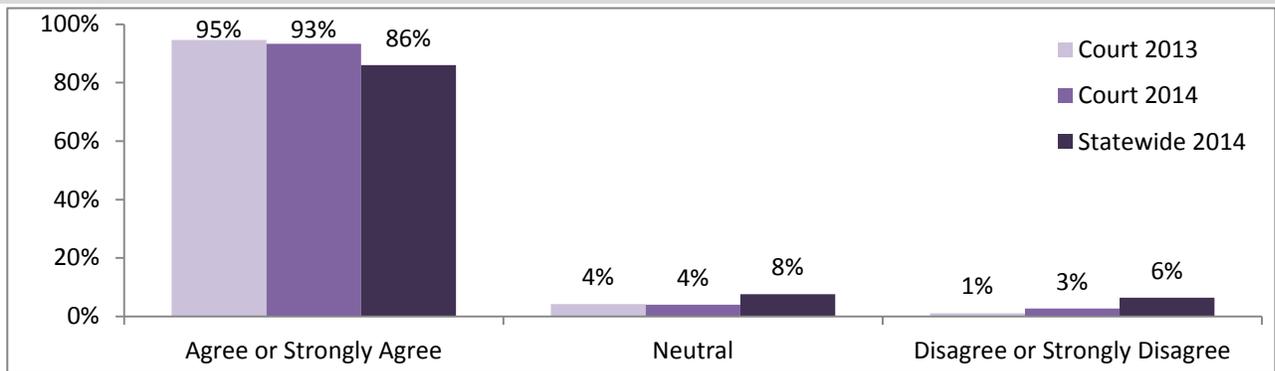


**Questions 1 and 2 were directed to all respondents.**

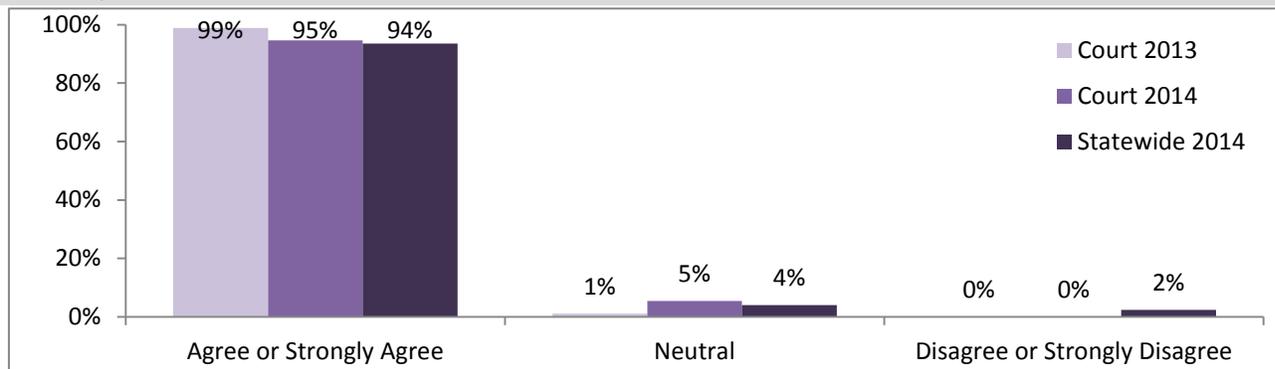
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	75	80%	55	73%	4,614	61%
4 Agree	14	15%	15	20%	1,901	25%
3 Neutral	4	4%	3	4%	574	8%
2 Disagree	1	1%	1	1%	229	3%
1 Strongly Disagree	0	0%	1	1%	254	3%
Total Responses	94		75		7,572	
Score		4.7		4.6		4.4
NA - Not Applicable	1		0		185	
No Response	0		1		198	



