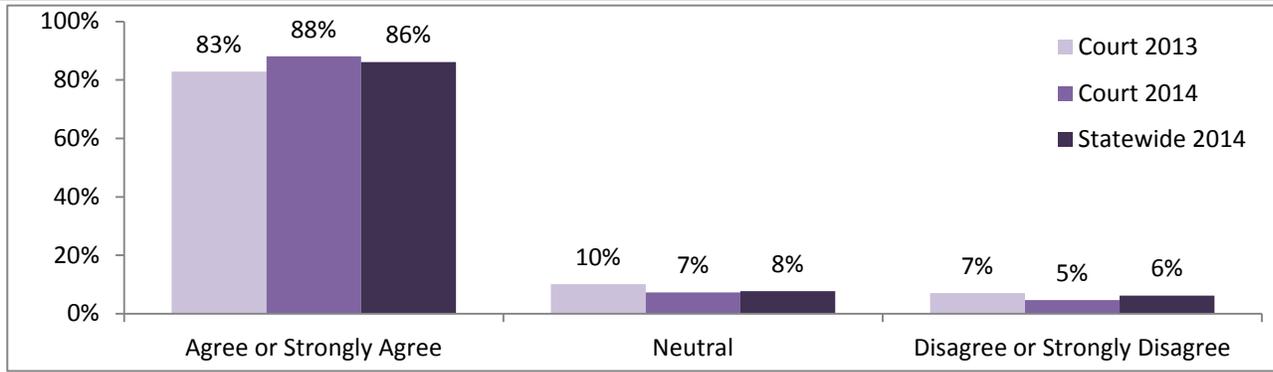


Questions 1 and 2 were directed to all respondents.

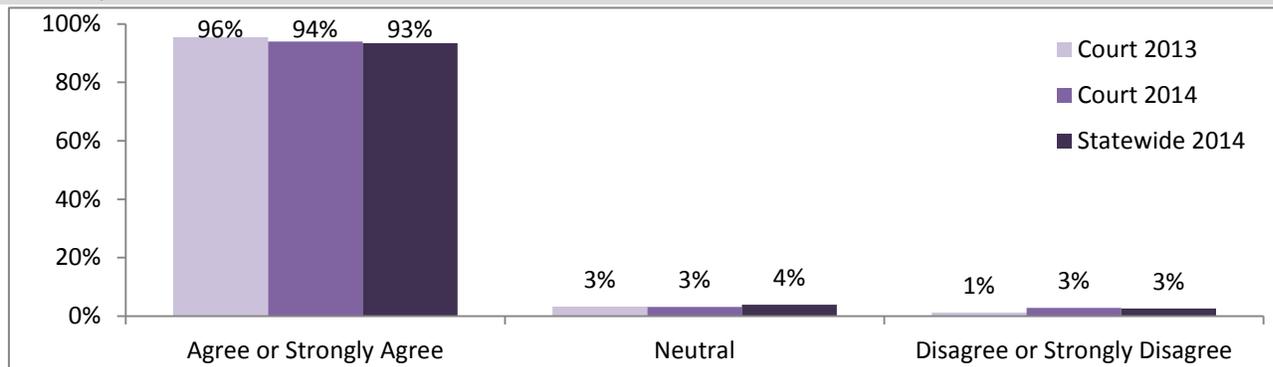
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	225	57%	407	59%	10,542	58%
4 Agree	103	26%	198	29%	5,044	28%
3 Neutral	40	10%	50	7%	1,394	8%
2 Disagree	16	4%	23	3%	563	3%
1 Strongly Disagree	12	3%	9	1%	550	3%
Total Responses	396		687		18,093	
Score		4.3		4.4		4.4
NA - Not Applicable	12		28		496	
No Response	10		10		317	



