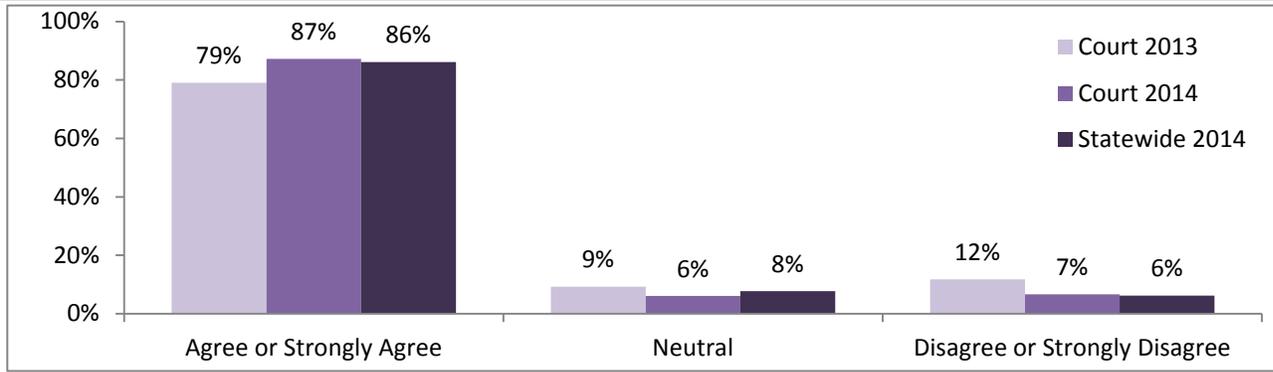


**Questions 1 and 2 were directed to all respondents.**

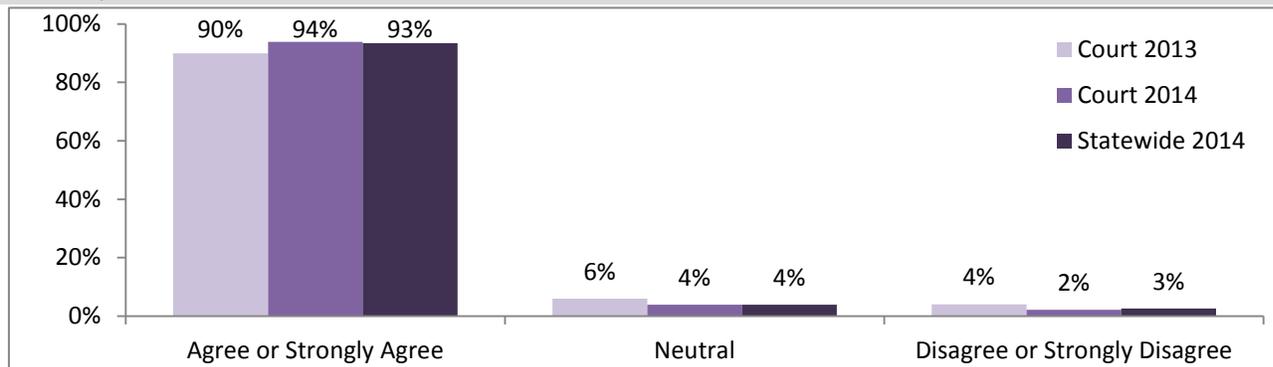
**1) I was able to get my court business done in a reasonable amount of time today.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	231	52%	247	60%	10,542	58%
4 Agree	120	27%	110	27%	5,044	28%
3 Neutral	41	9%	25	6%	1,394	8%
2 Disagree	27	6%	13	3%	563	3%
1 Strongly Disagree	25	6%	14	3%	550	3%
Total Responses	444		409		18,093	
Score		4.1		4.4		4.4
NA - Not Applicable	11		3		496	
No Response	6		5		317	



