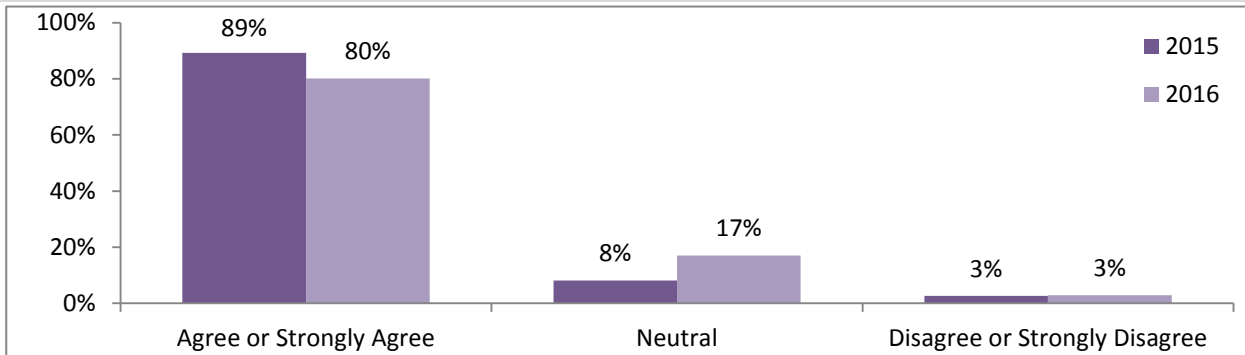


**Questions 1 and 2 were directed to all respondents.**

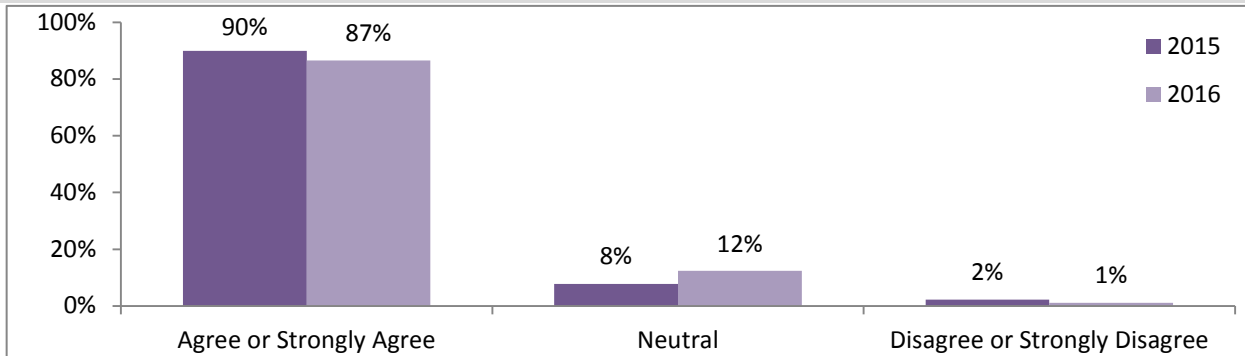
**1) I was able to get my court business done in a reasonable amount of time today.**

	2015		2016	
5 Strongly Agree	188	61%	98	56%
4 Agree	85	28%	43	24%
3 Neutral	25	8%	30	17%
2 Disagree	8	3%	5	3%
1 Strongly Disagree	0	0%	0	0%
Total Responses	306		176	
Score	4.5		4.3	
NA - Not Applicable	5		1	
No Response	0		2	



