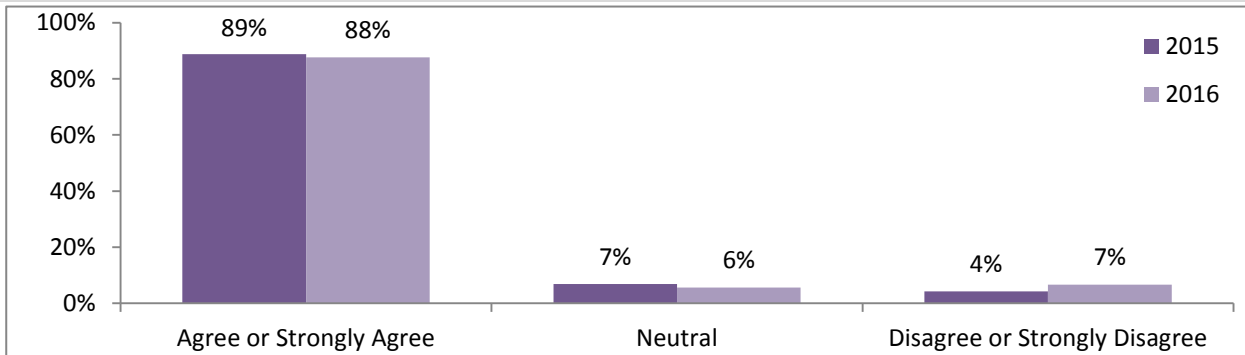


Questions 1 and 2 were directed to all respondents.

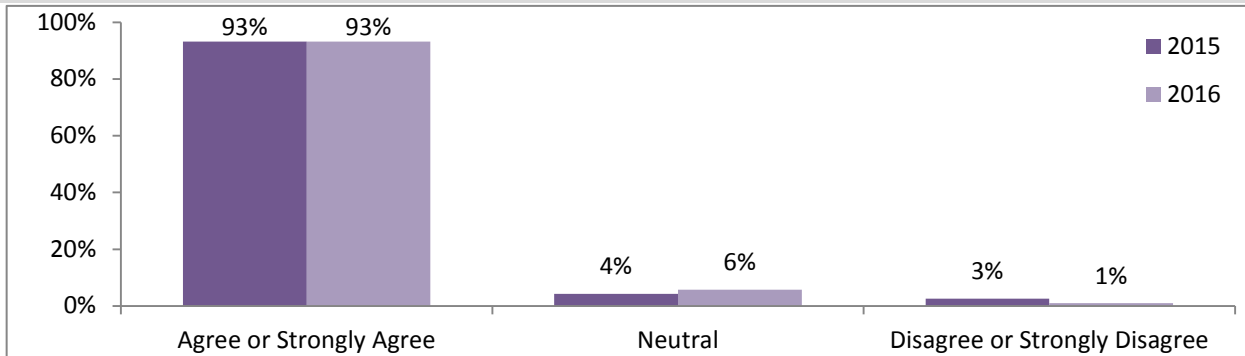
1) I was able to get my court business done in a reasonable amount of time today.

| | 2015 | | 2016 | |
|---------------------|-------|------------|-------|------------|
| | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 158 | 68% | 126 | 65% |
| 4 Agree | 48 | 21% | 45 | 23% |
| 3 Neutral | 16 | 7% | 11 | 6% |
| 2 Disagree | 5 | 2% | 9 | 5% |
| 1 Strongly Disagree | 5 | 2% | 4 | 2% |
| Total Responses | 232 | | 195 | |
| Score | | 4.5 | | 4.4 |
| NA - Not Applicable | 9 | | 4 | |
| No Response | 9 | | 5 | |



