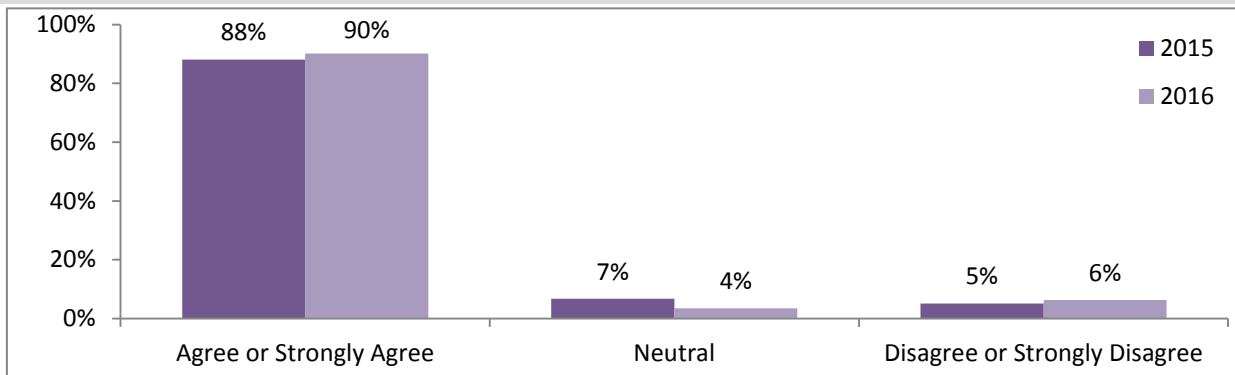


**Questions 1 and 2 were directed to all respondents.**

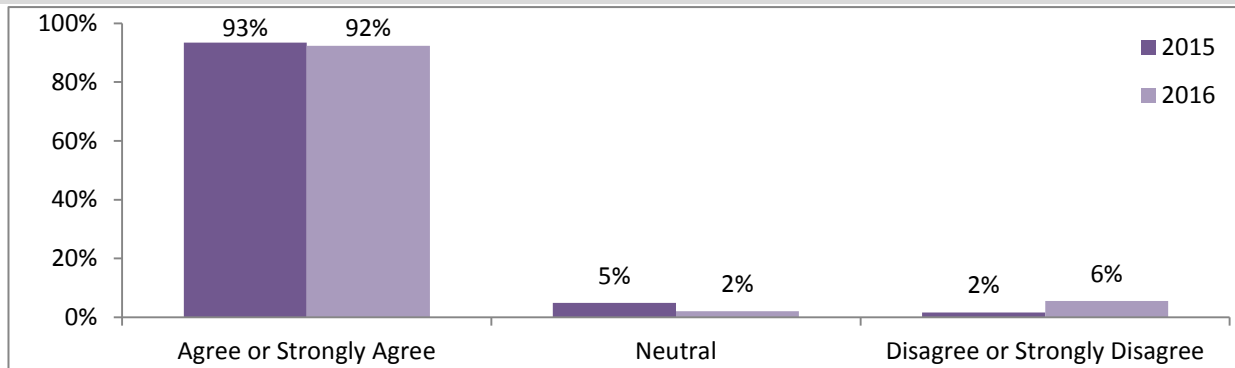
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015		2016	
5 Strongly Agree	173	68%	91	64%
4 Agree	50	20%	37	26%
3 Neutral	17	7%	5	4%
2 Disagree	7	3%	5	4%
1 Strongly Disagree	6	2%	4	3%
Total Responses	253		142	
Score		4.5		4.5
NA - Not Applicable	2		1	
No Response	5		2	



