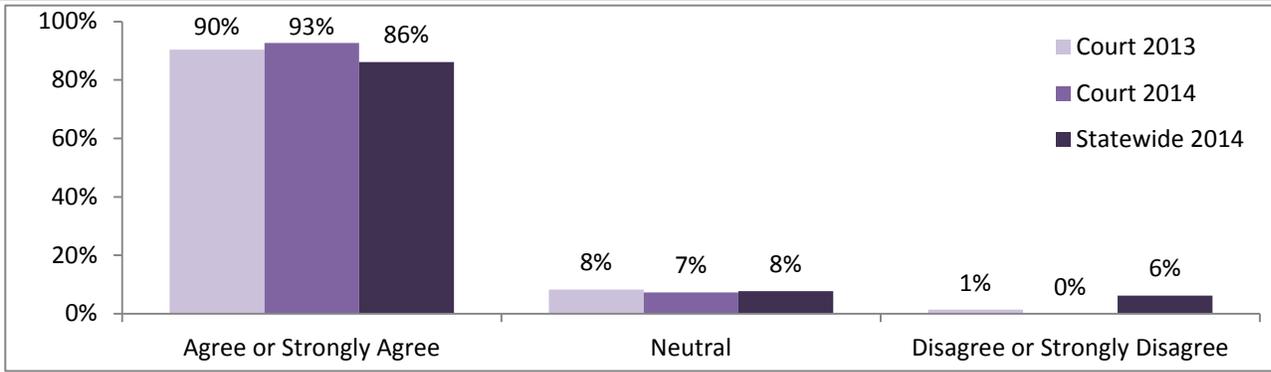


Questions 1 and 2 were directed to all respondents.

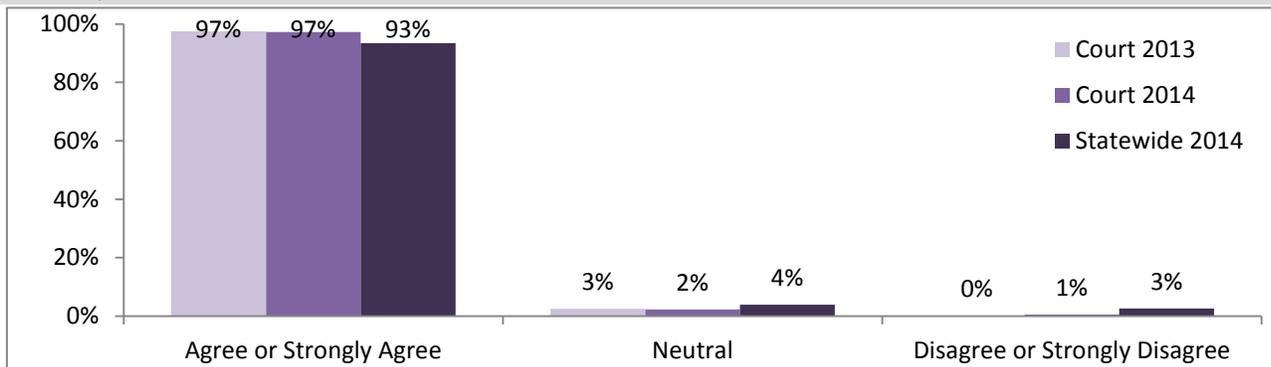
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	98	68%	129	72%	10,542	58%
4 Agree	33	23%	37	21%	5,044	28%
3 Neutral	12	8%	13	7%	1,394	8%
2 Disagree	1	1%	0	0%	563	3%
1 Strongly Disagree	1	1%	0	0%	550	3%
Total Responses	145		179		18,093	
Score		4.6		4.6		4.4
NA - Not Applicable	10		2		496	
No Response	5		2		317	