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

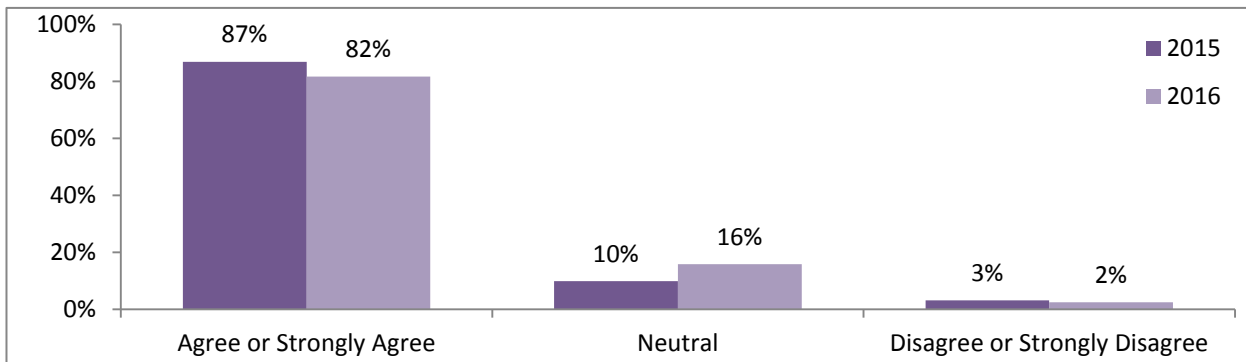
	2015		2016	
5 Strongly Agree	213	69%	117	66%
4 Agree	64	21%	37	21%
3 Neutral	24	8%	22	12%
2 Disagree	6	2%	2	1%
1 Strongly Disagree	1	0%	0	0%
Total Responses	308		178	
Score	4.6		4.5	
NA - Not Applicable	3		0	
No Response	0		1	



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

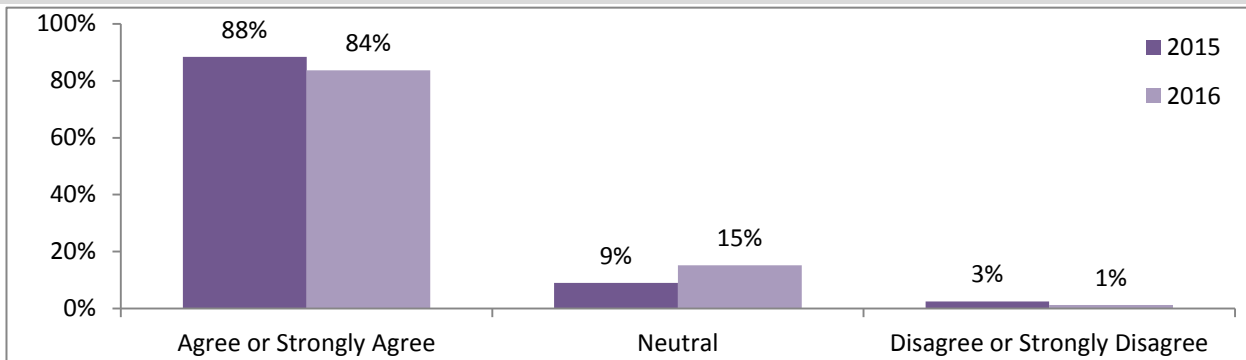
**3) The way the case was handled was fair.**

	2015		2016	
5 Strongly Agree	173	61%	96	59%
4 Agree	72	26%	38	23%
3 Neutral	28	10%	26	16%
2 Disagree	6	2%	4	2%
1 Strongly Disagree	3	1%	0	0%
Total Responses	282		164	
Score	4.4		4.4	
NA - Not Applicable	10		2	
No Response	19		13	



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

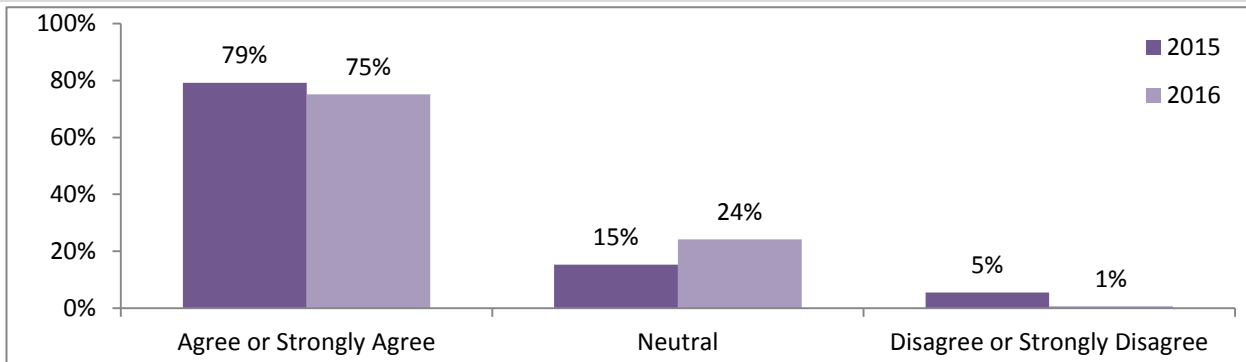
	2015		2016	
5 Strongly Agree	179	65%	100	61%
4 Agree	65	24%	38	23%
3 Neutral	25	9%	25	15%
2 Disagree	7	3%	2	1%
1 Strongly Disagree	0	0%	0	0%
Total Responses	276		165	
Score	4.5		4.4	
NA - Not Applicable	12		3	
No Response	23		11	



