

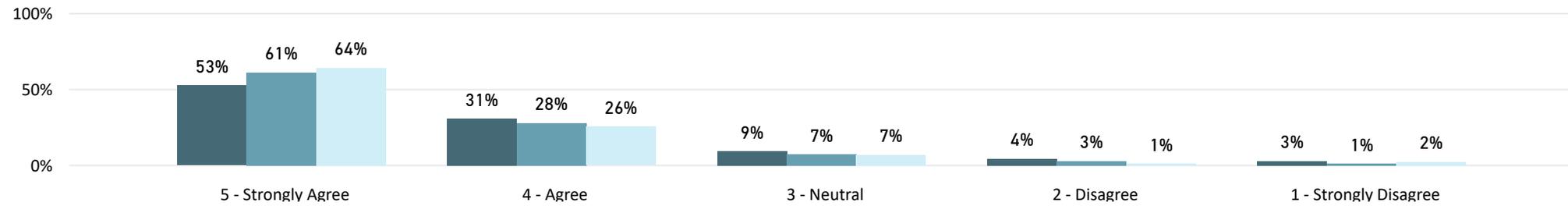


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	108	53%	135	61%	141	64%	384	60%
4 - Agree	63	31%	62	28%	56	26%	181	28%
3 - Neutral	19	9%	16	7%	15	7%	50	8%
2 - Disagree	9	4%	6	3%	2	1%	17	3%
1 - Strongly Disagree	6	3%	2	1%	5	2%	13	2%
<b>Total</b>	<b>205</b>	<b>100%</b>	<b>221</b>	<b>100%</b>	<b>219</b>	<b>100%</b>	<b>645</b>	<b>100%</b>

County

GRAND TRAVERSE ▾

Court

D86 GRAND TRAVERSE ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

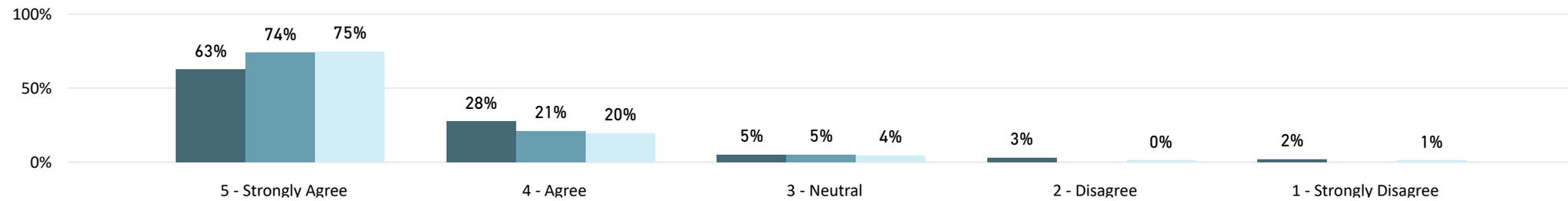


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	127	63%	162	74%	168	75%	457	71%
4 - Agree	56	28%	46	21%	44	20%	146	23%
3 - Neutral	10	5%	11	5%	10	4%	31	5%
2 - Disagree	6	3%			1	0%	7	1%
1 - Strongly Disagree	4	2%			2	1%	6	1%
<b>Total</b>	<b>203</b>	<b>100%</b>	<b>219</b>	<b>100%</b>	<b>225</b>	<b>100%</b>	<b>647</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

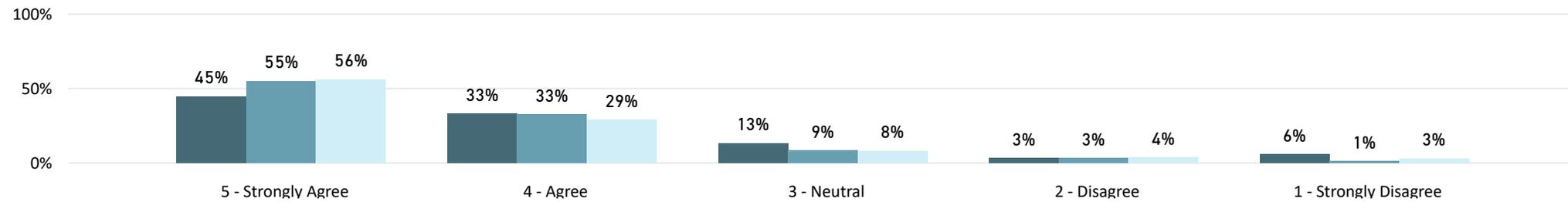


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	54	45%	71	55%	75	56%	200	52%
4 - Agree	40	33%	42	33%	39	29%	121	32%
3 - Neutral	16	13%	11	9%	11	8%	38	10%
2 - Disagree	4	3%	4	3%	5	4%	13	3%
1 - Strongly Disagree	7	6%	1	1%	4	3%	12	3%
<b>Total</b>	<b>121</b>	<b>100%</b>	<b>129</b>	<b>100%</b>	<b>134</b>	<b>100%</b>	<b>384</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