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

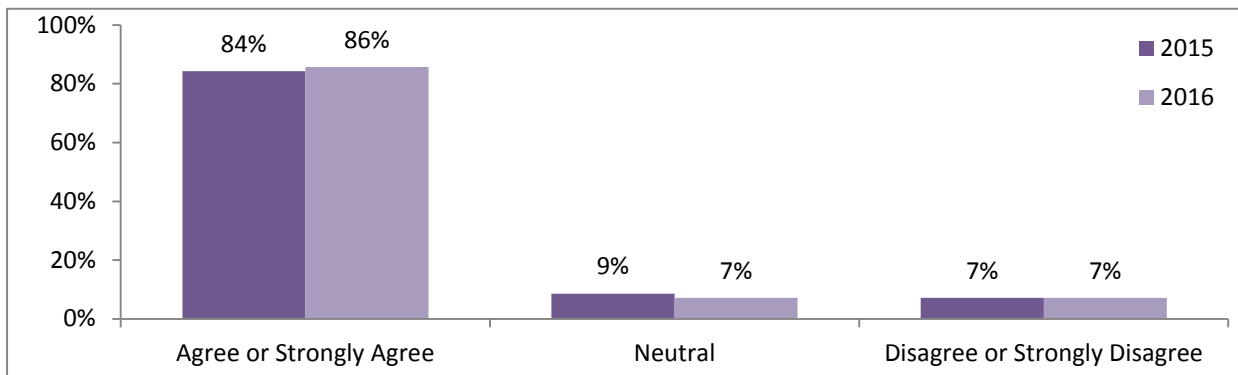
	2015		2016	
5 Strongly Agree	181	74%	109	76%
4 Agree	49	20%	24	17%
3 Neutral	12	5%	3	2%
2 Disagree	1	0%	3	2%
1 Strongly Disagree	3	1%	5	3%
Total Responses	246		144	
Score		4.6		4.6
NA - Not Applicable	1		0	
No Response	13		1	



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

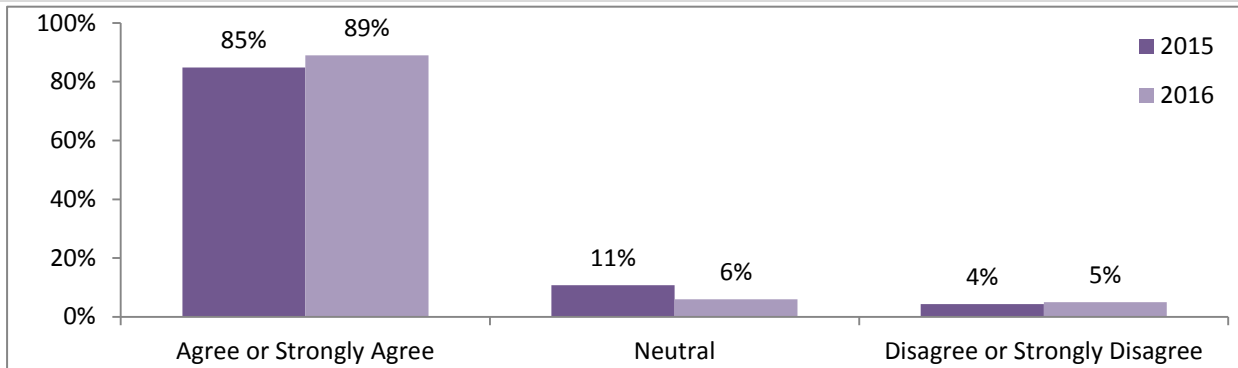
**3) The way the case was handled was fair.**

	2015		2016	
5 Strongly Agree	90	64%	63	64%
4 Agree	28	20%	21	21%
3 Neutral	12	9%	7	7%
2 Disagree	4	3%	3	3%
1 Strongly Disagree	6	4%	4	4%
Total Responses	140		98	
Score	4.4		4.4	
NA - Not Applicable	37		24	
No Response	83		23	



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

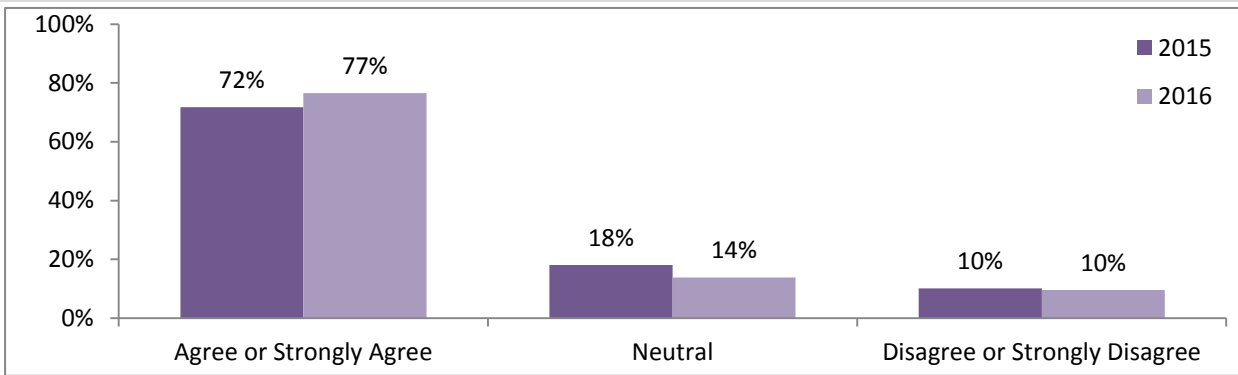
	2015		2016	
5 Strongly Agree	91	65%	65	65%
4 Agree	27	19%	24	24%
3 Neutral	15	11%	6	6%
2 Disagree	1	1%	2	2%
1 Strongly Disagree	5	4%	3	3%
Total Responses	139		100	
Score	4.4		4.5	
NA - Not Applicable	40		22	
No Response	81		23	



