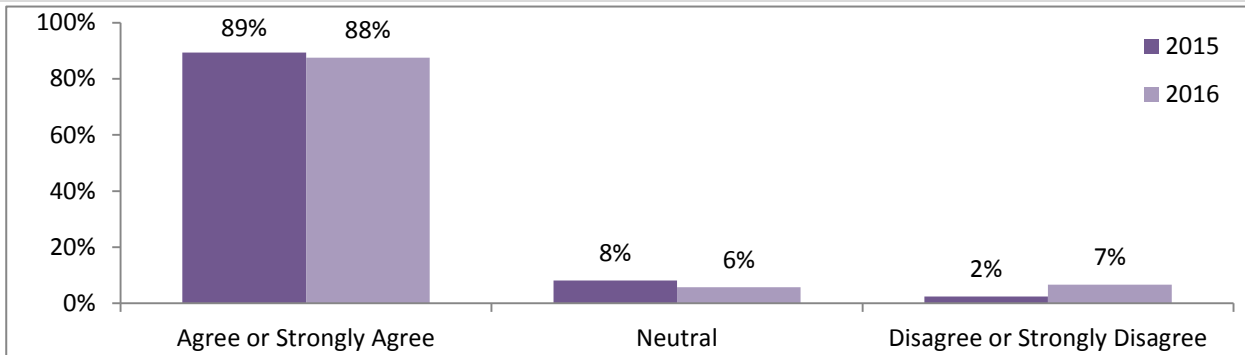


**Questions 1 and 2 were directed to all respondents.**

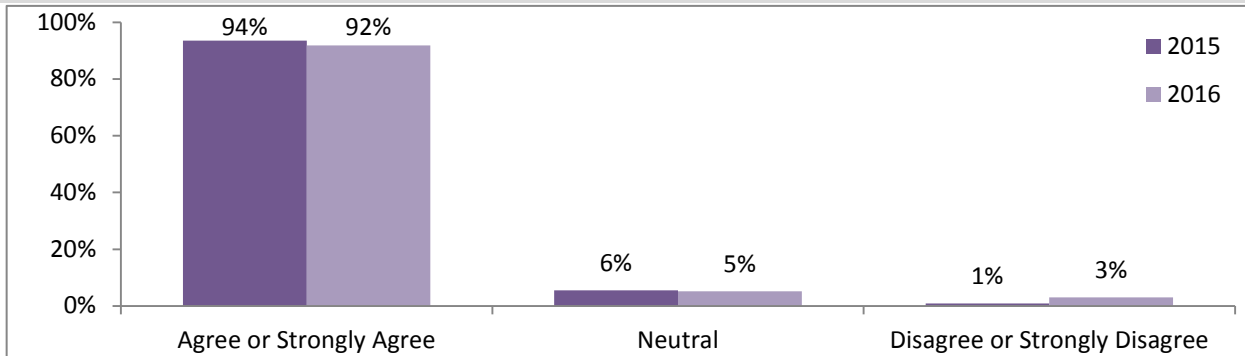
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015		2016	
5 Strongly Agree	132	63%	116	52%
4 Agree	54	26%	81	36%
3 Neutral	17	8%	13	6%
2 Disagree	2	1%	5	2%
1 Strongly Disagree	3	1%	10	4%
Total Responses	208		225	
Score	4.5		4.3	
NA - Not Applicable	16		7	
No Response	13		10	