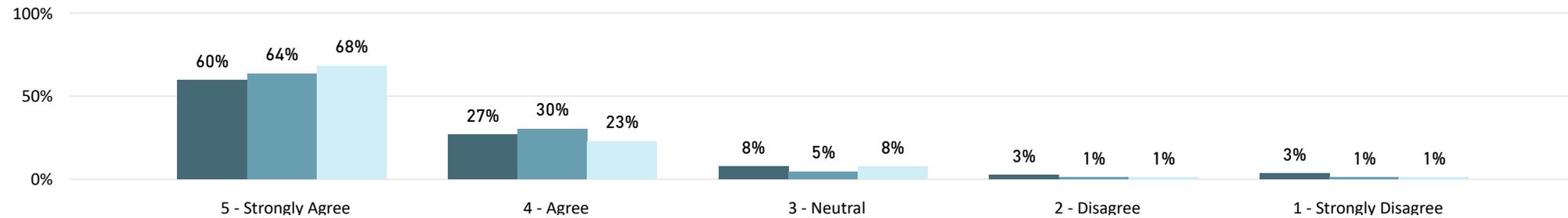


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	71	60%	82	64%	90	68%	243	64%
4 - Agree	32	27%	39	30%	30	23%	101	27%
3 - Neutral	9	8%	6	5%	10	8%	25	7%
2 - Disagree	3	3%	1	1%	1	1%	5	1%
1 - Strongly Disagree	4	3%	1	1%	1	1%	6	2%
<b>Total</b>	<b>119</b>	<b>100%</b>	<b>129</b>	<b>100%</b>	<b>132</b>	<b>100%</b>	<b>380</b>	<b>100%</b>

County

GRAND TRAVERSE

Court

D86 GRAND TRAVERSE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

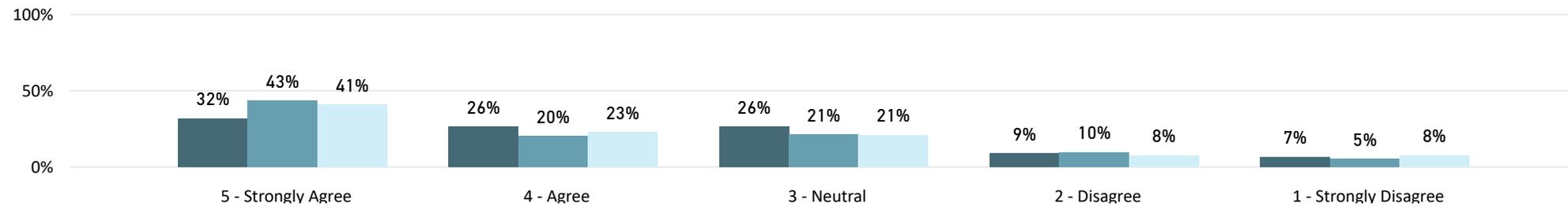


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	29	32%	49	43%	43	41%	121	39%
4 - Agree	24	26%	23	20%	24	23%	71	23%
3 - Neutral	24	26%	24	21%	22	21%	70	23%
2 - Disagree	8	9%	11	10%	8	8%	27	9%
1 - Strongly Disagree	6	7%	6	5%	8	8%	20	6%
<b>Total</b>	<b>91</b>	<b>100%</b>	<b>113</b>	<b>100%</b>	<b>105</b>	<b>100%</b>	<b>309</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

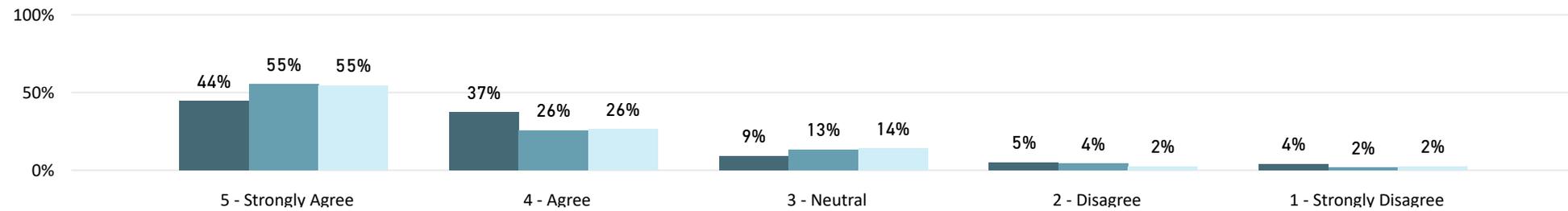


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	44	44%	67	55%	66	55%	177	52%
4 - Agree	37	37%	31	26%	32	26%	100	29%
3 - Neutral	9	9%	16	13%	17	14%	42	12%
2 - Disagree	5	5%	5	4%	3	2%	13	4%
1 - Strongly Disagree	4	4%	2	2%	3	2%	9	3%
<b>Total</b>	<b>99</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>341</b>	<b>100%</b>