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

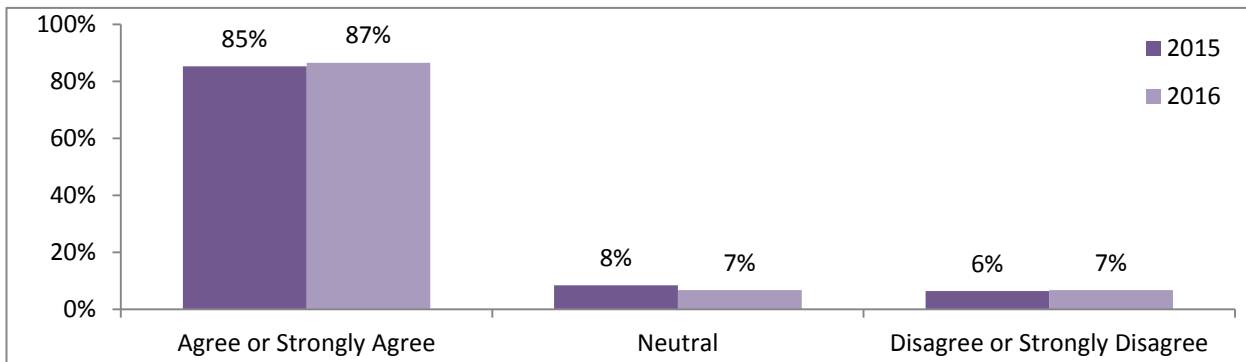
| | 2015 | | 2016 | |
|---------------------|-------|------------|-------|------------|
| | Count | Percentage | Count | Percentage |
| 5 Strongly Agree | 180 | 77% | 140 | 73% |
| 4 Agree | 39 | 17% | 39 | 20% |
| 3 Neutral | 10 | 4% | 11 | 6% |
| 2 Disagree | 1 | 0% | 1 | 1% |
| 1 Strongly Disagree | 5 | 2% | 1 | 1% |
| Total Responses | 235 | | 192 | |
| Score | | 4.7 | | 4.6 |
| NA - Not Applicable | 5 | | 3 | |
| No Response | 10 | | 9 | |



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

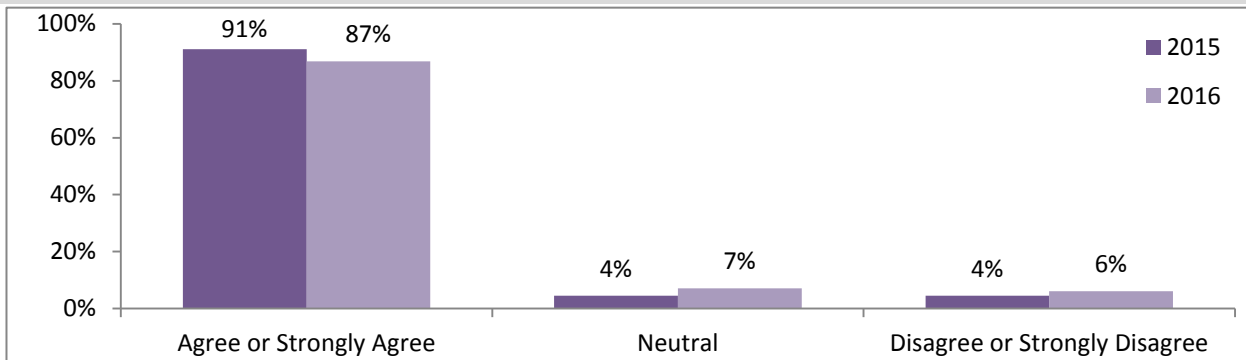
3) The way the case was handled was fair.

| | 2015 | | 2016 | |
|---------------------|------|-----|------|-----|
| 5 Strongly Agree | 100 | 70% | 67 | 64% |
| 4 Agree | 21 | 15% | 23 | 22% |
| 3 Neutral | 12 | 8% | 7 | 7% |
| 2 Disagree | 3 | 2% | 2 | 2% |
| 1 Strongly Disagree | 6 | 4% | 5 | 5% |
| Total Responses | 142 | | 104 | |
| Score | 4.5 | | 4.4 | |
| NA - Not Applicable | 39 | | 41 | |
| No Response | 69 | | 59 | |



