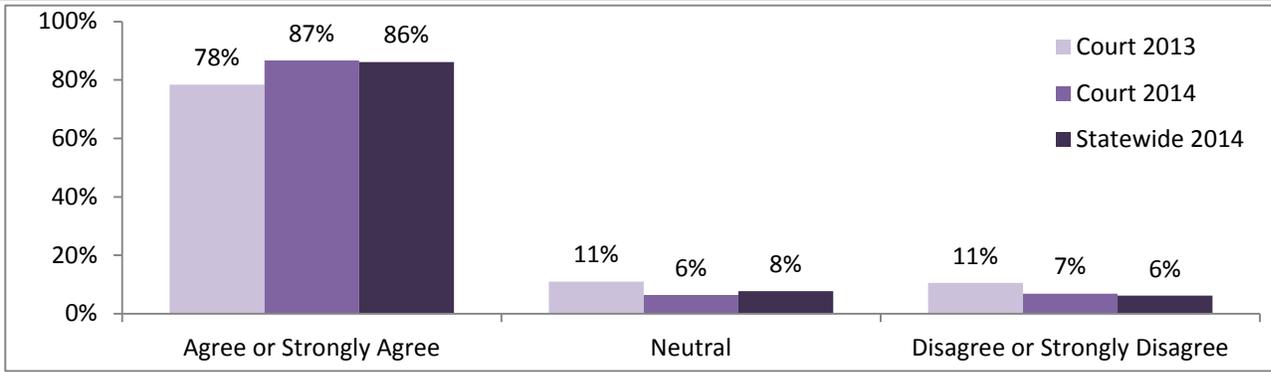


Questions 1 and 2 were directed to all respondents.

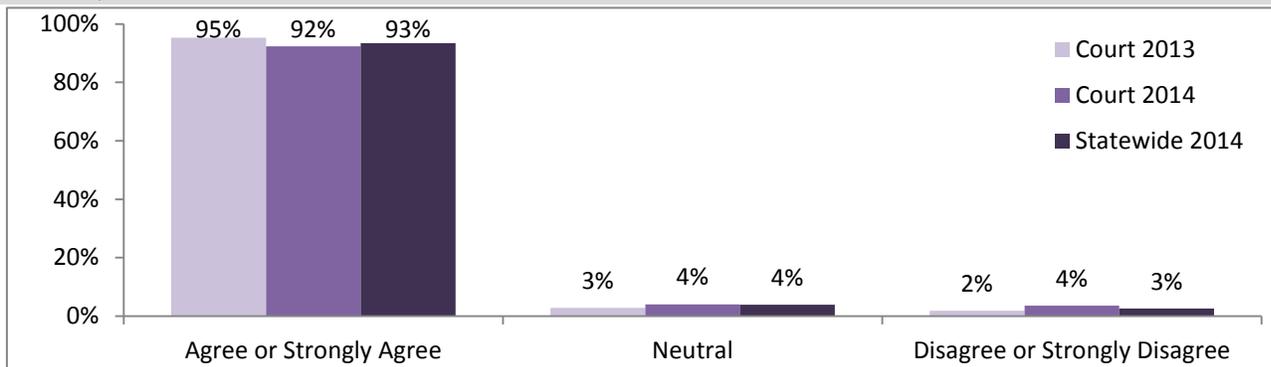
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	109	52%	146	59%	10,542	58%
4 Agree	55	26%	69	28%	5,044	28%
3 Neutral	23	11%	16	6%	1,394	8%
2 Disagree	13	6%	9	4%	563	3%
1 Strongly Disagree	9	4%	8	3%	550	3%
Total Responses	209		248		18,093	
Score		4.2		4.4		4.4
NA - Not Applicable	6		5		496	
No Response	1		3		317	



