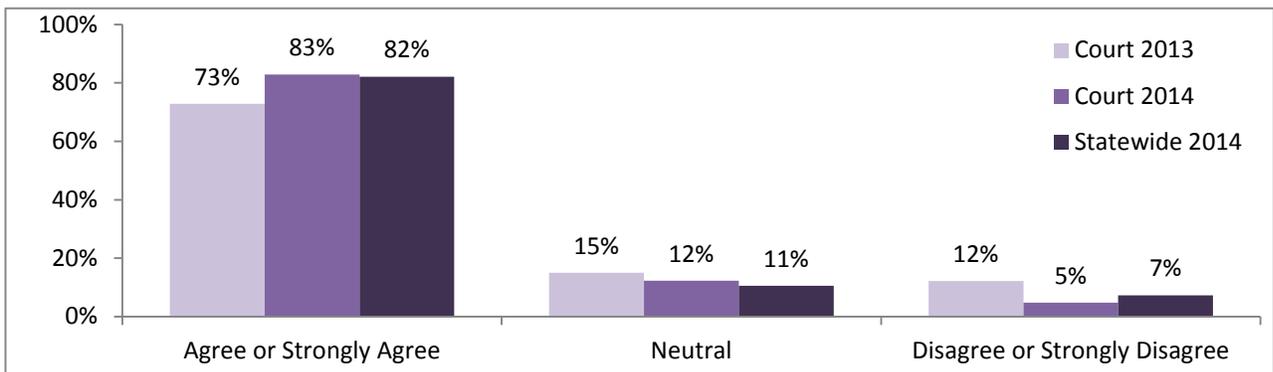
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	264	62%	251	69%	12,932	71%
4 Agree	130	30%	98	27%	4,133	23%
3 Neutral	26	6%	12	3%	719	4%
2 Disagree	6	1%	2	1%	244	1%
1 Strongly Disagree	1	0%	2	1%	238	1%
Total Responses	427		365		18,266	
Score		4.5		4.6		4.6
NA - Not Applicable	5		7		185	
No Response	12		8		455	



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

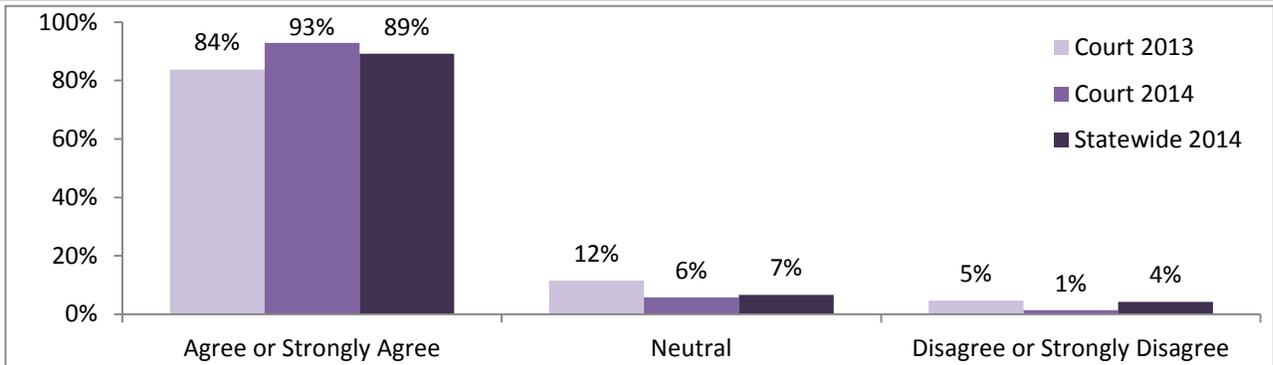
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	150	47%	152	52%	6,476	56%
4 Agree	83	26%	91	31%	3,072	26%
3 Neutral	48	15%	36	12%	1,229	11%
2 Disagree	13	4%	10	3%	387	3%
1 Strongly Disagree	26	8%	4	1%	456	4%
Total Responses	320		293		11,620	
Score		4.0		4.3		4.3
NA - Not Applicable	33		34		2,776	
No Response	91		53		4,510	