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

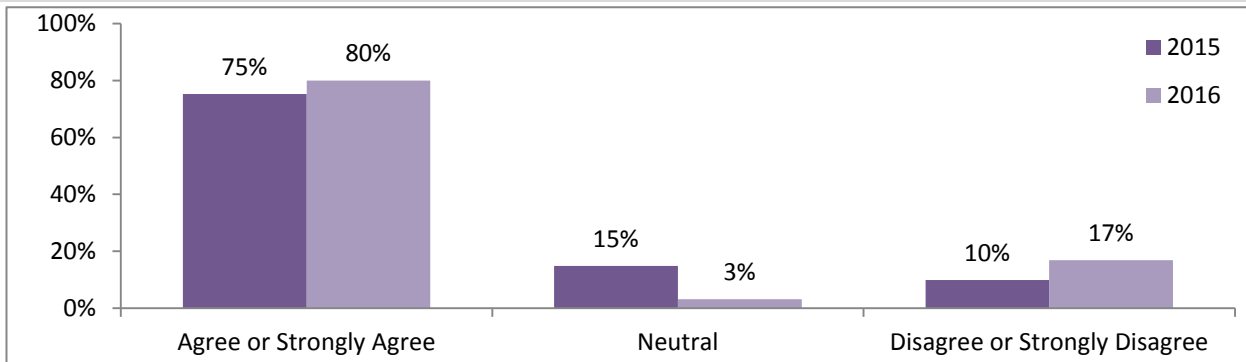
| | 2015 | | 2016 | |
|---------------------|------|-----|------|-----|
| 5 Strongly Agree | 109 | 81% | 66 | 67% |
| 4 Agree | 13 | 10% | 20 | 20% |
| 3 Neutral | 6 | 4% | 7 | 7% |
| 2 Disagree | 2 | 1% | 2 | 2% |
| 1 Strongly Disagree | 4 | 3% | 4 | 4% |
| Total Responses | 134 | | 99 | |
| Score | 4.6 | | 4.4 | |
| NA - Not Applicable | 43 | | 45 | |
| No Response | 73 | | 60 | |



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

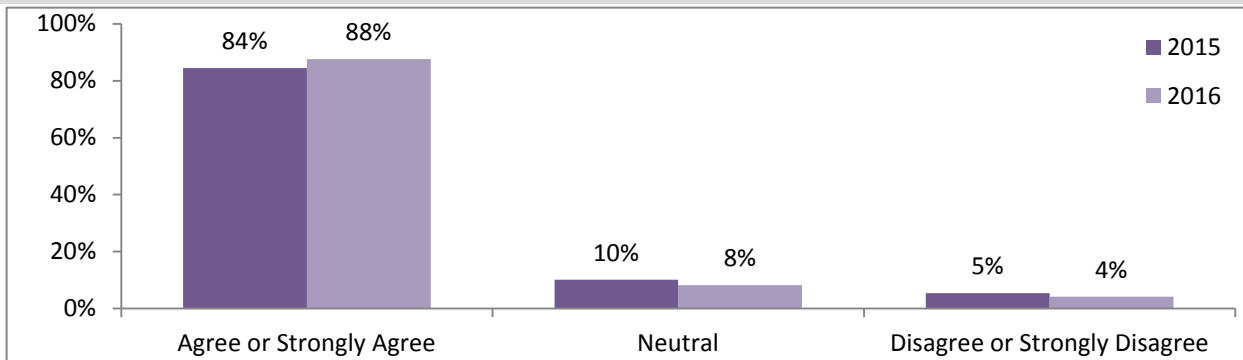
5) The outcome in my case was favorable to me.

