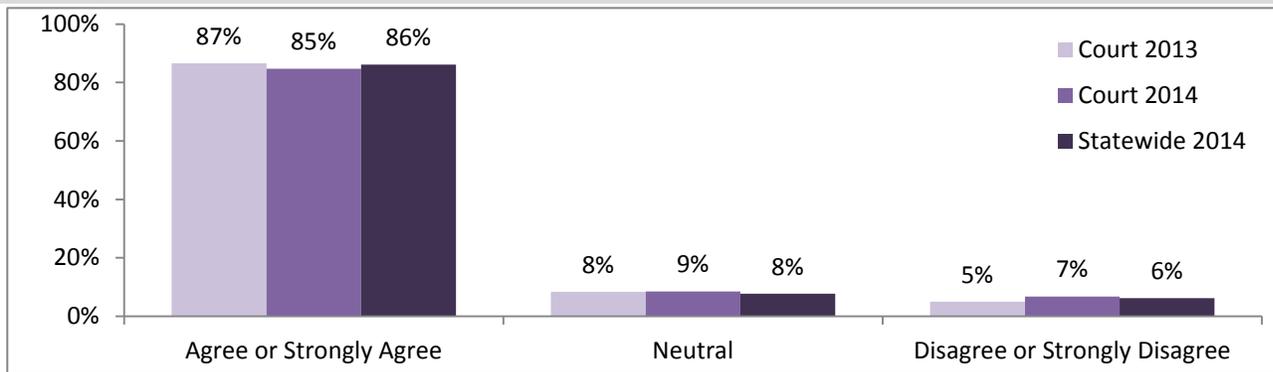


Ogemaw and Roscommon Trial Courts

Questions 1 and 2 were directed to all respondents.

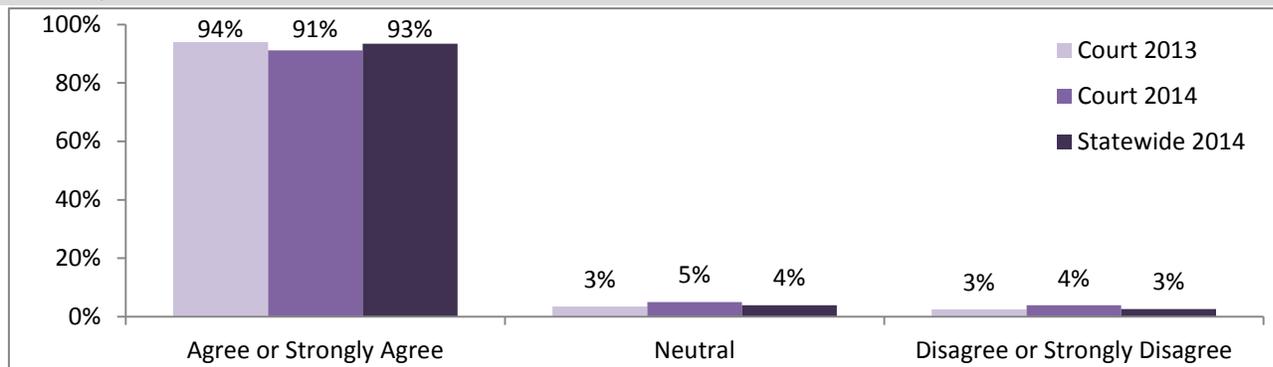
1) I was able to get my court business done in a reasonable amount of time today.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	175	59%	167	59%	10,542	58%
4 Agree	84	28%	72	26%	5,044	28%
3 Neutral	25	8%	24	9%	1,394	8%
2 Disagree	10	3%	8	3%	563	3%
1 Strongly Disagree	5	2%	11	4%	550	3%
Total Responses	299		282		18,093	
Score		4.4		4.3		4.4
NA - Not Applicable	18		5		496	
No Response	6		5		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	227	72%	204	72%	12,932	71%
4 Agree	69	22%	54	19%	4,133	23%
3 Neutral	11	3%	14	5%	719	4%
2 Disagree	4	1%	4	1%	244	1%
1 Strongly Disagree	4	1%	7	2%	238	1%
Total Responses	315		283		18,266	
Score		4.6		4.6		4.6
NA - Not Applicable	4		0		185	
No Response	4		9		455	

