

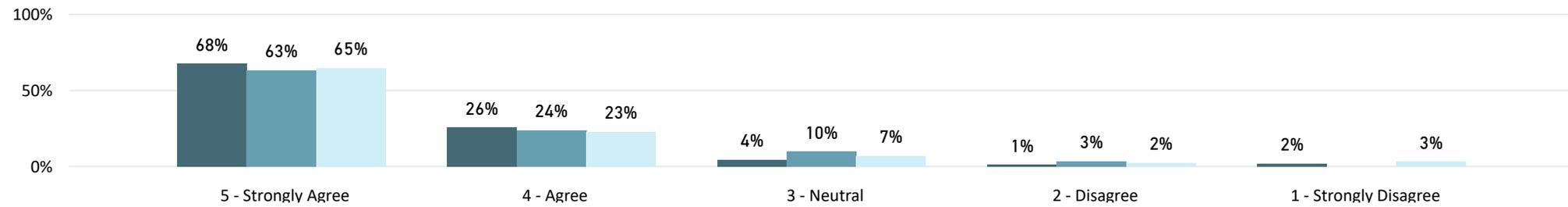


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
Time	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	79	68%	58	63%	83	65%	220	65%
4 - Agree	30	26%	22	24%	29	23%	81	24%
3 - Neutral	5	4%	9	10%	9	7%	23	7%
2 - Disagree	1	1%	3	3%	3	2%	7	2%
1 - Strongly Disagree	2	2%			4	3%	6	2%
Total	117	100%	92	100%	128	100%	337	100%

County

GRAND TRAVERSE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

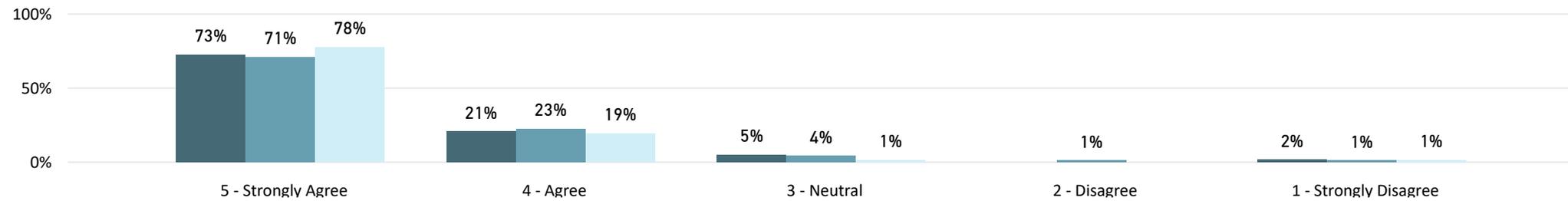


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	87	73%	66	71%	104	78%	257	74%
4 - Agree	25	21%	21	23%	26	19%	72	21%
3 - Neutral	6	5%	4	4%	2	1%	12	3%
2 - Disagree			1	1%			1	0%
1 - Strongly Disagree	2	2%	1	1%	2	1%	5	1%
Total	120	100%	93	100%	134	100%	347	100%