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	24	10%	26	10%	24	9%	74	10%
Criminal/Probation	78	34%	88	35%	83	33%	249	34%
Drug/Sobriety Court	13	6%	16	6%	12	5%	41	6%
File Papers	5	2%	10	4%	17	7%	32	4%
Get Information	9	4%	5	2%	11	4%	25	3%
Landlord/Tenant	6	3%	14	6%	16	6%	36	5%
Make a Payment	21	9%	30	12%	20	8%	71	10%
Other	25	11%	13	5%	37	15%	75	10%
Small Claims	11	5%	14	6%	9	4%	34	5%
Traffic/Ticket	40	17%	33	13%	25	10%	98	13%
<b>Total</b>	<b>232</b>	<b>100%</b>	<b>249</b>	<b>100%</b>	<b>254</b>	<b>100%</b>	<b>735</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

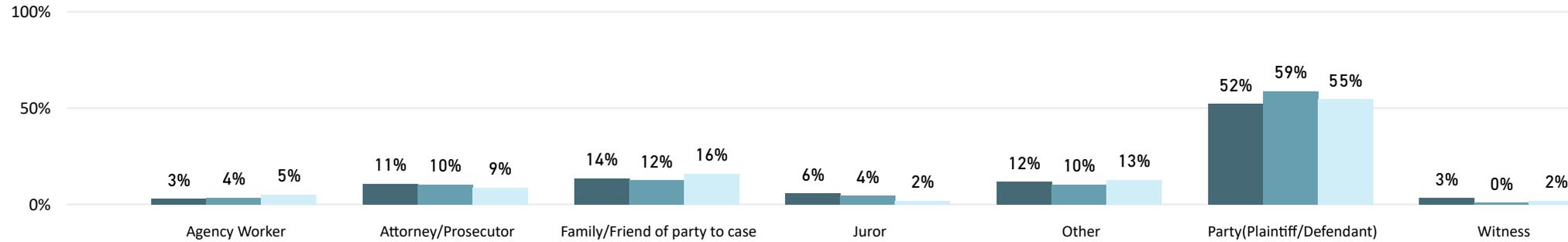
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

GRAND TRAVERSE

Court

D86 GRAND TRAVERSE

Subset

All

Survey Year

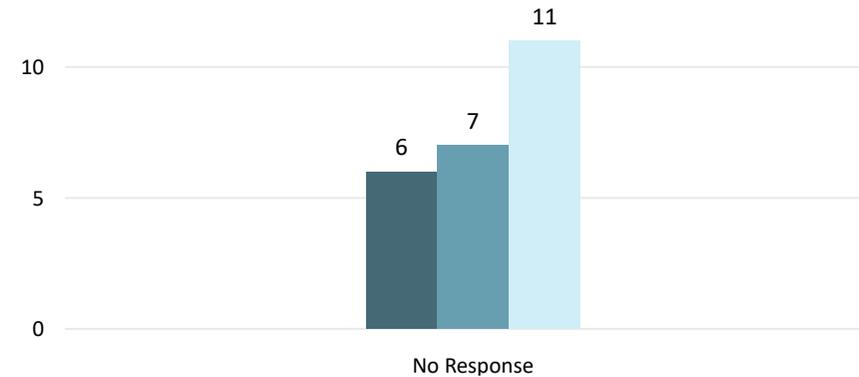
All

## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	6	3%	8	4%	11	5%	25	4%
Attorney/Prosecutor	23	11%	23	10%	19	9%	65	10%
Family/Friend of party to case	29	14%	28	12%	35	16%	92	14%
Juror	12	6%	10	4%	4	2%	26	4%
Other	25	12%	23	10%	28	13%	76	12%
Party(Plaintiff/Defendant)	111	52%	132	59%	121	55%	364	55%
Witness	7	3%	1	0%	4	2%	12	2%
<b>Total</b>	<b>213</b>	<b>100%</b>	<b>225</b>	<b>100%</b>	<b>222</b>	<b>100%</b>	<b>660</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

