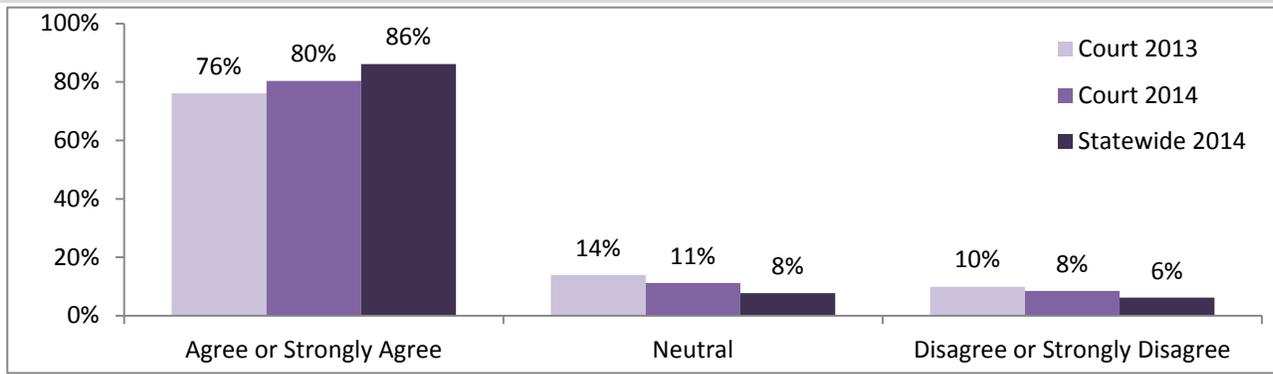


Questions 1 and 2 were directed to all respondents.

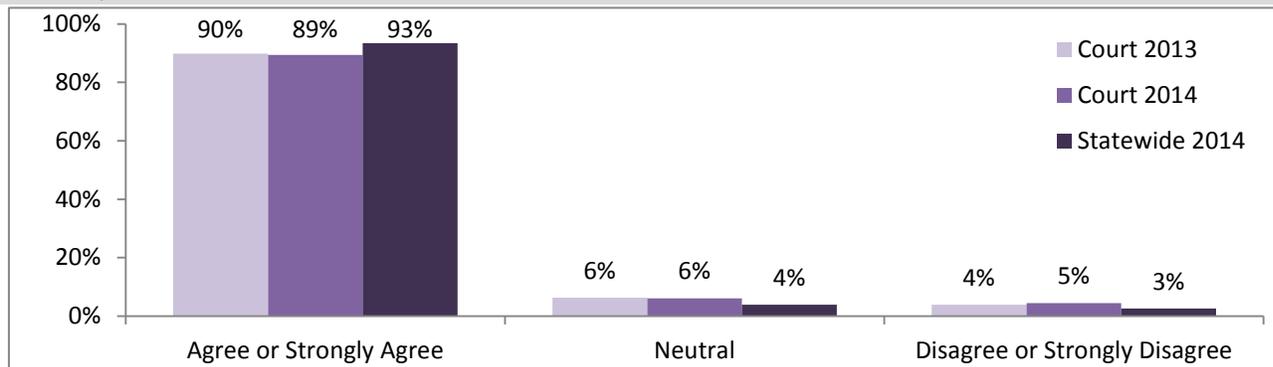
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	199	47%	250	46%	10,542	58%
4 Agree	123	29%	188	34%	5,044	28%
3 Neutral	59	14%	61	11%	1,394	8%
2 Disagree	23	5%	24	4%	563	3%
1 Strongly Disagree	19	4%	22	4%	550	3%
Total Responses	423		545		18,093	
Score		4.1		4.1		4.4
NA - Not Applicable	21		24		496	
No Response	4		8		317	



