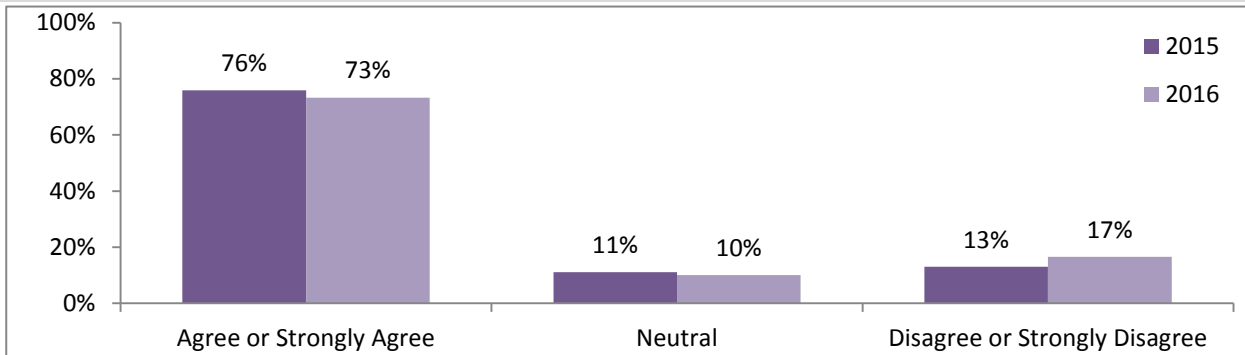


**Questions 1 and 2 were directed to all respondents.**

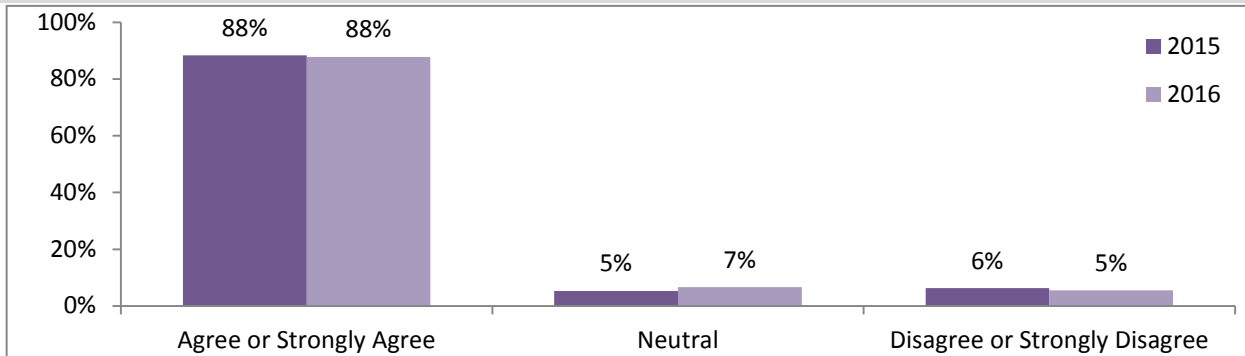
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015		2016	
	Count	Percentage	Count	Percentage
5 Strongly Agree	339	47%	445	42%
4 Agree	210	29%	328	31%
3 Neutral	80	11%	106	10%
2 Disagree	42	6%	82	8%
1 Strongly Disagree	52	7%	93	9%
Total Responses	723		1,054	
Score		4.0		3.9
NA - Not Applicable	26		44	
No Response	21		22	



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

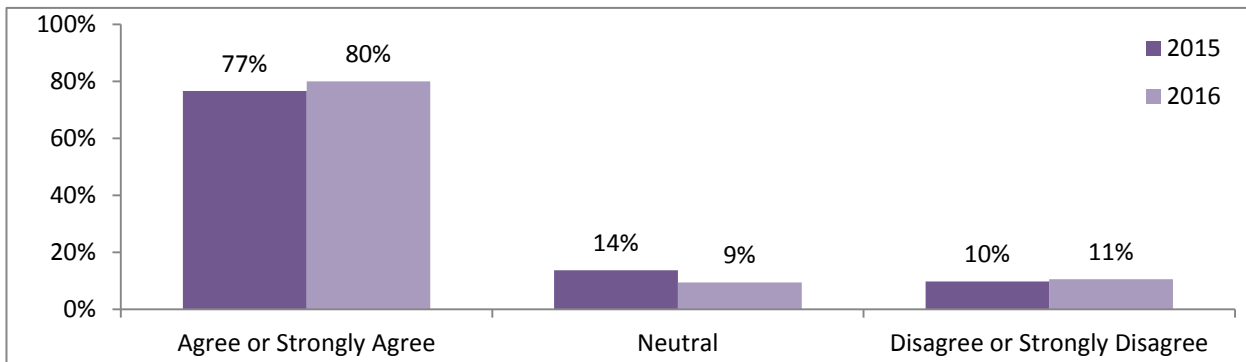
	2015		2016	
	Count	Percentage	Count	Percentage
5 Strongly Agree	449	62%	639	59%
4 Agree	195	27%	306	28%
3 Neutral	39	5%	72	7%
2 Disagree	20	3%	29	3%
1 Strongly Disagree	26	4%	30	3%
Total Responses	729		1,076	
Score		4.4		4.4
NA - Not Applicable	11		11	
No Response	30		33	



