

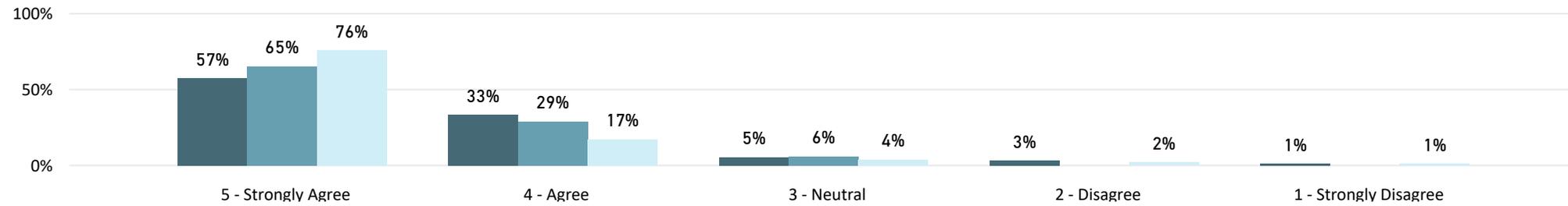


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	55	57%	45	65%	75	76%	175	66%
4 - Agree	32	33%	20	29%	17	17%	69	26%
3 - Neutral	5	5%	4	6%	4	4%	13	5%
2 - Disagree	3	3%			2	2%	5	2%
1 - Strongly Disagree	1	1%			1	1%	2	1%
Total	96	100%	69	100%	99	100%	264	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

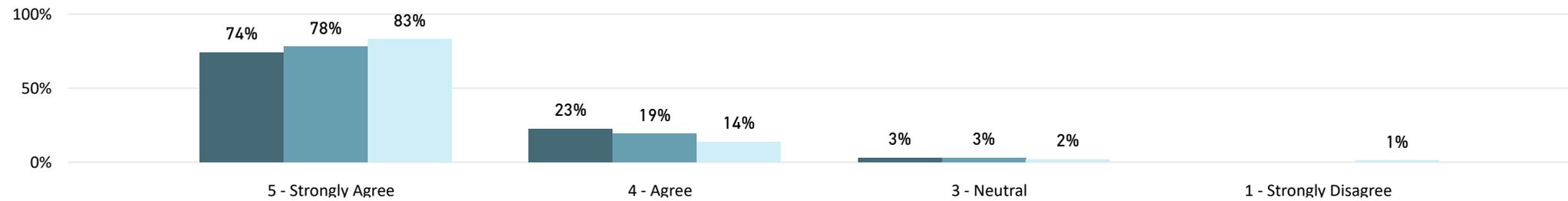


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	72	74%	53	78%	84	83%	209	79%
4 - Agree	22	23%	13	19%	14	14%	49	18%
3 - Neutral	3	3%	2	3%	2	2%	7	3%
1 - Strongly Disagree					1	1%	1	0%
Total	97	100%	68	100%	101	100%	266	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

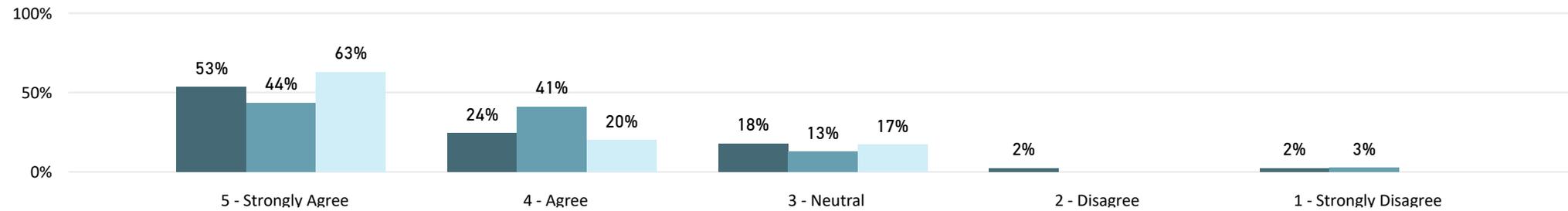


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	24	53%	17	44%	22	63%	63	53%
4 - Agree	11	24%	16	41%	7	20%	34	29%
3 - Neutral	8	18%	5	13%	6	17%	19	16%
2 - Disagree	1	2%					1	1%
1 - Strongly Disagree	1	2%	1	3%			2	2%
Total	45	100%	39	100%	35	100%	119	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