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

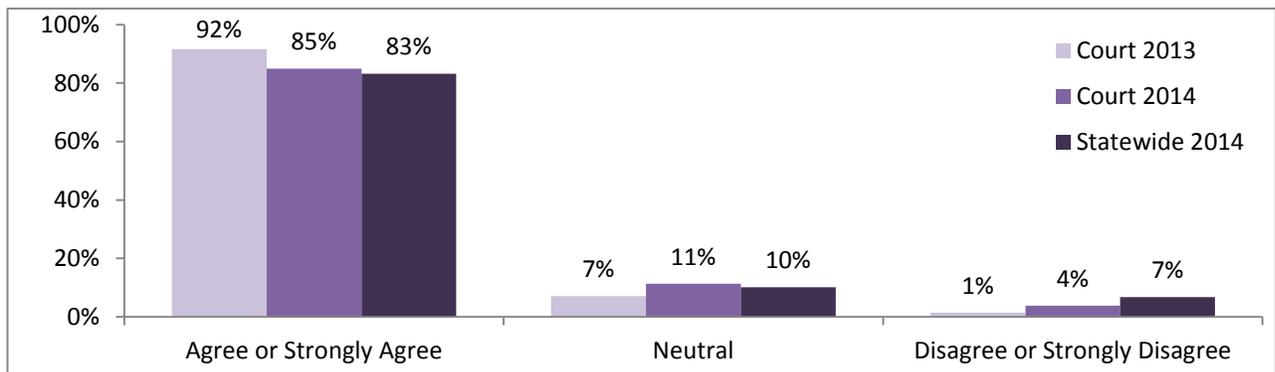
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	82	88%	54	73%	5,595	73%
4 Agree	10	11%	16	22%	1,549	20%
3 Neutral	1	1%	4	5%	310	4%
2 Disagree	0	0%	0	0%	87	1%
1 Strongly Disagree	0	0%	0	0%	99	1%
Total Responses	93		74		7,640	
Score		4.9		4.7		4.6
NA - Not Applicable	1		0		64	
No Response	1		2		251	



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

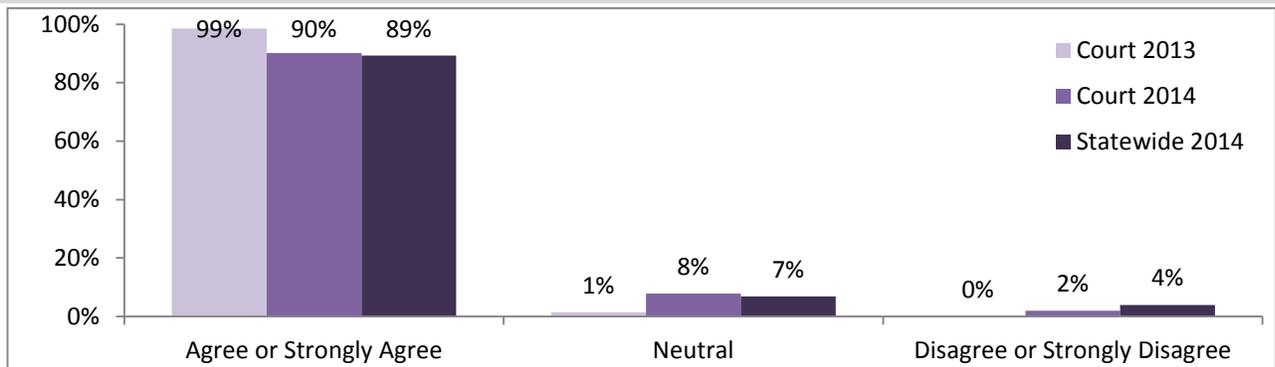
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	51	72%	37	70%	2,915	58%
4 Agree	14	20%	8	15%	1,256	25%
3 Neutral	5	7%	6	11%	508	10%
2 Disagree	1	1%	1	2%	162	3%
1 Strongly Disagree	0	0%	1	2%	174	3%
Total Responses	71		53		5,015	
Score		4.6		4.5		4.3
NA - Not Applicable	4		5		1,060	
No Response	20		18		1,880	



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

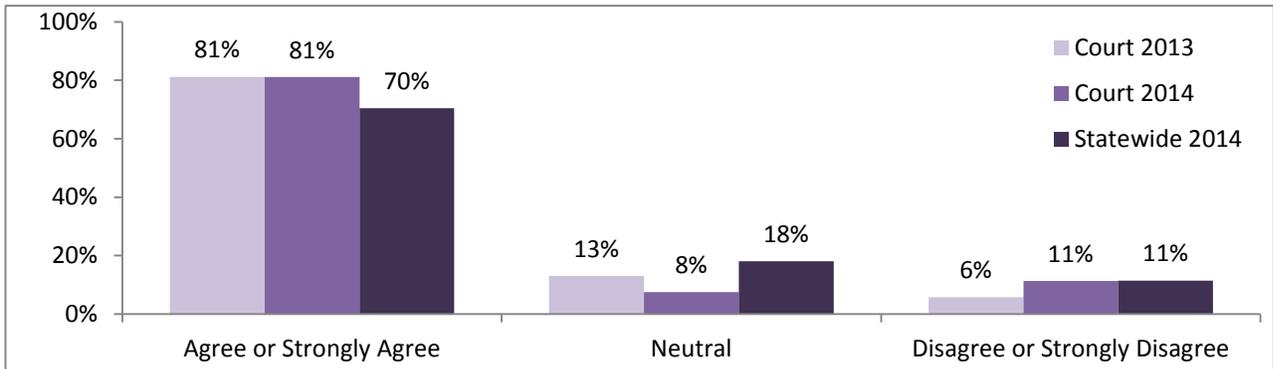
	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	54	77%	37	73%	3,259	67%
4 Agree	15	21%	9	18%	1,109	23%
3 Neutral	1	1%	4	8%	336	7%
2 Disagree	0	0%	1	2%	91	2%
1 Strongly Disagree	0	0%	0	0%	98	2%
Total Responses	70		51		4,893	
Score		4.8		4.6		4.5
NA - Not Applicable	5		5		1,097	
No Response	20		20		1,965	



