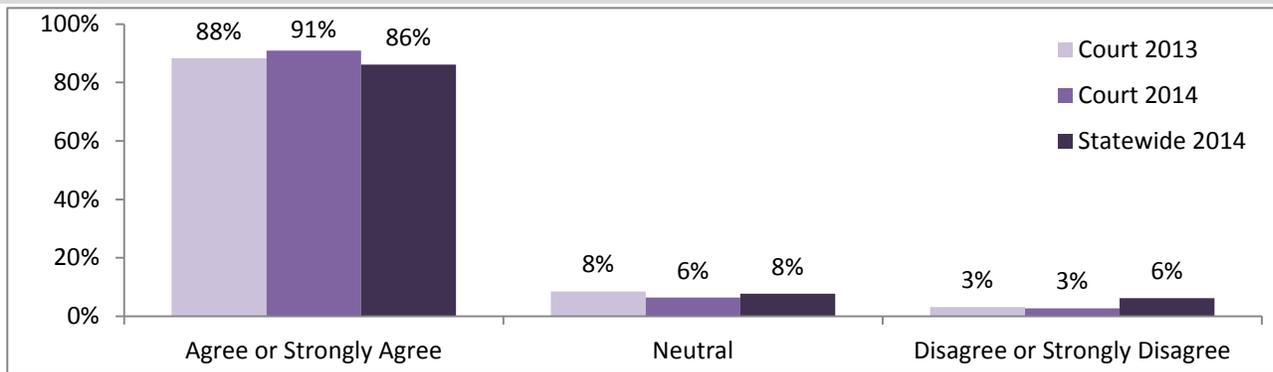


Gogebic and Ontonagon Trial Courts

Questions 1 and 2 were directed to all respondents.

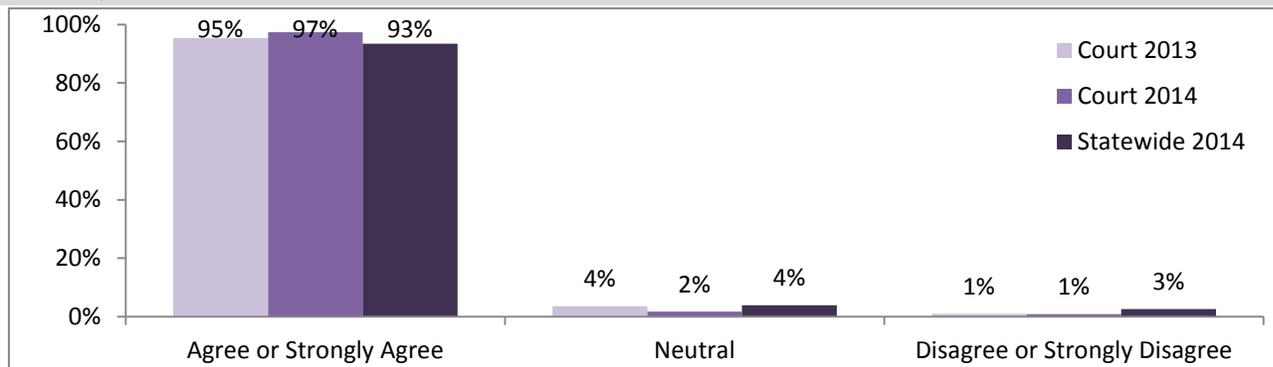
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	%	Count	%	Count	%
5 Strongly Agree	97	51%	62	56%	10,542	58%
4 Agree	70	37%	38	35%	5,044	28%
3 Neutral	16	8%	7	6%	1,394	8%
2 Disagree	3	2%	3	3%	563	3%
1 Strongly Disagree	3	2%	0	0%	550	3%
Total Responses	189		110		18,093	
Score		4.3		4.4		4.4
NA - Not Applicable	7		5		496	
No Response	5		1		317	



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

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	%	Count	%	Count	%
5 Strongly Agree	134	68%	88	78%	12,932	71%
4 Agree	53	27%	22	19%	4,133	23%
3 Neutral	7	4%	2	2%	719	4%
2 Disagree	1	1%	0	0%	244	1%
1 Strongly Disagree	1	1%	1	1%	238	1%
Total Responses	196		113		18,266	
Score		4.6		4.7		4.6
NA - Not Applicable	2		1		185	
No Response	3		2		455	

