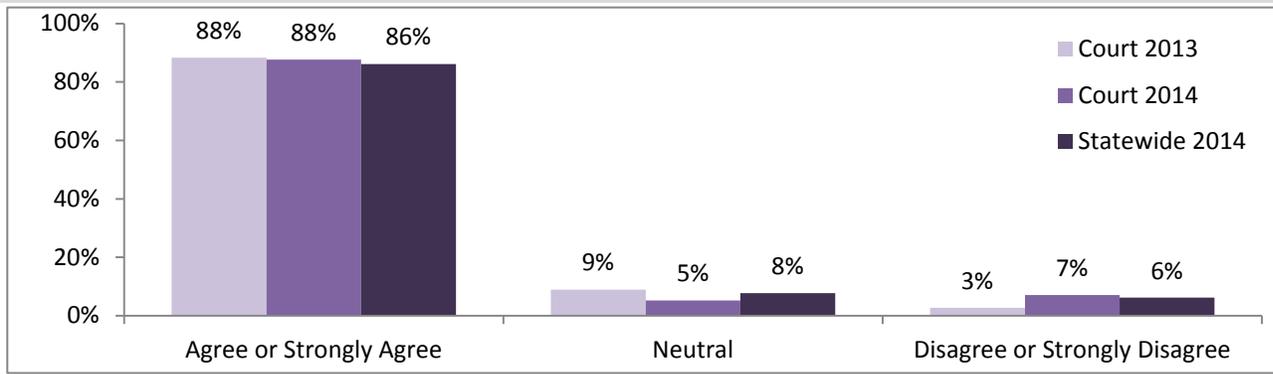


Questions 1 and 2 were directed to all respondents.

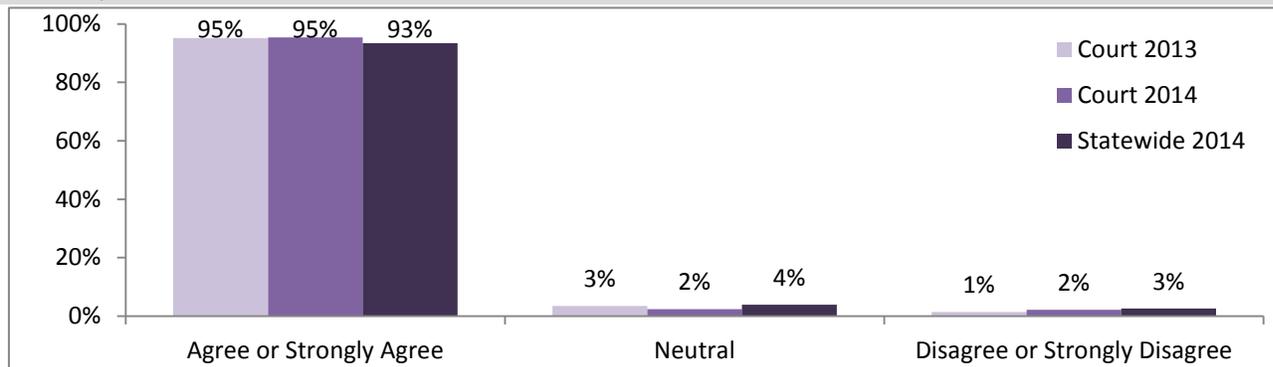
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	198	68%	238	63%	10,542	58%
4 Agree	60	21%	95	25%	5,044	28%
3 Neutral	26	9%	20	5%	1,394	8%
2 Disagree	5	2%	13	3%	563	3%
1 Strongly Disagree	3	1%	14	4%	550	3%
Total Responses	292		380		18,093	
Score		4.5		4.4		4.4
NA - Not Applicable	0		4		496	
No Response	2		10		317	