County

GRAND TRAVERSE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

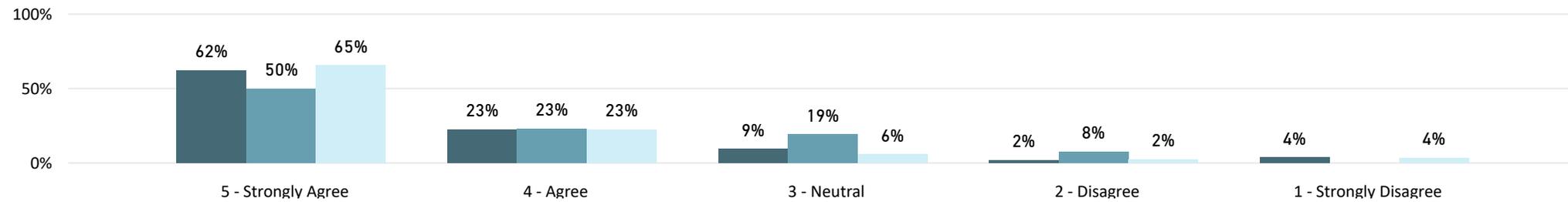


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	33	62%	26	50%	55	65%	114	60%
4 - Agree	12	23%	12	23%	19	23%	43	23%
3 - Neutral	5	9%	10	19%	5	6%	20	11%
2 - Disagree	1	2%	4	8%	2	2%	7	4%
1 - Strongly Disagree	2	4%			3	4%	5	3%
Total	53	100%	52	100%	84	100%	189	100%

County

GRAND TRAVERSE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

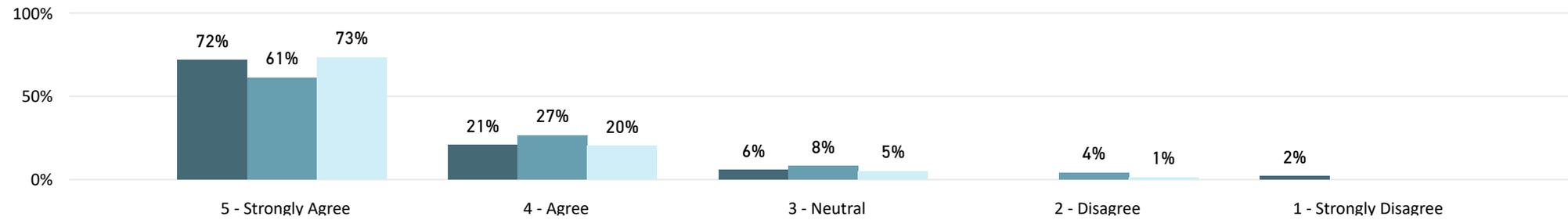


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	38	72%	30	61%	58	73%	126	70%
4 - Agree	11	21%	13	27%	16	20%	40	22%
3 - Neutral	3	6%	4	8%	4	5%	11	6%
2 - Disagree			2	4%	1	1%	3	2%
1 - Strongly Disagree	1	2%					1	1%
Total	53	100%	49	100%	79	100%	181	100%

County

GRAND TRAVERSE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

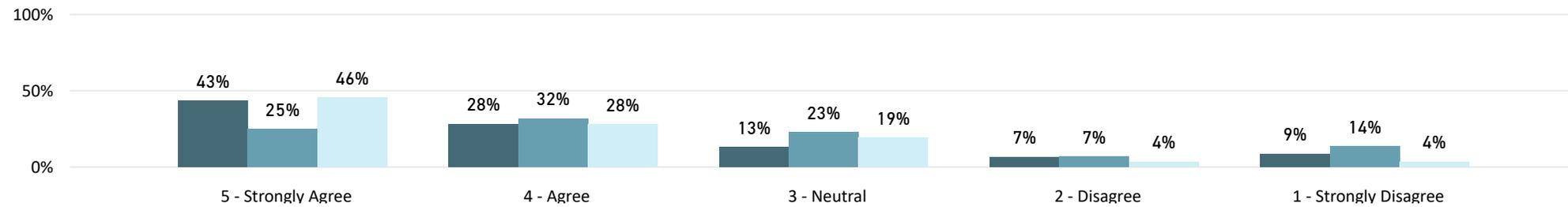


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	20	43%	11	25%	26	46%	57	39%
4 - Agree	13	28%	14	32%	16	28%	43	29%
3 - Neutral	6	13%	10	23%	11	19%	27	18%
2 - Disagree	3	7%	3	7%	2	4%	8	5%
1 - Strongly Disagree	4	9%	6	14%	2	4%	12	8%
Total	46	100%	44	100%	57	100%	147	100%

