

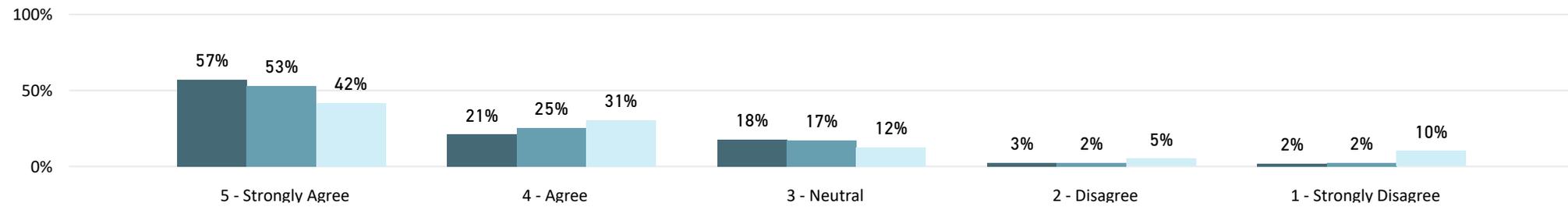


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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.

SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear Time	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	68	57%	71	53%	57	42%	196	50%
4 - Agree	25	21%	34	25%	42	31%	101	26%
3 - Neutral	21	18%	23	17%	17	12%	61	16%
2 - Disagree	3	3%	3	2%	7	5%	13	3%
1 - Strongly Disagree	2	2%	3	2%	14	10%	19	5%
Total	119	100%	134	100%	137	100%	390	100%

County

ALPENA ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

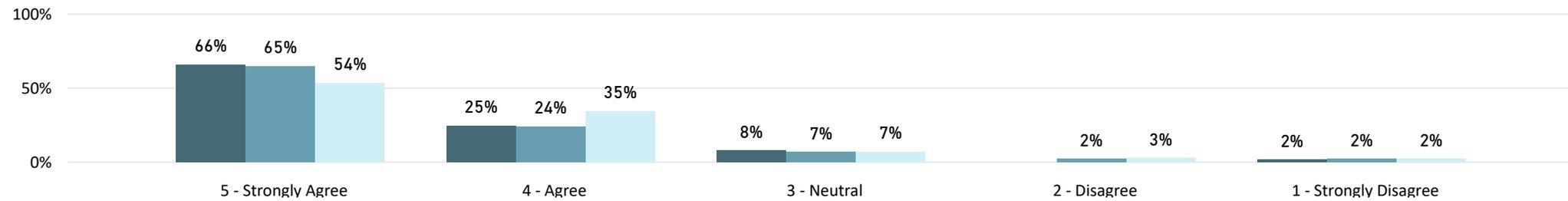


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

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

SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear	2015		2016		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	83	66%	94	65%	76	54%	253	61%
4 - Agree	31	25%	35	24%	49	35%	115	28%
3 - Neutral	10	8%	10	7%	10	7%	30	7%
2 - Disagree			3	2%	4	3%	7	2%
1 - Strongly Disagree	2	2%	3	2%	3	2%	8	2%
Total	126	100%	145	100%	142	100%	413	100%