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

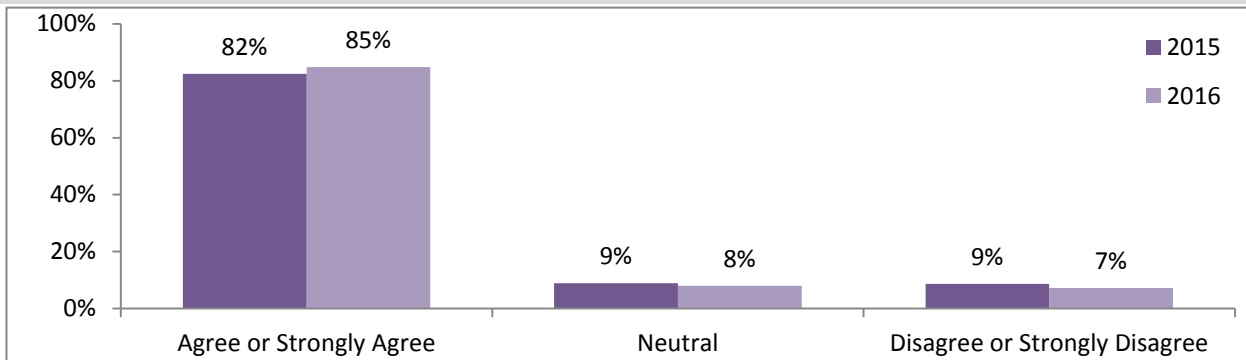
**3) The way the case was handled was fair.**

	2015		2016	
5 Strongly Agree	239	49%	378	48%
4 Agree	137	28%	248	32%
3 Neutral	67	14%	74	9%
2 Disagree	15	3%	37	5%
1 Strongly Disagree	33	7%	46	6%
Total Responses	491		783	
Score		4.1		4.1
NA - Not Applicable	136		188	
No Response	143		149	



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

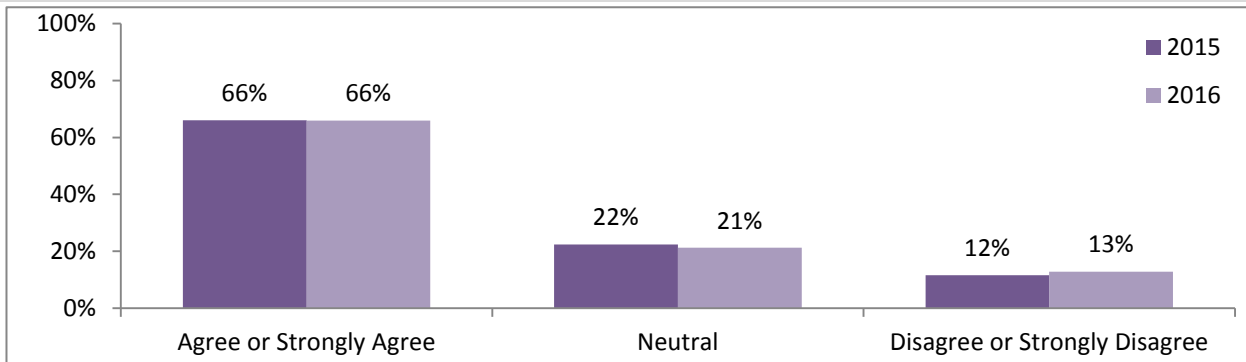
	2015		2016	
5 Strongly Agree	287	59%	426	55%
4 Agree	112	23%	230	30%
3 Neutral	43	9%	62	8%
2 Disagree	21	4%	28	4%
1 Strongly Disagree	21	4%	28	4%
Total Responses	484		774	
Score		4.3		4.3
NA - Not Applicable	129		184	
No Response	157		162	