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

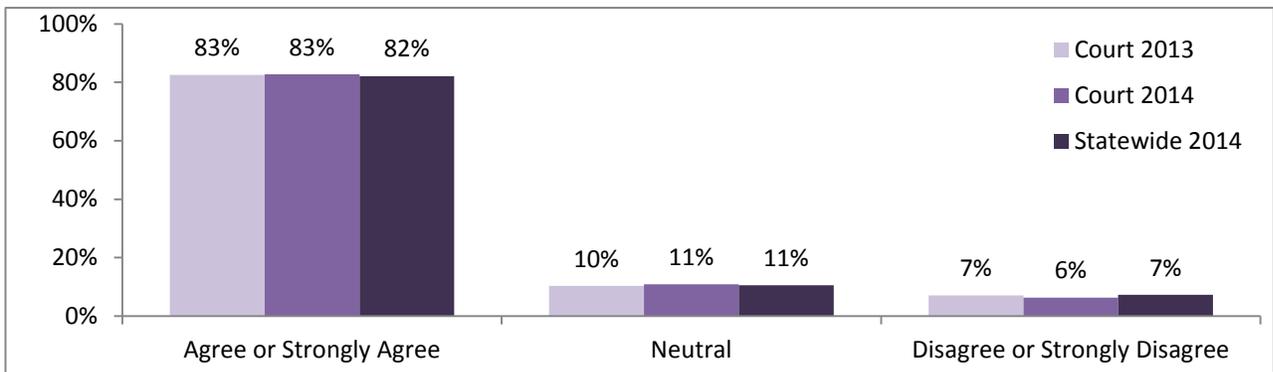
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	235	81%	276	74%	12,932	71%
4 Agree	41	14%	78	21%	4,133	23%
3 Neutral	10	3%	9	2%	719	4%
2 Disagree	2	1%	3	1%	244	1%
1 Strongly Disagree	2	1%	5	1%	238	1%
Total Responses	290		371		18,266	
Score		4.7		4.7		4.6
NA - Not Applicable	0		1		185	
No Response	4		22		455	



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

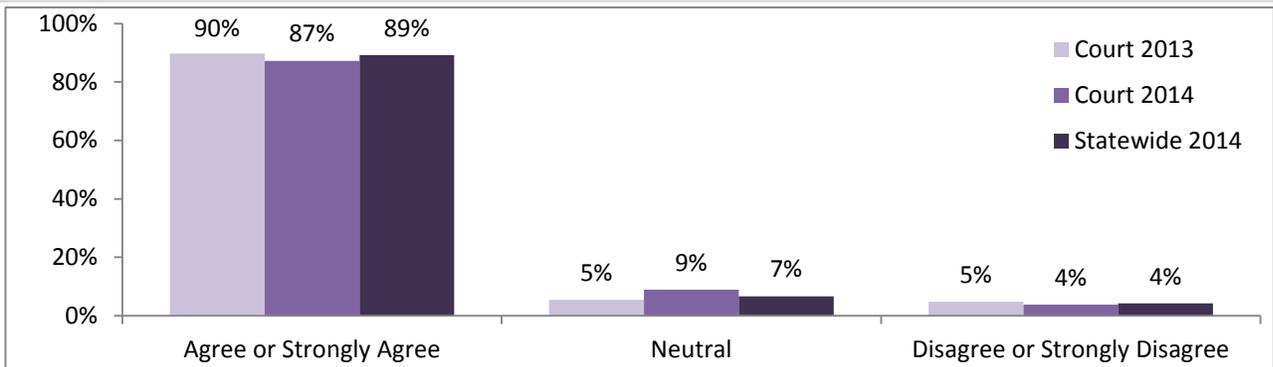
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	91	59%	125	57%	6,476	56%
4 Agree	37	24%	58	26%	3,072	26%
3 Neutral	16	10%	24	11%	1,229	11%
2 Disagree	2	1%	6	3%	387	3%
1 Strongly Disagree	9	6%	8	4%	456	4%
Total Responses	155		221		11,620	
Score		4.3		4.3		4.3
NA - Not Applicable	49		68		2,776	
No Response	90		105		4,510	



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

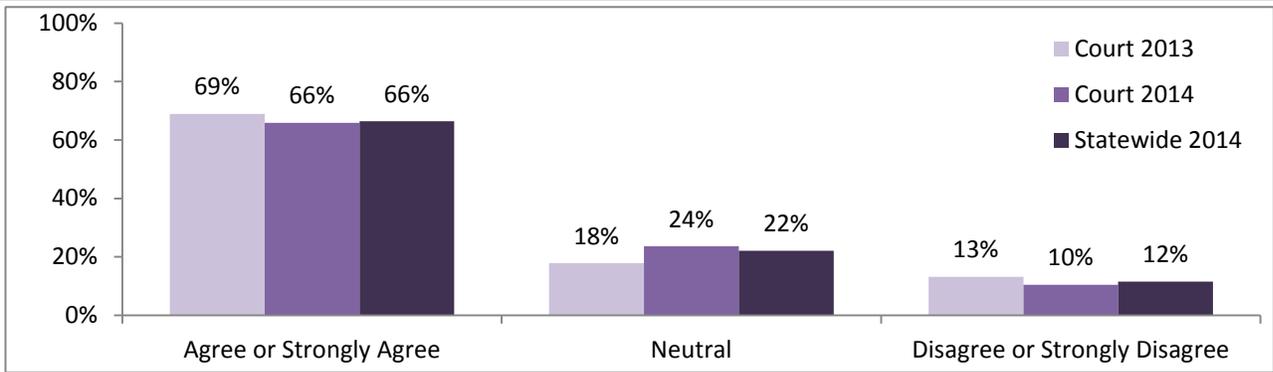
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	102	70%	135	64%	7,452	65%
4 Agree	29	20%	50	24%	2,758	24%
3 Neutral	8	5%	19	9%	762	7%
2 Disagree	0	0%	3	1%	194	2%
1 Strongly Disagree	7	5%	5	2%	286	2%
Total Responses	146		212		11,452	
Score		4.5		4.4		4.5
NA - Not Applicable	55		73		2,751	
No Response	93		109		4,703	



