

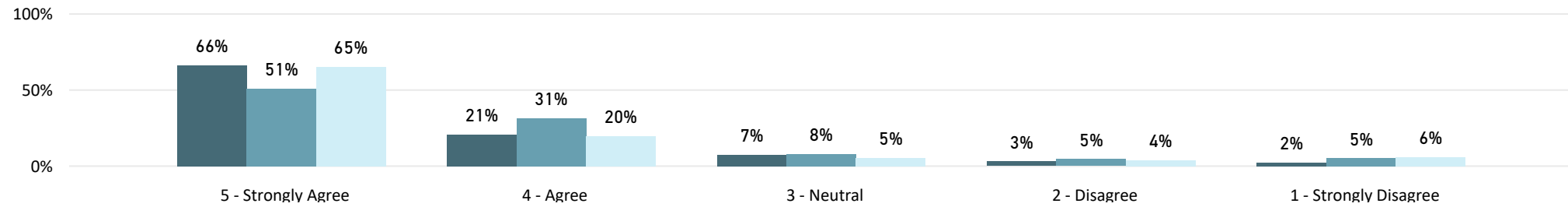


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	108	66%	89	51%	135	65%	332	61%
4 - Agree	34	21%	55	31%	41	20%	130	24%
3 - Neutral	12	7%	14	8%	11	5%	37	7%
2 - Disagree	5	3%	8	5%	8	4%	21	4%
1 - Strongly Disagree	4	2%	9	5%	12	6%	25	5%
<b>Total</b>	<b>163</b>	<b>100%</b>	<b>175</b>	<b>100%</b>	<b>207</b>	<b>100%</b>	<b>545</b>	<b>100%</b>

County

LAPEER

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

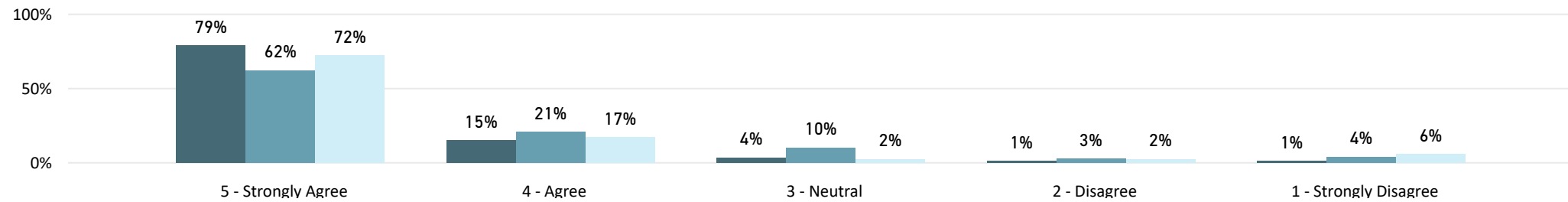


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	132	79%	111	62%	152	72%	395	71%
4 - Agree	25	15%	37	21%	36	17%	98	18%
3 - Neutral	6	4%	18	10%	5	2%	29	5%
2 - Disagree	2	1%	5	3%	5	2%	12	2%
1 - Strongly Disagree	2	1%	7	4%	12	6%	21	4%
<b>Total</b>	<b>167</b>	<b>100%</b>	<b>178</b>	<b>100%</b>	<b>210</b>	<b>100%</b>	<b>555</b>	<b>100%</b>

County

LAPEER

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

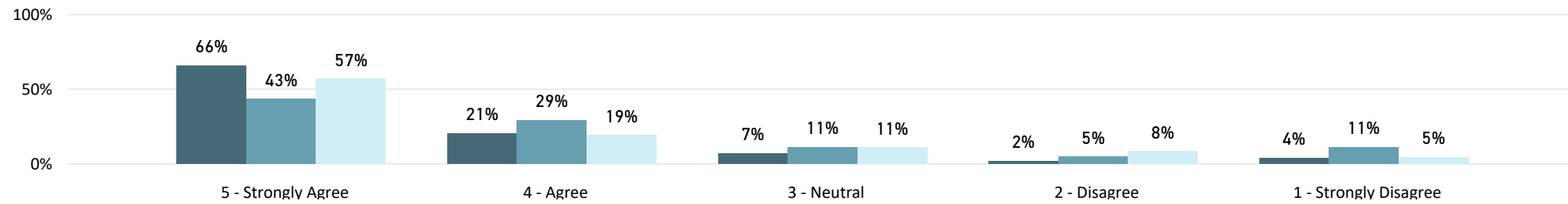


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	64	66%	46	43%	62	57%	172	55%
4 - Agree	20	21%	31	29%	21	19%	72	23%
3 - Neutral	7	7%	12	11%	12	11%	31	10%
2 - Disagree	2	2%	5	5%	9	8%	16	5%
1 - Strongly Disagree	4	4%	12	11%	5	5%	21	7%
<b>Total</b>	<b>97</b>	<b>100%</b>	<b>106</b>	<b>100%</b>	<b>109</b>	<b>100%</b>	<b>312</b>	<b>100%</b>

