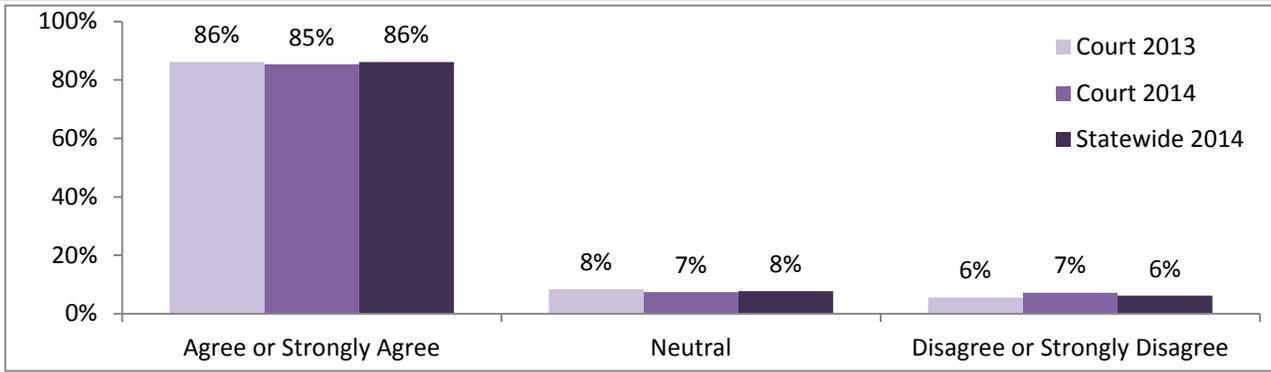


Questions 1 and 2 were directed to all respondents.

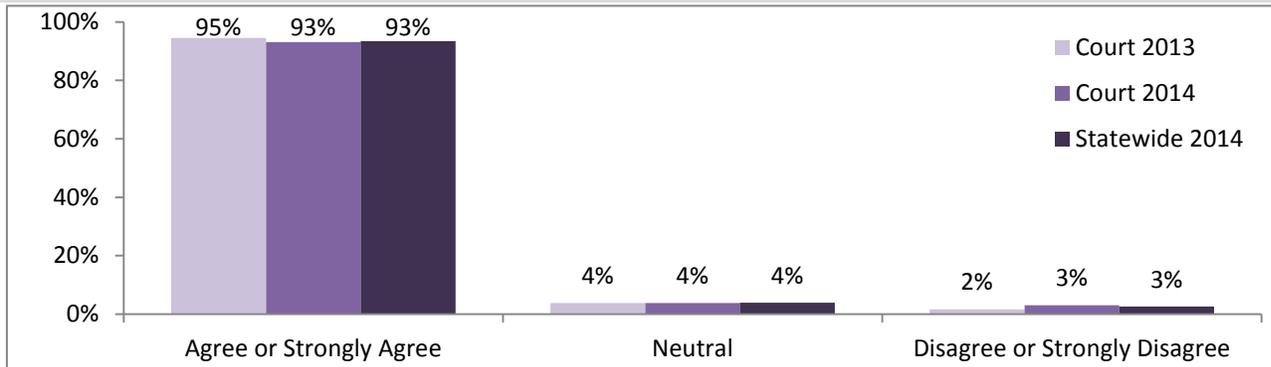
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	477	63%	1,414	56%	10,542	58%
4 Agree	180	24%	723	29%	5,044	28%
3 Neutral	64	8%	186	7%	1,394	8%
2 Disagree	26	3%	96	4%	563	3%
1 Strongly Disagree	16	2%	85	3%	550	3%
Total Responses	763		2,504		18,093	
Score		4.4		4.3		4.4
NA - Not Applicable	23		52		496	
No Response	8		31		317	