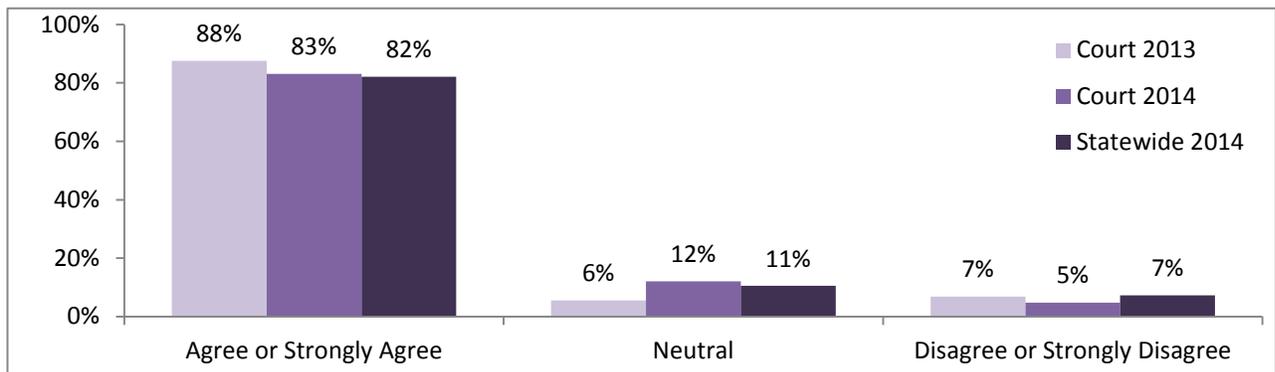


Gogebic and Ontonagon Trial Courts

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

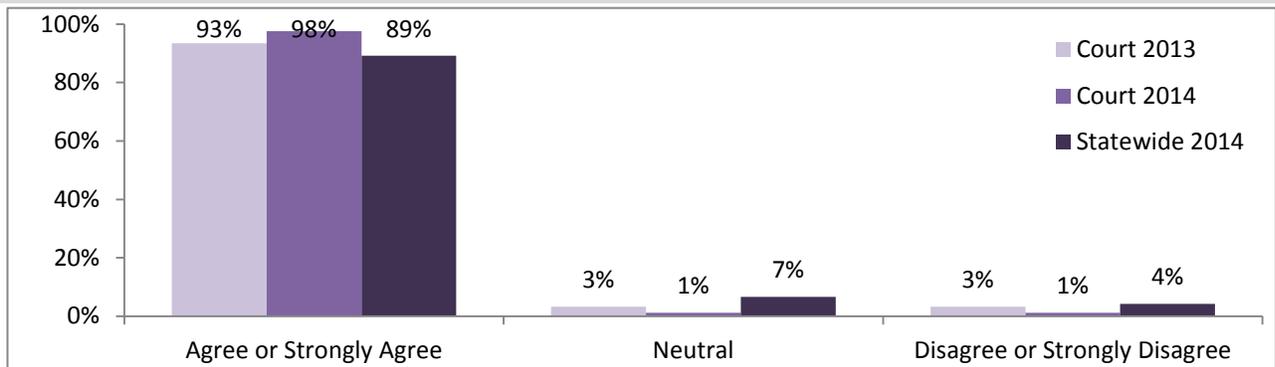
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	77	53%	45	54%	6,476	56%
4 Agree	50	34%	24	29%	3,072	26%
3 Neutral	8	6%	10	12%	1,229	11%
2 Disagree	3	2%	2	2%	387	3%
1 Strongly Disagree	7	5%	2	2%	456	4%
Total Responses	145		83		11,620	
Score		4.3		4.3		4.3
NA - Not Applicable	14		9		2,776	
No Response	42		24		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	88	58%	58	69%	7,452	65%
4 Agree	54	36%	24	29%	2,758	24%
3 Neutral	5	3%	1	1%	762	7%
2 Disagree	3	2%	0	0%	194	2%
1 Strongly Disagree	2	1%	1	1%	286	2%
Total Responses	152		84		11,452	
Score		4.5		4.6		4.5
NA - Not Applicable	13		5		2,751	
No Response	36		27		4,703	