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

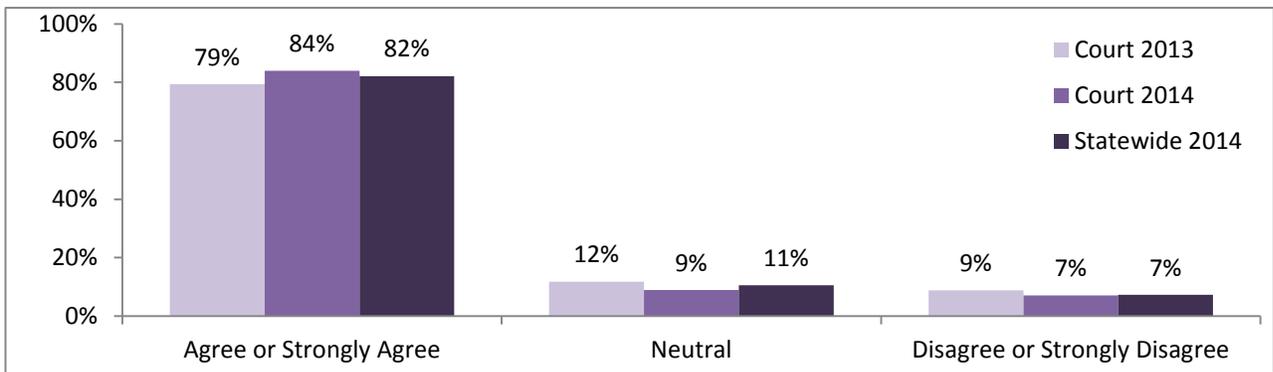
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	282	63%	299	73%	12,932	71%
4 Agree	121	27%	83	20%	4,133	23%
3 Neutral	27	6%	16	4%	719	4%
2 Disagree	7	2%	4	1%	244	1%
1 Strongly Disagree	11	2%	5	1%	238	1%
Total Responses	448		407		18,266	
Score		4.5		4.6		4.6
NA - Not Applicable	6		3		185	
No Response	7		7		455	



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

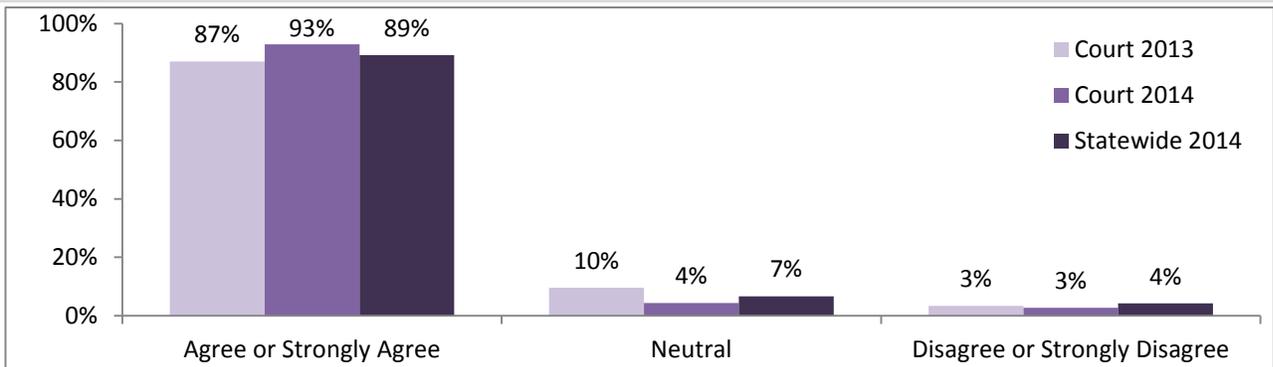
**3) The way the case was handled was fair.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	172	51%	157	59%	6,476	56%
4 Agree	97	29%	68	25%	3,072	26%
3 Neutral	40	12%	24	9%	1,229	11%
2 Disagree	12	4%	10	4%	387	3%
1 Strongly Disagree	18	5%	9	3%	456	4%
Total Responses	339		268		11,620	
Score		4.2		4.3		4.3
NA - Not Applicable	23		57		2,776	
No Response	99		92		4,510	



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

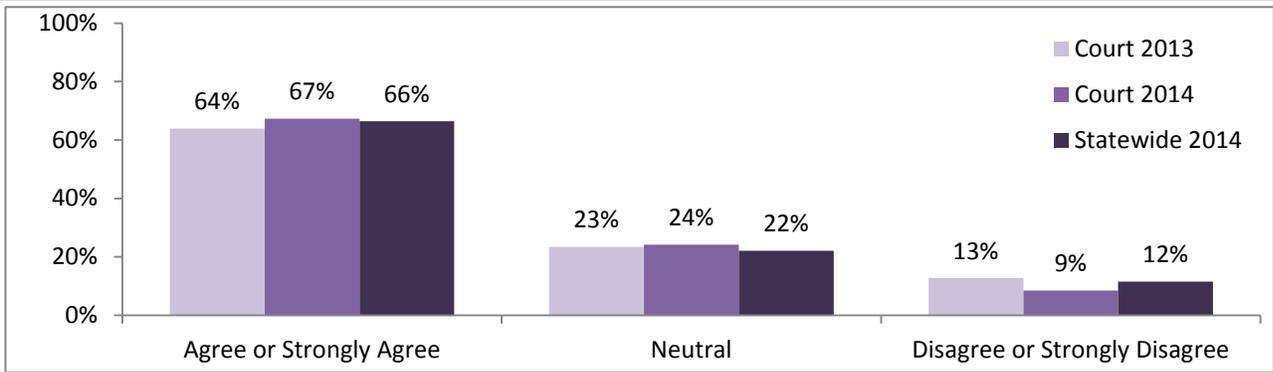
	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	197	61%	178	70%	7,452	65%
4 Agree	85	26%	58	23%	2,758	24%
3 Neutral	31	10%	11	4%	762	7%
2 Disagree	7	2%	4	2%	194	2%
1 Strongly Disagree	4	1%	3	1%	286	2%
Total Responses	324		254		11,452	
Score		4.4		4.6		4.5
NA - Not Applicable	25		65		2,751	
No Response	112		98		4,703	



