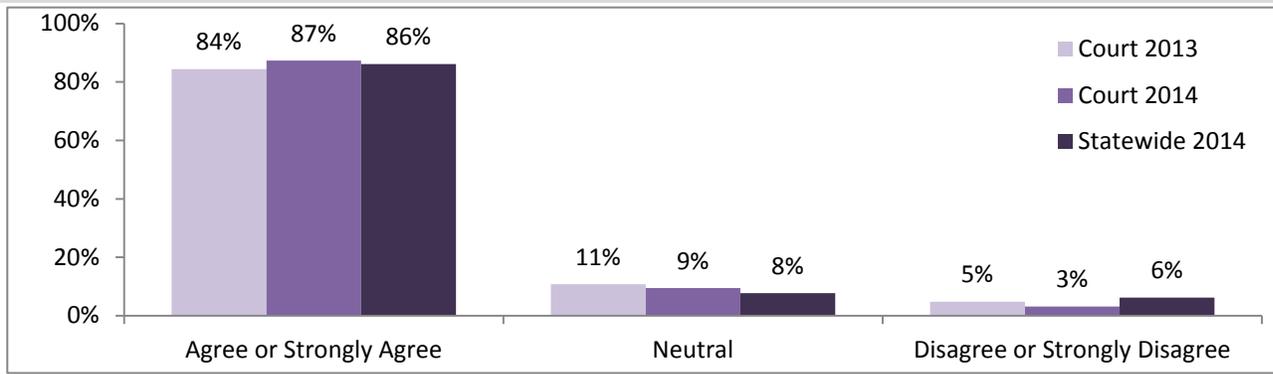


**Questions 1 and 2 were directed to all respondents.**

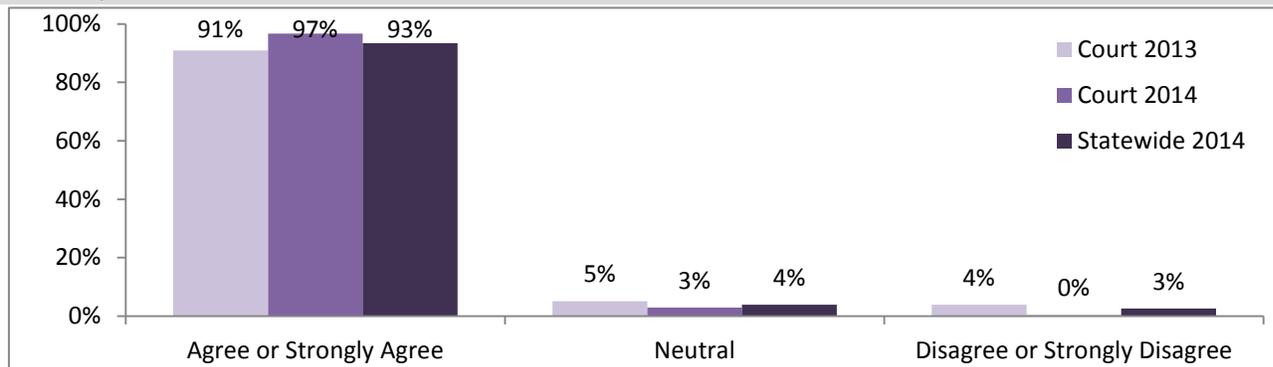
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	91	54%	149	59%	10,542	58%
4 Agree	50	30%	73	29%	5,044	28%
3 Neutral	18	11%	24	9%	1,394	8%
2 Disagree	5	3%	5	2%	563	3%
1 Strongly Disagree	3	2%	3	1%	550	3%
Total Responses	167		254		18,093	
Score		4.3		4.4		4.4
NA - Not Applicable	10		23		496	
No Response	3		8		317	