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

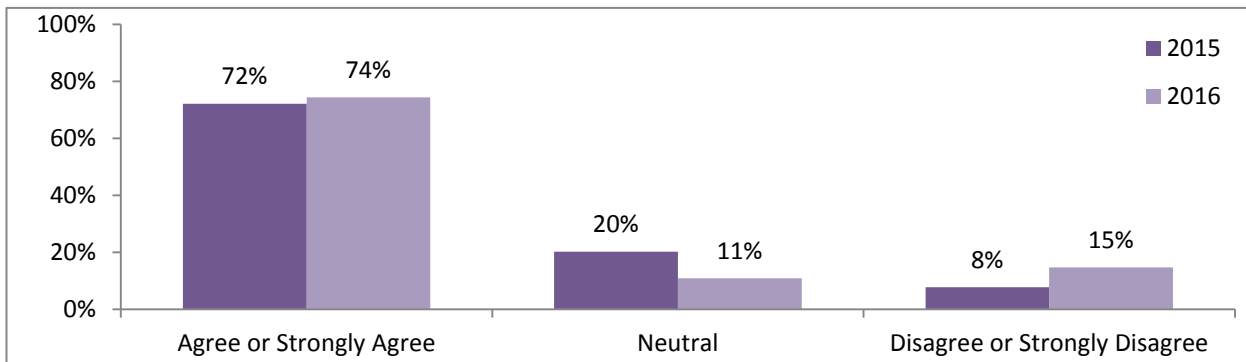
	2015		2016	
5 Strongly Agree	157	72%	156	67%
4 Agree	47	22%	59	25%
3 Neutral	12	6%	12	5%
2 Disagree	1	0%	4	2%
1 Strongly Disagree	1	0%	3	1%
Total Responses	218		234	
Score	4.6		4.5	
NA - Not Applicable	8		5	
No Response	11		3	



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

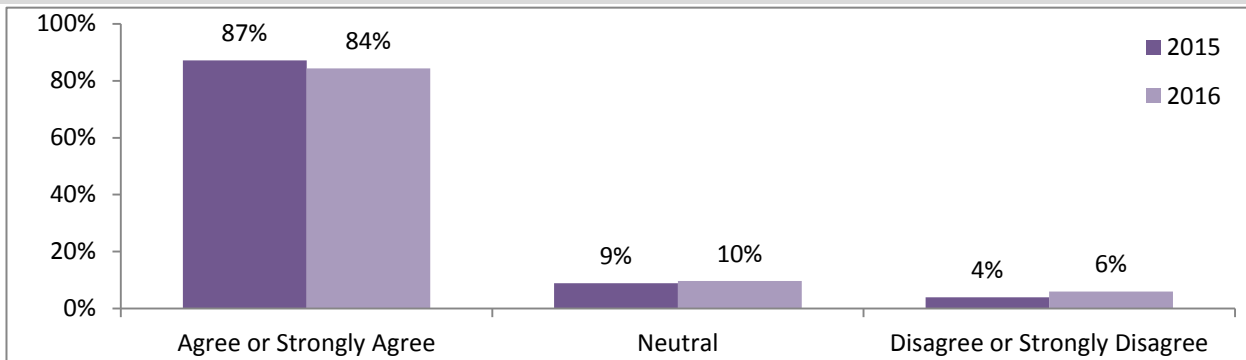
**3) The way the case was handled was fair.**

	2015		2016	
5 Strongly Agree	51	49%	58	45%
4 Agree	24	23%	38	29%
3 Neutral	21	20%	14	11%
2 Disagree	4	4%	7	5%
1 Strongly Disagree	4	4%	12	9%
Total Responses	104		129	
Score	4.1		4.0	
NA - Not Applicable	68		42	
No Response	65		71	



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

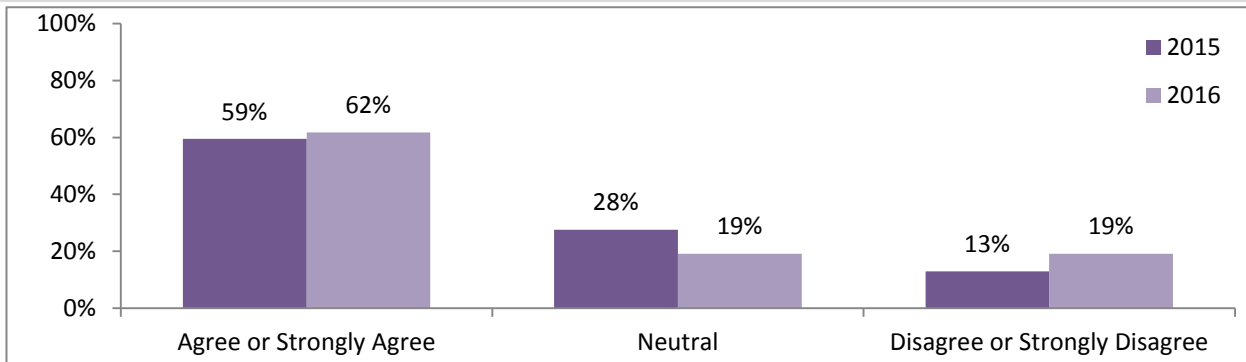
	2015		2016	
5 Strongly Agree	55	54%	69	51%
4 Agree	33	33%	44	33%
3 Neutral	9	9%	13	10%
2 Disagree	3	3%	4	3%
1 Strongly Disagree	1	1%	4	3%
Total Responses	101		134	
Score	4.4		4.3	
NA - Not Applicable	69		37	
No Response	67		71	



