

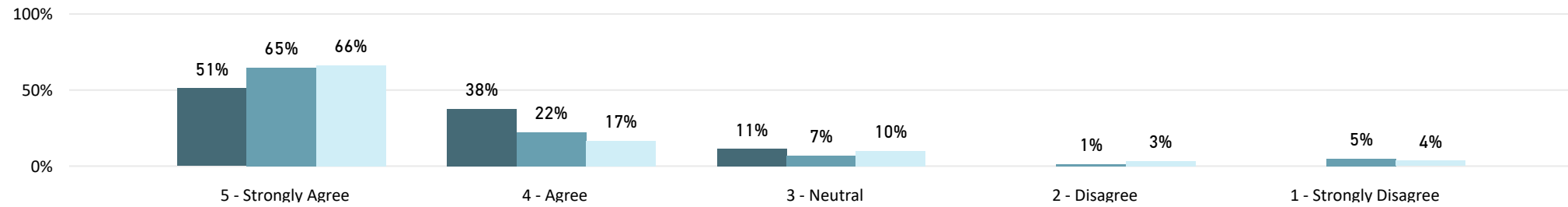


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	68	51%	96	65%	186	66%	350	62%
4 - Agree	50	38%	33	22%	47	17%	130	23%
3 - Neutral	15	11%	10	7%	28	10%	53	9%
2 - Disagree			2	1%	9	3%	11	2%
1 - Strongly Disagree			7	5%	10	4%	17	3%
<b>Total</b>	<b>133</b>	<b>100%</b>	<b>148</b>	<b>100%</b>	<b>280</b>	<b>100%</b>	<b>561</b>	<b>100%</b>

County

LAPEER ▾

Court

D71A LAPEER ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

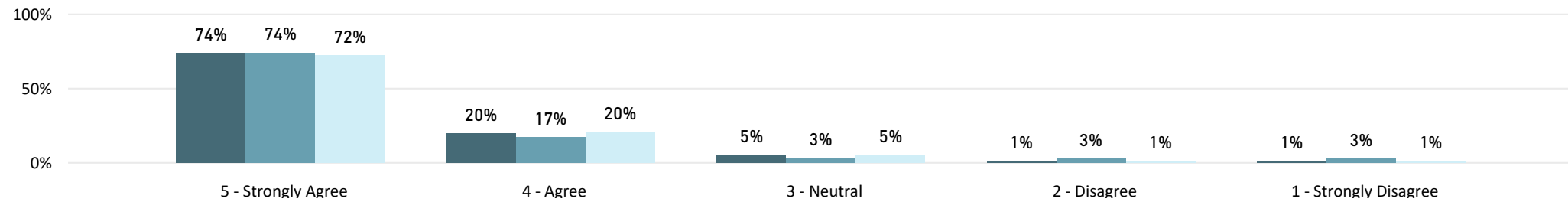


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	101	74%	112	74%	205	72%	418	73%
4 - Agree	27	20%	26	17%	58	20%	111	19%
3 - Neutral	7	5%	5	3%	14	5%	26	5%
2 - Disagree	1	1%	4	3%	3	1%	8	1%
1 - Strongly Disagree	1	1%	4	3%	3	1%	8	1%
<b>Total</b>	<b>137</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	<b>283</b>	<b>100%</b>	<b>571</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

