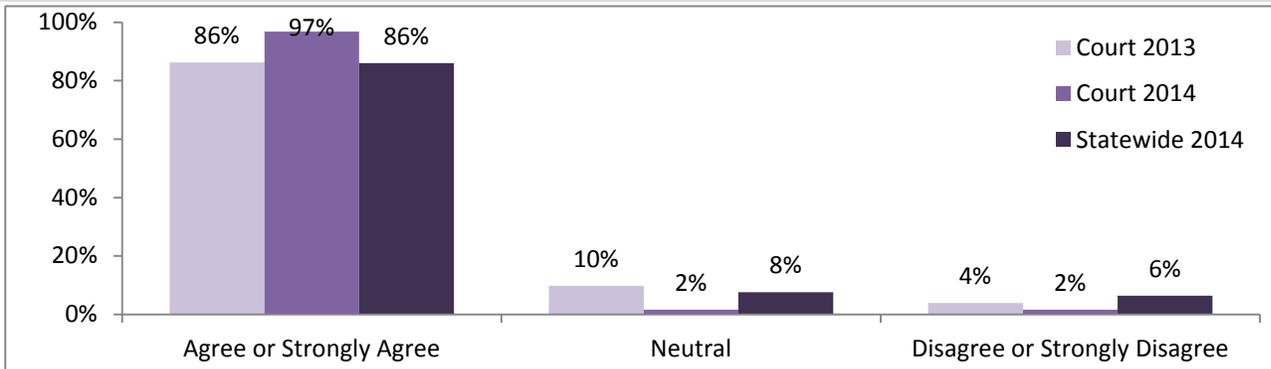


Grosse Pointe Woods Municipal Court

Questions 1 and 2 were directed to all respondents.

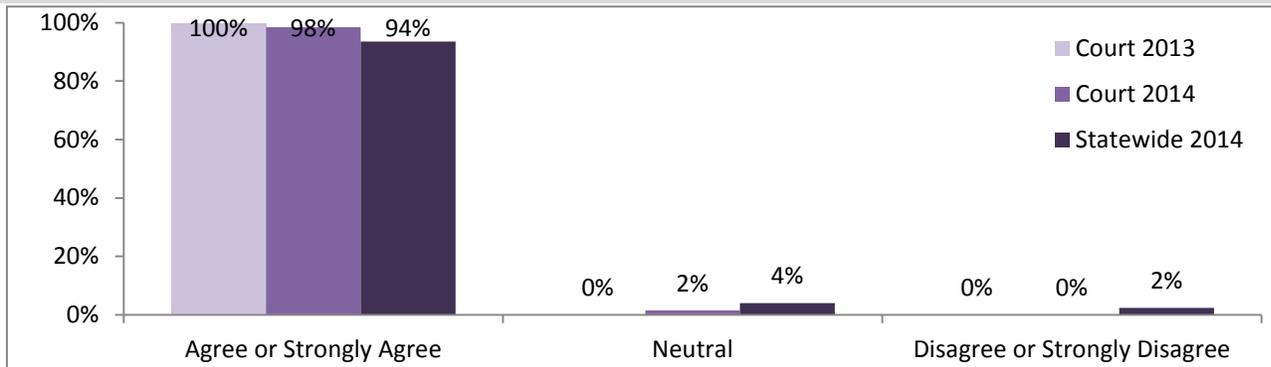
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	35	69%	40	65%	4,614	61%
4 Agree	9	18%	20	32%	1,901	25%
3 Neutral	5	10%	1	2%	574	8%
2 Disagree	1	2%	0	0%	229	3%
1 Strongly Disagree	1	2%	1	2%	254	3%
Total Responses	51		62		7,572	
Score		4.5		4.6		4.4
NA - Not Applicable	0		3		185	
No Response	3		1		198	



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

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	47	87%	53	82%	5,595	73%
4 Agree	7	13%	11	17%	1,549	20%
3 Neutral	0	0%	1	2%	310	4%
2 Disagree	0	0%	0	0%	87	1%
1 Strongly Disagree	0	0%	0	0%	99	1%
Total Responses	54		65		7,640	
Score		4.9		4.8		4.6
NA - Not Applicable	0		0		64	
No Response	0		1		251	