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

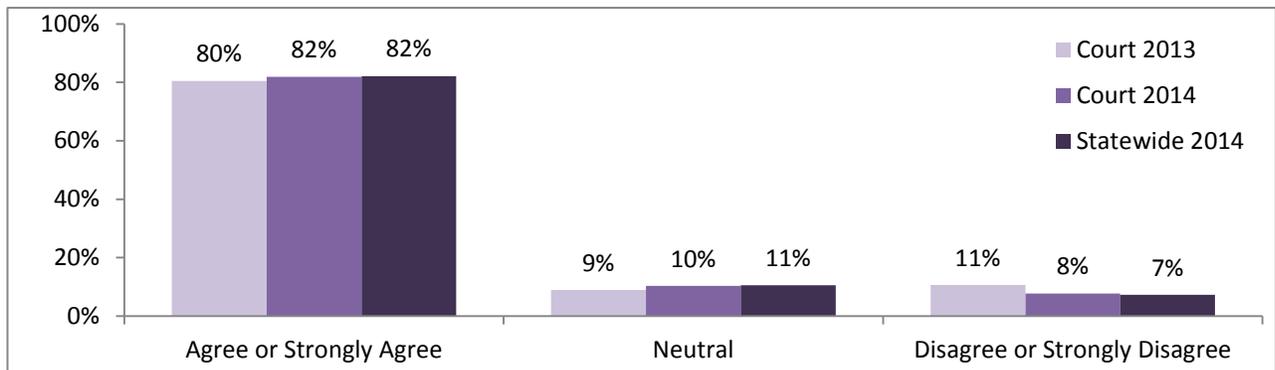
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	574	73%	1,741	70%	12,932	71%
4 Agree	169	22%	589	24%	4,133	23%
3 Neutral	30	4%	96	4%	719	4%
2 Disagree	7	1%	42	2%	244	1%
1 Strongly Disagree	6	1%	33	1%	238	1%
Total Responses	786		2,501		18,266	
Score		4.7		4.6		4.6
NA - Not Applicable	4		25		185	
No Response	4		61		455	



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

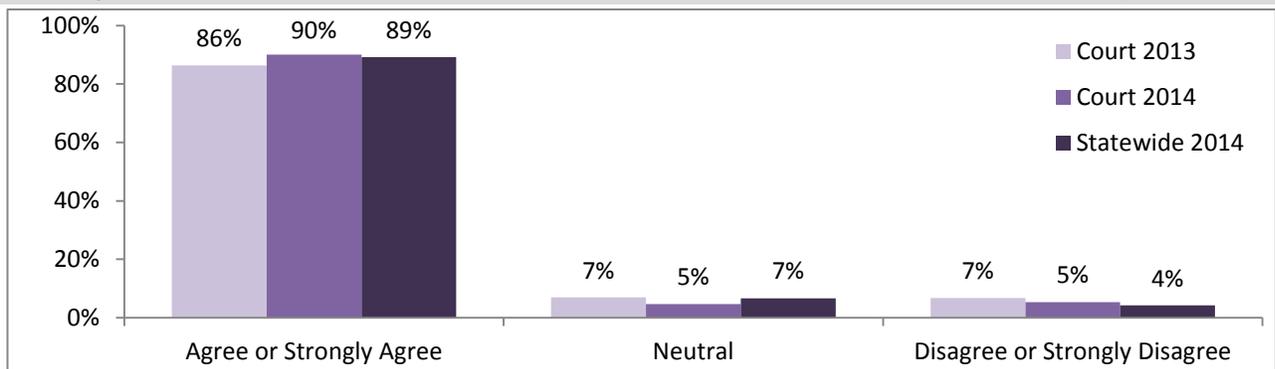
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	261	55%	917	56%	6,476	56%
4 Agree	118	25%	418	26%	3,072	26%
3 Neutral	42	9%	168	10%	1,229	11%
2 Disagree	29	6%	53	3%	387	3%
1 Strongly Disagree	21	4%	73	4%	456	4%
Total Responses	471		1,629		11,620	
Score		4.2		4.3		4.3
NA - Not Applicable	97		392		2,776	
No Response	226		566		4,510	



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

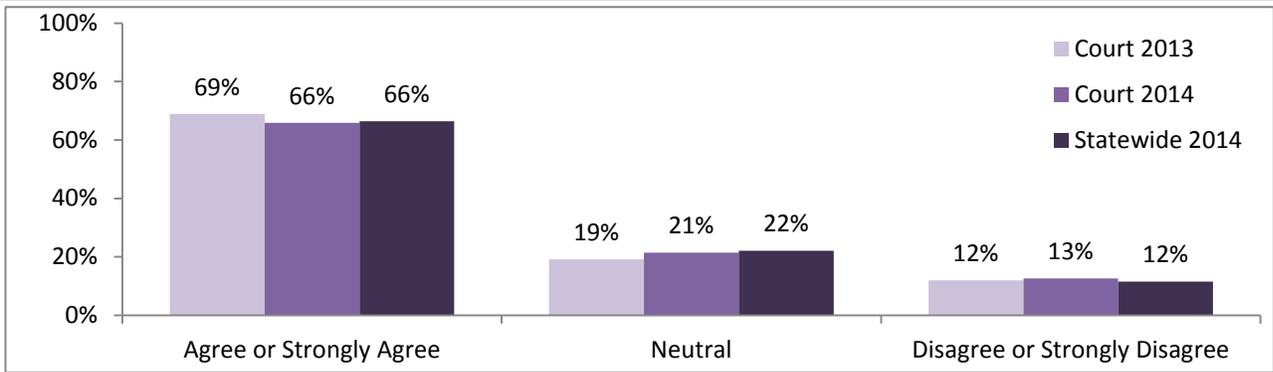
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	279	62%	1,056	65%	7,452	65%
4 Agree	108	24%	398	25%	2,758	24%
3 Neutral	31	7%	75	5%	762	7%
2 Disagree	14	3%	37	2%	194	2%
1 Strongly Disagree	16	4%	49	3%	286	2%
Total Responses	448		1,615		11,452	
Score		4.4		4.5		4.5
NA - Not Applicable	112		383		2,751	
No Response	234		589		4,703	