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

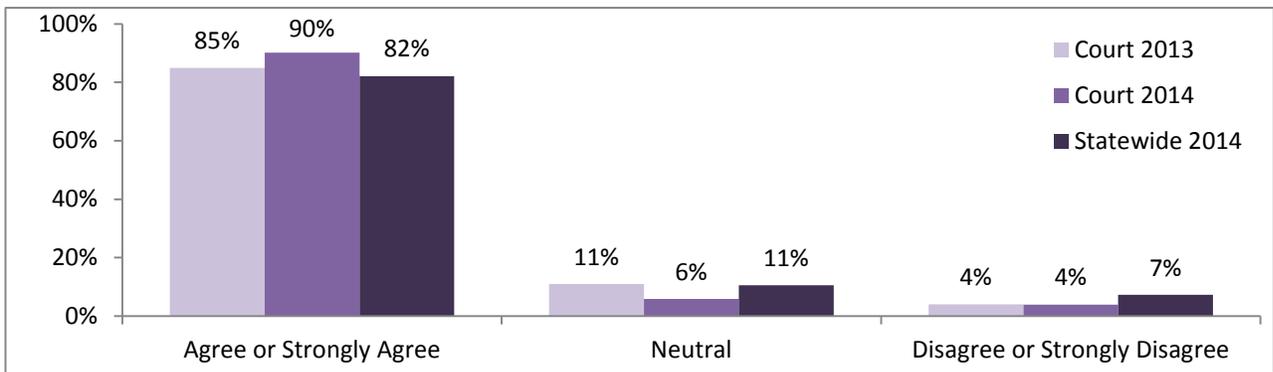
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	297	73%	515	73%	12,932	71%
4 Agree	90	22%	144	21%	4,133	23%
3 Neutral	13	3%	22	3%	719	4%
2 Disagree	1	0%	11	2%	244	1%
1 Strongly Disagree	4	1%	9	1%	238	1%
Total Responses	405		701		18,266	
Score		4.7		4.6		4.6
NA - Not Applicable	5		11		185	
No Response	8		13		455	



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

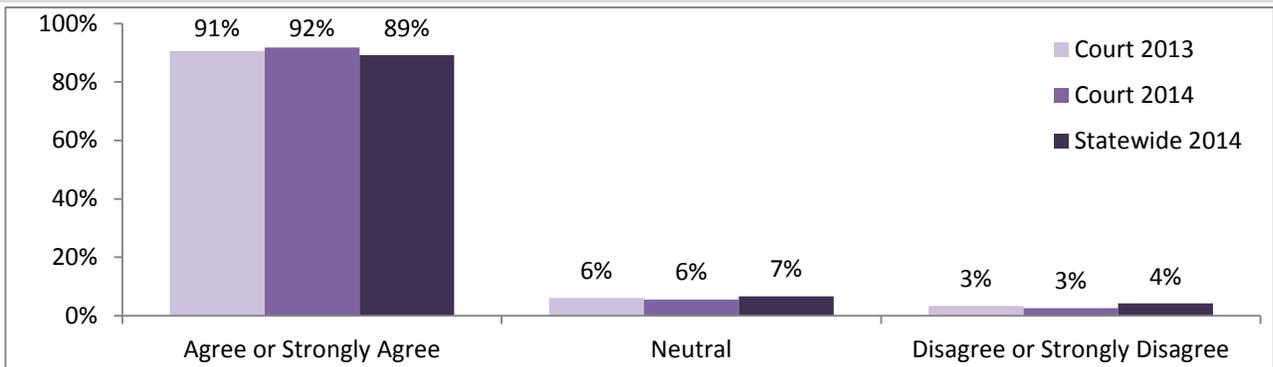
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	160	59%	296	65%	6,476	56%
4 Agree	72	26%	116	25%	3,072	26%
3 Neutral	30	11%	27	6%	1,229	11%
2 Disagree	5	2%	6	1%	387	3%
1 Strongly Disagree	6	2%	12	3%	456	4%
Total Responses	273		457		11,620	
Score		4.4		4.5		4.3
NA - Not Applicable	55		101		2,776	
No Response	90		167		4,510	



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

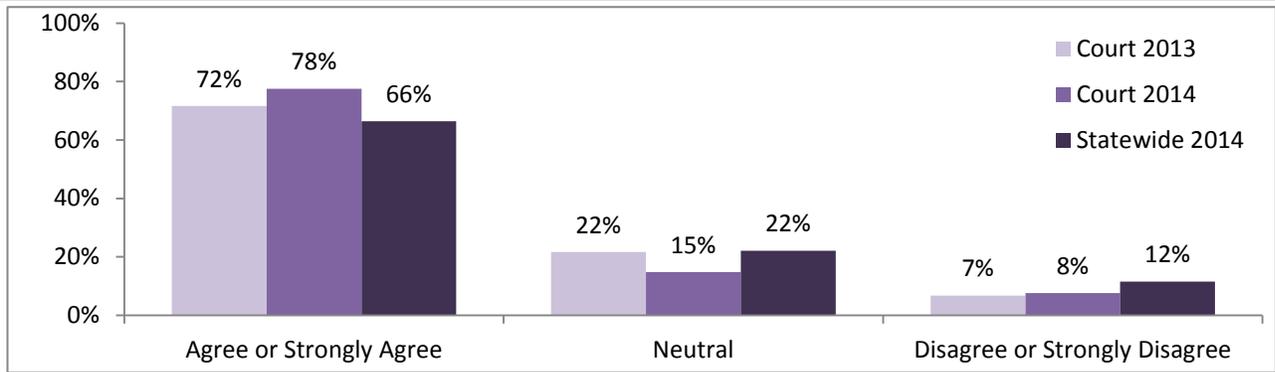
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	176	66%	320	74%	7,452	65%
4 Agree	64	24%	75	17%	2,758	24%
3 Neutral	16	6%	24	6%	762	7%
2 Disagree	6	2%	1	0%	194	2%
1 Strongly Disagree	3	1%	10	2%	286	2%
Total Responses	265		430		11,452	
Score		4.5		4.6		4.5
NA - Not Applicable	51		111		2,751	
No Response	102		184		4,703	



