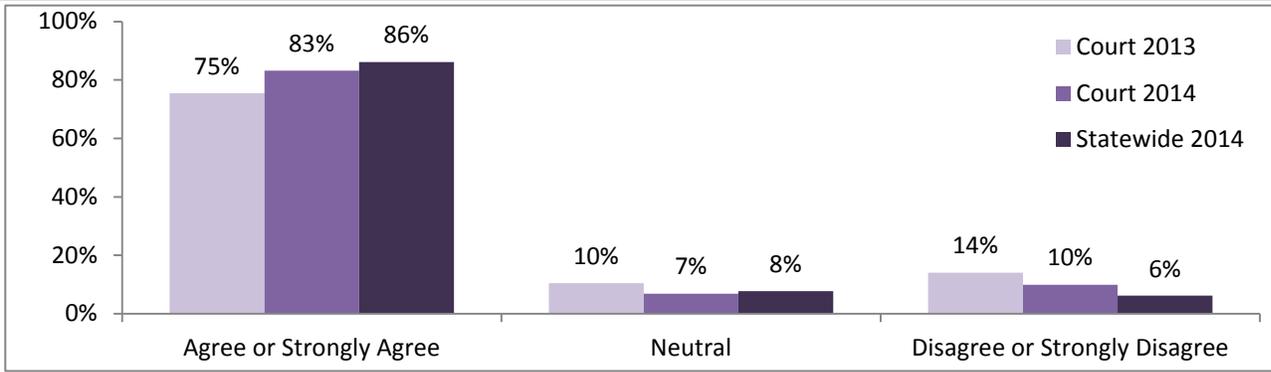


Questions 1 and 2 were directed to all respondents.

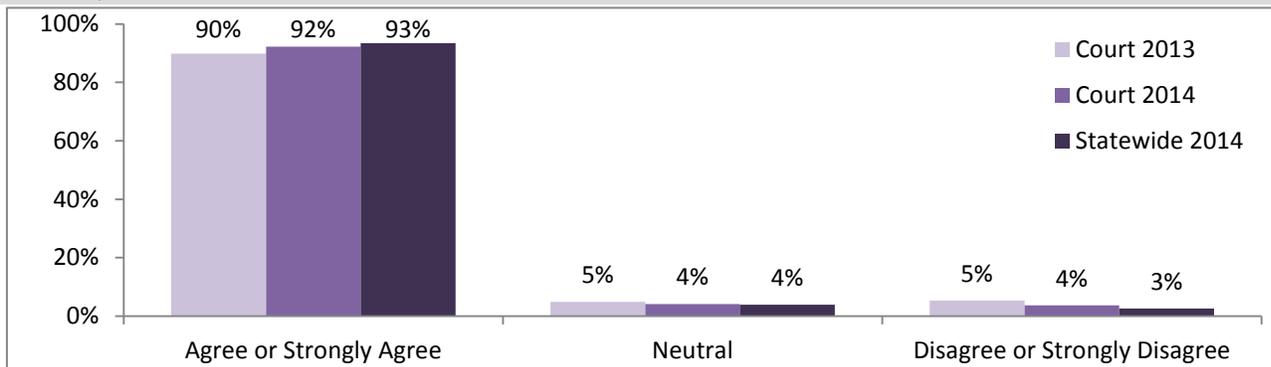
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	113	51%	210	53%	10,542	58%
4 Agree	53	24%	117	30%	5,044	28%
3 Neutral	23	10%	27	7%	1,394	8%
2 Disagree	10	5%	16	4%	563	3%
1 Strongly Disagree	21	10%	23	6%	550	3%
Total Responses	220		393		18,093	
Score		4.0		4.2		4.4
NA - Not Applicable	5		8		496	
No Response	6		6		317	