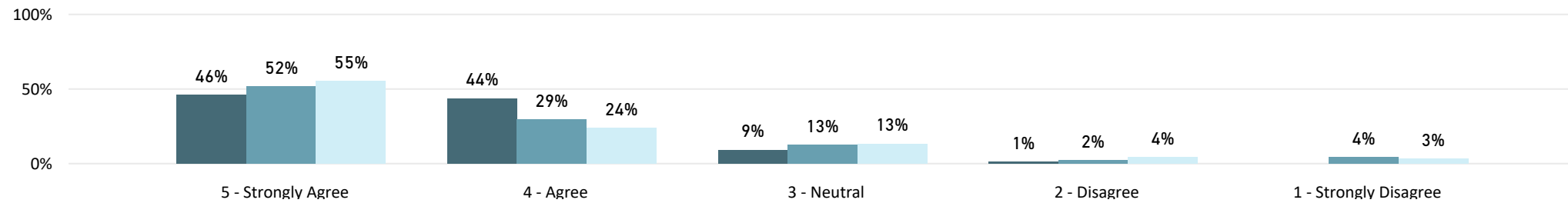


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	40	46%	49	52%	88	55%	177	52%
4 - Agree	38	44%	28	29%	38	24%	104	30%
3 - Neutral	8	9%	12	13%	21	13%	41	12%
2 - Disagree	1	1%	2	2%	7	4%	10	3%
1 - Strongly Disagree			4	4%	5	3%	9	3%
<b>Total</b>	<b>87</b>	<b>100%</b>	<b>95</b>	<b>100%</b>	<b>159</b>	<b>100%</b>	<b>341</b>	<b>100%</b>

County

LAPEER

Court

D71A LAPEER

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

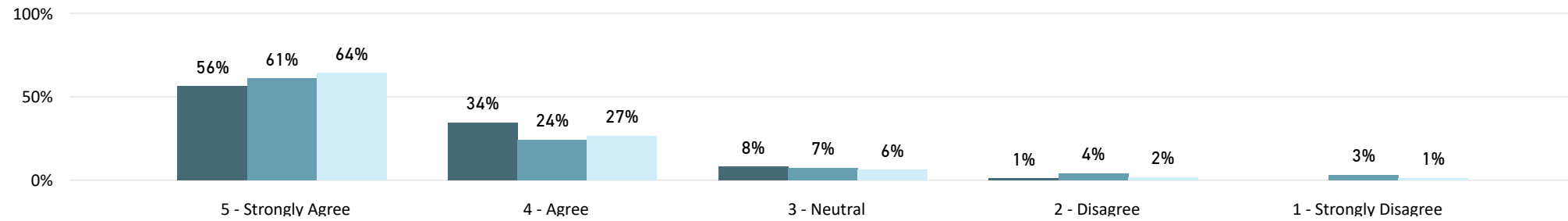


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	49	56%	58	61%	104	64%	211	61%
4 - Agree	30	34%	23	24%	43	27%	96	28%
3 - Neutral	7	8%	7	7%	10	6%	24	7%
2 - Disagree	1	1%	4	4%	3	2%	8	2%
1 - Strongly Disagree			3	3%	2	1%	5	1%
<b>Total</b>	<b>87</b>	<b>100%</b>	<b>95</b>	<b>100%</b>	<b>162</b>	<b>100%</b>	<b>344</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

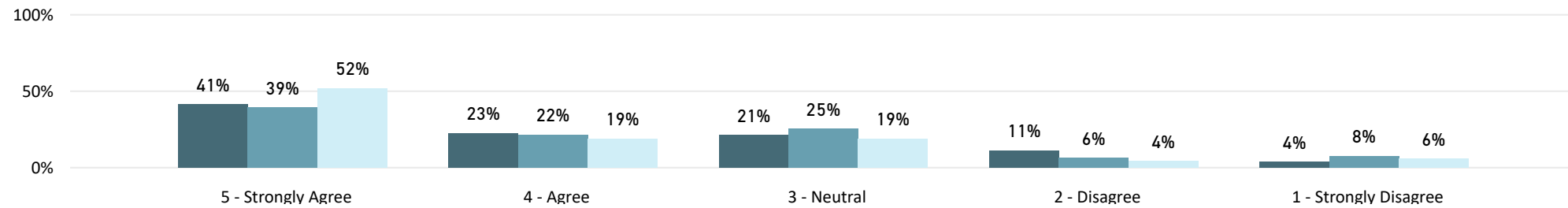


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

## 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	41%	31	39%	63	52%	127	45%
4 - Agree	18	23%	17	22%	23	19%	58	21%
3 - Neutral	17	21%	20	25%	23	19%	60	21%
2 - Disagree	9	11%	5	6%	5	4%	19	7%
1 - Strongly Disagree	3	4%	6	8%	7	6%	16	6%
<b>Total</b>	<b>80</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>280</b>	<b>100%</b>