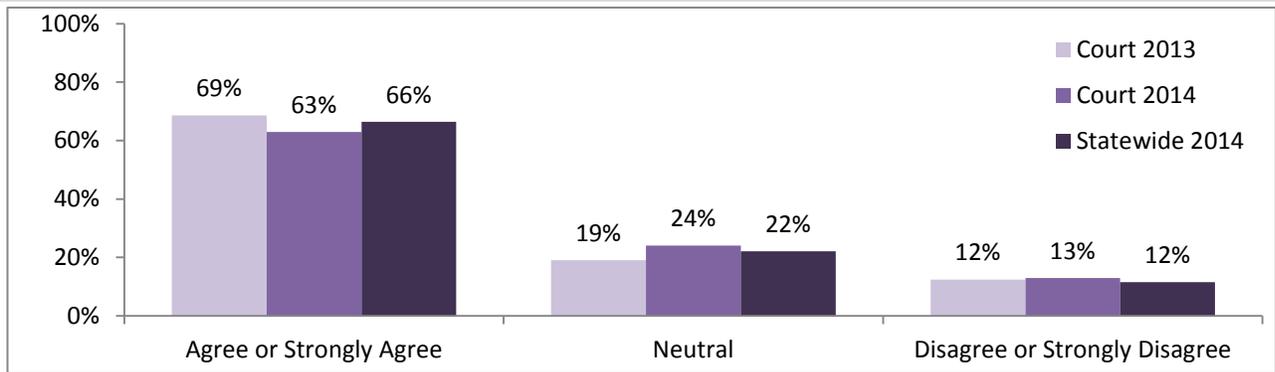


Gogebic and Ontonagon Trial Courts

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

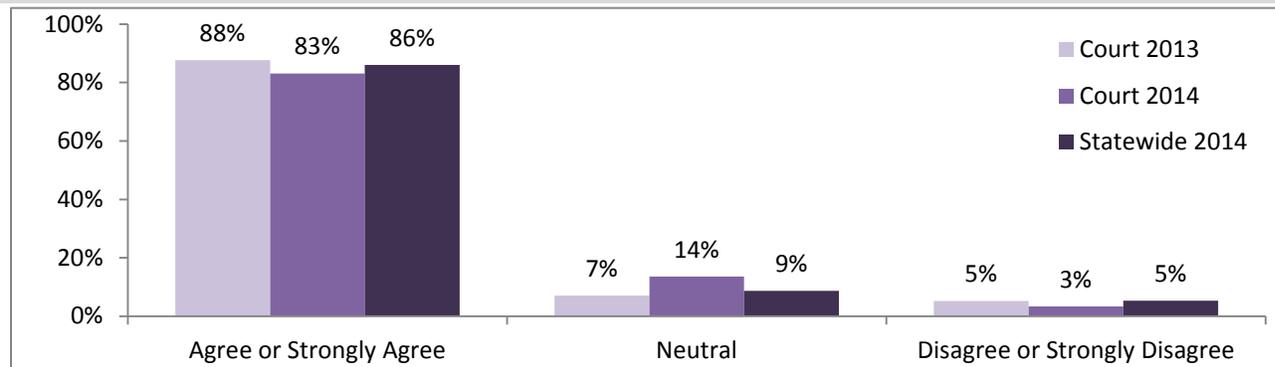
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	46	44%	25	46%	4,056	44%
4 Agree	26	25%	9	17%	2,001	22%
3 Neutral	20	19%	13	24%	2,013	22%
2 Disagree	6	6%	3	6%	485	5%
1 Strongly Disagree	7	7%	4	7%	568	6%
Total Responses	105		54		9,123	
Score		3.9		3.9		3.9
NA - Not Applicable	32		16		3,741	
No Response	64		46		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	61	54%	33	56%	5,653	58%
4 Agree	39	34%	16	27%	2,660	28%
3 Neutral	8	7%	8	14%	839	9%
2 Disagree	4	4%	0	0%	207	2%
1 Strongly Disagree	2	2%	2	3%	307	3%
Total Responses	114		59		9,666	
Score		4.3		4.3		4.4
NA - Not Applicable	26		12		3,197	
No Response	61		45		6,043	



Gogebic and Ontonagon 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	9	8%	1,256	7%
Civil matter	7	6%	2,063	11%
Criminal/probation	29	25%	3,852	21%
Divorce/custody/support	22	19%	2,575	14%
Drug/sobriety court	6	5%	823	5%
Estate/trust	3	3%	601	3%
File papers	0	0%	879	5%
Get information	5	4%	714	4%
Guardianship/conservatorship	4	3%	1,200	7%
Juvenile delinquency	5	4%	592	3%
Make a payment	0	0%	830	5%
PPO	3	3%	358	2%
Small claims	0	0%	352	2%
Traffic/Ticket	7	6%	1,658	9%
Other	22	19%	2,454	13%
Number of Respondents	116		18,198	
No Response	2		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	41	35%	8,416	47%
Agency Worker	14	12%	944	5%
Attorney/prosecutor	22	19%	2,875	16%
Family/friend of party to case	18	16%	2,880	16%
Juror	0	0%	531	3%
Witness	2	2%	340	2%
Other	17	15%	2,406	13%
Number of Respondents	116		17,914	
No Response	4		992	

Gogebic and Ontonagon Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	58	50%	9,116	49%
Female	52	45%	8,643	47%
American Indian / Alaska Nat.	4	3%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	1	1%	224	1%
Black/African American	2	2%	1,556	8%
Hispanic/Latino	0	0%	548	3%
White/Caucasian	71	61%	9,568	52%
Other	0	0%	288	2%
Number of Respondents	116		18,501	
No Response	2		405	