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

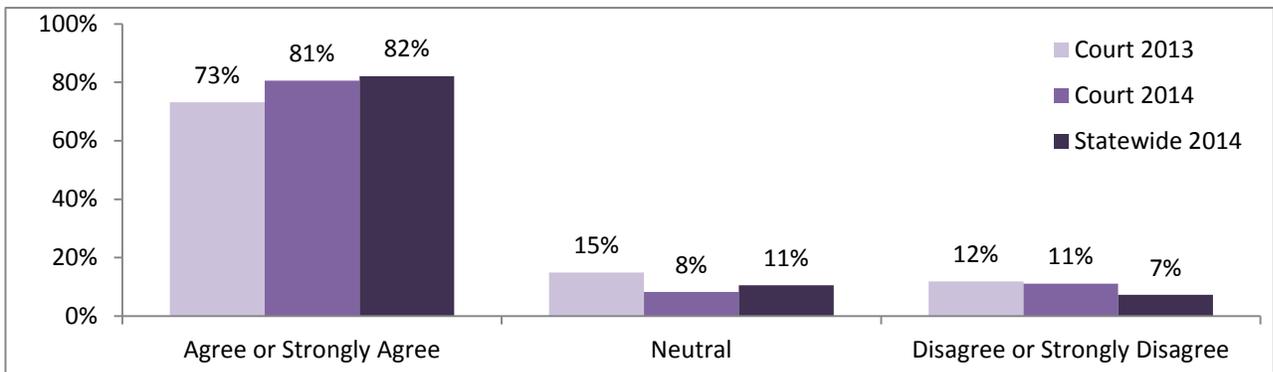
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	139	62%	257	67%	12,932	71%
4 Agree	64	28%	98	25%	4,133	23%
3 Neutral	11	5%	16	4%	719	4%
2 Disagree	6	3%	4	1%	244	1%
1 Strongly Disagree	6	3%	10	3%	238	1%
Total Responses	226		385		18,266	
Score		4.4		4.5		4.6
NA - Not Applicable	4		8		185	
No Response	1		14		455	



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

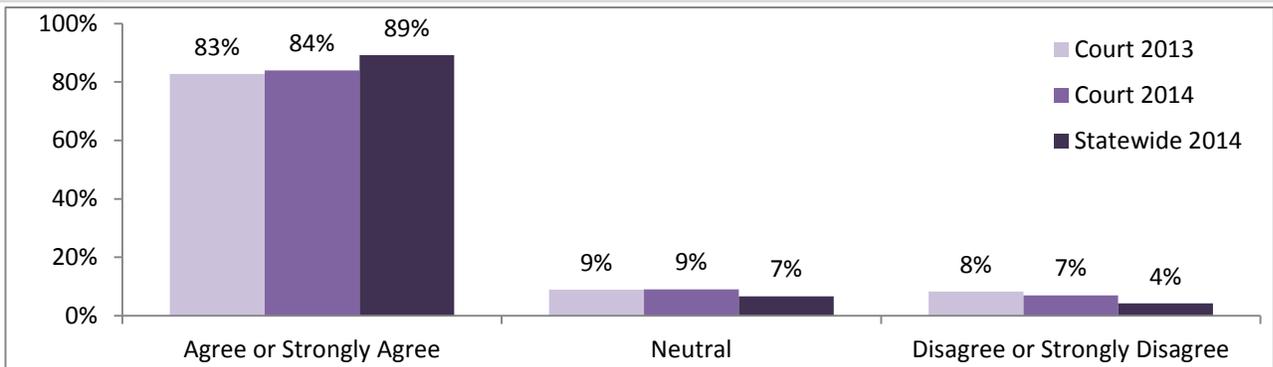
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	85	51%	123	57%	6,476	56%
4 Agree	38	23%	52	24%	3,072	26%
3 Neutral	25	15%	18	8%	1,229	11%
2 Disagree	9	5%	11	5%	387	3%
1 Strongly Disagree	11	7%	13	6%	456	4%
Total Responses	168		217		11,620	
Score		4.1		4.2		4.3
NA - Not Applicable	22		68		2,776	
No Response	41		122		4,510	



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

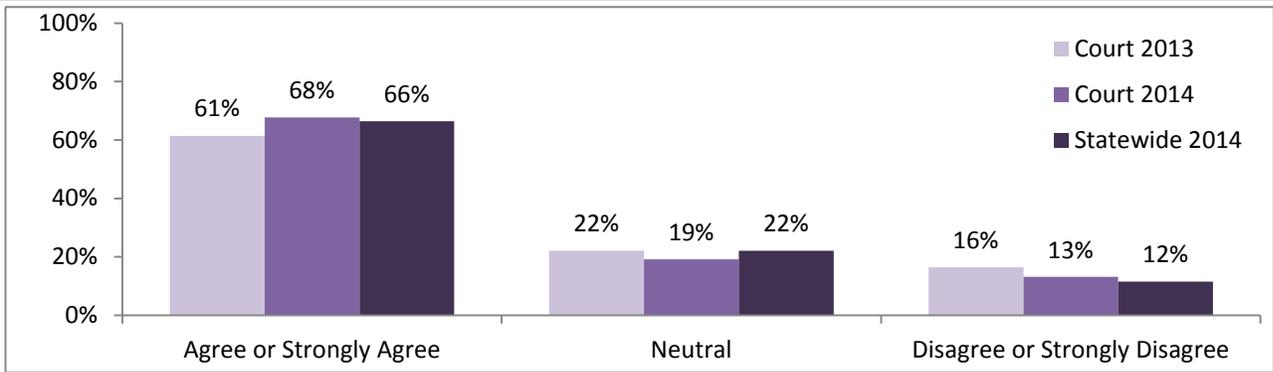
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	91	58%	124	62%	7,452	65%
4 Agree	39	25%	44	22%	2,758	24%
3 Neutral	14	9%	18	9%	762	7%
2 Disagree	7	4%	4	2%	194	2%
1 Strongly Disagree	6	4%	10	5%	286	2%
Total Responses	157		200		11,452	
Score		4.3		4.3		4.5
NA - Not Applicable	29		75		2,751	
No Response	45		132		4,703	



