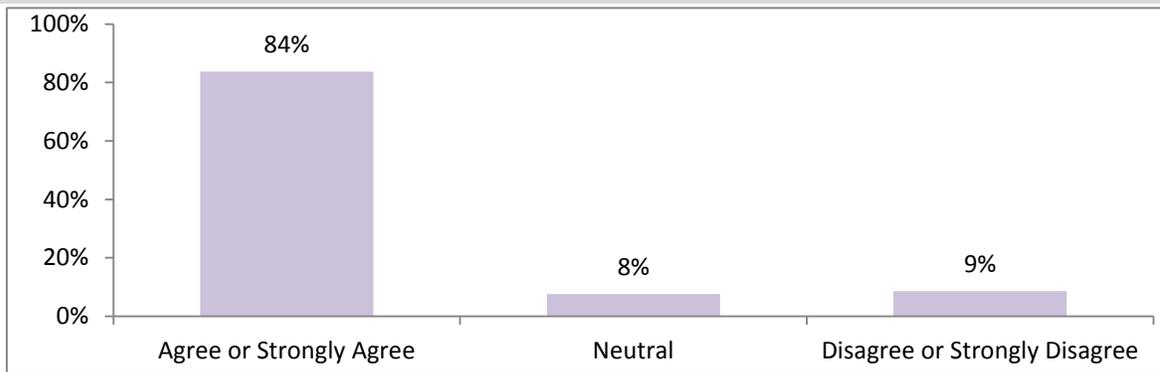


**Questions 1 and 2 were directed to all respondents.**

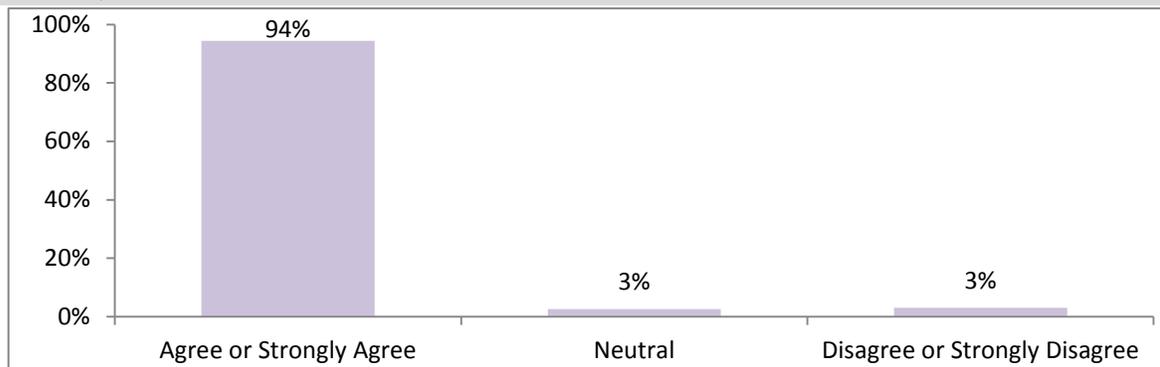
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015	
5 Strongly Agree	124	56%
4 Agree	62	28%
3 Neutral	17	8%
2 Disagree	8	4%
1 Strongly Disagree	11	5%
Total Responses	222	
Score		4.3
NA - Not Applicable	16	
No Response	5	