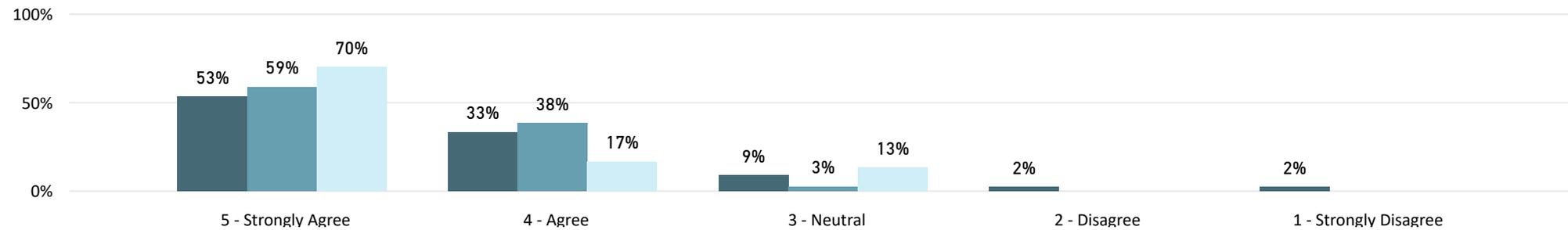


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	24	53%	23	59%	21	70%	68	60%
4 - Agree	15	33%	15	38%	5	17%	35	31%
3 - Neutral	4	9%	1	3%	4	13%	9	8%
2 - Disagree	1	2%					1	1%
1 - Strongly Disagree	1	2%					1	1%
Total	45	100%	39	100%	30	100%	114	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

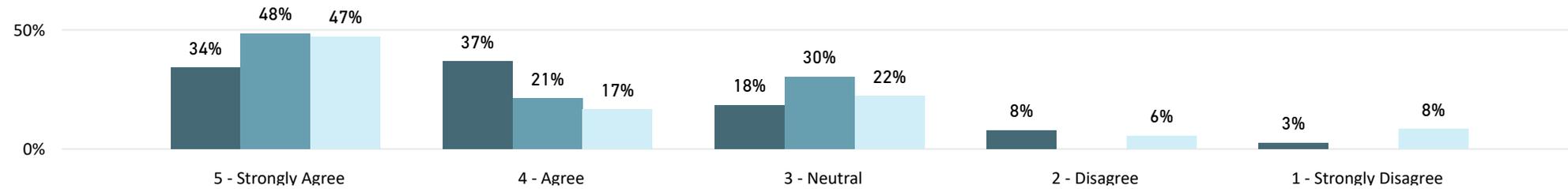


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	13	34%	16	48%	17	47%	46	43%
4 - Agree	14	37%	7	21%	6	17%	27	25%
3 - Neutral	7	18%	10	30%	8	22%	25	23%
2 - Disagree	3	8%	0	0%	2	6%	5	5%
1 - Strongly Disagree	1	3%	0	0%	3	8%	4	4%
Total	38	100%	33	100%	36	100%	107	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

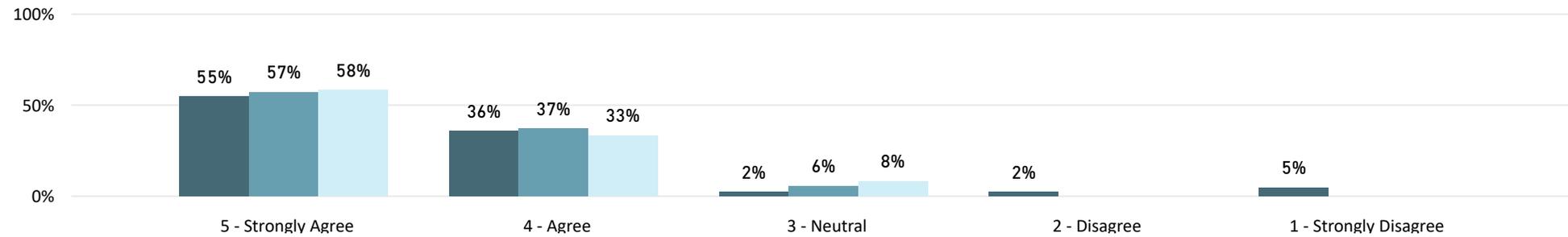


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	23	55%	20	57%	21	58%	64	57%
4 - Agree	15	36%	13	37%	12	33%	40	35%
3 - Neutral	1	2%	2	6%	3	8%	6	5%
2 - Disagree	1	2%					1	1%
1 - Strongly Disagree	2	5%					2	2%
Total	42	100%	35	100%	36	100%	113	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