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

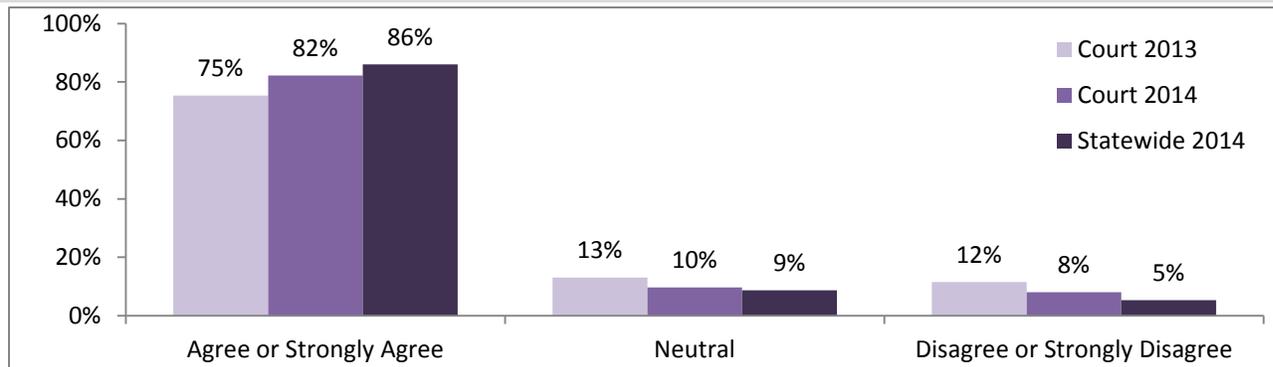
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
5 Strongly Agree	47	39%	81	44%	4,056	44%
4 Agree	28	23%	43	23%	2,001	22%
3 Neutral	27	22%	35	19%	2,013	22%
2 Disagree	8	7%	10	5%	485	5%
1 Strongly Disagree	12	10%	14	8%	568	6%
Total Responses	122		183		9,123	
Score	3.7		3.9		3.9	
NA - Not Applicable	37		83		3,741	
No Response	72		141		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	67	52%	101	54%	5,653	58%
4 Agree	31	24%	52	28%	2,660	28%
3 Neutral	17	13%	18	10%	839	9%
2 Disagree	9	7%	8	4%	207	2%
1 Strongly Disagree	6	5%	7	4%	307	3%
Total Responses	130		186		9,666	
Score	4.1		4.2		4.4	
NA - Not Applicable	30		77		3,197	
No Response	71		144		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	18	4%	1,256	7%
Civil matter	29	7%	2,063	11%
Criminal/probation	85	21%	3,852	21%
Divorce/custody/support	53	13%	2,575	14%
Drug/sobriety court	23	6%	823	5%
Estate/trust	9	2%	601	3%
File papers	25	6%	879	5%
Get information	24	6%	714	4%
Guardianship/conservatorship	16	4%	1,200	7%
Juvenile delinquency	8	2%	592	3%
Make a payment	8	2%	830	5%
PPO	6	1%	358	2%
Small claims	10	2%	352	2%
Traffic/Ticket	49	12%	1,658	9%
Other	65	16%	2,454	13%
Number of Respondents	407		18,198	
No Response	10		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	229	56%	8,416	47%
Agency Worker	19	5%	944	5%
Attorney/prosecutor	24	6%	2,875	16%
Family/friend of party to case	69	17%	2,880	16%
Juror	3	1%	531	3%
Witness	3	1%	340	2%
Other	58	14%	2,406	13%
Number of Respondents	407		17,914	
No Response	21		992	

Lenawee County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	211	52%	9,116	49%
Female	176	43%	8,643	47%
American Indian / Alaska Nat.	8	2%	409	2%
Asian	3	1%	123	1%
Multiracial/biracial	3	1%	224	1%
Black/African American	15	4%	1,556	8%
Hispanic/Latino	41	10%	548	3%
White/Caucasian	172	42%	9,568	52%
Other	12	3%	288	2%
Number of Respondents	407		18,501	
No Response	6		405	