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

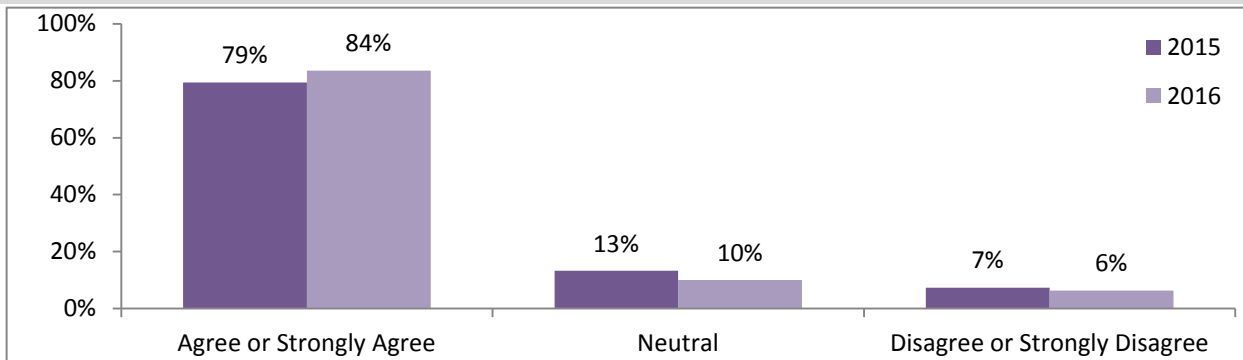
**5) The outcome in my case was favorable to me.**

	2015		2016	
5 Strongly Agree	171	44%	271	41%
4 Agree	86	22%	161	25%
3 Neutral	87	22%	139	21%
2 Disagree	26	7%	39	6%
1 Strongly Disagree	19	5%	45	7%
Total Responses	389		655	
Score		3.9		3.9
NA - Not Applicable	179		257	
No Response	202		208	



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

	2015		2016	
5 Strongly Agree	221	54%	387	56%
4 Agree	102	25%	195	28%
3 Neutral	54	13%	70	10%
2 Disagree	11	3%	16	2%
1 Strongly Disagree	19	5%	28	4%
Total Responses	407		696	
Score		4.2		4.3
NA - Not Applicable	158		211	
No Response	205		213	



Wayne 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	63	9%	86	8%
Civil Matter	34	5%	132	12%
Criminal/Probation	101	14%	173	16%
Divorce/Custody/Support	124	17%	183	17%
Drug/Sobriety Court	5	1%	15	1%
Estate/Trust	84	12%	89	8%
File Papers	62	9%	70	6%
Get Information	38	5%	59	5%
Guardianship/Conservatorship	116	16%	169	16%
Juvenile Delinquency	15	2%	47	4%
Landlord/Tenant	0	0%	0	0%
Make a Payment	14	2%	13	1%
PPO	8	1%	16	1%
Small Claims	0	0%	0	0%
Traffic/Ticket	0	0%	1	0%
Other	135	19%	147	14%
Number of Respondents	722		1,078	
No Response	48		42	

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

	2015		2016	
Party (Plaintiff/Defendant)	289	39%	374	34%
Agency Worker	40	5%	72	7%
Attorney/Prosecutor	133	18%	325	30%
Family/Friend of party to case	147	20%	193	18%
Juror	60	8%	37	3%
Witness	12	2%	18	2%
Other	89	12%	91	8%
Number of Respondents	749		1,101	
No Response	21		19	

Wayne County Circuit and Probate Courts

**9) What is your gender?**

	2015		2016	
Male	305	41%	467	43%
Female	440	59%	621	57%
Other	7	1%	3	0%
Number of Respondents	750		1,085	
No Response	20		35	

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

	2015		2016	
American Indian / Alaska Native	22	3%	31	3%
Asian	12	2%	5	0%
Multiracial/Biracial	21	3%	21	2%
Black/African American	407	55%	586	54%
Hispanic/Latino	22	3%	19	2%
White/Caucasian	264	36%	411	38%
Other	24	3%	34	3%
Number of Respondents	738		1,081	
No Response	32		39	