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

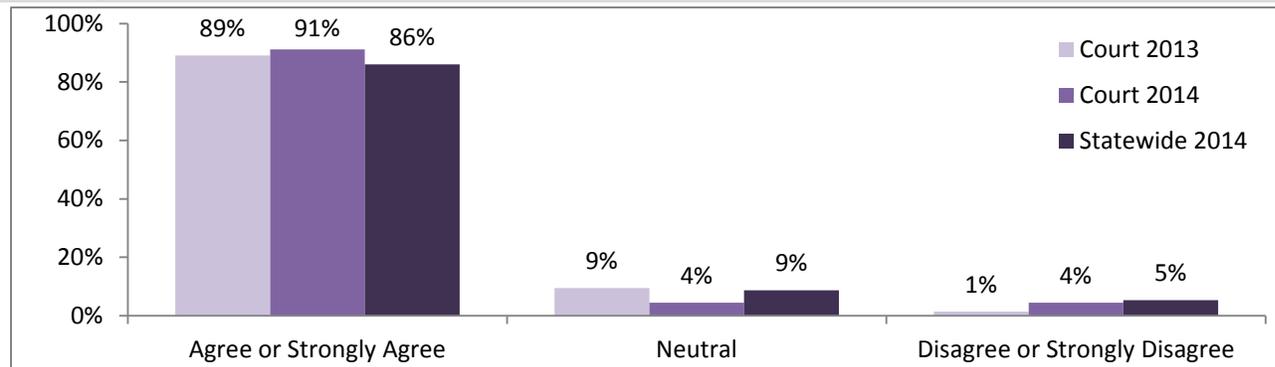
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	96	49%	192	54%	4,056	44%
4 Agree	43	22%	85	24%	2,001	22%
3 Neutral	42	22%	53	15%	2,013	22%
2 Disagree	7	4%	15	4%	485	5%
1 Strongly Disagree	6	3%	12	3%	568	6%
Total Responses	194		357		9,123	
Score		4.1		4.2		3.9
NA - Not Applicable	81		135		3,741	
No Response	143		233		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	133	63%	257	67%	5,653	58%
4 Agree	55	26%	92	24%	2,660	28%
3 Neutral	20	9%	17	4%	839	9%
2 Disagree	1	0%	9	2%	207	2%
1 Strongly Disagree	2	1%	8	2%	307	3%
Total Responses	211		383		9,666	
Score		4.5		4.5		4.4
NA - Not Applicable	62		113		3,197	
No Response	145		229		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	24	3%	1,256	7%
Civil matter	73	10%	2,063	11%
Criminal/probation	136	19%	3,852	21%
Divorce/custody/support	74	10%	2,575	14%
Drug/sobriety court	20	3%	823	5%
Estate/trust	66	9%	601	3%
File papers	42	6%	879	5%
Get information	26	4%	714	4%
Guardianship/conservatorship	109	15%	1,200	7%
Juvenile delinquency	22	3%	592	3%
Make a payment	12	2%	830	5%
PPO	3	0%	358	2%
Small claims	7	1%	352	2%
Traffic/Ticket	68	9%	1,658	9%
Other	84	12%	2,454	13%
Number of Respondents	725		18,198	
No Response	25		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	272	38%	8,416	47%
Agency Worker	23	3%	944	5%
Attorney/prosecutor	149	21%	2,875	16%
Family/friend of party to case	151	21%	2,880	16%
Juror	13	2%	531	3%
Witness	12	2%	340	2%
Other	88	12%	2,406	13%
Number of Respondents	725		17,914	
No Response	34		992	

Macomb County Probate Court, 16th Circuit Court, and 42nd District Court

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

	Court 2014		County Courts Statewide 2014	
Male	396	55%	9,116	49%
Female	288	40%	8,643	47%
American Indian / Alaska Nat.	10	1%	409	2%
Asian	5	1%	123	1%
Multiracial/biracial	7	1%	224	1%
Black/African American	70	10%	1,556	8%
Hispanic/Latino	7	1%	548	3%
White/Caucasian	352	49%	9,568	52%
Other	5	1%	288	2%
Number of Respondents	725		18,501	
No Response	21		405	