County

GRAND TRAVERSE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

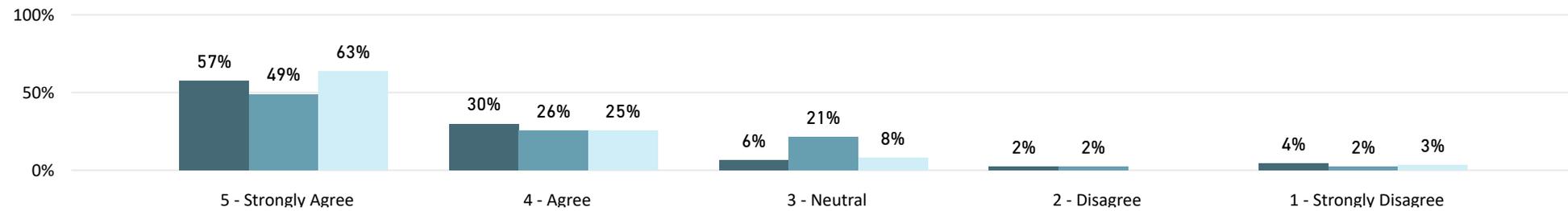


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	27	57%	23	49%	40	63%	90	57%
4 - Agree	14	30%	12	26%	16	25%	42	27%
3 - Neutral	3	6%	10	21%	5	8%	18	11%
2 - Disagree	1	2%	1	2%			2	1%
1 - Strongly Disagree	2	4%	1	2%	2	3%	5	3%
Total	47	100%	47	100%	63	100%	157	100%

County

GRAND TRAVERSE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

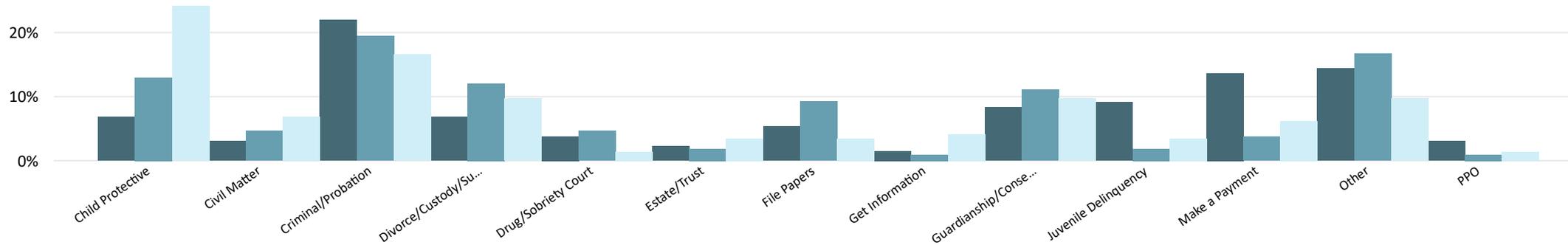
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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	9	7%	14	13%	35	24%	58	15%
Civil Matter	4	3%	5	5%	10	7%	19	5%
Criminal/Probation	29	22%	21	19%	24	17%	74	19%
Divorce/Custody/Support	9	7%	13	12%	14	10%	36	9%
Drug/Sobriety Court	5	4%	5	5%	2	1%	12	3%
Estate/Trust	3	2%	2	2%	5	3%	10	3%
File Papers	7	5%	10	9%	5	3%	22	6%
Get Information	2	2%	1	1%	6	4%	9	2%
Guardianship/Conservatorship	11	8%	12	11%	14	10%	37	10%
Juvenile Delinquency	12	9%	2	2%	5	3%	19	5%
Make a Payment	18	14%	4	4%	9	6%	31	8%
Other	19	14%	18	17%	14	10%	51	13%
PPO	4	3%	1	1%	2	1%	7	2%
Total	132	100%	108	100%	145	100%	385	100%