County

ALPENA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

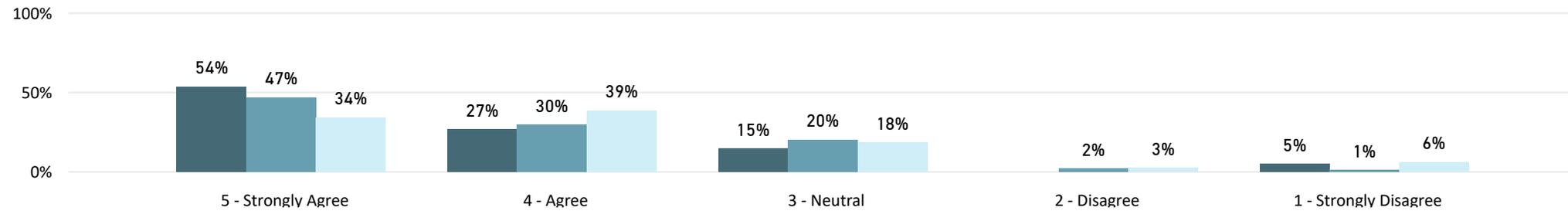


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

3. The way the case was handled was fair.

SurveyYear ● 2015 ● 2016 ● 2018



3. The way the case was handled was fair.

SurveyYear	2015		2016		2018		Total	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	44	54%	44	47%	39	34%	127	44%
4 - Agree	22	27%	28	30%	44	39%	94	32%
3 - Neutral	12	15%	19	20%	21	18%	52	18%
2 - Disagree			2	2%	3	3%	5	2%
1 - Strongly Disagree	4	5%	1	1%	7	6%	12	4%
Total	82	100%	94	100%	114	100%	290	100%

County

ALPENA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

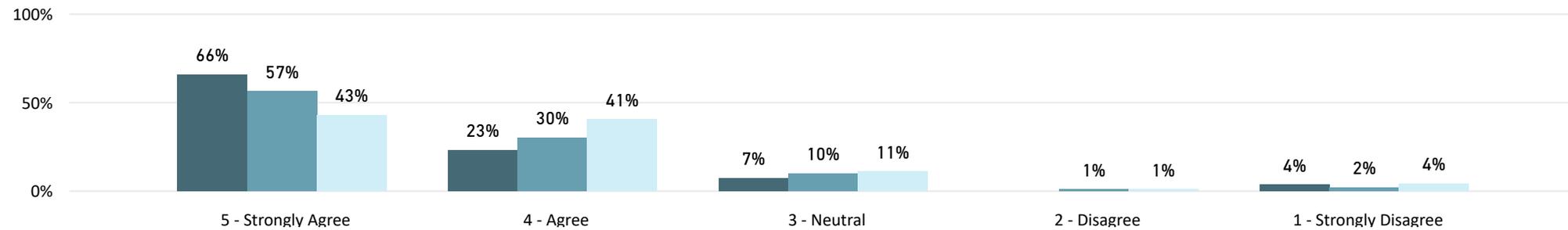


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

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

SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	54	66%	56	57%	50	43%	160	54%
4 - Agree	19	23%	30	30%	47	41%	96	32%
3 - Neutral	6	7%	10	10%	13	11%	29	10%
2 - Disagree			1	1%	1	1%	2	1%
1 - Strongly Disagree	3	4%	2	2%	5	4%	10	3%
Total	82	100%	99	100%	116	100%	297	100%

County

ALPENA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

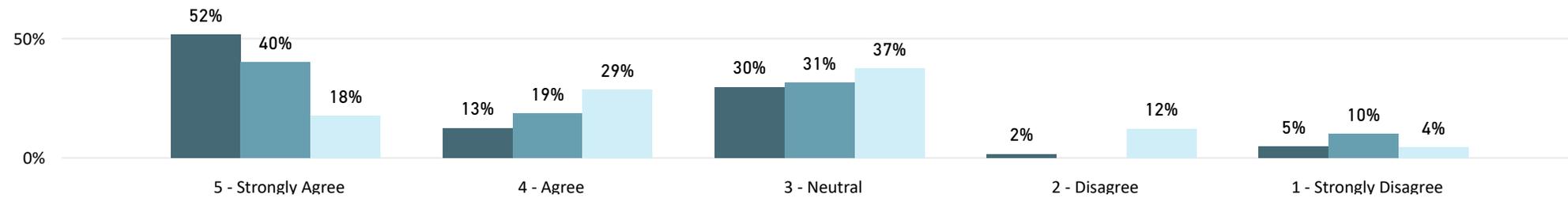


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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.

SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear	2015		2016		2018		Total	
Outcome	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	33	52%	28	40%	16	18%	77	34%
4 - Agree	8	13%	13	19%	26	29%	47	21%
3 - Neutral	19	30%	22	31%	34	37%	75	33%
2 - Disagree	1	2%			11	12%	12	5%
1 - Strongly Disagree	3	5%	7	10%	4	4%	14	6%
Total	64	100%	70	100%	91	100%	225	100%

County

ALPENA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

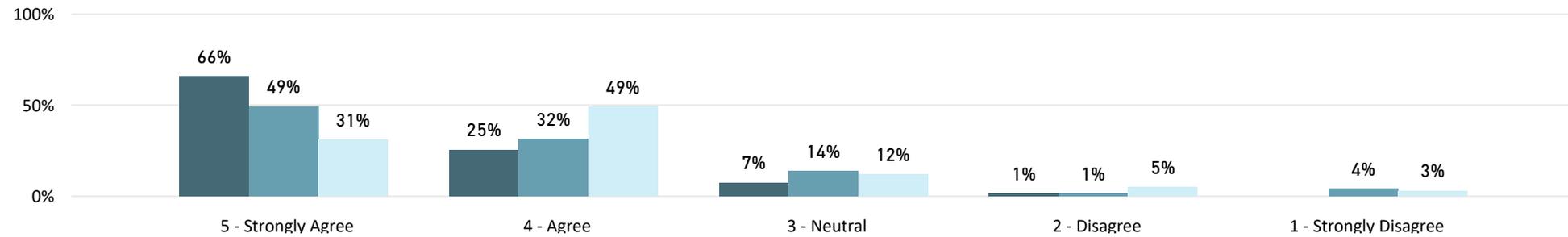


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

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

SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	44	66%	36	49%	31	31%	111	46%
4 - Agree	17	25%	23	32%	49	49%	89	37%
3 - Neutral	5	7%	10	14%	12	12%	27	11%
2 - Disagree	1	1%	1	1%	5	5%	7	3%
1 - Strongly Disagree			3	4%	3	3%	6	3%
Total	67	100%	73	100%	100	100%	240	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

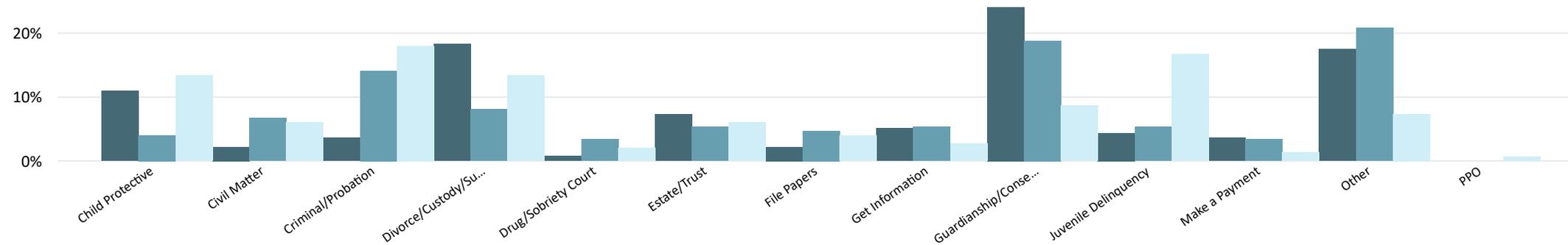
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear TypeOfCase	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Child Protective	15	11%	6	4%	20	13%	41	9%
Civil Matter	3	2%	10	7%	9	6%	22	5%
Criminal/Probation	5	4%	21	14%	27	18%	53	12%
Divorce/Custody/Support	25	18%	12	8%	20	13%	57	13%
Drug/Sobriety Court	1	1%	5	3%	3	2%	9	2%
Estate/Trust	10	7%	8	5%	9	6%	27	6%
File Papers	3	2%	7	5%	6	4%	16	4%
Get Information	7	5%	8	5%	4	3%	19	4%
Guardianship/Conservatorship	33	24%	28	19%	13	9%	74	17%
Juvenile Delinquency	6	4%	8	5%	25	17%	39	9%
Make a Payment	5	4%	5	3%	2	1%	12	3%
Other	24	18%	31	21%	11	7%	66	15%
PPO					1	1%	1	0%
Total	137	100%	149	100%	150	100%	436	100%