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

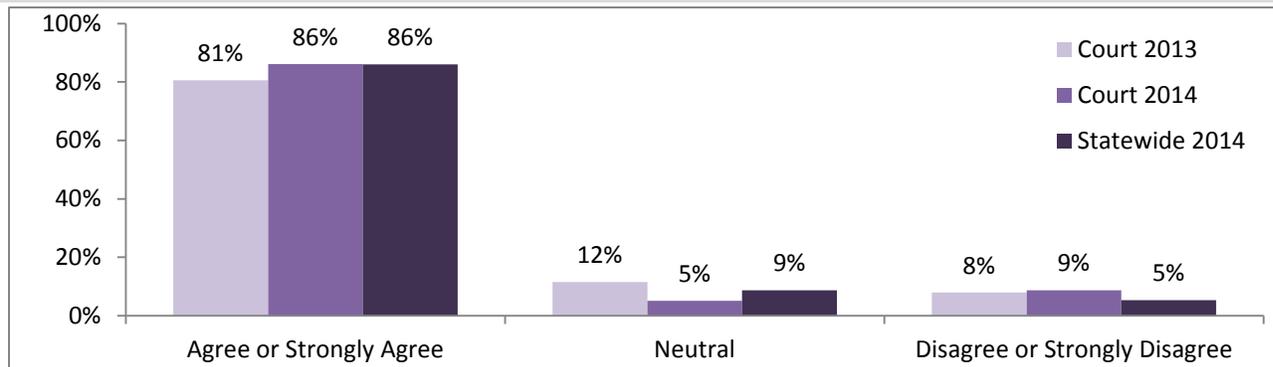
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	72	56%	79	43%	4,056	44%
4 Agree	17	13%	41	23%	2,001	22%
3 Neutral	23	18%	43	24%	2,013	22%
2 Disagree	5	4%	10	5%	485	5%
1 Strongly Disagree	12	9%	9	5%	568	6%
Total Responses	129		182		9,123	
Score		4.0		3.9		3.9
NA - Not Applicable	57		77		3,741	
No Response	108		135		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	81	58%	110	56%	5,653	58%
4 Agree	31	22%	58	30%	2,660	28%
3 Neutral	16	12%	10	5%	839	9%
2 Disagree	5	4%	8	4%	207	2%
1 Strongly Disagree	6	4%	9	5%	307	3%
Total Responses	139		195		9,666	
Score		4.3		4.3		4.4
NA - Not Applicable	47		67		3,197	
No Response	108		132		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	31	8%	1,256	7%
Civil matter	68	17%	2,063	11%
Criminal/probation	67	17%	3,852	21%
Divorce/custody/support	34	9%	2,575	14%
Drug/sobriety court	16	4%	823	5%
Estate/trust	4	1%	601	3%
File papers	20	5%	879	5%
Get information	16	4%	714	4%
Guardianship/conservatorship	3	1%	1,200	7%
Juvenile delinquency	4	1%	592	3%
Make a payment	39	10%	830	5%
PPO	3	1%	358	2%
Small claims	2	1%	352	2%
Traffic/Ticket	51	13%	1,658	9%
Other	56	14%	2,454	13%
Number of Respondents	394		18,198	
No Response	20		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	206	52%	8,416	47%
Agency Worker	14	4%	944	5%
Attorney/prosecutor	48	12%	2,875	16%
Family/friend of party to case	41	10%	2,880	16%
Juror	0	0%	531	3%
Witness	5	1%	340	2%
Other	55	14%	2,406	13%
Number of Respondents	394		17,914	
No Response	31		992	

Kalamazoo County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	171	43%	9,116	49%
Female	193	49%	8,643	47%
American Indian / Alaska Nat.	4	1%	409	2%
Asian	4	1%	123	1%
Multiracial/biracial	9	2%	224	1%
Black/African American	76	19%	1,556	8%
Hispanic/Latino	9	2%	548	3%
White/Caucasian	145	37%	9,568	52%
Other	9	2%	288	2%
Number of Respondents	394		18,501	
No Response	9		405	