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

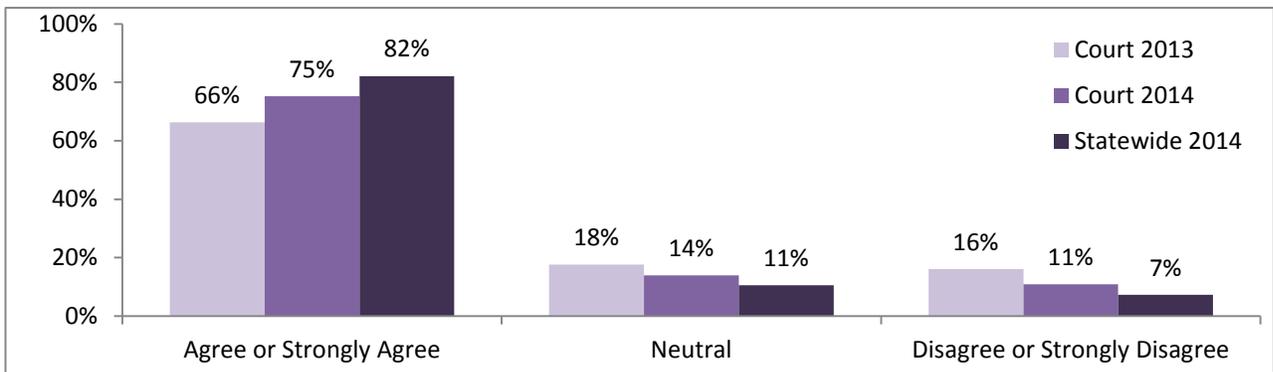
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	280	65%	318	57%	12,932	71%
4 Agree	108	25%	178	32%	4,133	23%
3 Neutral	27	6%	34	6%	719	4%
2 Disagree	10	2%	17	3%	244	1%
1 Strongly Disagree	7	2%	8	1%	238	1%
Total Responses	432		555		18,266	
Score		4.5		4.4		4.6
NA - Not Applicable	7		9		185	
No Response	9		13		455	



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

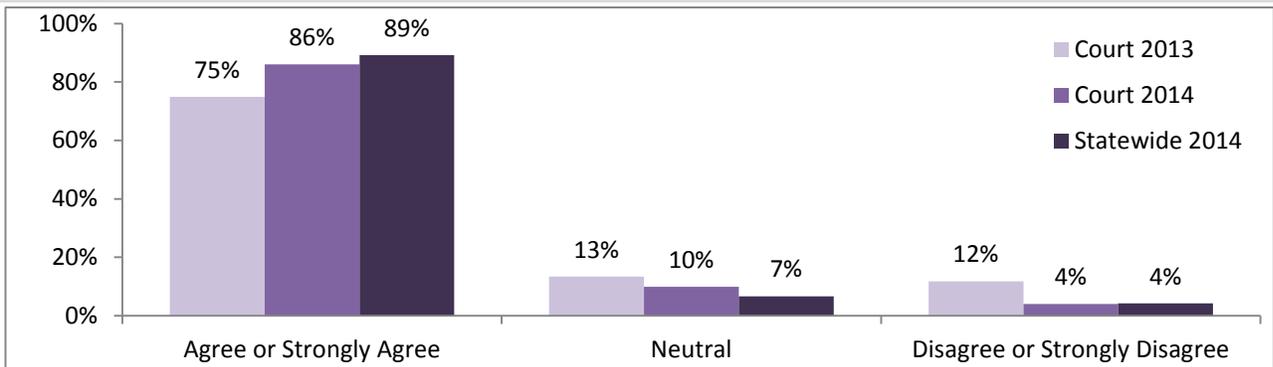
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	99	38%	155	43%	6,476	56%
4 Agree	74	28%	115	32%	3,072	26%
3 Neutral	46	18%	50	14%	1,229	11%
2 Disagree	21	8%	23	6%	387	3%
1 Strongly Disagree	21	8%	16	4%	456	4%
Total Responses	261		359		11,620	
Score		3.8		4.0		4.3
NA - Not Applicable	54		99		2,776	
No Response	133		119		4,510	



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

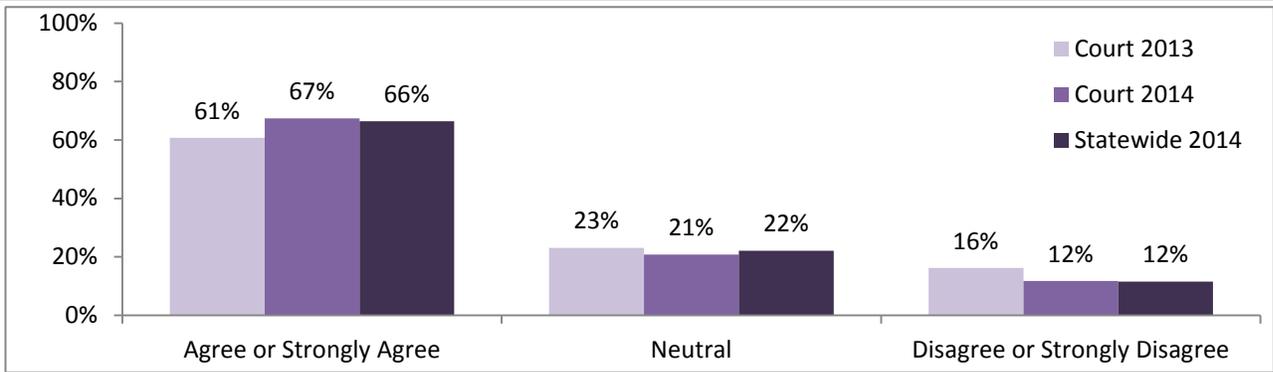
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	121	47%	174	51%	7,452	65%
4 Agree	70	27%	122	35%	2,758	24%
3 Neutral	34	13%	34	10%	762	7%
2 Disagree	16	6%	9	3%	194	2%
1 Strongly Disagree	14	5%	5	1%	286	2%
Total Responses	255		344		11,452	
Score		4.1		4.3		4.5
NA - Not Applicable	55		102		2,751	
No Response	138		131		4,703	