County

ALPENA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

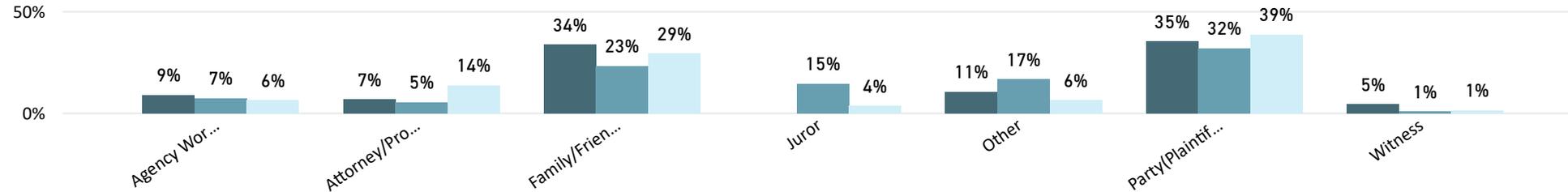
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

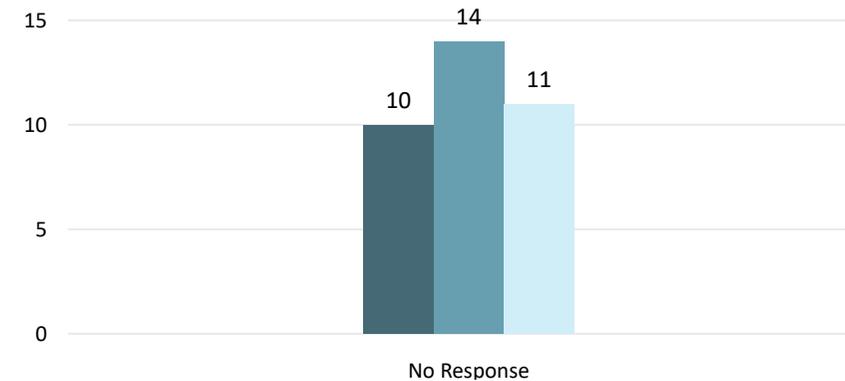


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	12	9%	11	7%	9	6%	32	8%
Attorney/Prosecutor	9	7%	8	5%	19	14%	36	9%
Family/Friend of party to case	45	34%	35	23%	41	29%	121	29%
Juror			22	15%	5	4%	27	6%
Other	14	11%	25	17%	9	6%	48	11%
Party(Plaintiff/Defendant)	47	35%	48	32%	54	39%	149	35%
Witness	6	5%	1	1%	2	1%	9	2%
Total	133	100%	150	100%	139	100%	422	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