County

LAPEER

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

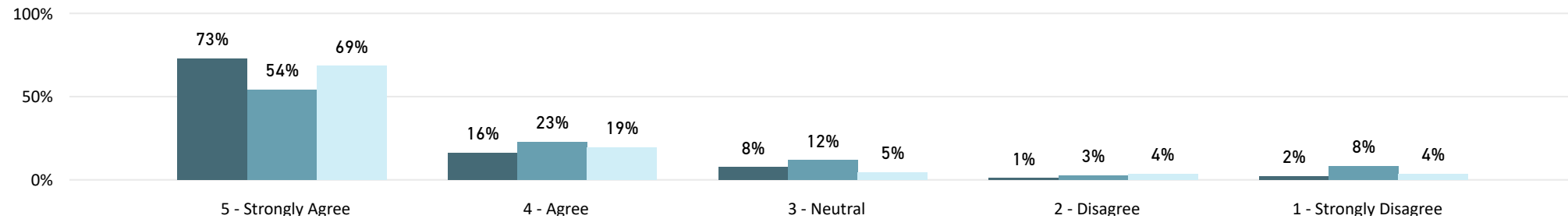


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	67	73%	59	54%	74	69%	200	65%
4 - Agree	15	16%	25	23%	21	19%	61	20%
3 - Neutral	7	8%	13	12%	5	5%	25	8%
2 - Disagree	1	1%	3	3%	4	4%	8	3%
1 - Strongly Disagree	2	2%	9	8%	4	4%	15	5%
<b>Total</b>	<b>92</b>	<b>100%</b>	<b>109</b>	<b>100%</b>	<b>108</b>	<b>100%</b>	<b>309</b>	<b>100%</b>

County

LAPEER

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

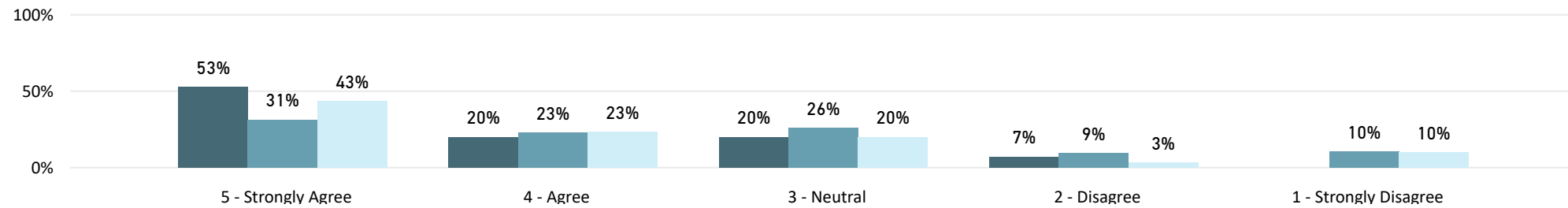


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	37	53%	30	31%	39	43%	106	41%
4 - Agree	14	20%	22	23%	21	23%	57	22%
3 - Neutral	14	20%	25	26%	18	20%	57	22%
2 - Disagree	5	7%	9	9%	3	3%	17	7%
1 - Strongly Disagree			10	10%	9	10%	19	7%
<b>Total</b>	<b>70</b>	<b>100%</b>	<b>96</b>	<b>100%</b>	<b>90</b>	<b>100%</b>	<b>256</b>	<b>100%</b>