County

LAPEER

Court

D71A LAPEER

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

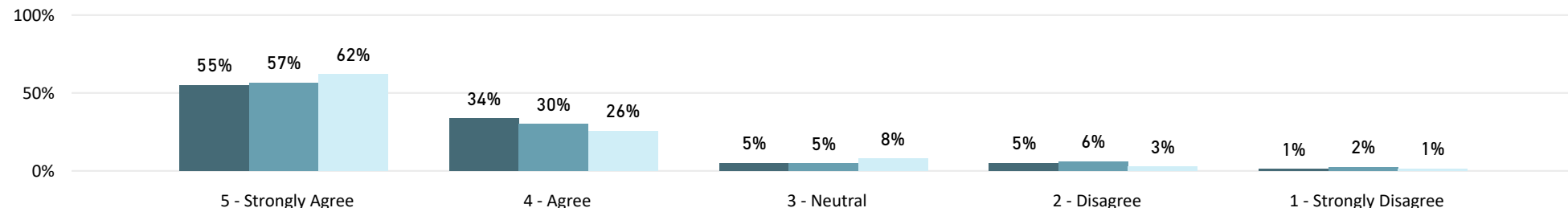


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	55%	47	57%	87	62%	178	59%
4 - Agree	27	34%	25	30%	36	26%	88	29%
3 - Neutral	4	5%	4	5%	11	8%	19	6%
2 - Disagree	4	5%	5	6%	4	3%	13	4%
1 - Strongly Disagree	1	1%	2	2%	2	1%	5	2%
<b>Total</b>	<b>80</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>140</b>	<b>100%</b>	<b>303</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	15	9%	29	17%	52	19%	96	16%
Criminal/Probation	72	46%	40	24%	66	24%	178	30%
Drug/Sobriety Court	14	9%	8	5%	17	6%	39	6%
File Papers	5	3%	14	8%	18	6%	37	6%
Get Information	2	1%	13	8%	18	6%	33	5%
Landlord/Tenant	4	3%			7	3%	11	2%
Make a Payment	8	5%	8	5%	18	6%	34	6%
Other	13	8%	25	15%	37	13%	75	12%
Small Claims	5	3%	2	1%			7	1%
Traffic/Ticket	20	13%	28	17%	44	16%	92	15%
<b>Total</b>	<b>158</b>	<b>100%</b>	<b>167</b>	<b>100%</b>	<b>277</b>	<b>100%</b>	<b>602</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

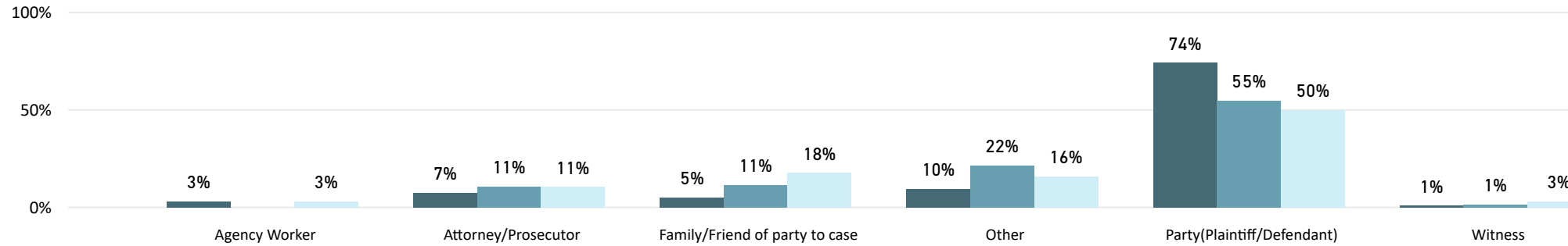
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