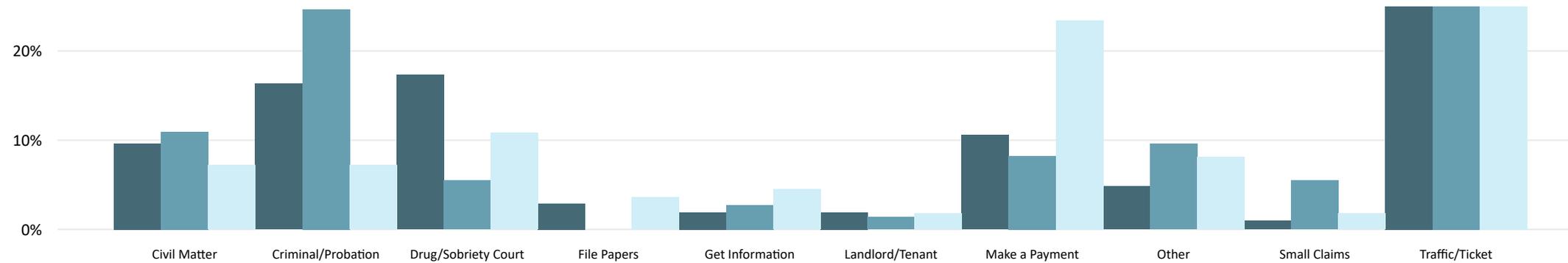
Race/Ethnicity



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
Civil Matter	10	10%	8	11%	8	7%	26	9%
Criminal/Probation	17	16%	18	25%	8	7%	43	15%
Drug/Sobriety Court	18	17%	4	5%	12	11%	34	12%
File Papers	3	3%			4	4%	7	2%
Get Information	2	2%	2	3%	5	5%	9	3%
Landlord/Tenant	2	2%	1	1%	2	2%	5	2%
Make a Payment	11	11%	6	8%	26	23%	43	15%
Other	5	5%	7	10%	9	8%	21	7%
Small Claims	1	1%	4	5%	2	2%	7	2%
Traffic/Ticket	35	34%	23	32%	35	32%	93	32%
Total	104	100%	73	100%	111	100%	288	100%

County

Court

Subset

Survey Year

Role

Gender

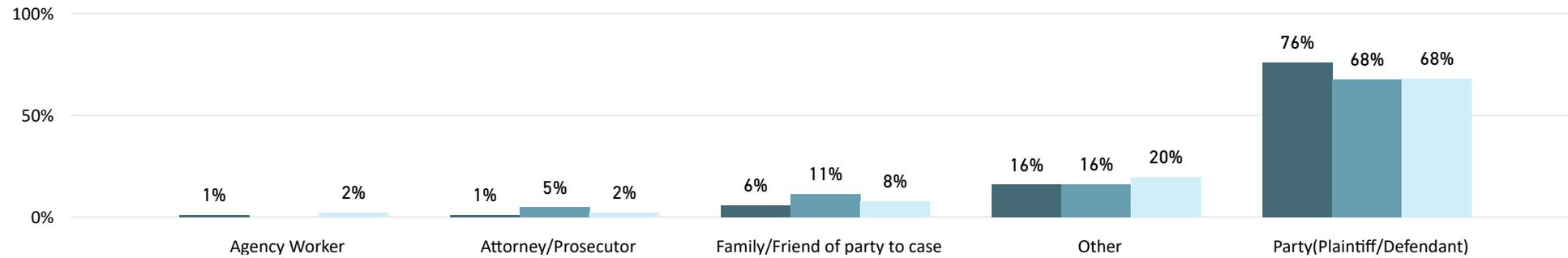
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

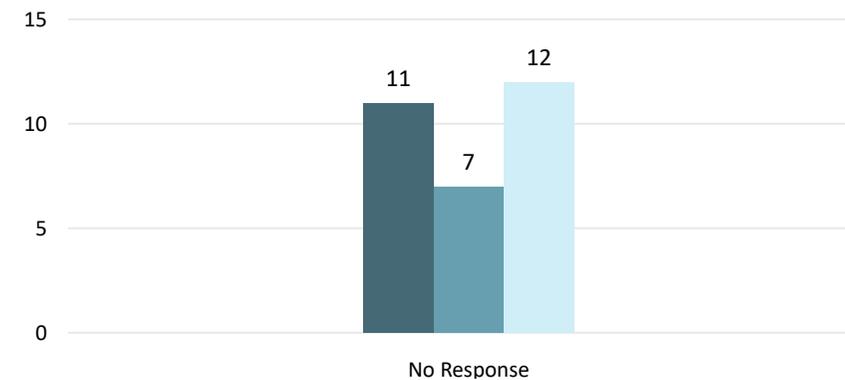


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	1%			2	2%	3	1%
Attorney/Prosecutor	1	1%	3	5%	2	2%	6	2%
Family/Friend of party to case	5	6%	7	11%	7	8%	19	8%
Other	14	16%	10	16%	18	20%	42	17%
Party(Plaintiff/Defendant)	67	76%	42	68%	62	68%	171	71%
Total	88	100%	62	100%	91	100%	241	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