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

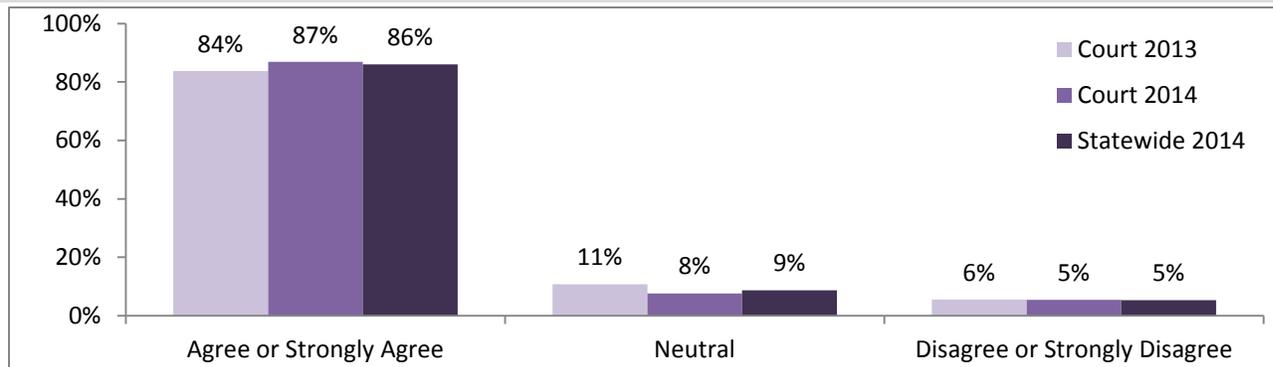
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	163	47%	542	44%	4,056	44%
4 Agree	74	22%	264	22%	2,001	22%
3 Neutral	66	19%	263	21%	2,013	22%
2 Disagree	17	5%	71	6%	485	5%
1 Strongly Disagree	24	7%	84	7%	568	6%
Total Responses	344		1,224		9,123	
Score		4.0		3.9		3.9
NA - Not Applicable	149		541		3,741	
No Response	301		822		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	204	56%	789	61%	5,653	58%
4 Agree	100	28%	335	26%	2,660	28%
3 Neutral	39	11%	99	8%	839	9%
2 Disagree	13	4%	29	2%	207	2%
1 Strongly Disagree	7	2%	42	3%	307	3%
Total Responses	363		1,294		9,666	
Score		4.3		4.4		4.4
NA - Not Applicable	127		461		3,197	
No Response	304		832		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	130	5%	1,256	7%
Civil matter	405	16%	2,063	11%
Criminal/probation	538	21%	3,852	21%
Divorce/custody/support	470	18%	2,575	14%
Drug/sobriety court	64	2%	823	5%
Estate/trust	82	3%	601	3%
File papers	117	5%	879	5%
Get information	84	3%	714	4%
Guardianship/conservatorship	148	6%	1,200	7%
Juvenile delinquency	44	2%	592	3%
Make a payment	73	3%	830	5%
PPO	50	2%	358	2%
Small claims	24	1%	352	2%
Traffic/Ticket	154	6%	1,658	9%
Other	325	13%	2,454	13%
Number of Respondents	2,587		18,198	
No Response	114		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	1,049	41%	8,416	47%
Agency Worker	83	3%	944	5%
Attorney/prosecutor	626	24%	2,875	16%
Family/friend of party to case	327	13%	2,880	16%
Juror	103	4%	531	3%
Witness	47	2%	340	2%
Other	289	11%	2,406	13%
Number of Respondents	2,587		17,914	
No Response	145		992	

Oakland County Probate Court, 6th Circuit Court, and 52nd District Court

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

	Court 2014		County Courts Statewide 2014	
Male	1,303	50%	9,116	49%
Female	1,106	43%	8,643	47%
American Indian / Alaska Nat.	46	2%	409	2%
Asian	38	1%	123	1%
Multiracial/biracial	29	1%	224	1%
Black/African American	326	13%	1,556	8%
Hispanic/Latino	81	3%	548	3%
White/Caucasian	1,102	43%	9,568	52%
Other	37	1%	288	2%
Number of Respondents	2,587		18,501	
No Response	55		405	