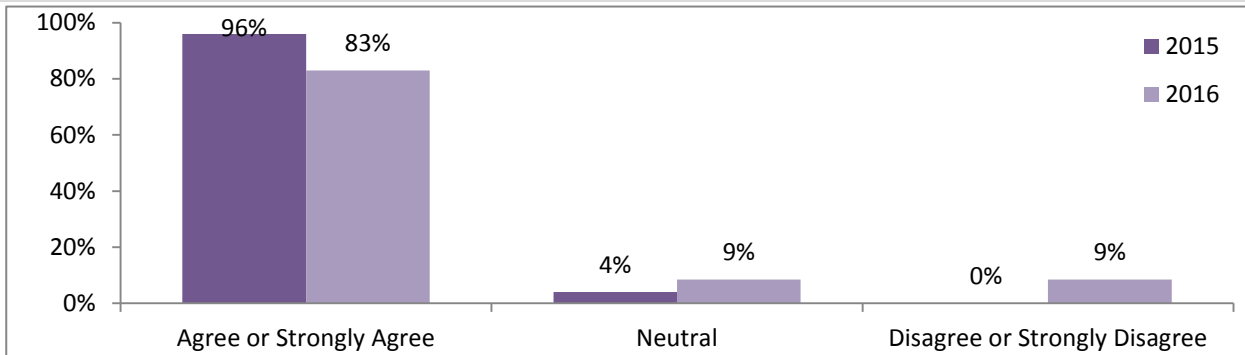


Questions 1 and 2 were directed to all respondents.

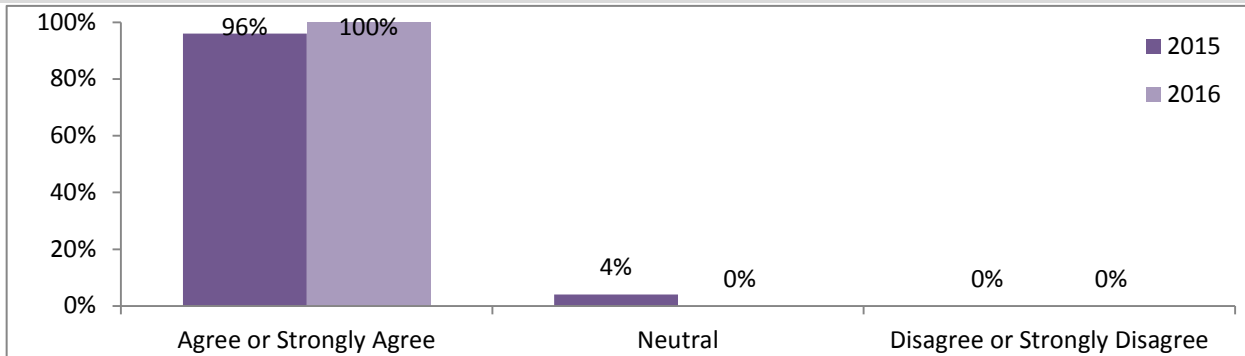
1) I was able to get my court business done in a reasonable amount of time today.

	2015		2016	
5 Strongly Agree	43	86%	33	70%
4 Agree	5	10%	6	13%
3 Neutral	2	4%	4	9%
2 Disagree	0	0%	3	6%
1 Strongly Disagree	0	0%	1	2%
Total Responses	50		47	
Score		4.8		4.4
NA - Not Applicable	0		2	
No Response	0		1	



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

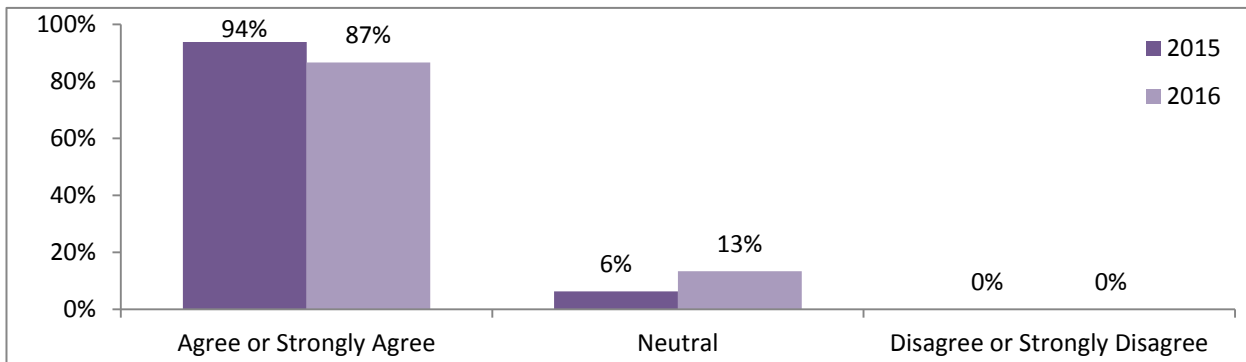
	2015		2016	
5 Strongly Agree	44	88%	42	88%
4 Agree	4	8%	6	13%
3 Neutral	2	4%	0	0%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	0	0%	0	0%
Total Responses	50		48	
Score		4.8		4.9
NA - Not Applicable	0		1	
No Response	0		1	