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

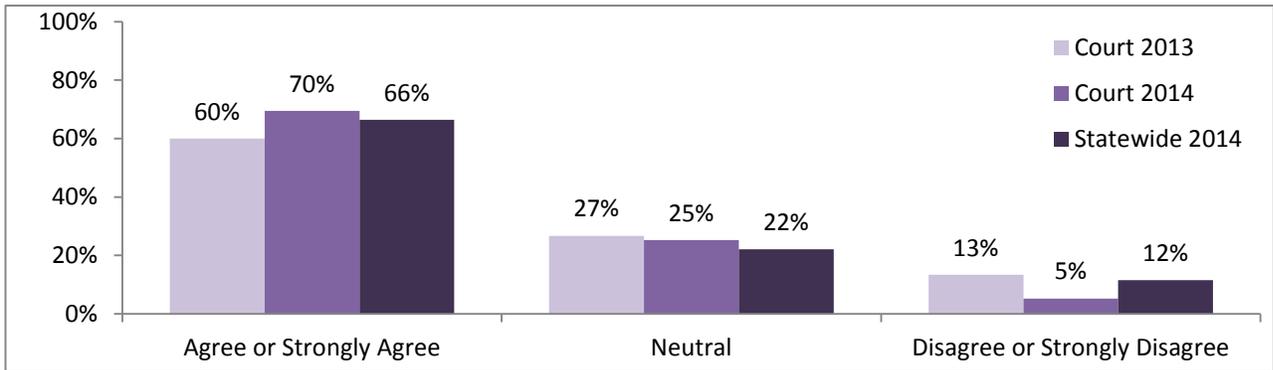
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	180	56%	187	64%	7,452	65%
4 Agree	89	28%	86	29%	2,758	24%
3 Neutral	37	12%	17	6%	762	7%
2 Disagree	6	2%	2	1%	194	2%
1 Strongly Disagree	9	3%	2	1%	286	2%
Total Responses	321		294		11,452	
Score		4.3		4.5		4.5
NA - Not Applicable	30		31		2,751	
No Response	93		55		4,703	



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

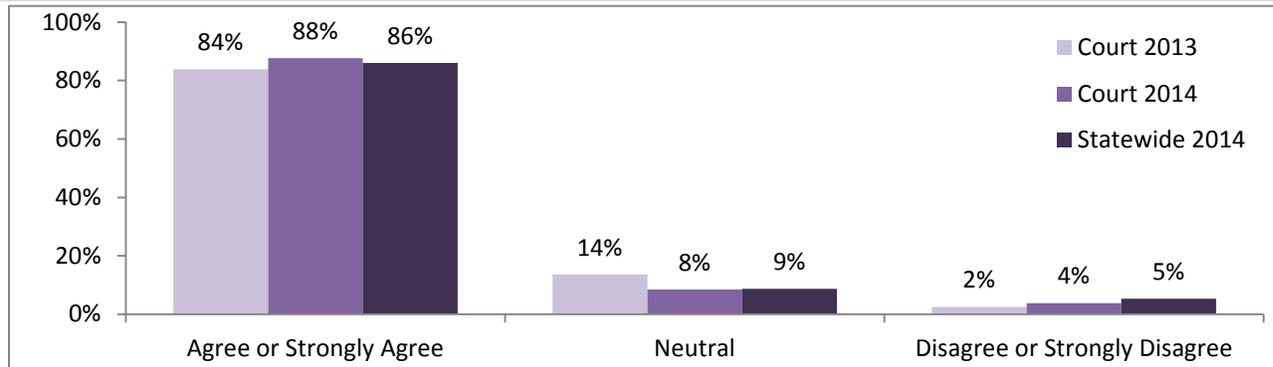
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	82	36%	87	41%	4,056	44%
4 Agree	53	24%	59	28%	2,001	22%
3 Neutral	60	27%	53	25%	2,013	22%
2 Disagree	15	7%	4	2%	485	5%
1 Strongly Disagree	15	7%	7	3%	568	6%
Total Responses	225		210		9,123	
Score		3.8		4.0		3.9
NA - Not Applicable	78		76		3,741	
No Response	141		94		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	120	50%	141	60%	5,653	58%
4 Agree	83	34%	66	28%	2,660	28%
3 Neutral	33	14%	20	8%	839	9%
2 Disagree	3	1%	2	1%	207	2%
1 Strongly Disagree	3	1%	7	3%	307	3%
Total Responses	242		236		9,666	
Score		4.3		4.4		4.4
NA - Not Applicable	59		51		3,197	
No Response	143		93		6,043	



Crawford, Kalkaska, and Otsego 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	7%	1,256	7%
Civil matter	27	7%	2,063	11%
Criminal/probation	104	27%	3,852	21%
Divorce/custody/support	80	21%	2,575	14%
Drug/sobriety court	30	8%	823	5%
Estate/trust	5	1%	601	3%
File papers	5	1%	879	5%
Get information	5	1%	714	4%
Guardianship/conservatorship	16	4%	1,200	7%
Juvenile delinquency	3	1%	592	3%
Make a payment	7	2%	830	5%
PPO	7	2%	358	2%
Small claims	10	3%	352	2%
Traffic/Ticket	22	6%	1,658	9%
Other	49	13%	2,454	13%
Number of Respondents	380		18,198	
No Response	12		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	175	46%	8,416	47%
Agency Worker	10	3%	944	5%
Attorney/prosecutor	57	15%	2,875	16%
Family/friend of party to case	72	19%	2,880	16%
Juror	18	5%	531	3%
Witness	7	2%	340	2%
Other	34	9%	2,406	13%
Number of Respondents	380		17,914	
No Response	11		992	

Crawford, Kalkaska, and Otsego Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	175	46%	9,116	49%
Female	189	50%	8,643	47%
American Indian / Alaska Nat.	6	2%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	1	0%	224	1%
Black/African American	3	1%	1,556	8%
Hispanic/Latino	2	1%	548	3%
White/Caucasian	218	57%	9,568	52%
Other	4	1%	288	2%
Number of Respondents	380		18,501	
No Response	7		405	