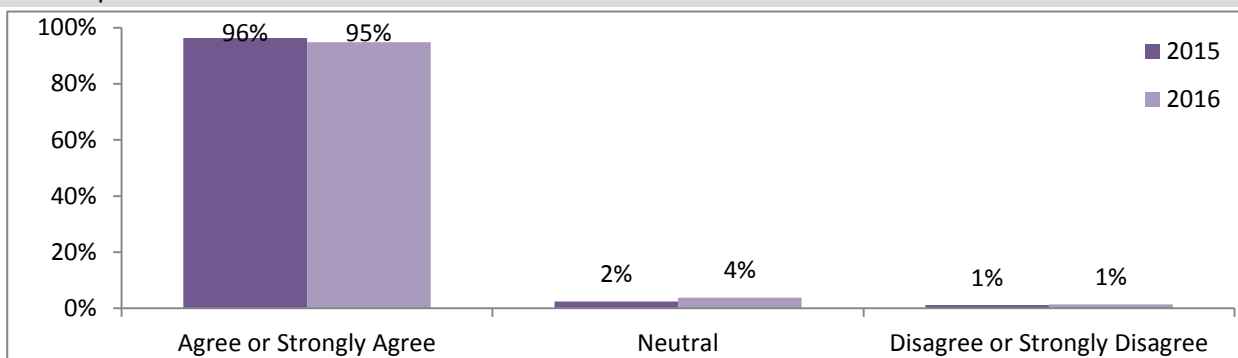


Questions 1 and 2 were directed to all respondents.

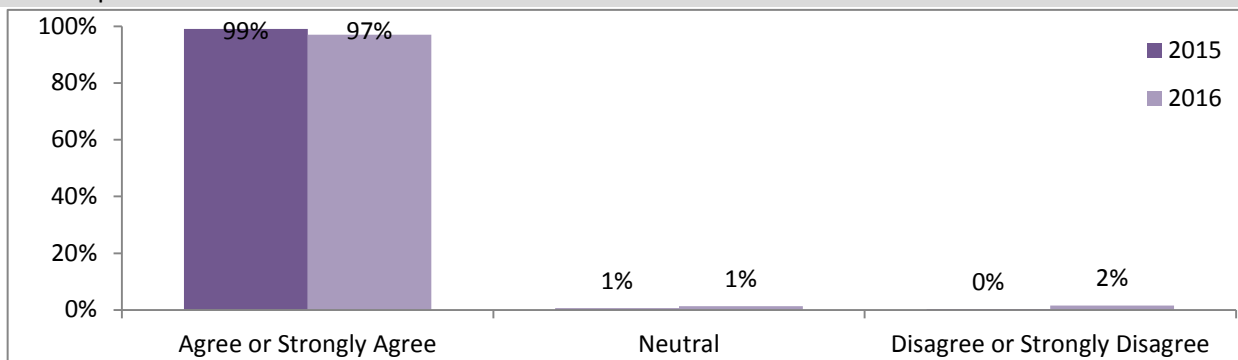
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
	Count	Percentage	Count	Percentage
5 Strongly Agree	242	74%	302	82%
4 Agree	73	22%	49	13%
3 Neutral	8	2%	14	4%
2 Disagree	2	1%	1	0%
1 Strongly Disagree	2	1%	4	1%
Total Responses	327		370	
Score		4.7		4.7
NA - Not Applicable	6		6	
No Response	5		9	



