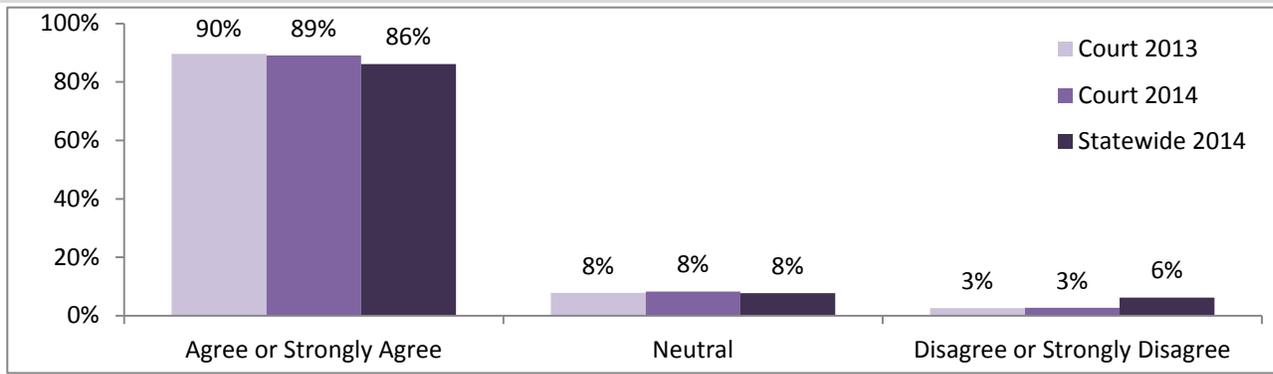


Questions 1 and 2 were directed to all respondents.

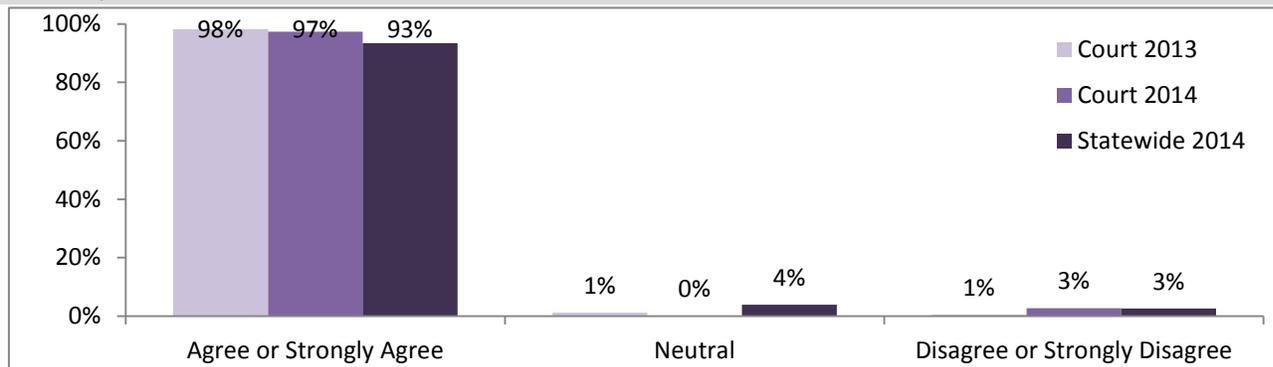
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	108	70%	47	64%	10,542	58%
4 Agree	30	19%	18	25%	5,044	28%
3 Neutral	12	8%	6	8%	1,394	8%
2 Disagree	4	3%	1	1%	563	3%
1 Strongly Disagree	0	0%	1	1%	550	3%
Total Responses	154		73		18,093	
Score		4.6		4.5		4.4
NA - Not Applicable	14		2		496	
No Response	7		2		317	