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

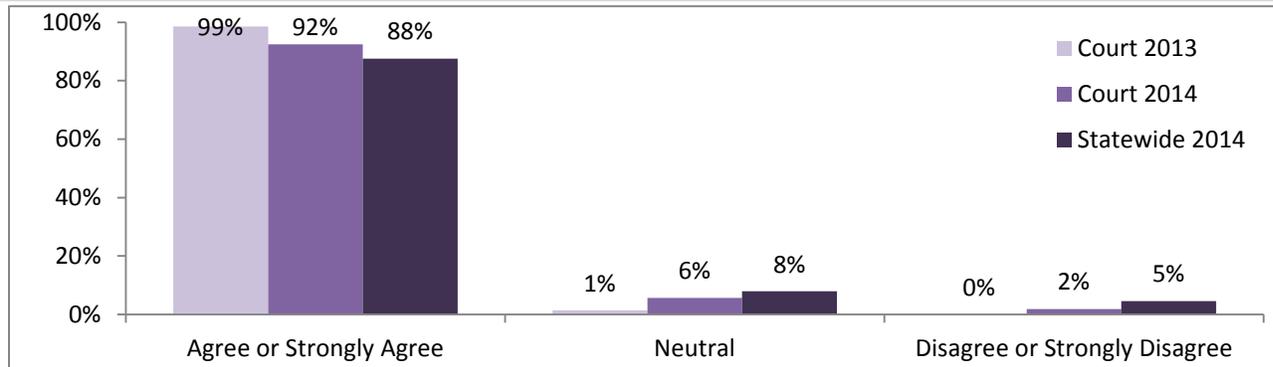
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	38	55%	32	60%	2,048	47%
4 Agree	18	26%	11	21%	999	23%
3 Neutral	9	13%	4	8%	783	18%
2 Disagree	3	4%	5	9%	242	6%
1 Strongly Disagree	1	1%	1	2%	253	6%
Total Responses	69		53		4,325	
Score		4.3		4.3		4.0
NA - Not Applicable	8		4		1,313	
No Response	18		19		2,317	



**6) As I leave the court, I understand what happened in my case.**

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	56	79%	38	72%	2,750	61%
4 Agree	14	20%	11	21%	1,182	26%
3 Neutral	1	1%	3	6%	354	8%
2 Disagree	0	0%	1	2%	81	2%
1 Strongly Disagree	0	0%	0	0%	123	3%
Total Responses	71		53		4,490	
Score		4.8		4.6		4.4
NA - Not Applicable	7		4		1,137	
No Response	17		19		2,328	



Grosse Pointe Park Municipal Court

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		3rd Class Courts Statewide 2014	
Child protective	0	0%	1	0%
Civil matter	6	8%	1,467	19%
Criminal/probation	7	9%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	0	0%	404	5%
Estate/trust	0	0%	0	0%
File papers	0	0%	149	2%
Get information	1	1%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	0	0%	464	6%
PPO	0	0%	0	0%
Small claims	0	0%	171	2%
Traffic/Ticket	61	80%	2,693	35%
Other	4	5%	672	9%
Number of Respondents	76		7,679	
No Response	1		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	56	74%	4,580	62%
Agency Worker	2	3%	164	2%
Attorney/prosecutor	7	9%	903	12%
Family/friend of party to case	1	1%	791	11%
Juror	0	0%	188	3%
Witness	1	1%	196	3%
Other	2	3%	713	10%
Number of Respondents	76		7,402	
No Response	8		553	

Grosse Pointe Park Municipal Court

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	38	50%	4,217	54%
Female	32	42%	3,262	42%
American Indian / Alaska Nat.	1	1%	151	2%
Asian	0	0%	111	1%
Multiracial/biracial	0	0%	153	2%
Black/African American	13	17%	1,367	18%
Hispanic/Latino	2	3%	246	3%
White/Caucasian	29	38%	3,004	39%
Other	3	4%	199	3%
Number of Respondents	76		7,785	
No Response	4		170	