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

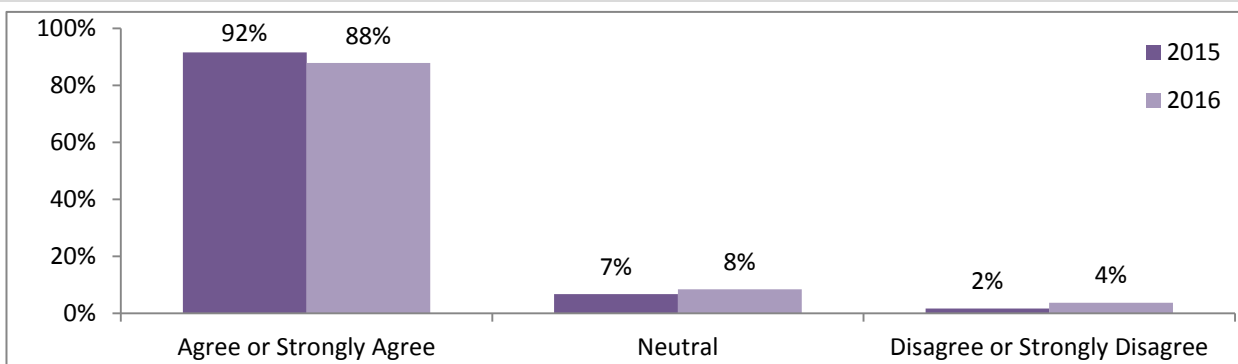
	2015		2016	
	Count	Percentage	Count	Percentage
5 Strongly Agree	290	88%	331	88%
4 Agree	37	11%	33	9%
3 Neutral	2	1%	5	1%
2 Disagree	0	0%	3	1%
1 Strongly Disagree	1	0%	3	1%
Total Responses	330		375	
Score		4.9		4.8
NA - Not Applicable	3		2	
No Response	5		8	



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

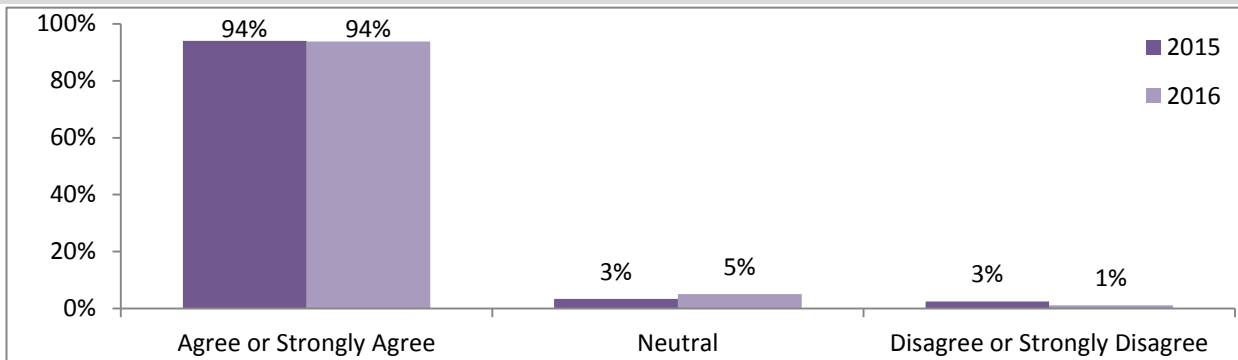
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	87	73%	140	74%
4 Agree	22	18%	26	14%
3 Neutral	8	7%	16	8%
2 Disagree	0	0%	4	2%
1 Strongly Disagree	2	2%	3	2%
Total Responses	119		189	
Score		4.6		4.6
NA - Not Applicable	82		80	
No Response	137		116	



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

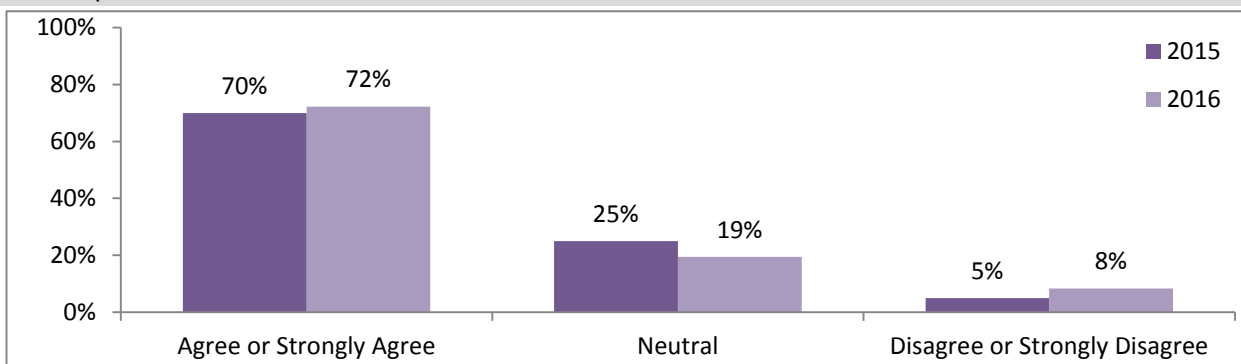
	2015		2016	
5 Strongly Agree	88	75%	140	80%
4 Agree	23	19%	25	14%
3 Neutral	4	3%	9	5%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	3	3%	2	1%
Total Responses	118		176	
Score		4.6		4.7
NA - Not Applicable	81		86	
No Response	139		123	