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

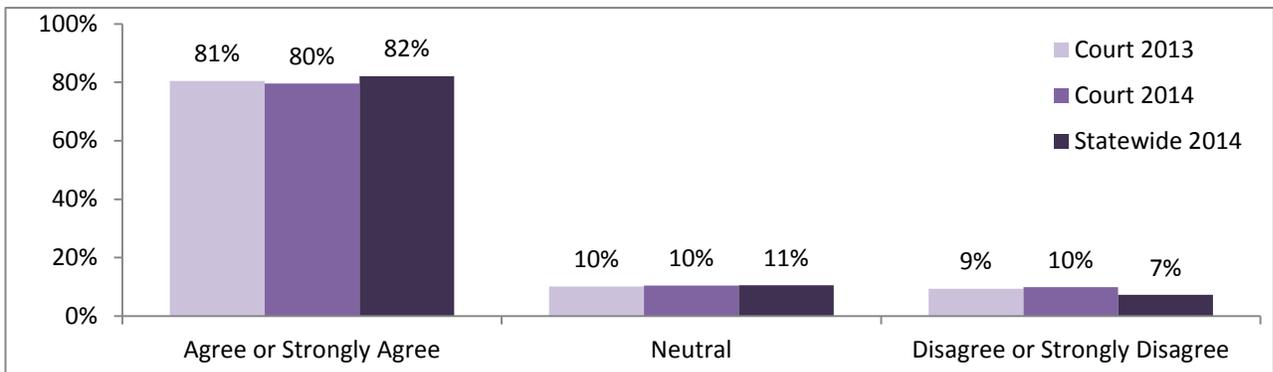
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	163	77%	172	69%	12,932	71%
4 Agree	40	19%	57	23%	4,133	23%
3 Neutral	6	3%	10	4%	719	4%
2 Disagree	2	1%	6	2%	244	1%
1 Strongly Disagree	2	1%	3	1%	238	1%
Total Responses	213		248		18,266	
Score		4.7		4.6		4.6
NA - Not Applicable	2		0		185	
No Response	1		8		455	



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

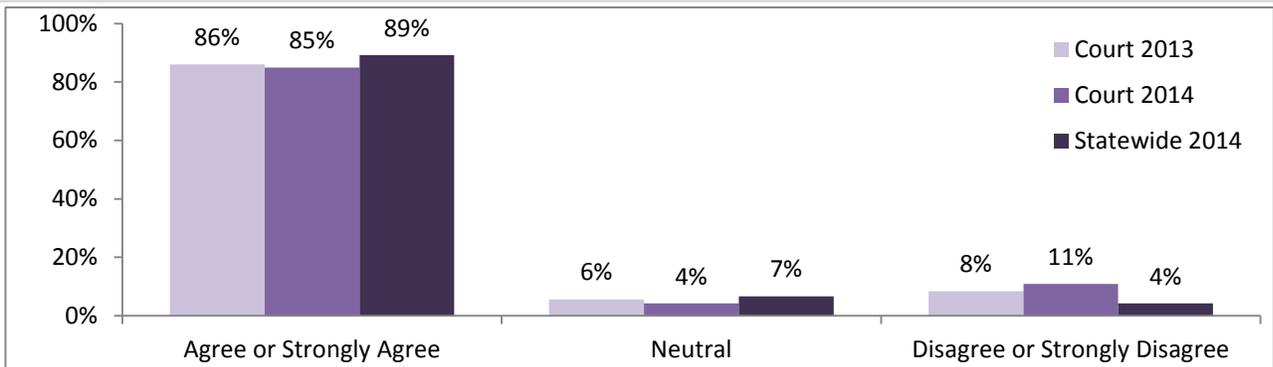
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	92	62%	93	54%	6,476	56%
4 Agree	28	19%	44	26%	3,072	26%
3 Neutral	15	10%	18	10%	1,229	11%
2 Disagree	6	4%	7	4%	387	3%
1 Strongly Disagree	8	5%	10	6%	456	4%
Total Responses	149		172		11,620	
Score		4.3		4.2		4.3
NA - Not Applicable	15		24		2,776	
No Response	52		60		4,510	



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

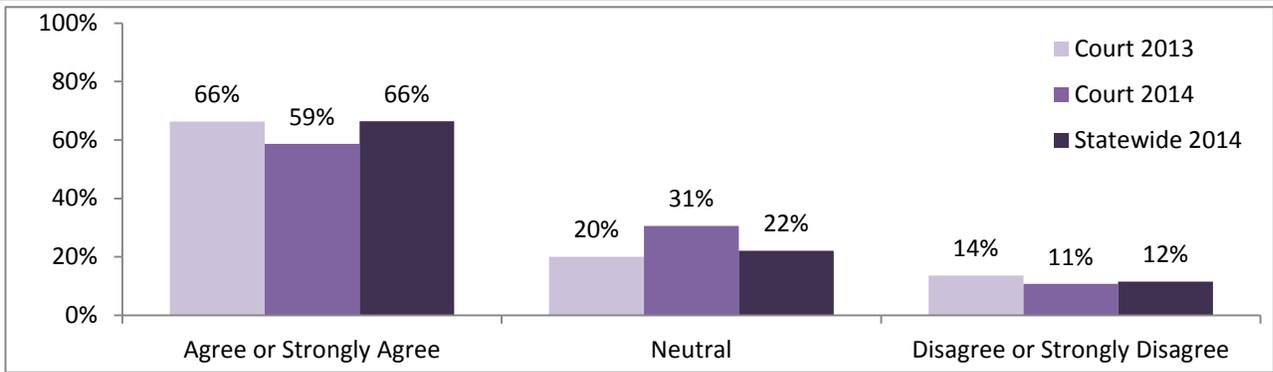
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	98	69%	107	64%	7,452	65%
4 Agree	25	17%	34	20%	2,758	24%
3 Neutral	8	6%	7	4%	762	7%
2 Disagree	7	5%	6	4%	194	2%
1 Strongly Disagree	5	3%	12	7%	286	2%
Total Responses	143		166		11,452	
Score		4.4		4.3		4.5
NA - Not Applicable	19		29		2,751	
No Response	54		61		4,703	