County

LAPEER

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

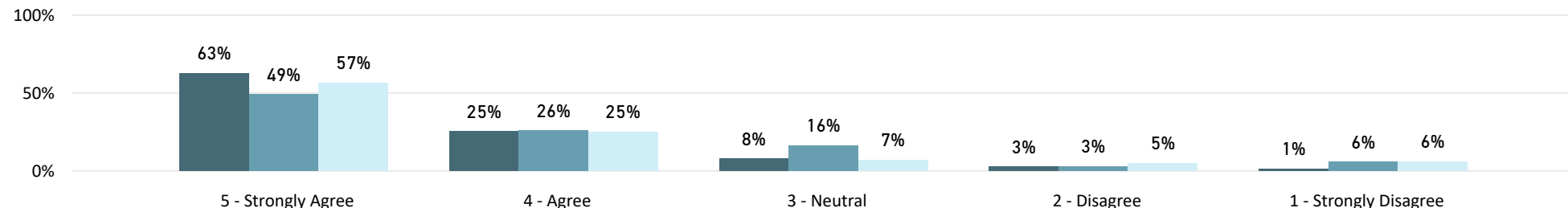


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	47	63%	51	49%	56	57%	154	55%
4 - Agree	19	25%	27	26%	25	25%	71	26%
3 - Neutral	6	8%	17	16%	7	7%	30	11%
2 - Disagree	2	3%	3	3%	5	5%	10	4%
1 - Strongly Disagree	1	1%	6	6%	6	6%	13	5%
<b>Total</b>	<b>75</b>	<b>100%</b>	<b>104</b>	<b>100%</b>	<b>99</b>	<b>100%</b>	<b>278</b>	<b>100%</b>

County

LAPEER

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

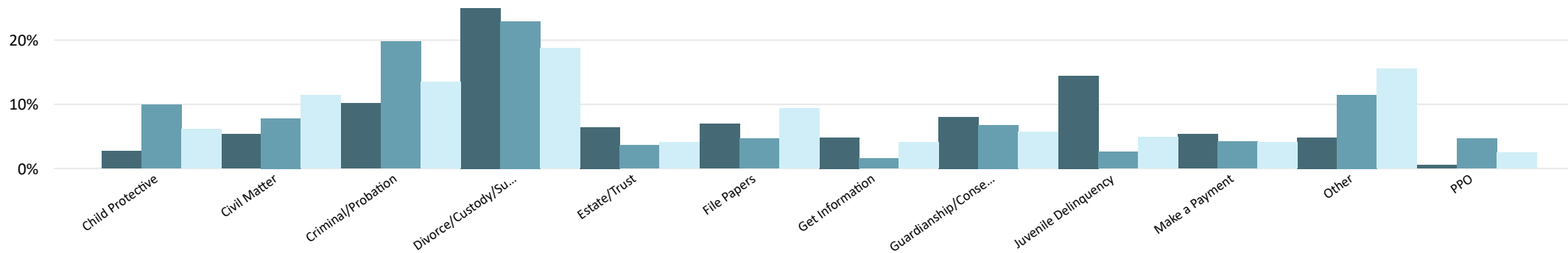
All



# 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	5	3%	19	10%	15	6%	39	6%
Civil Matter	10	5%	15	8%	28	11%	53	8%
Criminal/Probation	19	10%	38	20%	33	13%	90	14%
Divorce/Custody/Support	57	30%	44	23%	46	19%	147	24%
Estate/Trust	12	6%	7	4%	10	4%	29	5%
File Papers	13	7%	9	5%	23	9%	45	7%
Get Information	9	5%	3	2%	10	4%	22	4%
Guardianship/Conservatorship	15	8%	13	7%	14	6%	42	7%
Juvenile Delinquency	27	14%	5	3%	12	5%	44	7%
Make a Payment	10	5%	8	4%	10	4%	28	4%
Other	9	5%	22	11%	38	16%	69	11%
PPO	1	1%	9	5%	6	2%	16	3%
<b>Total</b>	<b>187</b>	<b>100%</b>	<b>192</b>	<b>100%</b>	<b>245</b>	<b>100%</b>	<b>624</b>	<b>100%</b>