ALPENA

Court

D88 ALPENA

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

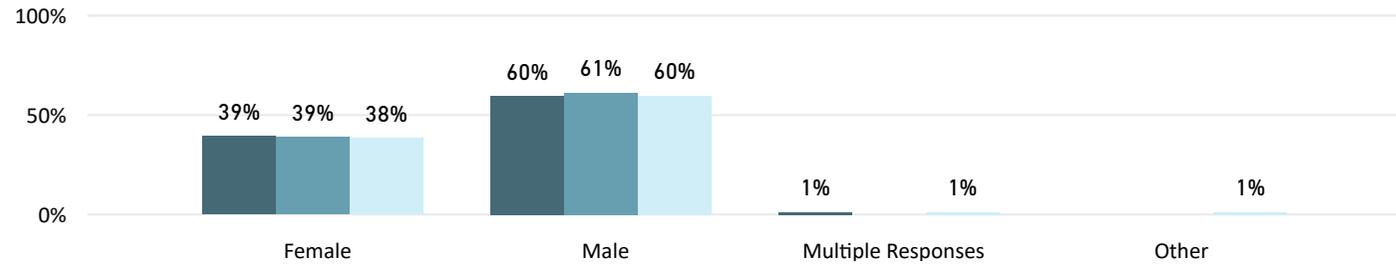
All



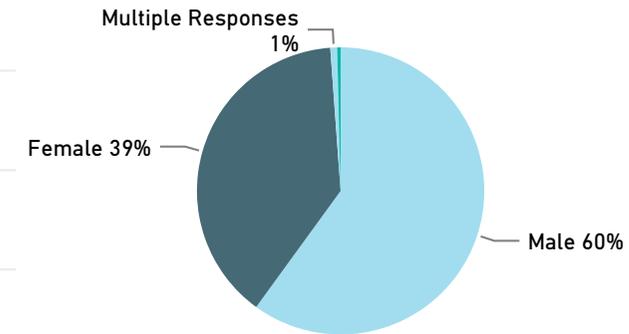
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

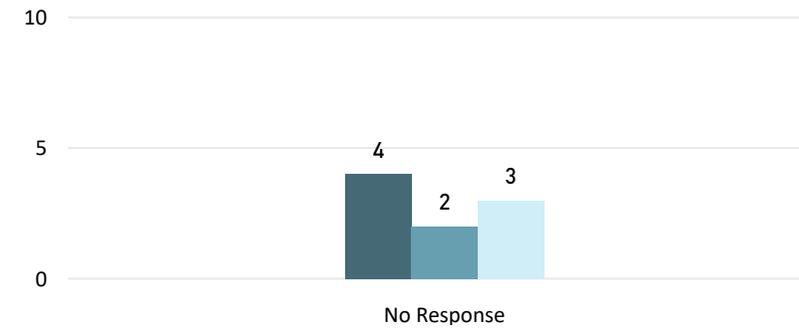


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	37	39%	26	39%	38	38%	101	39%
Male	56	60%	41	61%	59	60%	156	60%
Multiple Responses	1	1%			1	1%	2	1%
Other					1	1%	1	0%
Total	94	100%	67	100%	99	100%	260	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

D88 ALPENA

Subset

All

Survey Year

All

Role

All

Type of Case

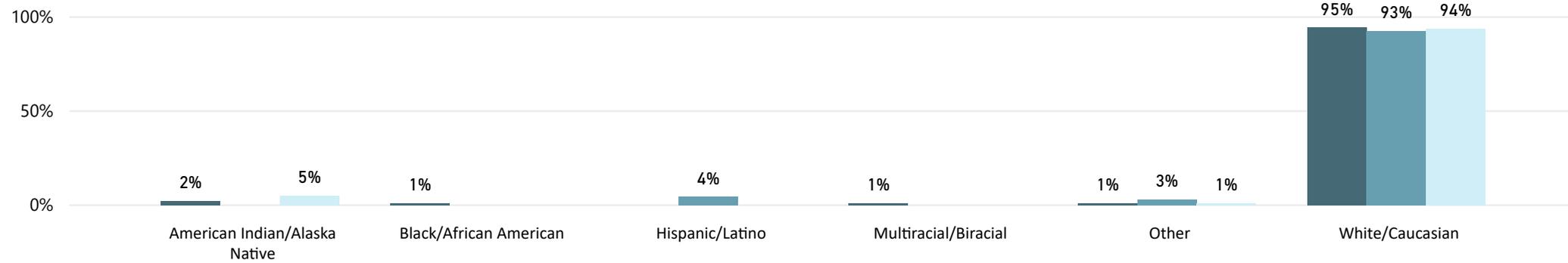
All

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	2	2%			5	5%	7	3%
Black/African American	1	1%					1	0%
Hispanic/Latino			3	4%			3	1%
Multiracial/Biracial	1	1%					1	0%
Other	1	1%	2	3%	1	1%	4	2%
White/Caucasian	86	95%	63	93%	92	94%	241	94%
Total	91	100%	68	100%	98	100%	257	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