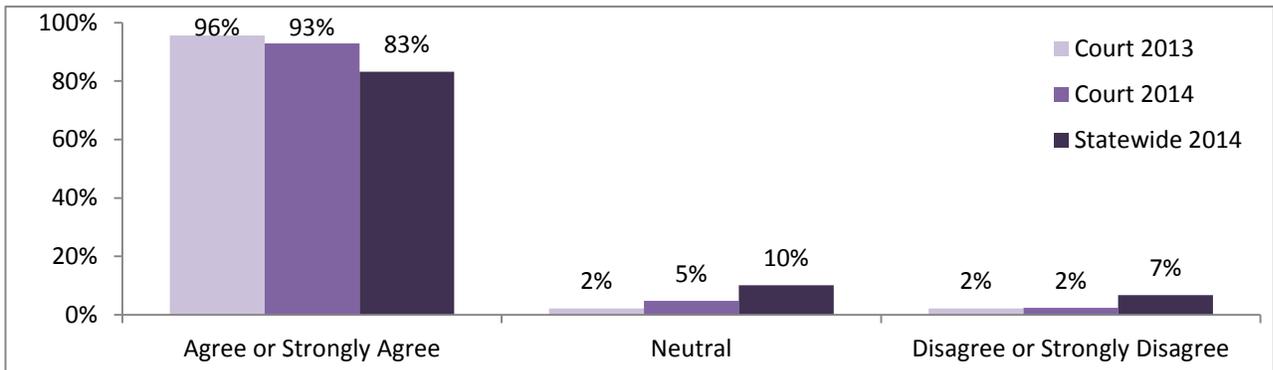


Grosse Pointe Woods Municipal Court

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

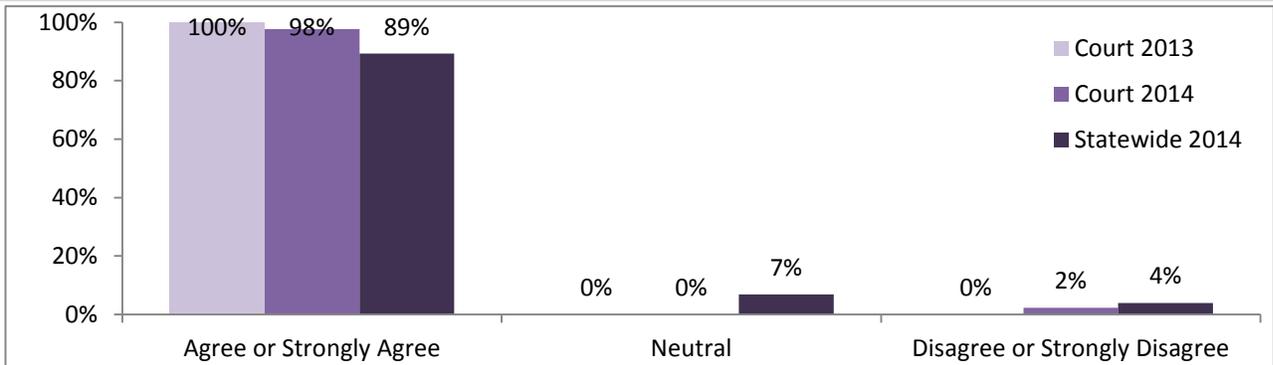
3) The way the case was handled was fair.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	31	67%	26	62%	2,915	58%
4 Agree	13	28%	13	31%	1,256	25%
3 Neutral	1	2%	2	5%	508	10%
2 Disagree	0	0%	0	0%	162	3%
1 Strongly Disagree	1	2%	1	2%	174	3%
Total Responses	46		42		5,015	
Score		4.6		4.5		4.3
NA - Not Applicable	3		3		1,060	
No Response	5		21		1,880	



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

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	33	73%	32	73%	3,259	67%
4 Agree	12	27%	11	25%	1,109	23%
3 Neutral	0	0%	0	0%	336	7%
2 Disagree	0	0%	0	0%	91	2%
1 Strongly Disagree	0	0%	1	2%	98	2%
Total Responses	45		44		4,893	
Score		4.7		4.7		4.5
NA - Not Applicable	2		2		1,097	
No Response	7		20		1,965	

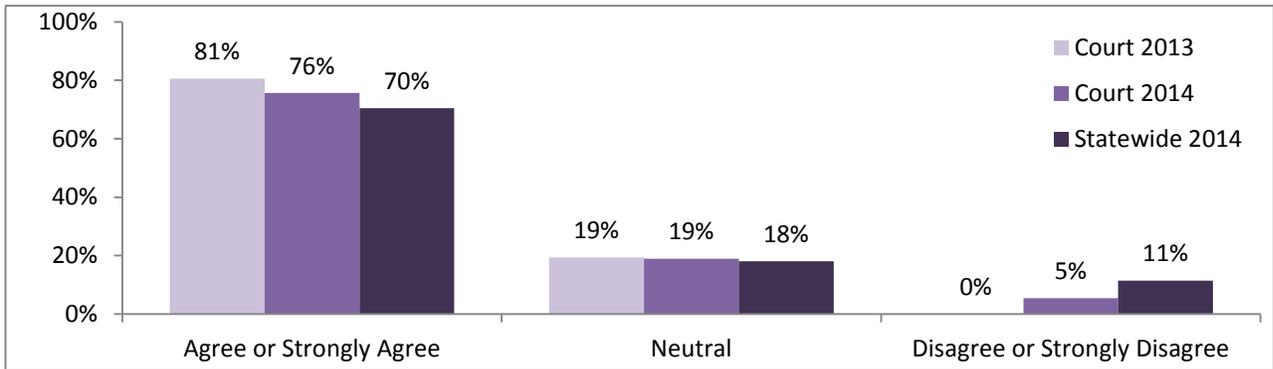


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Questions 5 and 6 were directed to persons who were a party to the case.