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

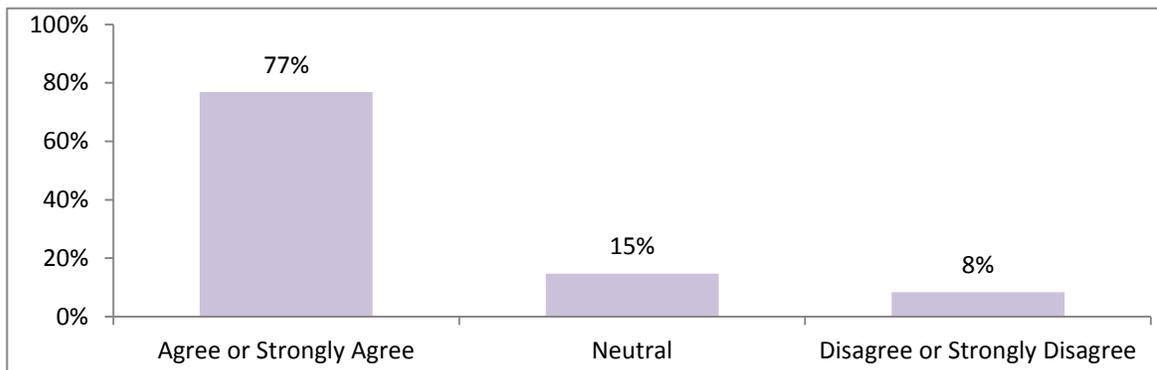
	2015	
5 Strongly Agree	163	70%
4 Agree	58	25%
3 Neutral	6	3%
2 Disagree	2	1%
1 Strongly Disagree	5	2%
Total Responses	234	
Score		4.6
NA - Not Applicable	3	
No Response	6	



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

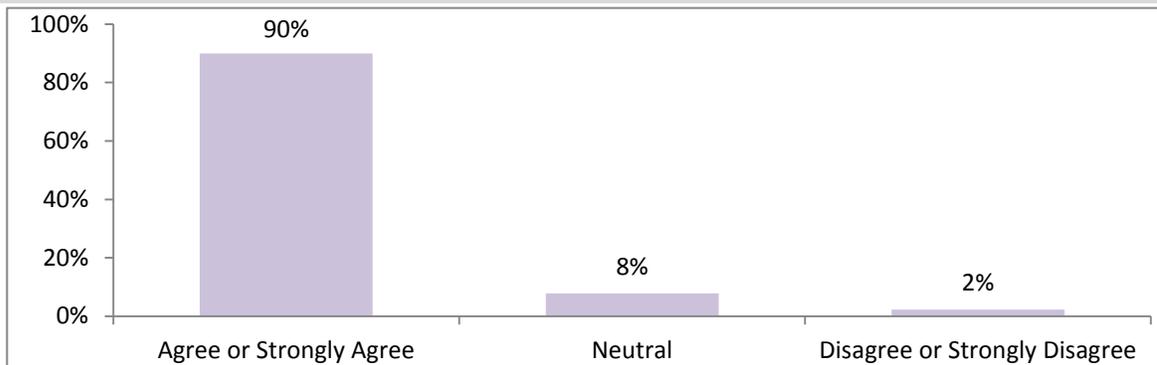
**3) The way the case was handled was fair.**

	2015	
5 Strongly Agree	41	43%
4 Agree	32	34%
3 Neutral	14	15%
2 Disagree	3	3%
1 Strongly Disagree	5	5%
Total Responses	95	
Score		4.1
NA - Not Applicable	42	
No Response	106	



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

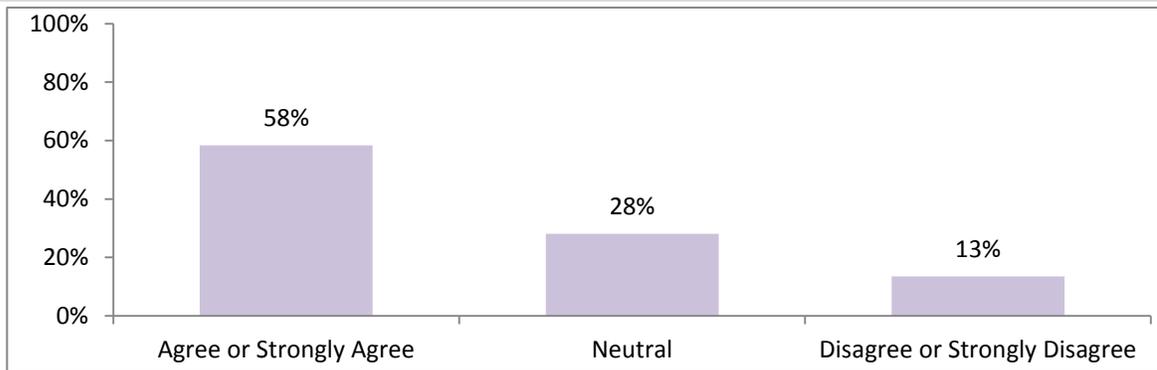
	2015	
5 Strongly Agree	46	51%
4 Agree	35	39%
3 Neutral	7	8%
2 Disagree	0	0%
1 Strongly Disagree	2	2%
Total Responses	90	
Score		4.4
NA - Not Applicable	44	
No Response	109	