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

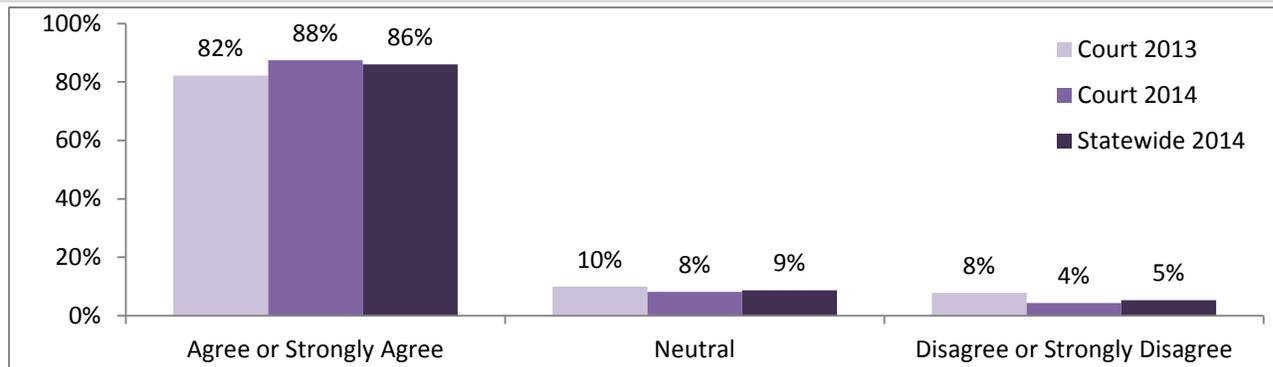
**5) The outcome in my case was favorable to me.**

	Court 2013		Court 2014		County Courts Statewide 2014	
	Count	Percentage	Count	Percentage	Count	Percentage
5 Strongly Agree	102	40%	104	47%	4,056	44%
4 Agree	59	23%	46	21%	2,001	22%
3 Neutral	59	23%	54	24%	2,013	22%
2 Disagree	15	6%	7	3%	485	5%
1 Strongly Disagree	17	7%	12	5%	568	6%
Total Responses	252		223		9,123	
Score		3.8		4.0		3.9
NA - Not Applicable	71		73		3,741	
No Response	138		121		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	145	54%	140	60%	5,653	58%
4 Agree	77	29%	63	27%	2,660	28%
3 Neutral	27	10%	19	8%	839	9%
2 Disagree	12	4%	6	3%	207	2%
1 Strongly Disagree	9	3%	4	2%	307	3%
Total Responses	270		232		9,666	
Score		4.2		4.4		4.4
NA - Not Applicable	50		60		3,197	
No Response	141		125		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	5	1%	1,256	7%
Civil matter	76	18%	2,063	11%
Criminal/probation	83	20%	3,852	21%
Divorce/custody/support	97	23%	2,575	14%
Drug/sobriety court	6	1%	823	5%
Estate/trust	2	0%	601	3%
File papers	20	5%	879	5%
Get information	16	4%	714	4%
Guardianship/conservatorship	7	2%	1,200	7%
Juvenile delinquency	2	0%	592	3%
Make a payment	10	2%	830	5%
PPO	13	3%	358	2%
Small claims	3	1%	352	2%
Traffic/Ticket	64	15%	1,658	9%
Other	28	7%	2,454	13%
Number of Respondents	417		18,198	
No Response	7		708	

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

	Court 2014		County Courts Statewide 2014	
Party (Plaintiff/Defendant)	241	58%	8,416	47%
Agency Worker	11	3%	944	5%
Attorney/prosecutor	83	20%	2,875	16%
Family/friend of party to case	30	7%	2,880	16%
Juror	1	0%	531	3%
Witness	3	1%	340	2%
Other	47	11%	2,406	13%
Number of Respondents	417		17,914	
No Response	11		992	

Washtenaw County Probate Court, 22nd Circuit Court, and 14A District Court

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

	Court 2014		County Courts Statewide 2014	
Male	225	54%	9,116	49%
Female	175	42%	8,643	47%
American Indian / Alaska Nat.	2	0%	409	2%
Asian	5	1%	123	1%
Multiracial/biracial	6	1%	224	1%
Black/African American	72	17%	1,556	8%
Hispanic/Latino	7	2%	548	3%
White/Caucasian	201	48%	9,568	52%
Other	9	2%	288	2%
Number of Respondents	417		18,501	
No Response	6		405	