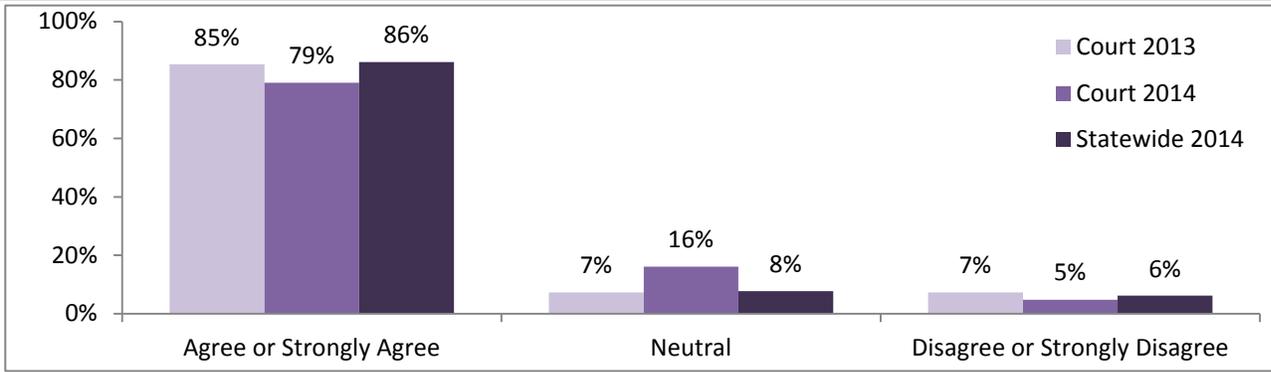


**Questions 1 and 2 were directed to all respondents.**

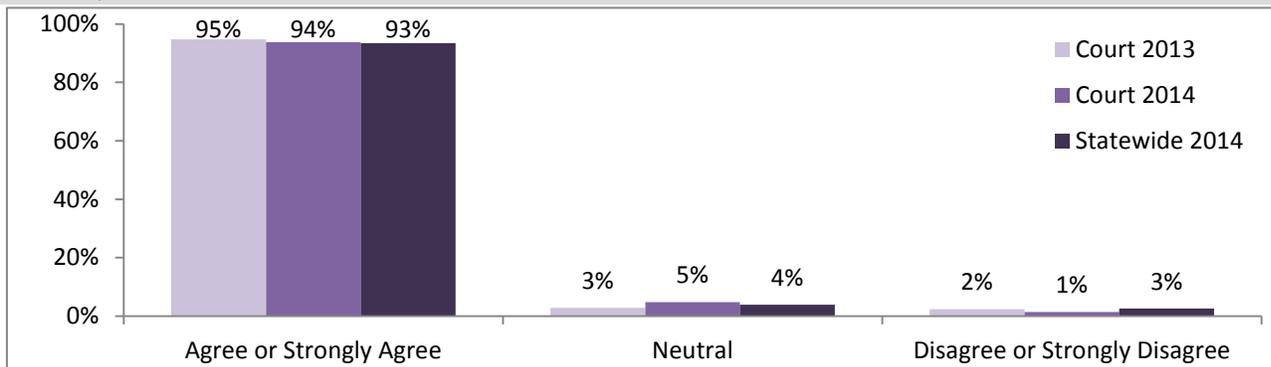
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	135	58%	193	49%	10,542	58%
4 Agree	64	27%	120	30%	5,044	28%
3 Neutral	17	7%	64	16%	1,394	8%
2 Disagree	9	4%	11	3%	563	3%
1 Strongly Disagree	8	3%	8	2%	550	3%
Total Responses	233		396		18,093	
Score		4.3		4.2		4.4
NA - Not Applicable	13		24		496	
No Response	4		9		317	