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

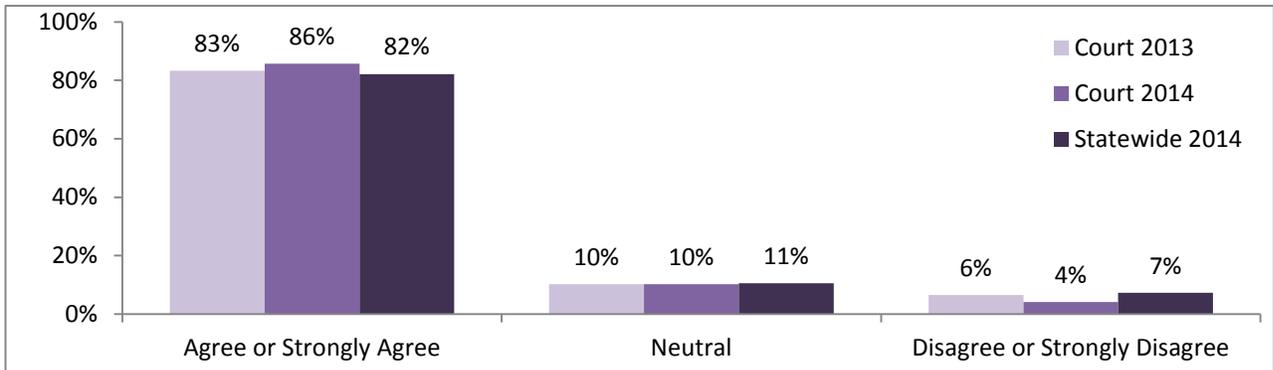
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	144	83%	60	80%	12,932	71%
4 Agree	26	15%	13	17%	4,133	23%
3 Neutral	2	1%	0	0%	719	4%
2 Disagree	1	1%	0	0%	244	1%
1 Strongly Disagree	0	0%	2	3%	238	1%
Total Responses	173		75		18,266	
Score		4.8		4.7		4.6
NA - Not Applicable	0		0		185	
No Response	2		2		455	



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

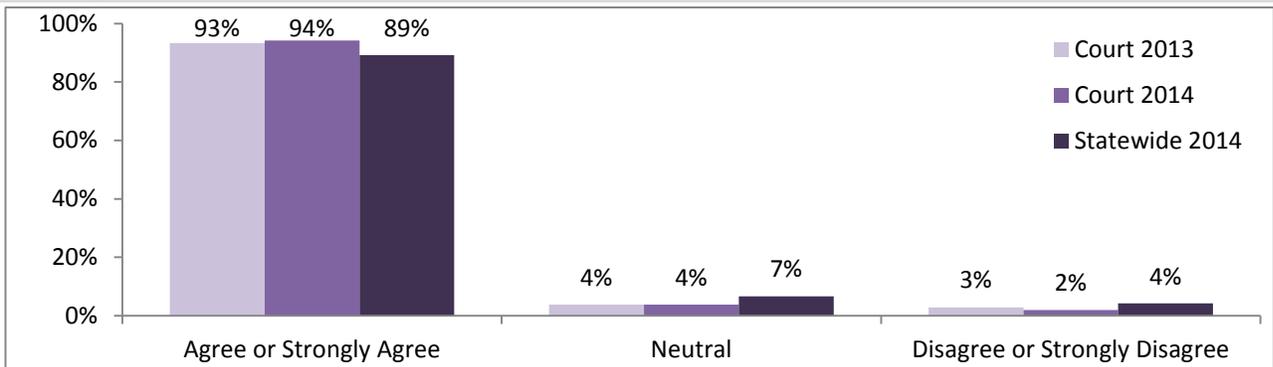
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	71	66%	32	65%	6,476	56%
4 Agree	19	18%	10	20%	3,072	26%
3 Neutral	11	10%	5	10%	1,229	11%
2 Disagree	5	5%	1	2%	387	3%
1 Strongly Disagree	2	2%	1	2%	456	4%
Total Responses	108		49		11,620	
Score		4.4		4.4		4.3
NA - Not Applicable	18		15		2,776	
No Response	49		13		4,510	



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

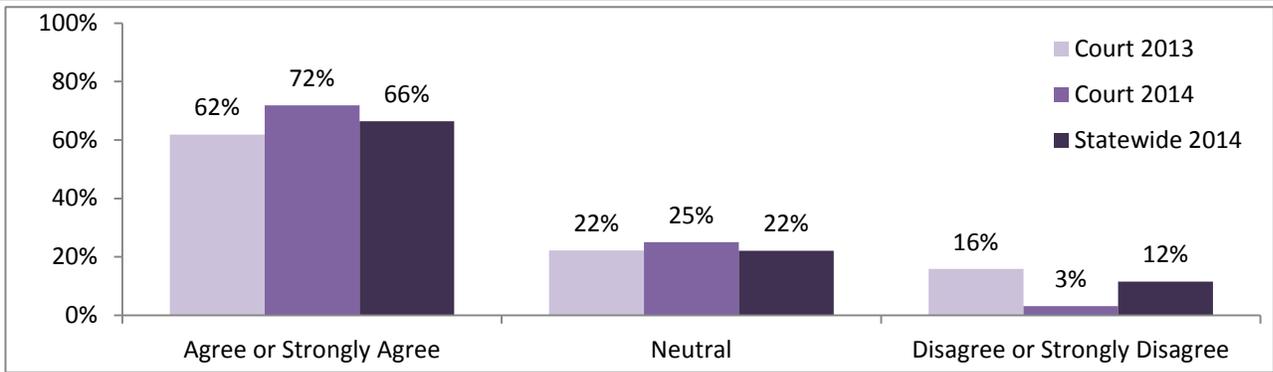
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	80	76%	39	75%	7,452	65%
4 Agree	18	17%	10	19%	2,758	24%
3 Neutral	4	4%	2	4%	762	7%
2 Disagree	2	2%	0	0%	194	2%
1 Strongly Disagree	1	1%	1	2%	286	2%
Total Responses	105		52		11,452	
Score		4.7		4.7		4.5
NA - Not Applicable	18		12		2,751	
No Response	52		13		4,703	