| | 2015 | | 2016 | |
|---------------------|------|-----|------|-----|
| 5 Strongly Agree | 71 | 59% | 56 | 59% |
| 4 Agree | 20 | 17% | 20 | 21% |
| 3 Neutral | 18 | 15% | 3 | 3% |
| 2 Disagree | 7 | 6% | 7 | 7% |
| 1 Strongly Disagree | 5 | 4% | 9 | 9% |
| Total Responses | 121 | | 95 | |
| Score | 4.2 | | 4.1 | |
| NA - Not Applicable | 48 | | 48 | |
| No Response | 81 | | 61 | |



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

| | 2015 | | 2016 | |
|---------------------|------|-----|------|-----|
| 5 Strongly Agree | 86 | 67% | 62 | 64% |
| 4 Agree | 23 | 18% | 23 | 24% |
| 3 Neutral | 13 | 10% | 8 | 8% |
| 2 Disagree | 3 | 2% | 1 | 1% |
| 1 Strongly Disagree | 4 | 3% | 3 | 3% |
| Total Responses | 129 | | 97 | |
| Score | 4.4 | | 4.4 | |
| NA - Not Applicable | 41 | | 45 | |
| No Response | 80 | | 62 | |



Wayne County - 24th 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 | 30 | 14% | 25 | 13% |
| Criminal/Probation | 39 | 18% | 20 | 10% |
| Divorce/Custody/Support | 0 | 0% | 0 | 0% |
| Drug/Sobriety Court | 4 | 2% | 2 | 1% |
| Estate/Trust | 0 | 0% | 0 | 0% |
| File Papers | 4 | 2% | 0 | 0% |
| Get Information | 4 | 2% | 3 | 2% |
| Guardianship/Conservatorship | 0 | 0% | 0 | 0% |
| Juvenile Delinquency | 0 | 0% | 0 | 0% |
| Landlord/Tenant | 18 | 8% | 15 | 8% |
| Make a Payment | 16 | 7% | 25 | 13% |
| PPO | 0 | 0% | 0 | 0% |
| Small Claims | 3 | 1% | 0 | 0% |
| Traffic/Ticket | 112 | 50% | 99 | 52% |
| Other | 13 | 6% | 15 | 8% |
| Number of Respondents | 222 | | 191 | |
| No Response | 28 | | 13 | |

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

| | 2015 | | 2016 | |
|--------------------------------|------|-----|------|-----|
| | | | | |
| Party (Plaintiff/Defendant) | 118 | 54% | 117 | 66% |
| Agency Worker | 4 | 2% | 5 | 3% |
| Attorney/Prosecutor | 28 | 13% | 17 | 10% |
| Family/Friend of party to case | 42 | 19% | 20 | 11% |
| Juror | 1 | 0% | 0 | 0% |
| Witness | 3 | 1% | 3 | 2% |
| Other | 29 | 13% | 20 | 11% |
| Number of Respondents | 220 | | 178 | |
| No Response | 30 | | 26 | |

Wayne County - 24th District Court

9) What is your gender?

| | 2015 | | 2016 | |
|-----------------------|------|-----|------|-----|
| Male | 129 | 54% | 99 | 50% |
| Female | 110 | 46% | 97 | 49% |
| Other | 3 | 1% | 2 | 1% |
| Number of Respondents | 241 | | 198 | |
| No Response | 9 | | 6 | |

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

| | 2015 | | 2016 | |
|---------------------------------|------|-----|------|-----|
| American Indian / Alaska Native | 7 | 3% | 4 | 2% |
| Asian | 7 | 3% | 4 | 2% |
| Multiracial/Biracial | 8 | 3% | 6 | 3% |
| Black/African American | 74 | 32% | 59 | 30% |
| Hispanic/Latino | 26 | 11% | 26 | 13% |
| White/Caucasian | 113 | 49% | 95 | 48% |
| Other | 9 | 4% | 12 | 6% |
| Number of Respondents | 229 | | 197 | |
| No Response | 21 | | 7 | |