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

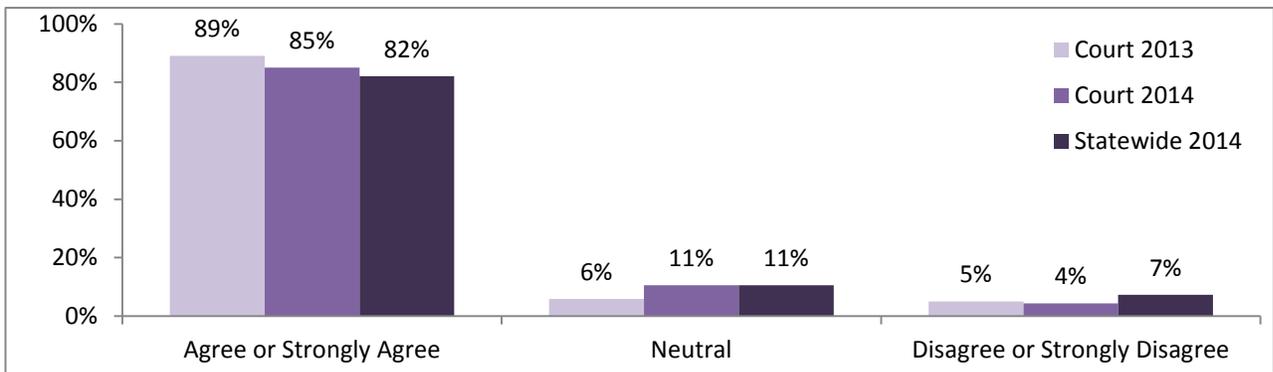
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	117	74%	141	79%	12,932	71%
4 Agree	37	23%	33	18%	4,133	23%
3 Neutral	4	3%	4	2%	719	4%
2 Disagree	0	0%	0	0%	244	1%
1 Strongly Disagree	0	0%	1	1%	238	1%
Total Responses	158		179		18,266	
Score		4.7		4.7		4.6
NA - Not Applicable	2		2		185	
No Response	0		2		455	



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

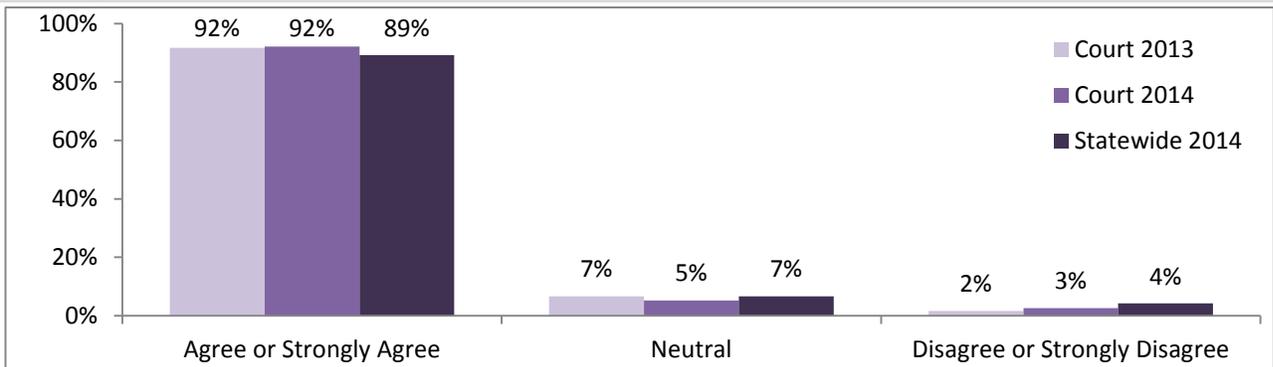
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	71	60%	67	59%	6,476	56%
4 Agree	35	29%	30	26%	3,072	26%
3 Neutral	7	6%	12	11%	1,229	11%
2 Disagree	5	4%	3	3%	387	3%
1 Strongly Disagree	1	1%	2	2%	456	4%
Total Responses	119		114		11,620	
Score	4.4		4.4		4.3	
NA - Not Applicable	13		34		2,776	
No Response	28		35		4,510	



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

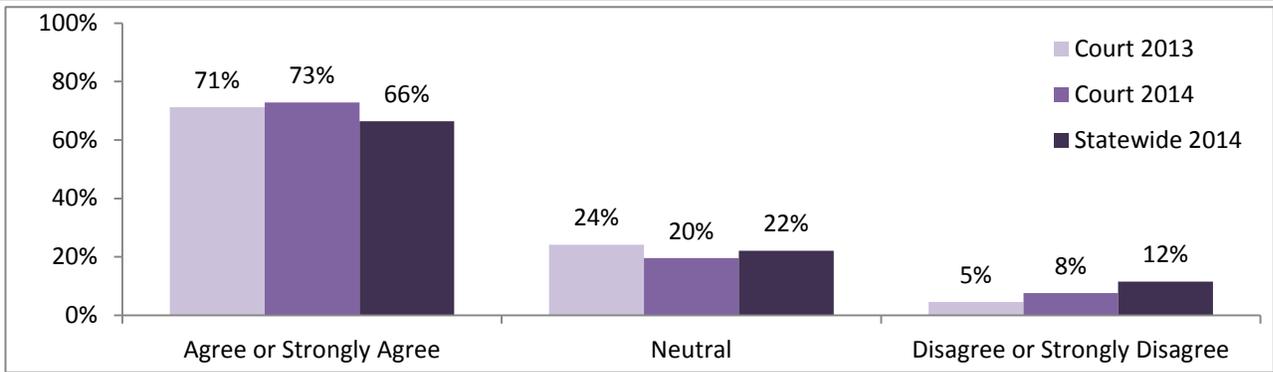
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	84	69%	83	73%	7,452	65%
4 Agree	27	22%	22	19%	2,758	24%
3 Neutral	8	7%	6	5%	762	7%
2 Disagree	2	2%	2	2%	194	2%
1 Strongly Disagree	0	0%	1	1%	286	2%
Total Responses	121		114		11,452	
Score	4.6		4.6		4.5	
NA - Not Applicable	11		32		2,751	
No Response	28		37		4,703	