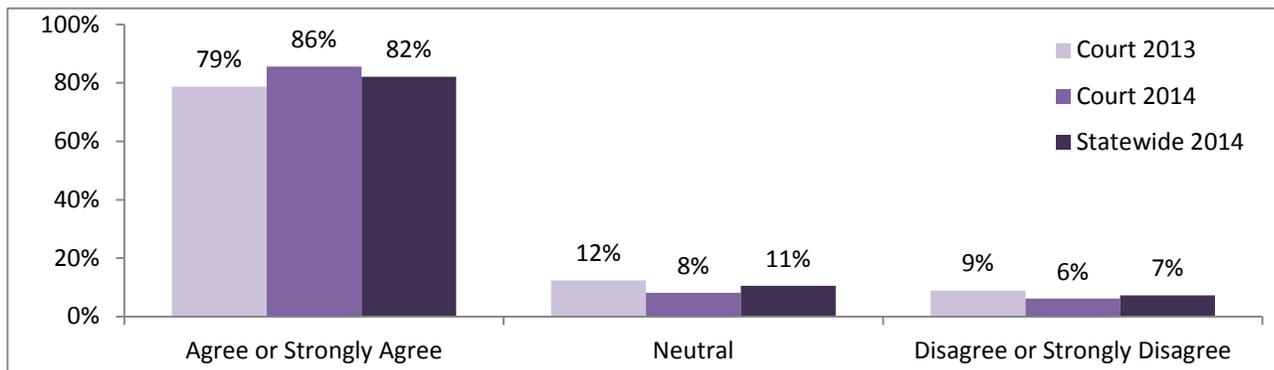


Ogemaw and Roscommon Trial Courts

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

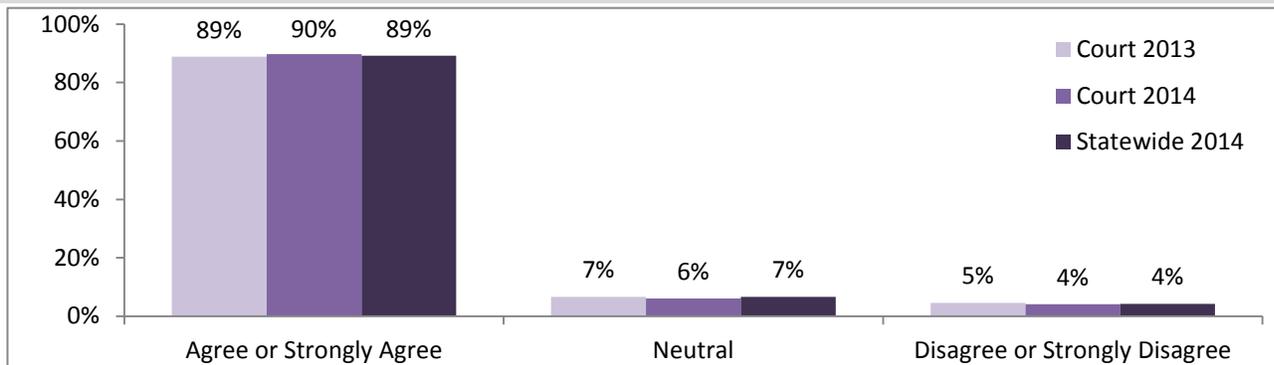
3) The way the case was handled was fair.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	109	54%	120	62%	6,476	56%
4 Agree	50	25%	47	24%	3,072	26%
3 Neutral	25	12%	16	8%	1,229	11%
2 Disagree	6	3%	8	4%	387	3%
1 Strongly Disagree	12	6%	4	2%	456	4%
Total Responses	202		195		11,620	
Score		4.2		4.4		4.3
NA - Not Applicable	40		32		2,776	
No Response	81		65		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	124	63%	135	69%	7,452	65%
4 Agree	51	26%	41	21%	2,758	24%
3 Neutral	13	7%	12	6%	762	7%
2 Disagree	2	1%	4	2%	194	2%
1 Strongly Disagree	7	4%	4	2%	286	2%
Total Responses	197		196		11,452	
Score		4.4		4.5		4.5
NA - Not Applicable	38		26		2,751	
No Response	88		70		4,703	