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

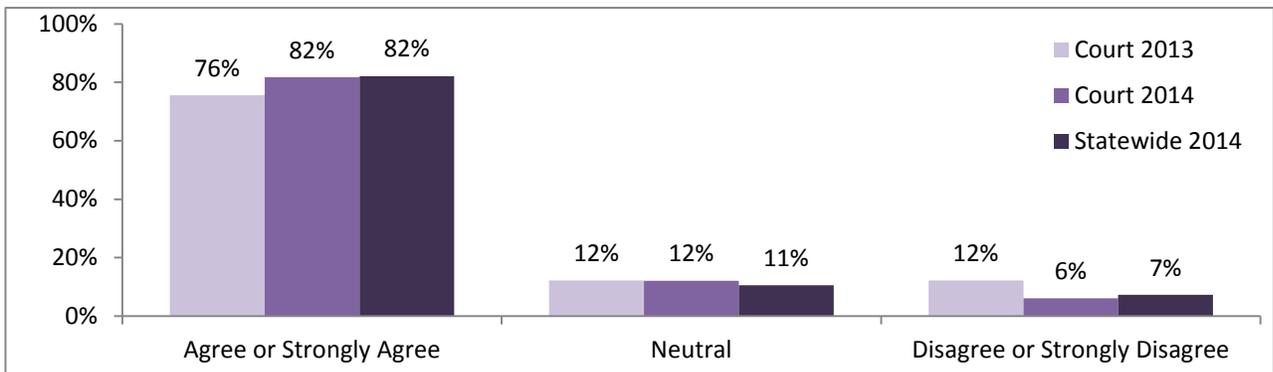
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	172	69%	275	66%	12,932	71%
4 Agree	63	25%	116	28%	4,133	23%
3 Neutral	7	3%	20	5%	719	4%
2 Disagree	5	2%	4	1%	244	1%
1 Strongly Disagree	1	0%	2	0%	238	1%
Total Responses	248		417		18,266	
Score		4.6		4.6		4.6
NA - Not Applicable	0		8		185	
No Response	2		4		455	



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

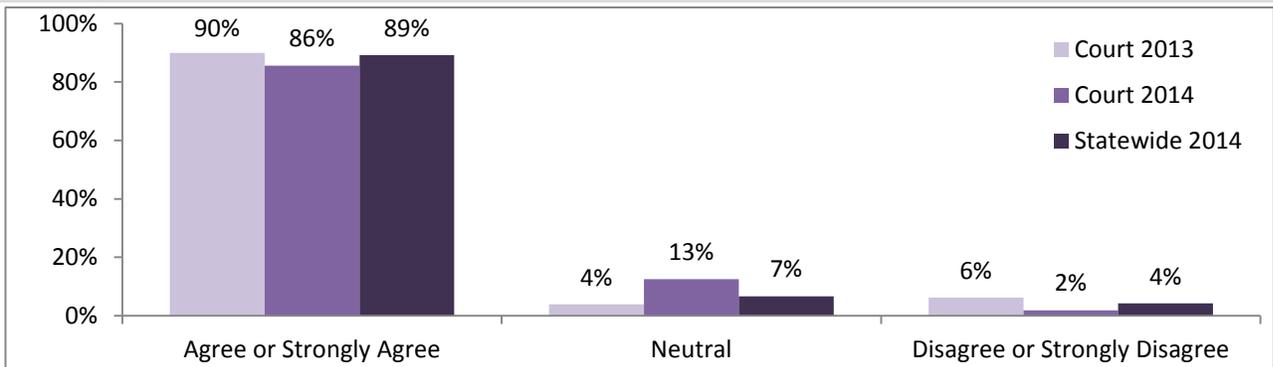
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	70	53%	86	52%	6,476	56%
4 Agree	29	22%	49	30%	3,072	26%
3 Neutral	16	12%	20	12%	1,229	11%
2 Disagree	7	5%	5	3%	387	3%
1 Strongly Disagree	9	7%	5	3%	456	4%
Total Responses	131		165		11,620	
Score	4.1		4.2		4.3	
NA - Not Applicable	39		107		2,776	
No Response	80		157		4,510	



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

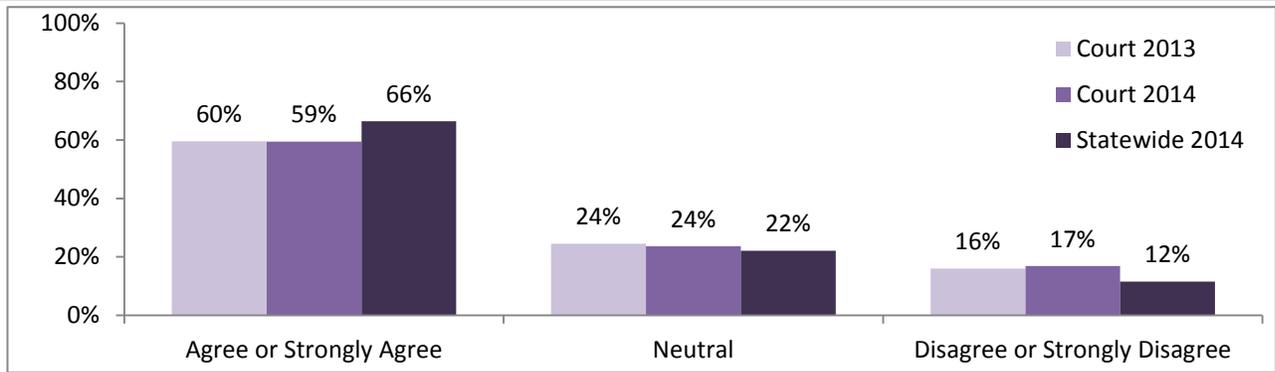
	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	83	64%	97	61%	7,452	65%
4 Agree	33	26%	40	25%	2,758	24%
3 Neutral	5	4%	20	13%	762	7%
2 Disagree	4	3%	1	1%	194	2%
1 Strongly Disagree	4	3%	2	1%	286	2%
Total Responses	129		160		11,452	
Score	4.4		4.4		4.5	
NA - Not Applicable	38		109		2,751	
No Response	83		160		4,703	