County

LAPEER ▼

Court

(Multiple Selections) ▼

Subset

All ▼

Survey Year

All ▼

Role

All ▼

Gender

All ▼

Race/Ethnicity

All ▼



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

LAPEER

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

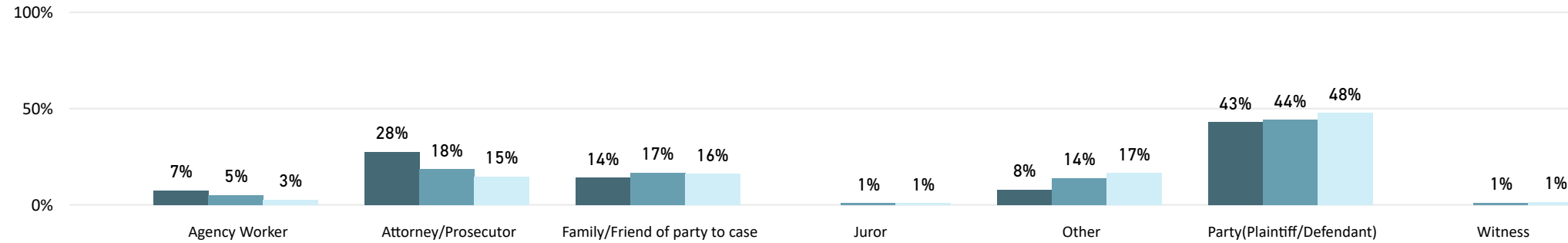
All

Race/Ethnicity

All

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

SurveyYear ● 2015 ● 2016 ● 2018

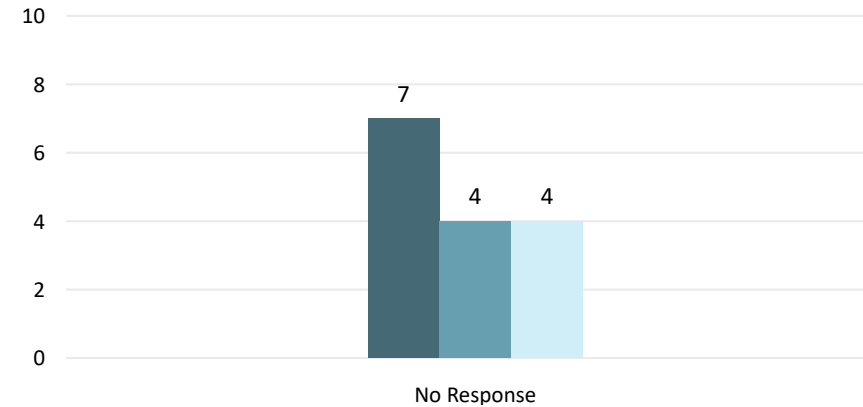


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	12	7%	9	5%	6	3%	27	5%
Attorney/Prosecutor	45	28%	33	18%	32	15%	110	20%
Family/Friend of party to case	23	14%	30	17%	35	16%	88	16%
Juror			1	1%	2	1%	3	1%
Other	13	8%	25	14%	36	17%	74	13%
Party(Plaintiff/Defendant)	70	43%	79	44%	104	48%	253	45%
Witness			2	1%	3	1%	5	1%
<b>Total</b>	<b>163</b>	<b>100%</b>	<b>179</b>	<b>100%</b>	<b>218</b>	<b>100%</b>	<b>560</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018







# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

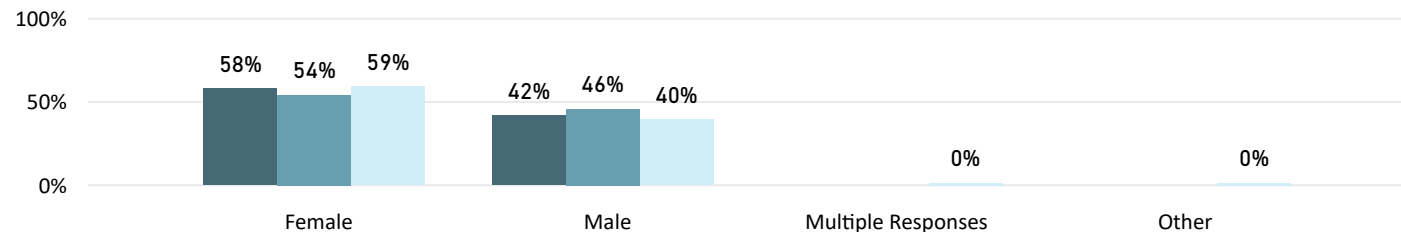
Role

Type of Case

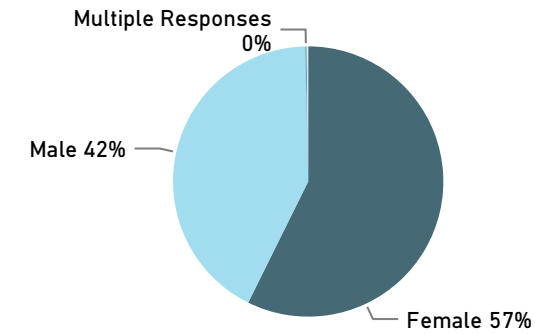
Race/Ethnicity

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

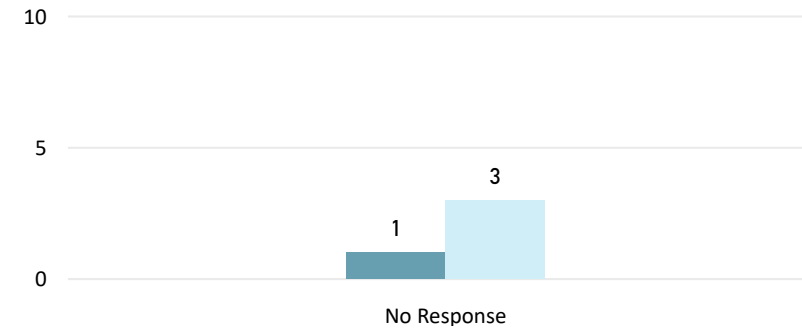


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	98	58%	97	54%	126	59%	321	57%
Male	71	42%	82	46%	84	40%	237	42%
Multiple Responses					1	0%	1	0%
Other					1	0%	1	0%
<b>Total</b>	<b>169</b>	<b>100%</b>	<b>179</b>	<b>100%</b>	<b>212</b>	<b>100%</b>	<b>560</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2016 ● 2018





# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

LAPEER

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

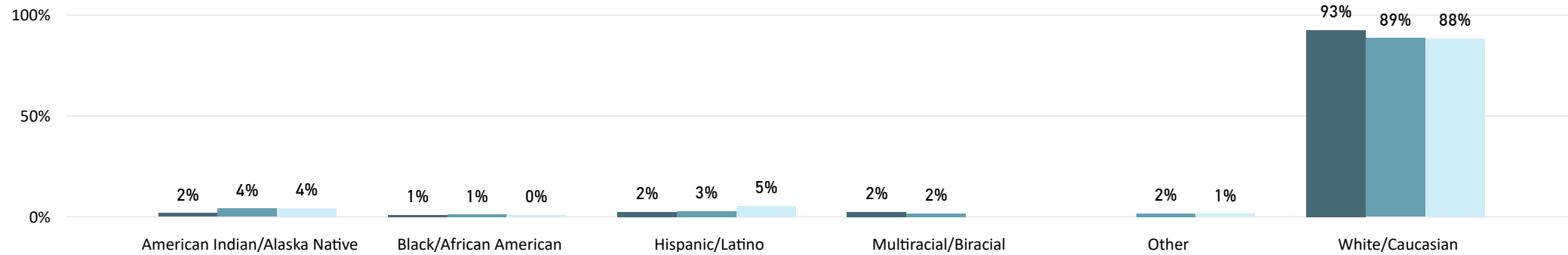
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

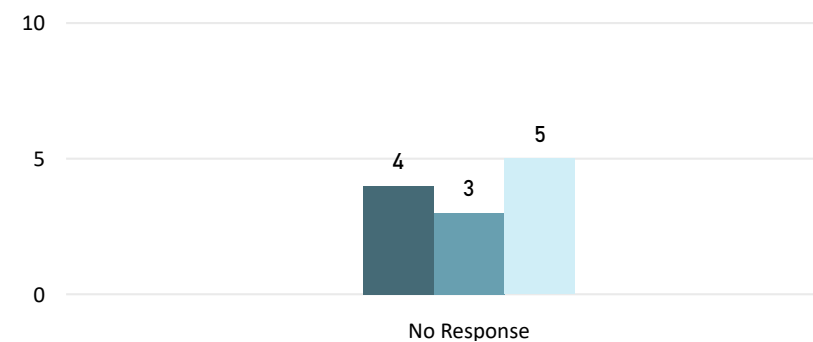


## 10. How do you identify yourself?

SurveyYear Race/Identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	3	2%	7	4%	9	4%	19	3%
Black/African American	1	1%	2	1%	1	0%	4	1%
Hispanic/Latino	4	2%	5	3%	11	5%	20	4%
Multiracial/Biracial	4	2%	3	2%			7	1%
Other			3	2%	3	1%	6	1%
White/Caucasian	151	93%	155	89%	183	88%	489	90%
<b>Total</b>	<b>163</b>	<b>100%</b>	<b>175</b>	<b>100%</b>	<b>207</b>	<b>100%</b>	<b>545</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018



No Response