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

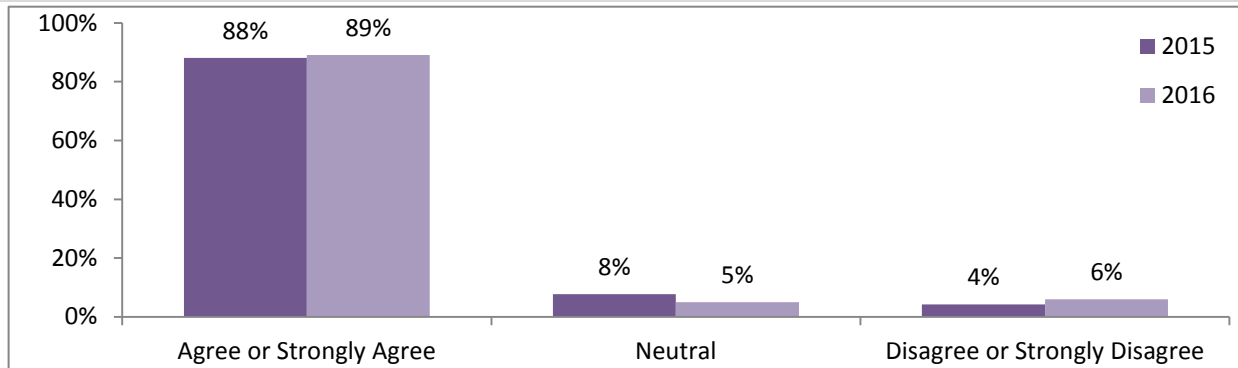
**5) The outcome in my case was favorable to me.**

	2015		2016	
5 Strongly Agree	75	54%	50	53%
4 Agree	24	17%	22	23%
3 Neutral	25	18%	13	14%
2 Disagree	3	2%	4	4%
1 Strongly Disagree	11	8%	5	5%
Total Responses	138		94	
Score	4.1		4.1	
NA - Not Applicable	41		27	
No Response	81		24	



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

	2015		2016	
5 Strongly Agree	89	62%	70	69%
4 Agree	37	26%	20	20%
3 Neutral	11	8%	5	5%
2 Disagree	1	1%	2	2%
1 Strongly Disagree	5	3%	4	4%
Total Responses	143		101	
Score	4.4		4.5	
NA - Not Applicable	35		20	
No Response	82		24	



Ingham County - 54A District Court

**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	0	0%	0	0%
Civil Matter	65	25%	33	24%
Criminal/Probation	61	24%	34	25%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	5	2%	6	4%
Estate/Trust	0	0%	0	0%
File Papers	9	4%	3	2%
Get Information	8	3%	2	1%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	38	15%	42	31%
Make a Payment	12	5%	9	7%
PPO	0	0%	0	0%
Small Claims	18	7%	11	8%
Traffic/Ticket	69	27%	16	12%
Other	11	4%	5	4%
Number of Respondents	256		135	
No Response	4		10	

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

	2015		2016	
Party (Plaintiff/Defendant)	160	63%	77	57%
Agency Worker	8	3%	5	4%
Attorney/Prosecutor	28	11%	32	24%
Family/Friend of party to case	23	9%	7	5%
Juror	6	2%	1	1%
Witness	9	4%	1	1%
Other	28	11%	16	12%
Number of Respondents	253		135	
No Response	7		10	

Ingham County - 54A District Court

**9) What is your gender?**

	2015		2016	
Male	127	50%	73	56%
Female	124	49%	60	46%
Other	4	2%	0	0%
Number of Respondents	253		131	
No Response	7		14	

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

	2015		2016	
American Indian / Alaska Native	11	4%	7	5%
Asian	4	2%	1	1%
Multiracial/Biracial	5	2%	5	4%
Black/African American	99	40%	46	34%
Hispanic/Latino	19	8%	8	6%
White/Caucasian	119	48%	74	55%
Other	16	6%	3	2%
Number of Respondents	250		134	
No Response	10		11	