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

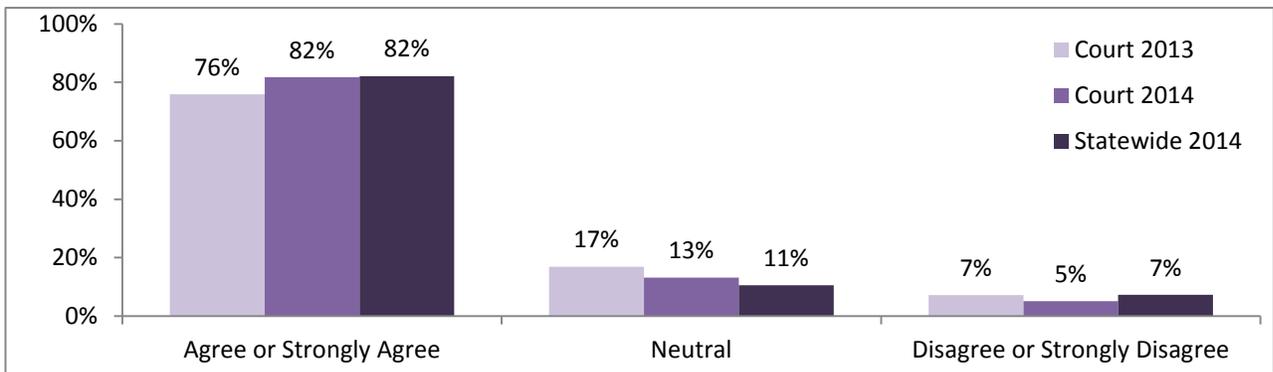
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	117	66%	207	76%	12,932	71%
4 Agree	44	25%	57	21%	4,133	23%
3 Neutral	9	5%	8	3%	719	4%
2 Disagree	4	2%	1	0%	244	1%
1 Strongly Disagree	3	2%	0	0%	238	1%
Total Responses	177		273		18,266	
Score		4.5		4.7		4.6
NA - Not Applicable	2		4		185	
No Response	1		8		455	



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

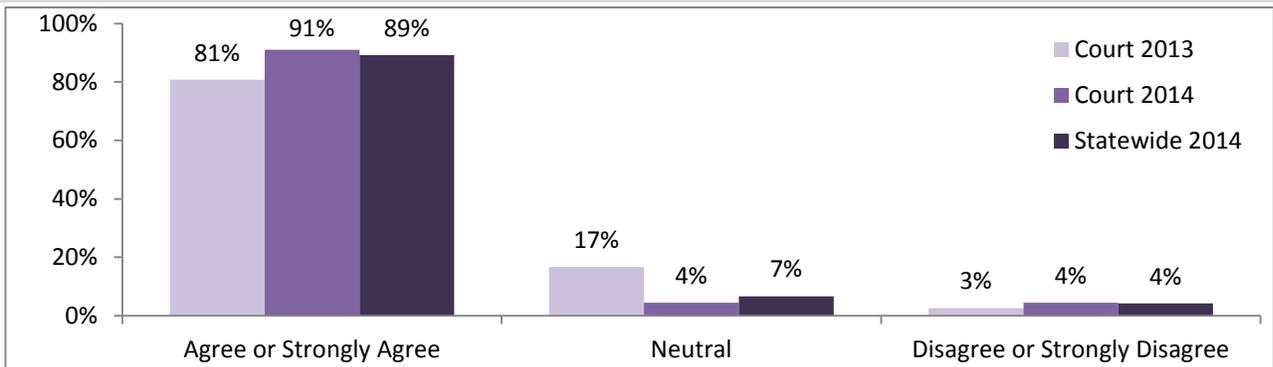
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	36	43%	80	58%	6,476	56%
4 Agree	27	33%	32	23%	3,072	26%
3 Neutral	14	17%	18	13%	1,229	11%
2 Disagree	1	1%	5	4%	387	3%
1 Strongly Disagree	5	6%	2	1%	456	4%
Total Responses	83		137		11,620	
Score		4.1		4.3		4.3
NA - Not Applicable	43		60		2,776	
No Response	54		88		4,510	



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

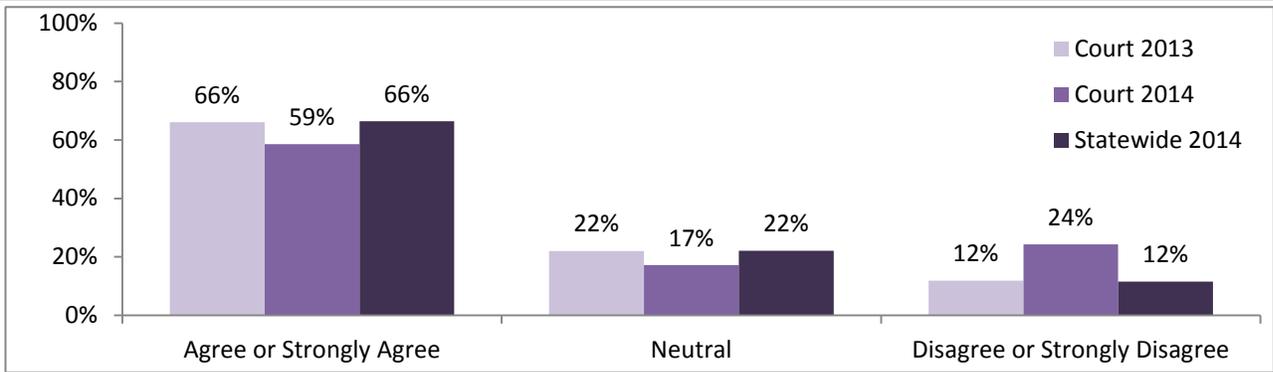
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	44	56%	89	66%	7,452	65%
4 Agree	19	24%	33	25%	2,758	24%
3 Neutral	13	17%	6	4%	762	7%
2 Disagree	0	0%	4	3%	194	2%
1 Strongly Disagree	2	3%	2	1%	286	2%
Total Responses	78		134		11,452	
Score		4.3		4.5		4.5
NA - Not Applicable	44		63		2,751	
No Response	58		88		4,703	