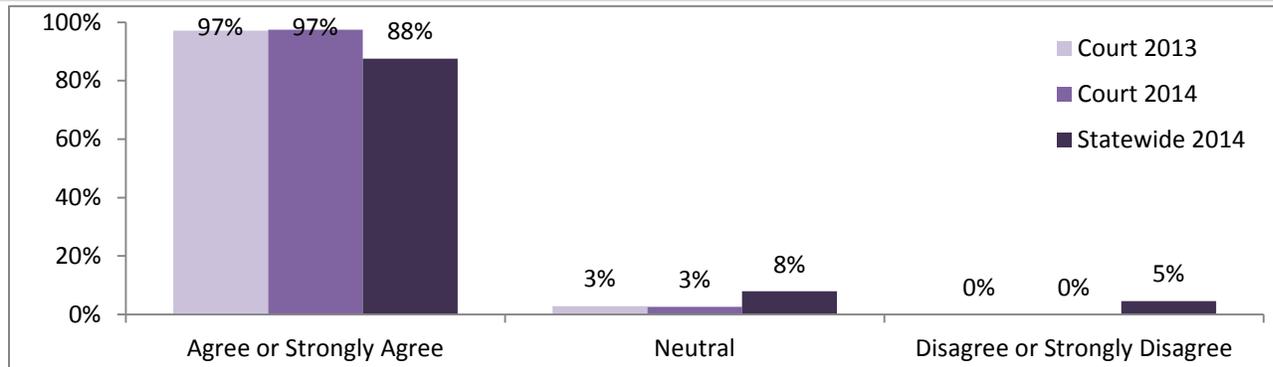
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		3rd Class Courts Statewide 2014	
5 Strongly Agree	19	61%	12	32%	2,048	47%
4 Agree	6	19%	16	43%	999	23%
3 Neutral	6	19%	7	19%	783	18%
2 Disagree	0	0%	0	0%	242	6%
1 Strongly Disagree	0	0%	2	5%	253	6%
Total Responses	31		37		4,325	
Score		4.4		4.0		4.0
NA - Not Applicable	6		5		1,313	
No Response	17		24		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	26	74%	26	67%	2,750	61%
4 Agree	8	23%	12	31%	1,182	26%
3 Neutral	1	3%	1	3%	354	8%
2 Disagree	0	0%	0	0%	81	2%
1 Strongly Disagree	0	0%	0	0%	123	3%
Total Responses	35		39		4,490	
Score		4.7		4.6		4.4
NA - Not Applicable	4		2		1,137	
No Response	15		25		2,328	



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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	11	17%	1,467	19%
Criminal/probation	25	38%	2,100	27%
Divorce/custody/support	0	0%	0	0%
Drug/sobriety court	4	6%	404	5%
Estate/trust	0	0%	0	0%
File papers	0	0%	149	2%
Get information	2	3%	189	2%
Guardianship/conservatorship	0	0%	0	0%
Juvenile delinquency	0	0%	0	0%
Make a payment	2	3%	464	6%
PPO	0	0%	0	0%
Small claims	0	0%	171	2%
Traffic/Ticket	14	21%	2,693	35%
Other	10	15%	672	9%
Number of Respondents	66		7,679	
No Response	1		276	

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

	Court 2014		3rd Class Courts Statewide 2014	
Party (Plaintiff/Defendant)	49	74%	4,580	62%
Agency Worker	2	3%	164	2%
Attorney/prosecutor	9	14%	903	12%
Family/friend of party to case	0	0%	791	11%
Juror	0	0%	188	3%
Witness	0	0%	196	3%
Other	3	5%	713	10%
Number of Respondents	66		7,402	
No Response	3		553	

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

	Court 2014		3rd Class Courts Statewide 2014	
Male	31	47%	4,217	54%
Female	34	52%	3,262	42%
American Indian / Alaska Nat.	0	0%	151	2%
Asian	2	3%	111	1%
Multiracial/biracial	1	2%	153	2%
Black/African American	7	11%	1,367	18%
Hispanic/Latino	0	0%	246	3%
White/Caucasian	40	61%	3,004	39%
Other	1	2%	199	3%
Number of Respondents	66		7,785	
No Response	0		170	