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

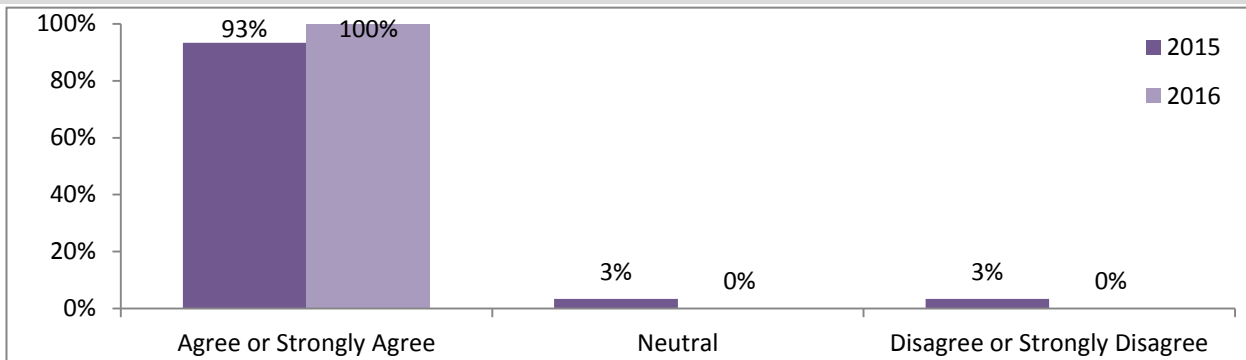
3) The way the case was handled was fair.

	2015		2016	
5 Strongly Agree	26	81%	21	70%
4 Agree	4	13%	5	17%
3 Neutral	2	6%	4	13%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	0	0%	0	0%
Total Responses	32		30	
Score		4.8		4.6
NA - Not Applicable	5		5	
No Response	13		15	



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

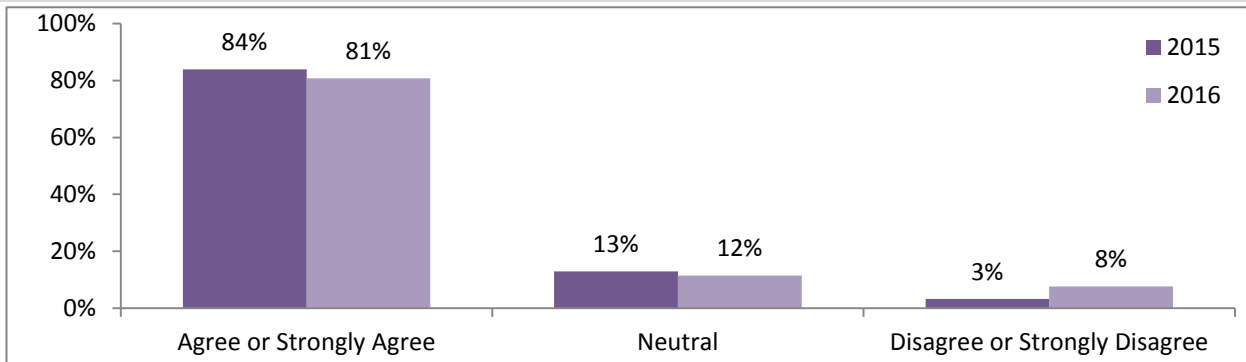
	2015		2016	
5 Strongly Agree	26	87%	21	81%
4 Agree	2	7%	5	19%
3 Neutral	1	3%	0	0%
2 Disagree	1	3%	0	0%
1 Strongly Disagree	0	0%	0	0%
Total Responses	30		26	
Score		4.8		4.8
NA - Not Applicable	6		7	
No Response	14		17	