County

GRAND TRAVERSE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

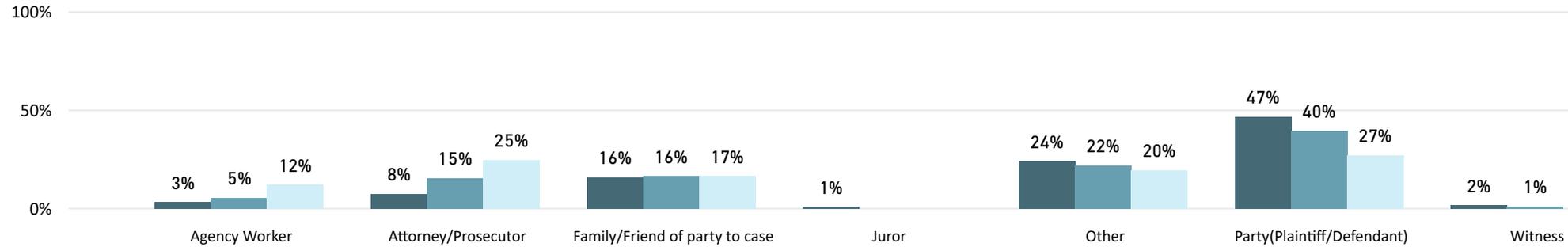
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

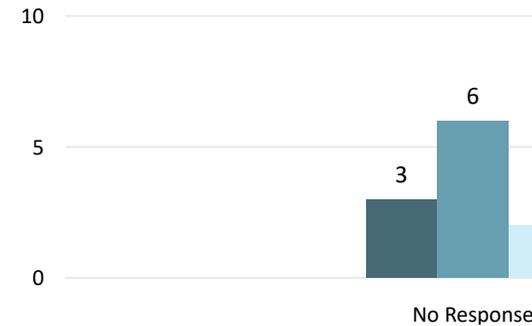


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	4	3%	5	5%	16	12%	25	7%
Attorney/Prosecutor	9	8%	14	15%	33	25%	56	16%
Family/Friend of party to case	19	16%	15	16%	22	17%	56	16%
Juror	1	1%					1	0%
Other	29	24%	20	22%	26	20%	75	22%
Party(Plaintiff/Defendant)	56	47%	36	40%	36	27%	128	37%
Witness	2	2%	1	1%			3	1%
Total	120	100%	91	100%	133	100%	344	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

GRAND TRAVERSE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

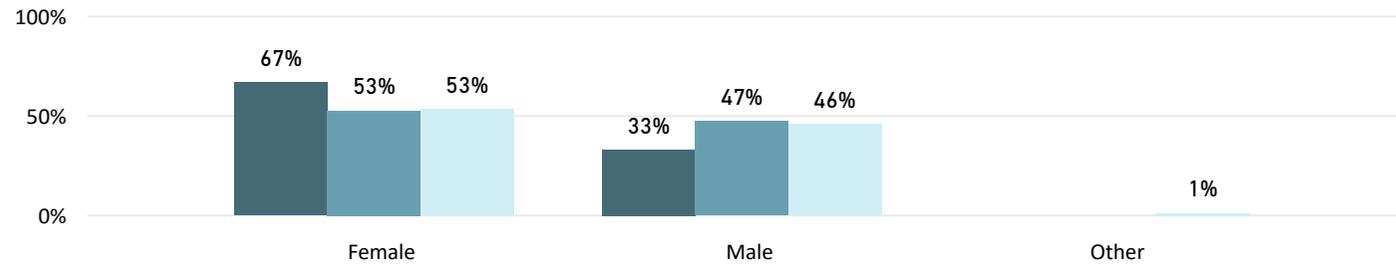
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

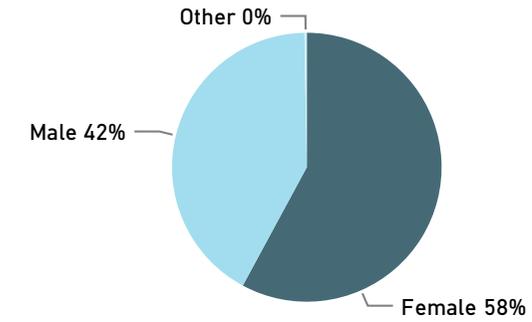
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