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

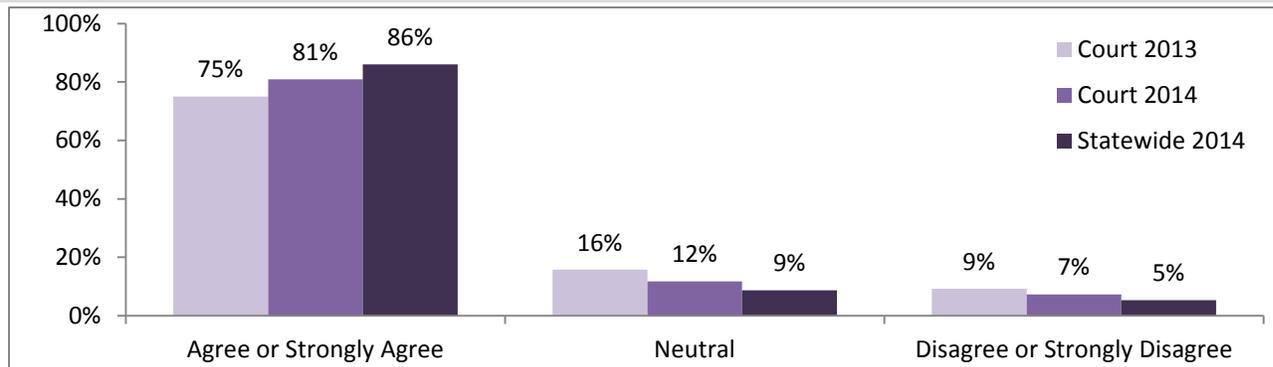
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	67	33%	124	42%	4,056	44%
4 Agree	57	28%	77	26%	2,001	22%
3 Neutral	47	23%	62	21%	2,013	22%
2 Disagree	16	8%	16	5%	485	5%
1 Strongly Disagree	17	8%	19	6%	568	6%
Total Responses	204		298		9,123	
Score		3.7		3.9		3.9
NA - Not Applicable	84		132		3,741	
No Response	160		147		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	91	42%	155	49%	5,653	58%
4 Agree	71	33%	99	32%	2,660	28%
3 Neutral	34	16%	37	12%	839	9%
2 Disagree	9	4%	11	4%	207	2%
1 Strongly Disagree	11	5%	12	4%	307	3%
Total Responses	216		314		9,666	
Score		4.0		4.2		4.4
NA - Not Applicable	71		112		3,197	
No Response	161		151		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	55	10%	1,256	7%
Civil matter	45	8%	2,063	11%
Criminal/probation	83	14%	3,852	21%
Divorce/custody/support	116	20%	2,575	14%
Drug/sobriety court	20	3%	823	5%
Estate/trust	5	1%	601	3%
File papers	27	5%	879	5%
Get information	35	6%	714	4%
Guardianship/conservatorship	23	4%	1,200	7%
Juvenile delinquency	17	3%	592	3%
Make a payment	32	6%	830	5%
PPO	23	4%	358	2%
Small claims	16	3%	352	2%
Traffic/Ticket	51	9%	1,658	9%
Other	91	16%	2,454	13%
Number of Respondents	577		18,198	
No Response	13		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	273	47%	8,416	47%
Agency Worker	31	5%	944	5%
Attorney/prosecutor	48	8%	2,875	16%
Family/friend of party to case	124	21%	2,880	16%
Juror	12	2%	531	3%
Witness	22	4%	340	2%
Other	61	11%	2,406	13%
Number of Respondents	577		17,914	
No Response	21		992	

Muskegon County Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	225	39%	9,116	49%
Female	328	57%	8,643	47%
American Indian / Alaska Nat.	12	2%	409	2%
Asian	3	1%	123	1%
Multiracial/biracial	12	2%	224	1%
Black/African American	113	20%	1,556	8%
Hispanic/Latino	16	3%	548	3%
White/Caucasian	240	42%	9,568	52%
Other	12	2%	288	2%
Number of Respondents	577		18,501	
No Response	10		405	