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

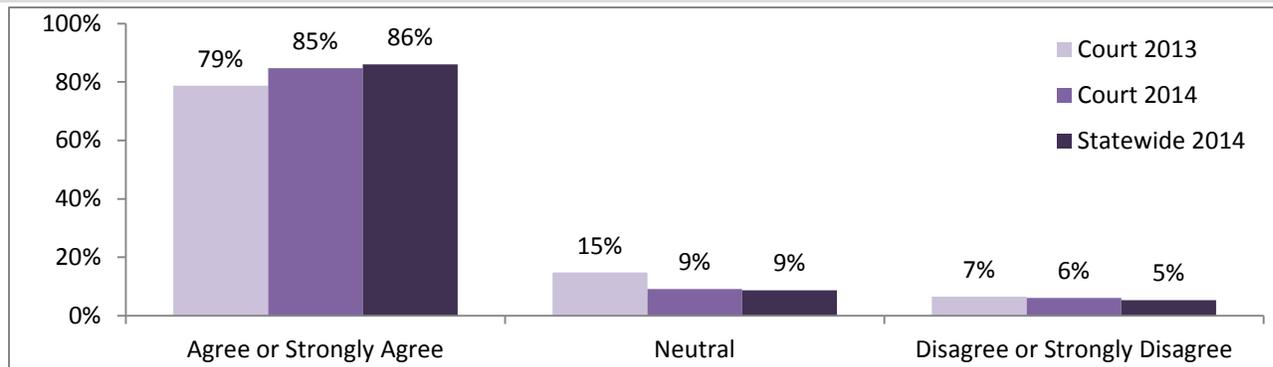
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	20	34%	40	40%	4,056	44%
4 Agree	19	32%	18	18%	2,001	22%
3 Neutral	13	22%	17	17%	2,013	22%
2 Disagree	4	7%	17	17%	485	5%
1 Strongly Disagree	3	5%	7	7%	568	6%
Total Responses	59		99		9,123	
Score		3.8		3.7		3.9
NA - Not Applicable	60		69		3,741	
No Response	61		117		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	32	52%	52	53%	5,653	58%
4 Agree	16	26%	31	32%	2,660	28%
3 Neutral	9	15%	9	9%	839	9%
2 Disagree	1	2%	4	4%	207	2%
1 Strongly Disagree	3	5%	2	2%	307	3%
Total Responses	61		98		9,666	
Score		4.2		4.3		4.4
NA - Not Applicable	59		64		3,197	
No Response	60		123		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	7	2%	1,256	7%
Civil matter	16	6%	2,063	11%
Criminal/probation	82	29%	3,852	21%
Divorce/custody/support	30	11%	2,575	14%
Drug/sobriety court	13	5%	823	5%
Estate/trust	14	5%	601	3%
File papers	15	5%	879	5%
Get information	4	1%	714	4%
Guardianship/conservatorship	15	5%	1,200	7%
Juvenile delinquency	4	1%	592	3%
Make a payment	14	5%	830	5%
PPO	5	2%	358	2%
Small claims	4	1%	352	2%
Traffic/Ticket	28	10%	1,658	9%
Other	51	18%	2,454	13%
Number of Respondents	285		18,198	
No Response	11		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	109	38%	8,416	47%
Agency Worker	4	1%	944	5%
Attorney/prosecutor	42	15%	2,875	16%
Family/friend of party to case	30	11%	2,880	16%
Juror	56	20%	531	3%
Witness	3	1%	340	2%
Other	30	11%	2,406	13%
Number of Respondents	285		17,914	
No Response	15		992	

Lapeer County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	137	48%	9,116	49%
Female	132	46%	8,643	47%
American Indian / Alaska Nat.	6	2%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	2	1%	224	1%
Black/African American	3	1%	1,556	8%
Hispanic/Latino	2	1%	548	3%
White/Caucasian	173	61%	9,568	52%
Other	3	1%	288	2%
Number of Respondents	285		18,501	
No Response	3		405	