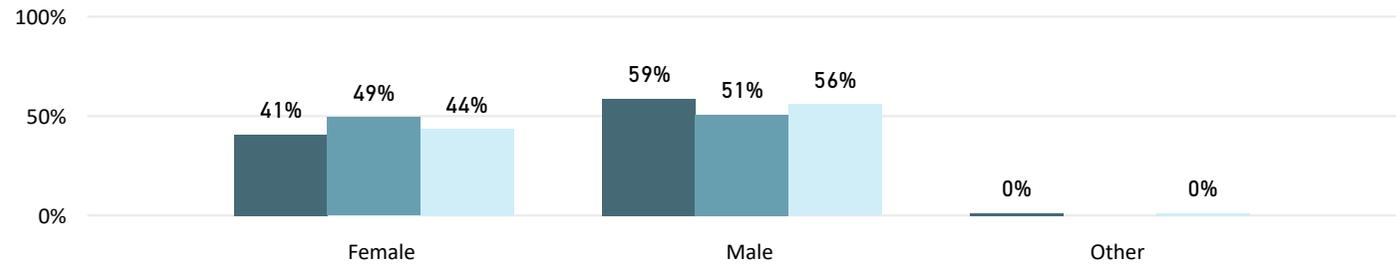
All



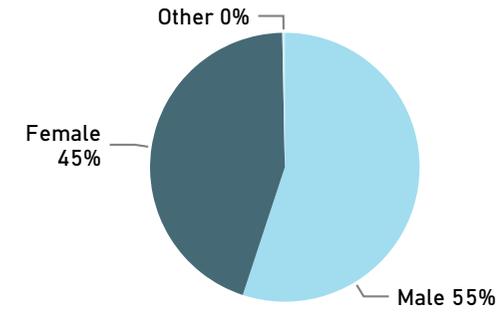
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

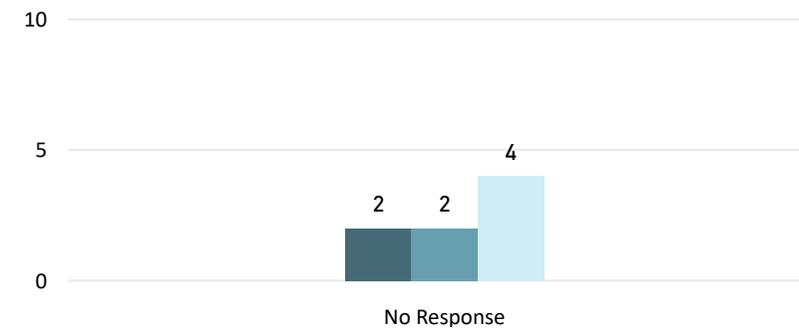


## 9. What is your gender?

Survey Year	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	86	41%	112	49%	98	44%	296	45%
Male	124	59%	115	51%	126	56%	365	55%
Other	1	0%			1	0%	2	0%
<b>Total</b>	<b>211</b>	<b>100%</b>	<b>227</b>	<b>100%</b>	<b>225</b>	<b>100%</b>	<b>663</b>	<b>100%</b>

## 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

GRAND TRAVERSE

Court

D86 GRAND TRAVERSE

Subset

All

Survey Year

All

Role

All

Type of Case

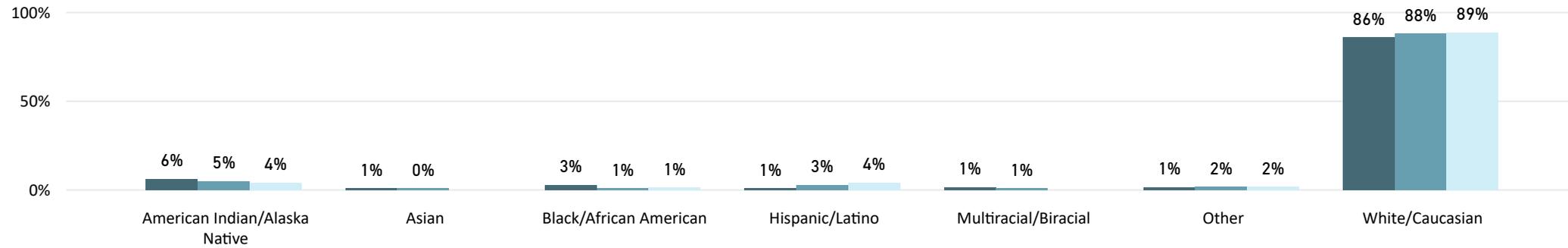
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear Race/ethnicity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	13	6%	11	5%	9	4%	33	5%
Asian	2	1%	1	0%	0	0%	3	0%
Black/African American	6	3%	2	1%	3	1%	11	2%
Hispanic/Latino	2	1%	6	3%	9	4%	17	3%
Multiracial/Biracial	3	1%	2	1%	0	0%	5	1%
Other	3	1%	4	2%	4	2%	11	2%
White/Caucasian	179	86%	192	88%	195	89%	566	88%
<b>Total</b>	<b>208</b>	<b>100%</b>	<b>218</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>646</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