ALPENA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

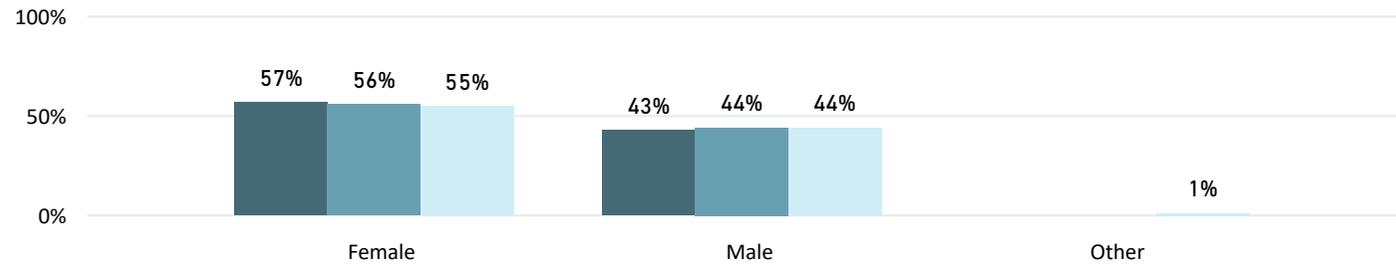
All



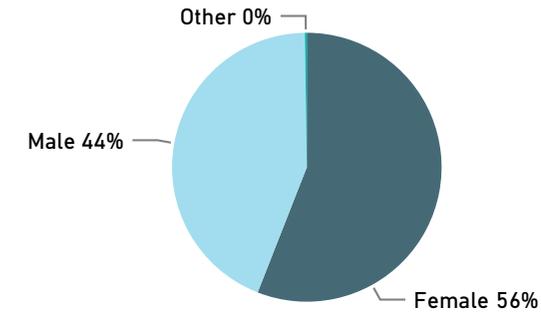
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

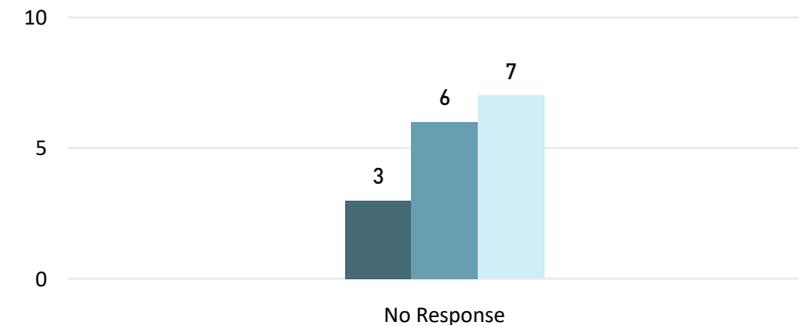


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	77	57%	86	56%	77	55%	240	56%
Male	58	43%	68	44%	62	44%	188	44%
Other					1	1%	1	0%
Total	135	100%	154	100%	140	100%	429	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

ALPENA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

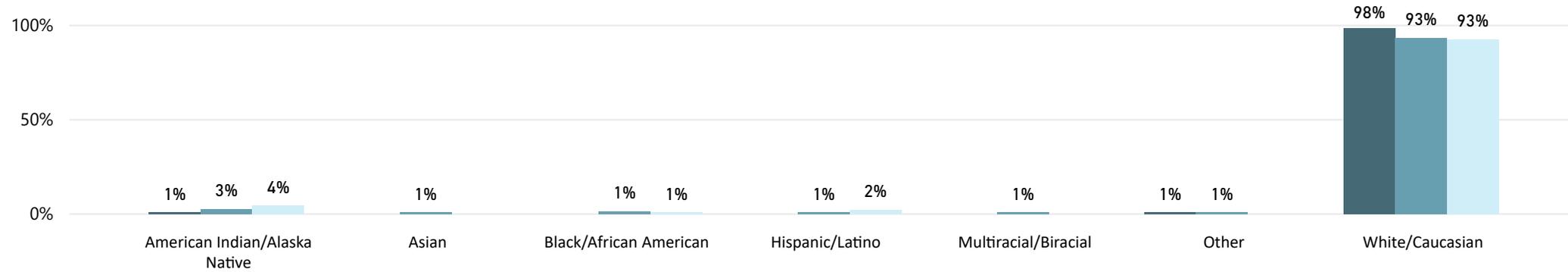
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear Race/Identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	1%	4	3%	6	4%	11	3%
Asian			1	1%			1	0%
Black/African American			2	1%	1	1%	3	1%
Hispanic/Latino			1	1%	3	2%	4	1%
Multiracial/Biracial			1	1%			1	0%
Other	1	1%	1	1%			2	0%
White/Caucasian	127	98%	140	93%	126	93%	393	95%
Total	129	100%	150	100%	136	100%	415	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