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

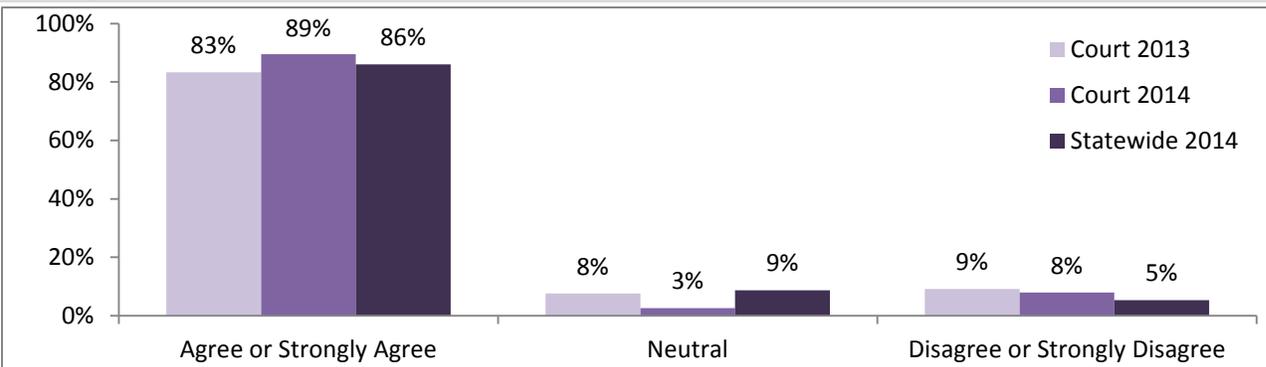
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	26	41%	14	44%	4,056	44%
4 Agree	13	21%	9	28%	2,001	22%
3 Neutral	14	22%	8	25%	2,013	22%
2 Disagree	4	6%	1	3%	485	5%
1 Strongly Disagree	6	10%	0	0%	568	6%
Total Responses	63		32		9,123	
Score		3.8		4.1		3.9
NA - Not Applicable	32		17		3,741	
No Response	80		28		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	41	62%	21	55%	5,653	58%
4 Agree	14	21%	13	34%	2,660	28%
3 Neutral	5	8%	1	3%	839	9%
2 Disagree	3	5%	1	3%	207	2%
1 Strongly Disagree	3	5%	2	5%	307	3%
Total Responses	66		38		9,666	
Score		4.3		4.3		4.4
NA - Not Applicable	26		11		3,197	
No Response	83		28		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	6	8%	1,256	7%
Civil matter	7	9%	2,063	11%
Criminal/probation	16	21%	3,852	21%
Divorce/custody/support	11	14%	2,575	14%
Drug/sobriety court	8	10%	823	5%
Estate/trust	1	1%	601	3%
File papers	2	3%	879	5%
Get information	4	5%	714	4%
Guardianship/conservatorship	1	1%	1,200	7%
Juvenile delinquency	3	4%	592	3%
Make a payment	2	3%	830	5%
PPO	0	0%	358	2%
Small claims	4	5%	352	2%
Traffic/Ticket	7	9%	1,658	9%
Other	6	8%	2,454	13%
Number of Respondents	77		18,198	
No Response	3		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	35	45%	8,416	47%
Agency Worker	2	3%	944	5%
Attorney/prosecutor	24	31%	2,875	16%
Family/friend of party to case	4	5%	2,880	16%
Juror	0	0%	531	3%
Witness	0	0%	340	2%
Other	9	12%	2,406	13%
Number of Respondents	77		17,914	
No Response	4		992	

Marquette County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	42	55%	9,116	49%
Female	31	40%	8,643	47%
American Indian / Alaska Nat.	3	4%	409	2%
Asian	0	0%	123	1%
Multiracial/biracial	1	1%	224	1%
Black/African American	1	1%	1,556	8%
Hispanic/Latino	1	1%	548	3%
White/Caucasian	54	70%	9,568	52%
Other	2	3%	288	2%
Number of Respondents	77		18,501	
No Response	2		405	