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

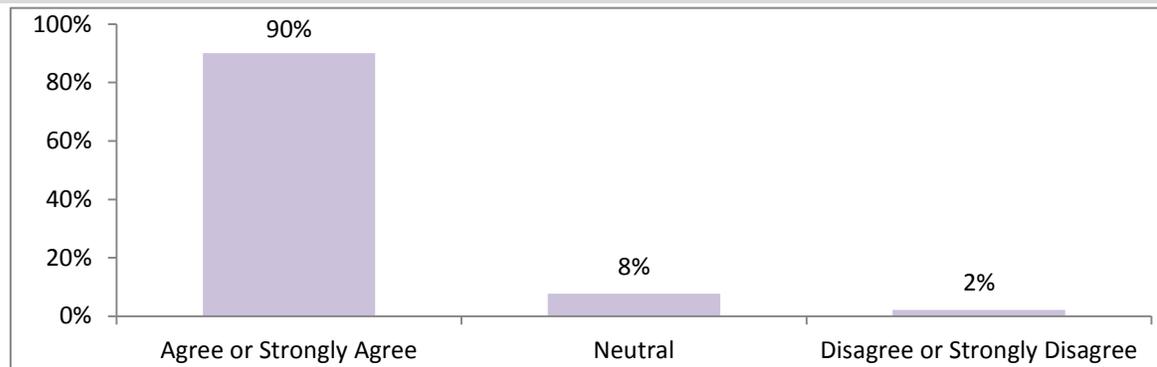
**5) The outcome in my case was favorable to me.**

	2015	
5 Strongly Agree	28	31%
4 Agree	24	27%
3 Neutral	25	28%
2 Disagree	6	7%
1 Strongly Disagree	6	7%
Total Responses	89	
Score		3.7
NA - Not Applicable	46	
No Response	108	



**6) As I leave the court, I understand what happened in my case.**

	2015	
5 Strongly Agree	42	46%
4 Agree	40	44%
3 Neutral	7	8%
2 Disagree	1	1%
1 Strongly Disagree	1	1%
Total Responses	91	
Score		4.3
NA - Not Applicable	43	
No Response	109	



Eaton County Circuit and Probate Courts

**Questions 7-10 were directed to all respondents.**

**7) What type of case brought you to the courthouse today? (Shade ALL that apply.)**

	2015	
Child protective	11	5%
Civil matter	6	3%
Criminal/probation	45	19%
Divorce/custody/support	43	18%
Drug/sobriety court	44	19%
Estate/trust	7	3%
File papers	12	5%
Get information	5	2%
Guardianship/conservatorship	1	0%
Juvenile delinquency	33	14%
Landlord/Tenant	0	0%
Make a payment	9	4%
PPO	8	3%
Small claims	0	0%
Traffic/Ticket	0	0%
Other	49	21%
Number of Respondents	236	
No Response	7	

**8) Who are you? (Shade ALL that apply.)**

	2015	
Party (Plaintiff/Defendant)	141	60%
Agency Worker	13	6%
Attorney/prosecutor	14	6%
Family/friend of party to case	38	16%
Juror	1	0%
Witness	0	0%
Other	31	13%
Number of Respondents	234	
No Response	9	

## Eaton County Circuit and Probate Courts

### 9) What is your gender?

	2015	
Male	125	53%
Female	114	48%
Other	1	0%
Number of Respondents	238	
No Response	5	

### 10) How do you identify yourself? (Shade ALL that apply.)

	2015	
American Indian / Alaska Nat.	8	3%
Asian	0	0%
Multiracial/biracial	3	1%
Black/African American	13	6%
Hispanic/Latino	18	8%
White/Caucasian	196	83%
Other	5	2%
Number of Respondents	235	
No Response	8	