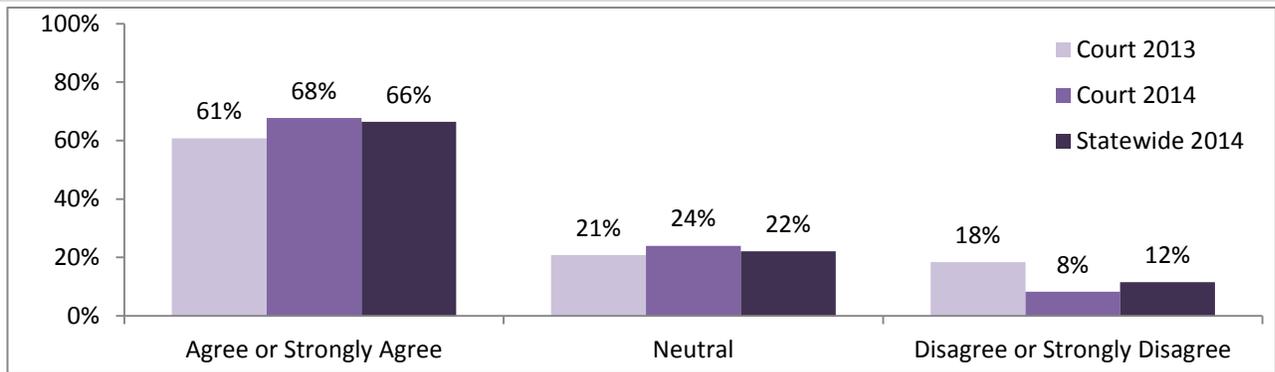


Ogemaw and Roscommon Trial Courts

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

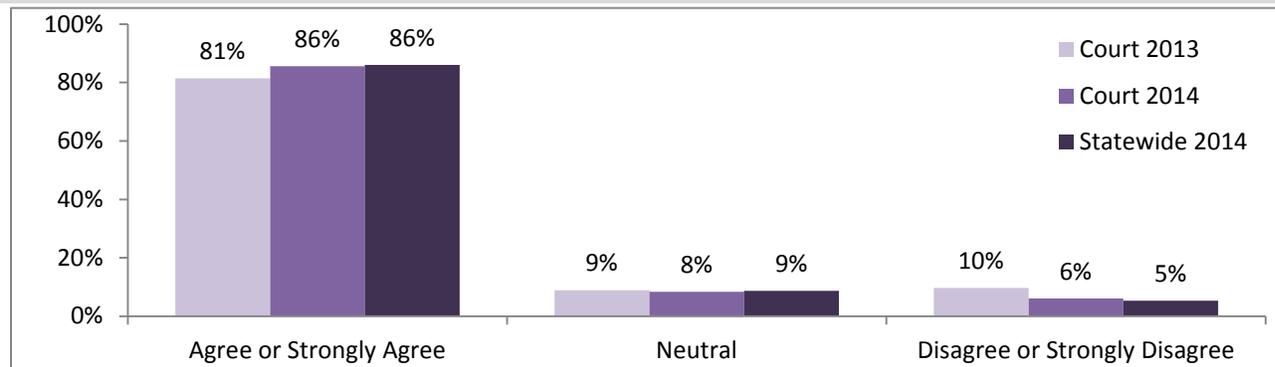
5) The outcome in my case was favorable to me.

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	46	37%	55	45%	4,056	44%
4 Agree	30	24%	27	22%	2,001	22%
3 Neutral	26	21%	29	24%	2,013	22%
2 Disagree	9	7%	2	2%	485	5%
1 Strongly Disagree	14	11%	8	7%	568	6%
Total Responses	125		121		9,123	
Score		3.7		4.0		3.9
NA - Not Applicable	80		52		3,741	
No Response	118		119		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	65	48%	81	61%	5,653	58%
4 Agree	45	33%	32	24%	2,660	28%
3 Neutral	12	9%	11	8%	839	9%
2 Disagree	5	4%	2	2%	207	2%
1 Strongly Disagree	8	6%	6	5%	307	3%
Total Responses	135		132		9,666	
Score		4.1		4.4		4.4
NA - Not Applicable	68		44		3,197	
No Response	120		116		6,043	



Ogemaw and Roscommon Trial Courts

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	3	1%	1,256	7%
Civil matter	41	14%	2,063	11%
Criminal/probation	73	25%	3,852	21%
Divorce/custody/support	27	9%	2,575	14%
Drug/sobriety court	20	7%	823	5%
Estate/trust	6	2%	601	3%
File papers	15	5%	879	5%
Get information	14	5%	714	4%
Guardianship/conservatorship	28	10%	1,200	7%
Juvenile delinquency	5	2%	592	3%
Make a payment	23	8%	830	5%
PPO	10	3%	358	2%
Small claims	7	2%	352	2%
Traffic/Ticket	22	8%	1,658	9%
Other	22	8%	2,454	13%
Number of Respondents	292		18,198	
No Response	13		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	119	41%	8,416	47%
Agency Worker	32	11%	944	5%
Attorney/prosecutor	29	10%	2,875	16%
Family/friend of party to case	42	14%	2,880	16%
Juror	17	6%	531	3%
Witness	4	1%	340	2%
Other	39	13%	2,406	13%
Number of Respondents	292		17,914	
No Response	16		992	

Ogemaw and Roscommon Trial Courts

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

	Court 2014		County Courts Statewide 2014	
Male	133	46%	9,116	49%
Female	144	49%	8,643	47%
American Indian / Alaska Nat.	8	3%	409	2%
Asian	1	0%	123	1%
Multiracial/biracial	3	1%	224	1%
Black/African American	4	1%	1,556	8%
Hispanic/Latino	8	3%	548	3%
White/Caucasian	181	62%	9,568	52%
Other	2	1%	288	2%
Number of Respondents	292		18,501	
No Response	6		405	