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

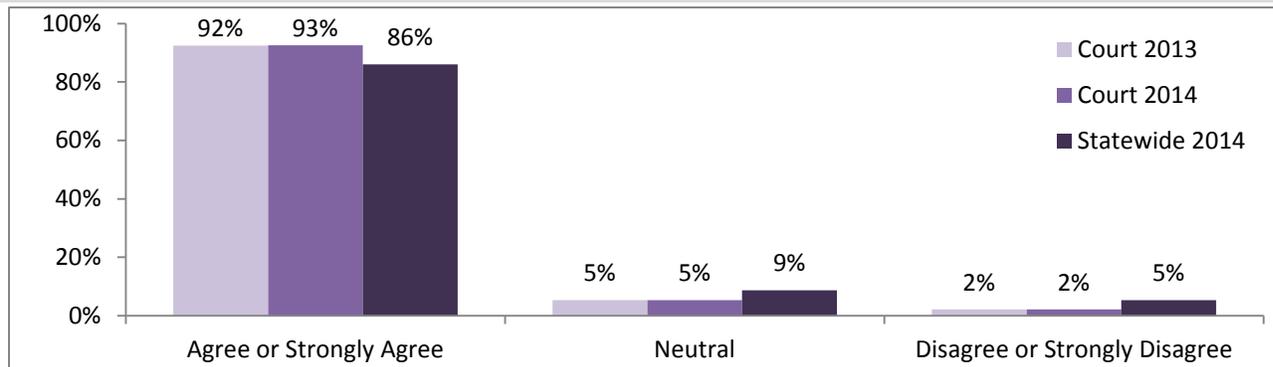
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	37	43%	42	46%	4,056	44%
4 Agree	25	29%	25	27%	2,001	22%
3 Neutral	21	24%	18	20%	2,013	22%
2 Disagree	1	1%	3	3%	485	5%
1 Strongly Disagree	3	3%	4	4%	568	6%
Total Responses	87		92		9,123	
Score		4.1		4.1		3.9
NA - Not Applicable	23		39		3,741	
No Response	50		52		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	56	60%	59	63%	5,653	58%
4 Agree	30	32%	28	30%	2,660	28%
3 Neutral	5	5%	5	5%	839	9%
2 Disagree	1	1%	2	2%	207	2%
1 Strongly Disagree	1	1%	0	0%	307	3%
Total Responses	93		94		9,666	
Score		4.5		4.5		4.4
NA - Not Applicable	17		39		3,197	
No Response	50		50		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	20	11%	1,256	7%
Civil matter	29	16%	2,063	11%
Criminal/probation	21	11%	3,852	21%
Divorce/custody/support	29	16%	2,575	14%
Drug/sobriety court	4	2%	823	5%
Estate/trust	0	0%	601	3%
File papers	13	7%	879	5%
Get information	11	6%	714	4%
Guardianship/conservatorship	3	2%	1,200	7%
Juvenile delinquency	14	8%	592	3%
Make a payment	6	3%	830	5%
PPO	4	2%	358	2%
Small claims	5	3%	352	2%
Traffic/Ticket	18	10%	1,658	9%
Other	23	13%	2,454	13%
Number of Respondents	183		18,198	
No Response	2		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	89	49%	8,416	47%
Agency Worker	21	11%	944	5%
Attorney/prosecutor	25	14%	2,875	16%
Family/friend of party to case	16	9%	2,880	16%
Juror	4	2%	531	3%
Witness	0	0%	340	2%
Other	24	13%	2,406	13%
Number of Respondents	183		17,914	
No Response	4		992	

Hillsdale County

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

	Court 2014		County Courts Statewide 2014	
Male	92	50%	9,116	49%
Female	86	47%	8,643	47%
American Indian / Alaska Nat.	3	2%	409	2%
Asian	1	1%	123	1%
Multiracial/biracial	1	1%	224	1%
Black/African American	3	2%	1,556	8%
Hispanic/Latino	3	2%	548	3%
White/Caucasian	124	68%	9,568	52%
Other	1	1%	288	2%
Number of Respondents	183		18,501	
No Response	2		405	