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

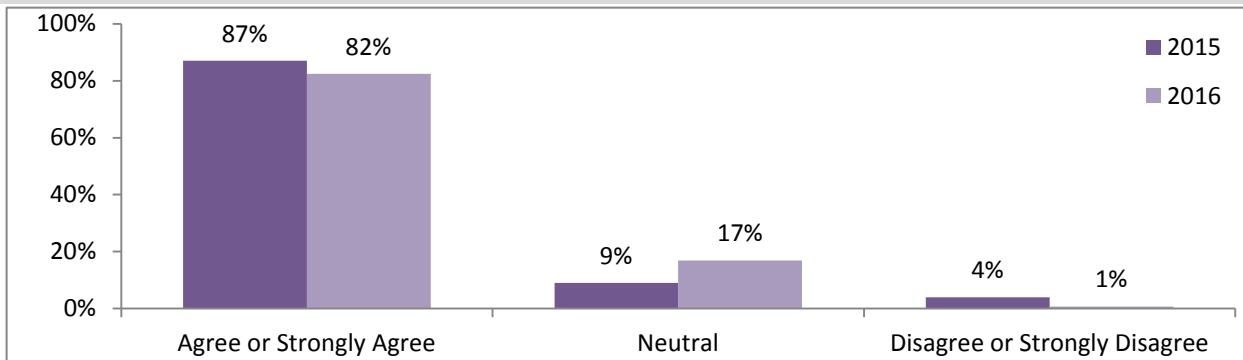
**5) The outcome in my case was favorable to me.**

	2015		2016	
5 Strongly Agree	137	54%	73	50%
4 Agree	65	25%	36	25%
3 Neutral	39	15%	35	24%
2 Disagree	11	4%	1	1%
1 Strongly Disagree	3	1%	0	0%
Total Responses	255		145	
Score	4.3		4.2	
NA - Not Applicable	20		10	
No Response	36		24	



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

	2015		2016	
5 Strongly Agree	164	65%	89	60%
4 Agree	57	22%	33	22%
3 Neutral	23	9%	25	17%
2 Disagree	8	3%	1	1%
1 Strongly Disagree	2	1%	0	0%
Total Responses	254		148	
Score	4.5		4.4	
NA - Not Applicable	16		4	
No Response	41		27	



Wayne County - 20th 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	49	16%	21	12%
Criminal/Probation	70	23%	58	33%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	7	2%	0	0%
Estate/Trust	0	0%	0	0%
File Papers	9	3%	7	4%
Get Information	14	5%	11	6%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	13	4%	2	1%
Make a Payment	14	5%	6	3%
PPO	0	0%	0	0%
Small Claims	3	1%	0	0%
Traffic/Ticket	160	52%	94	53%
Other	5	2%	3	2%
Number of Respondents	307		178	
No Response	4		1	

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

	2015		2016	
Party (Plaintiff/Defendant)	225	73%	125	70%
Agency Worker	5	2%	0	0%
Attorney/Prosecutor	60	20%	40	22%
Family/Friend of party to case	22	7%	7	4%
Juror	1	0%	0	0%
Witness	1	0%	4	2%
Other	4	1%	4	2%
Number of Respondents	307		178	
No Response	4		1	

Wayne County - 20th District Court

**9) What is your gender?**

	2015		2016	
Male	170	56%	106	60%
Female	137	45%	72	40%
Other	0	0%	0	0%
Number of Respondents	306		178	
No Response	5		1	

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

	2015		2016	
American Indian / Alaska Native	11	4%	3	2%
Asian	17	6%	8	5%
Multiracial/Biracial	9	3%	6	3%
Black/African American	88	29%	51	29%
Hispanic/Latino	22	7%	19	11%
White/Caucasian	145	48%	80	45%
Other	19	6%	13	7%
Number of Respondents	299		177	
No Response	12		2	