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

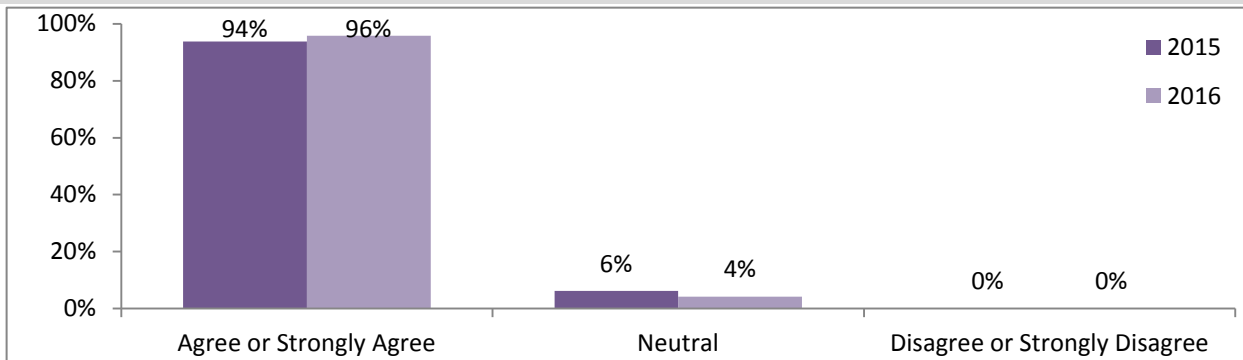
5) The outcome in my case was favorable to me.

	2015		2016	
5 Strongly Agree	23	74%	16	62%
4 Agree	3	10%	5	19%
3 Neutral	4	13%	3	12%
2 Disagree	0	0%	2	8%
1 Strongly Disagree	1	3%	0	0%
Total Responses	31		26	
Score		4.5		4.3
NA - Not Applicable	4		6	
No Response	15		18	



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

	2015		2016	
5 Strongly Agree	29	91%	17	71%
4 Agree	1	3%	6	25%
3 Neutral	2	6%	1	4%
2 Disagree	0	0%	0	0%
1 Strongly Disagree	0	0%	0	0%
Total Responses	32		24	
Score		4.8		4.7
NA - Not Applicable	5		4	
No Response	13		22	



Wayne County - Grosse Pointe Municipal 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	
	Count	Percentage	Count	Percentage
Child Protective	0	0%	0	0%
Civil Matter	12	25%	6	12%
Criminal/Probation	5	10%	6	12%
Divorce/Custody/Support	0	0%	0	0%
Drug/Sobriety Court	0	0%	2	4%
Estate/Trust	0	0%	0	0%
File Papers	1	2%	0	0%
Get Information	0	0%	1	2%
Guardianship/Conservatorship	0	0%	0	0%
Juvenile Delinquency	0	0%	0	0%
Landlord/Tenant	0	0%	0	0%
Make a Payment	1	2%	6	12%
PPO	0	0%	0	0%
Small Claims	1	2%	0	0%
Traffic/Ticket	28	58%	30	61%
Other	3	6%	3	6%
Number of Respondents	48		49	
No Response	2		1	

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

	2015		2016	
	Count	Percentage	Count	Percentage
Party (Plaintiff/Defendant)	31	69%	34	81%
Agency Worker	0	0%	2	5%
Attorney/Prosecutor	9	20%	3	7%
Family/Friend of party to case	3	7%	2	5%
Juror	0	0%	0	0%
Witness	1	2%	1	2%
Other	1	2%	3	7%
Number of Respondents	45		42	
No Response	5		8	

Wayne County - Grosse Pointe Municipal Court

9) What is your gender?

	2015		2016	
Male	23	49%	29	58%
Female	23	49%	21	42%
Other	1	2%	0	0%
Number of Respondents	47		50	
No Response	3		0	

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

	2015		2016	
American Indian / Alaska Native	3	7%	0	0%
Asian	0	0%	0	0%
Multiracial/Biracial	0	0%	2	4%
Black/African American	8	17%	16	33%
Hispanic/Latino	1	2%	0	0%
White/Caucasian	30	65%	28	58%
Other	5	11%	3	6%
Number of Respondents	46		48	
No Response	4		2	