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

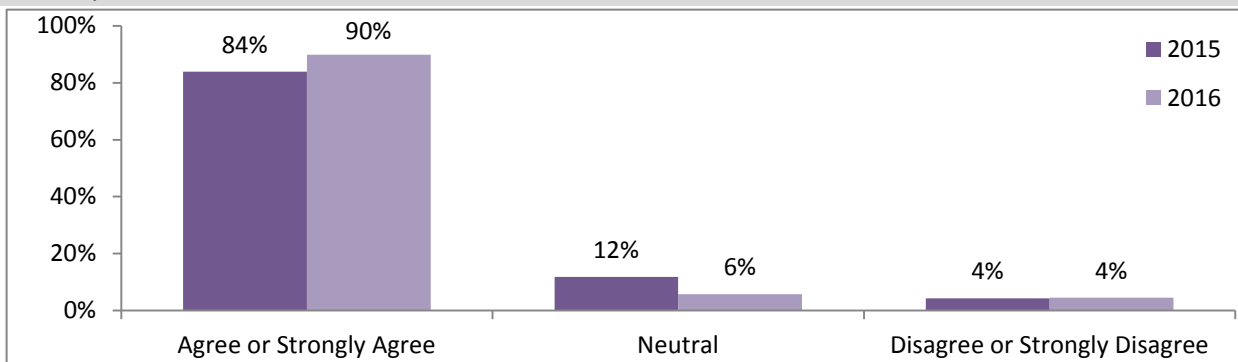
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	40	50%	84	58%
4 Agree	16	20%	20	14%
3 Neutral	20	25%	28	19%
2 Disagree	2	3%	5	3%
1 Strongly Disagree	2	3%	7	5%
Total Responses	80		144	
Score	4.1		4.2	
NA - Not Applicable	96		104	
No Response	162		137	



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

	2015		2016	
5 Strongly Agree	60	65%	110	70%
4 Agree	18	19%	31	20%
3 Neutral	11	12%	9	6%
2 Disagree	1	1%	3	2%
1 Strongly Disagree	3	3%	4	3%
Total Responses	93		157	
Score	4.4		4.5	
NA - Not Applicable	83		93	
No Response	162		135	



Washtenaw 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		2016	
Child Protective	11	4%	11	3%
Civil Matter	42	14%	48	13%
Criminal/Probation	43	15%	34	9%
Divorce/Custody/Support	105	36%	87	24%
Drug/Sobriety Court	3	1%	3	1%
Estate/Trust	4	1%	38	10%
File Papers	29	10%	34	9%
Get Information	12	4%	14	4%
Guardianship/Conservatorship	9	3%	59	16%
Juvenile Delinquency	1	0%	26	7%
Landlord/Tenant	0	0%	0	0%
Make a Payment	10	3%	22	6%
PPO	12	4%	9	2%
Small Claims	0	0%	0	0%
Traffic/Ticket	0	0%	0	0%
Other	46	16%	44	12%
Number of Respondents	295		368	
No Response	43		17	

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

	2015		2016	
Party (Plaintiff/Defendant)	145	46%	139	38%
Agency Worker	9	3%	22	6%
Attorney/Prosecutor	58	18%	109	29%
Family/Friend of party to case	10	3%	43	12%
Juror	67	21%	1	0%
Witness	3	1%	3	1%
Other	33	10%	62	17%
Number of Respondents	315		370	
No Response	23		15	

Washtenaw County Circuit and Probate Courts

9) What is your gender?

	2015		2016	
Male	167	51%	178	48%
Female	156	48%	196	52%
Other	7	2%	1	0%
Number of Respondents	326		374	
No Response	12		11	

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

	2015		2016	
American Indian / Alaska Native	4	1%	5	1%
Asian	5	2%	13	4%
Multiracial/Biracial	9	3%	9	2%
Black/African American	42	14%	95	26%
Hispanic/Latino	8	3%	7	2%
White/Caucasian	244	79%	243	65%
Other	10	3%	14	4%
Number of Respondents	308		371	
No Response	30		14	