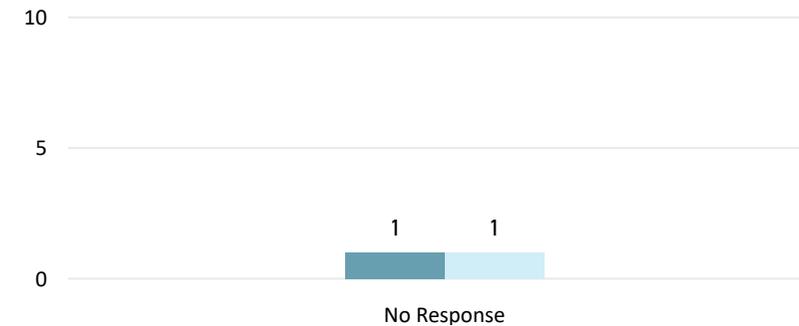
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	81	67%	50	53%	71	53%	202	58%
Male	40	33%	45	47%	61	46%	146	42%
Other					1	1%	1	0%
Total	121	100%	95	100%	133	100%	349	100%

9. What is your gender?



9. No Responses

Gender Type: ● 2016 ● 2018



County

GRAND TRAVERSE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

GRAND TRAVERSE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

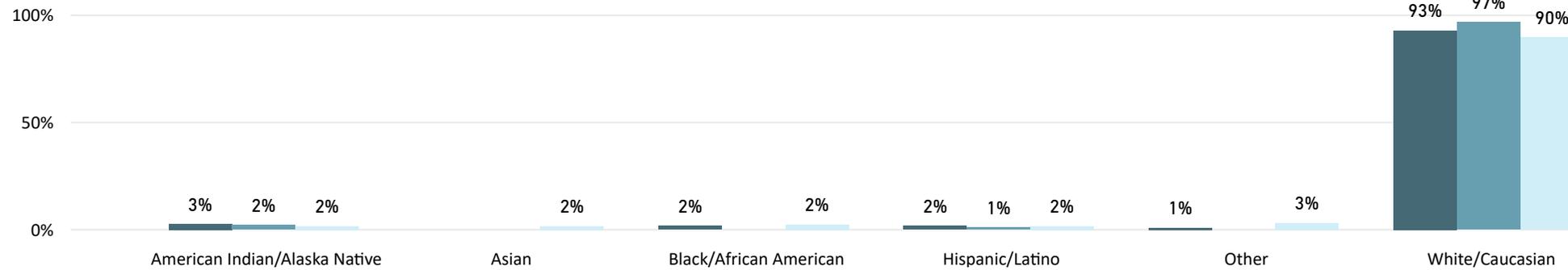
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

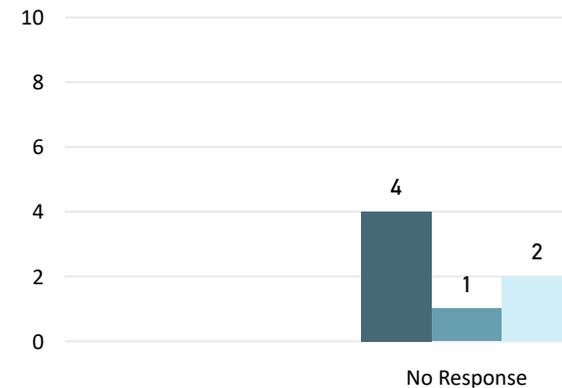


10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	3	3%	2	2%	2	2%	7	2%
Asian					2	2%	2	1%
Black/African American	2	2%			3	2%	5	1%
Hispanic/Latino	2	2%	1	1%	2	2%	5	1%
Other	1	1%			4	3%	5	1%
White/Caucasian	106	93%	90	97%	114	90%	310	93%
Total	114	100%	93	100%	127	100%	334	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018



No Response