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

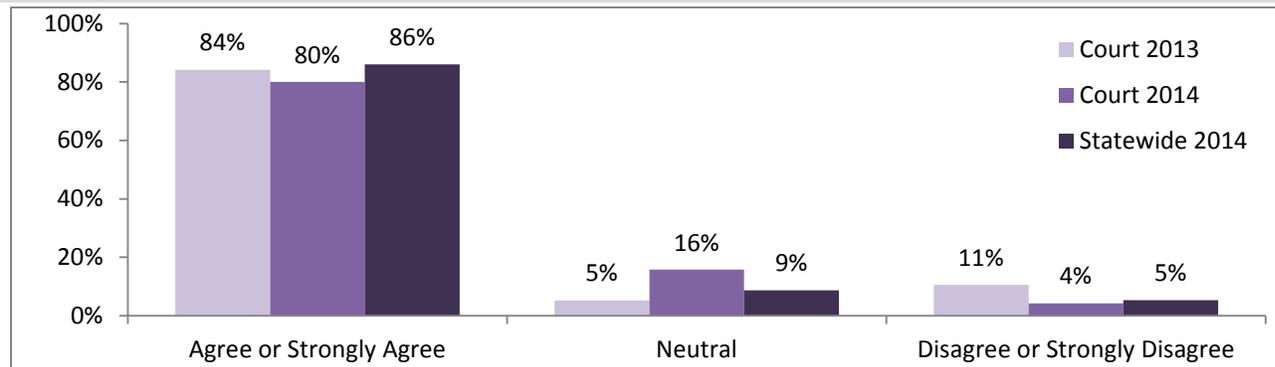
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	32	34%	59	40%	4,056	44%
4 Agree	24	26%	29	20%	2,001	22%
3 Neutral	23	24%	35	24%	2,013	22%
2 Disagree	7	7%	11	7%	485	5%
1 Strongly Disagree	8	9%	14	9%	568	6%
Total Responses	94		148		9,123	
Score		3.7		3.7		3.9
NA - Not Applicable	57		117		3,741	
No Response	99		164		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	55	58%	81	49%	5,653	58%
4 Agree	25	26%	51	31%	2,660	28%
3 Neutral	5	5%	26	16%	839	9%
2 Disagree	7	7%	2	1%	207	2%
1 Strongly Disagree	3	3%	5	3%	307	3%
Total Responses	95		165		9,666	
Score		4.3		4.2		4.4
NA - Not Applicable	49		104		3,197	
No Response	106		160		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	21	5%	1,256	7%
Civil matter	13	3%	2,063	11%
Criminal/probation	110	26%	3,852	21%
Divorce/custody/support	61	14%	2,575	14%
Drug/sobriety court	52	12%	823	5%
Estate/trust	10	2%	601	3%
File papers	22	5%	879	5%
Get information	11	3%	714	4%
Guardianship/conservatorship	7	2%	1,200	7%
Juvenile delinquency	18	4%	592	3%
Make a payment	20	5%	830	5%
PPO	17	4%	358	2%
Small claims	1	0%	352	2%
Traffic/Ticket	22	5%	1,658	9%
Other	58	14%	2,454	13%
Number of Respondents	429		18,198	
No Response	31		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	244	57%	8,416	47%
Agency Worker	19	4%	944	5%
Attorney/prosecutor	23	5%	2,875	16%
Family/friend of party to case	60	14%	2,880	16%
Juror	1	0%	531	3%
Witness	3	1%	340	2%
Other	48	11%	2,406	13%
Number of Respondents	429		17,914	
No Response	39		992	

Eaton County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	224	52%	9,116	49%
Female	177	41%	8,643	47%
American Indian / Alaska Nat.	6	1%	409	2%
Asian	2	0%	123	1%
Multiracial/biracial	2	0%	224	1%
Black/African American	23	5%	1,556	8%
Hispanic/Latino	19	4%	548	3%
White/Caucasian	258	60%	9,568	52%
Other	7	2%	288	2%
Number of Respondents	429		18,501	
No Response	12		405	