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

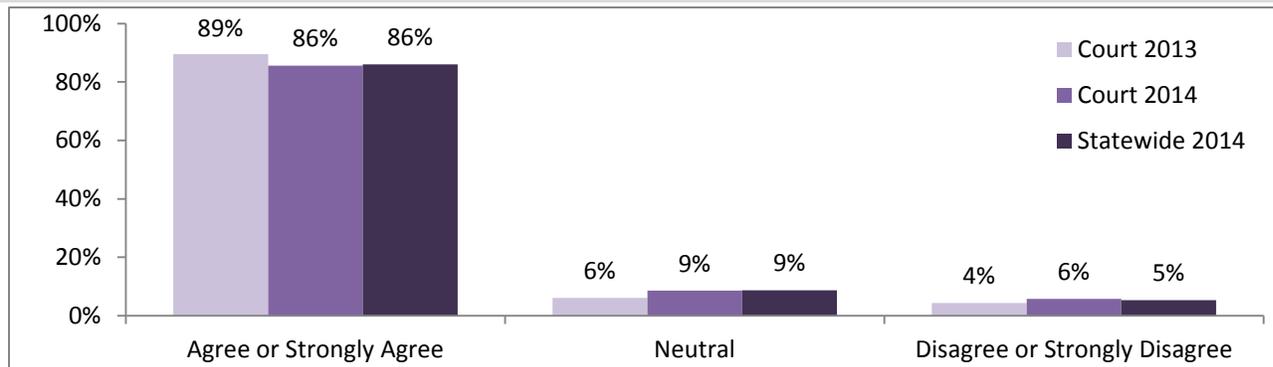
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	57	52%	50	41%	4,056	44%
4 Agree	16	15%	21	17%	2,001	22%
3 Neutral	22	20%	37	31%	2,013	22%
2 Disagree	5	5%	6	5%	485	5%
1 Strongly Disagree	10	9%	7	6%	568	6%
Total Responses	110		121		9,123	
Score		4.0		3.8		3.9
NA - Not Applicable	28		51		3,741	
No Response	78		84		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	74	65%	87	63%	5,653	58%
4 Agree	28	25%	32	23%	2,660	28%
3 Neutral	7	6%	12	9%	839	9%
2 Disagree	3	3%	3	2%	207	2%
1 Strongly Disagree	2	2%	5	4%	307	3%
Total Responses	114		139		9,666	
Score		4.5		4.4		4.4
NA - Not Applicable	24		37		3,197	
No Response	78		80		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	33	13%	1,256	7%
Civil matter	32	13%	2,063	11%
Criminal/probation	63	25%	3,852	21%
Divorce/custody/support	37	14%	2,575	14%
Drug/sobriety court	8	3%	823	5%
Estate/trust	5	2%	601	3%
File papers	7	3%	879	5%
Get information	6	2%	714	4%
Guardianship/conservatorship	9	4%	1,200	7%
Juvenile delinquency	6	2%	592	3%
Make a payment	8	3%	830	5%
PPO	4	2%	358	2%
Small claims	2	1%	352	2%
Traffic/Ticket	44	17%	1,658	9%
Other	19	7%	2,454	13%
Number of Respondents	256		18,198	
No Response	5		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	111	43%	8,416	47%
Agency Worker	11	4%	944	5%
Attorney/prosecutor	67	26%	2,875	16%
Family/friend of party to case	37	14%	2,880	16%
Juror	0	0%	531	3%
Witness	6	2%	340	2%
Other	18	7%	2,406	13%
Number of Respondents	256		17,914	
No Response	11		992	

Livingston County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	138	54%	9,116	49%
Female	109	43%	8,643	47%
American Indian / Alaska Nat.	2	1%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	1	0%	224	1%
Black/African American	3	1%	1,556	8%
Hispanic/Latino	4	2%	548	3%
White/Caucasian	147	57%	9,568	52%
Other	1	0%	288	2%
Number of Respondents	256		18,501	
No Response	4		405	