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

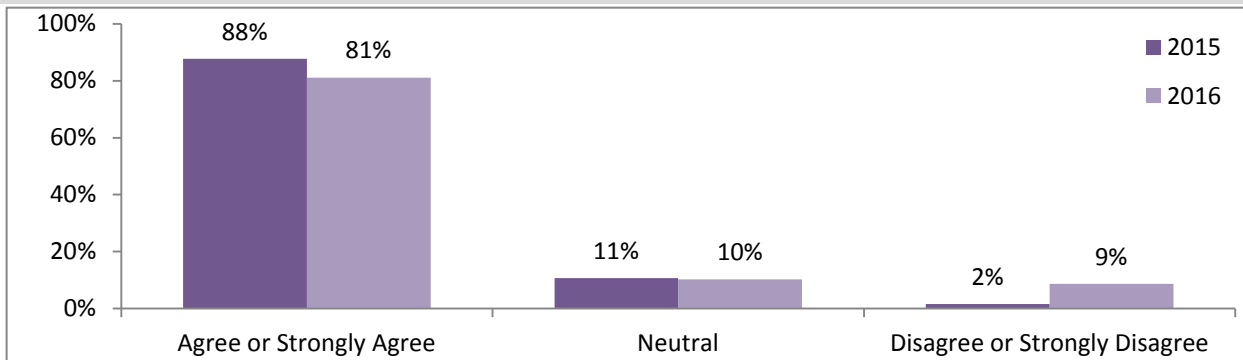
**5) The outcome in my case was favorable to me.**

	2015		2016	
5 Strongly Agree	46	40%	39	34%
4 Agree	23	20%	32	28%
3 Neutral	32	28%	22	19%
2 Disagree	7	6%	12	10%
1 Strongly Disagree	8	7%	10	9%
Total Responses	116		115	
Score	3.8		3.7	
NA - Not Applicable	59		52	
No Response	62		75	



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

	2015		2016	
5 Strongly Agree	63	52%	52	41%
4 Agree	44	36%	51	40%
3 Neutral	13	11%	13	10%
2 Disagree	2	2%	4	3%
1 Strongly Disagree	0	0%	7	6%
Total Responses	122		127	
Score	4.4		4.1	
NA - Not Applicable	57		42	
No Response	58		73	



Wayne County - 19th 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	18	8%	45	20%
Criminal/Probation	57	27%	79	35%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	8	4%	10	4%
Estate/Trust	0	0%	0	0%
File Papers	2	1%	12	5%
Get Information	7	3%	4	2%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	4	2%	5	2%
Make a Payment	42	20%	24	11%
PPO	0	0%	0	0%
Small Claims	12	6%	17	8%
Traffic/Ticket	62	29%	59	26%
Other	18	8%	15	7%
Number of Respondents	212		225	
No Response	25		17	

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

	2015		2016	
Party (Plaintiff/Defendant)	191	86%	147	70%
Agency Worker	11	5%	14	7%
Attorney/Prosecutor	3	1%	11	5%
Family/Friend of party to case	5	2%	8	4%
Juror	0	0%	10	5%
Witness	2	1%	1	0%
Other	20	9%	22	10%
Number of Respondents	222		210	
No Response	15		32	

Wayne County - 19th District Court

**9) What is your gender?**

	2015		2016	
Male	134	58%	138	63%
Female	99	42%	77	35%
Other	0	0%	3	1%
Number of Respondents	233		218	
No Response	4		24	

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

	2015		2016	
American Indian / Alaska Native	10	4%	6	3%
Asian	13	6%	3	1%
Multiracial/Biracial	7	3%	7	3%
Black/African American	88	39%	52	24%
Hispanic/Latino	23	10%	12	6%
White/Caucasian	83	37%	112	52%
Other	9	4%	29	13%
Number of Respondents	226		217	
No Response	11		25	