LAPEER

Court

D71A LAPEER

Subset

All

Survey Year

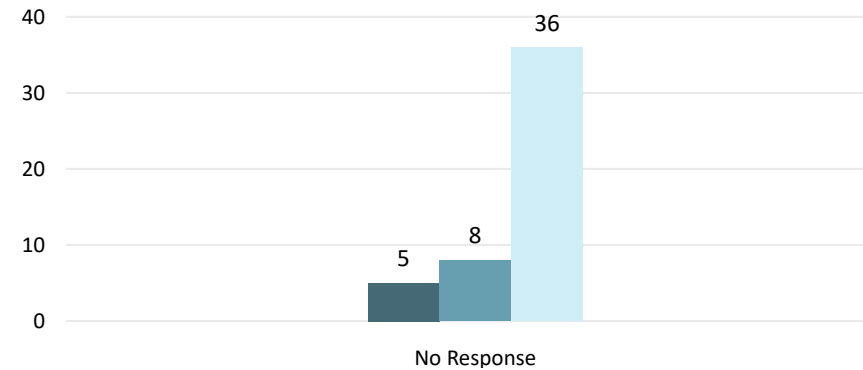
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	4	3%			8	3%	12	2%
Attorney/Prosecutor	10	7%	16	11%	28	11%	54	10%
Family/Friend of party to case	7	5%	17	11%	47	18%	71	13%
Other	13	10%	32	22%	42	16%	87	16%
Party(Plaintiff/Defendant)	101	74%	81	55%	133	50%	315	57%
Witness	1	1%	2	1%	8	3%	11	2%
<b>Total</b>	<b>136</b>	<b>100%</b>	<b>148</b>	<b>100%</b>	<b>266</b>	<b>100%</b>	<b>550</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

All

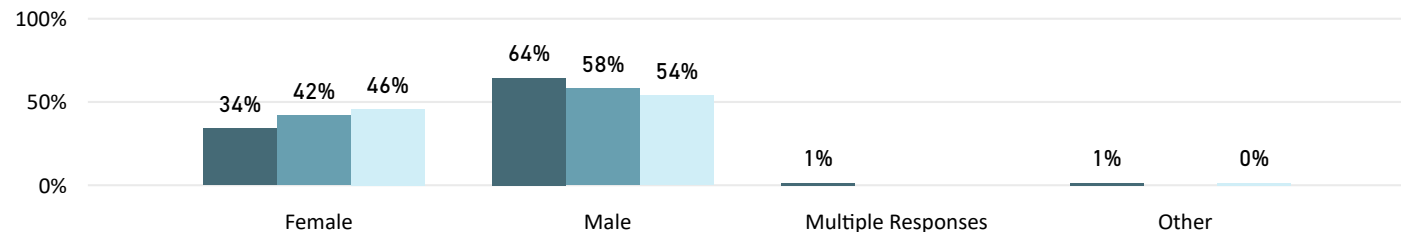




# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

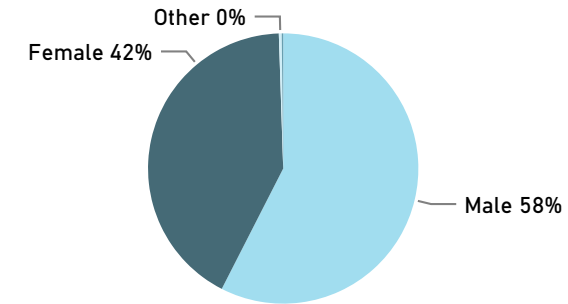
Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

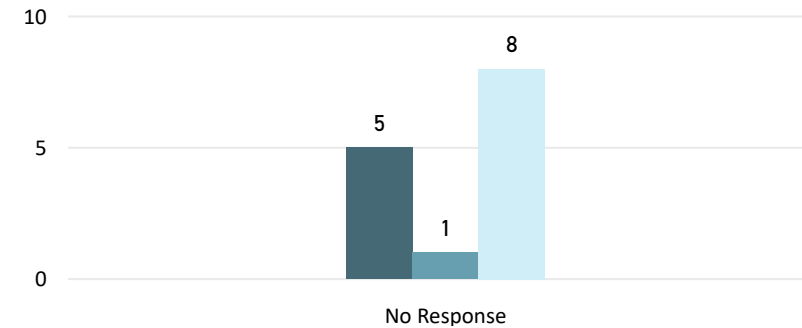
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	46	34%	65	42%	132	46%	243	42%
Male	87	64%	90	58%	156	54%	333	58%
Multiple Responses	1	1%					1	0%
Other	1	1%			1	0%	2	0%
<b>Total</b>	<b>135</b>	<b>100%</b>	<b>155</b>	<b>100%</b>	<b>289</b>	<b>100%</b>	<b>579</b>	<b>100%</b>

## 9. What is your gender?



## 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

LAPEER

Court

D71A LAPEER

Subset

All

Survey Year

All

Role

All

Type of Case

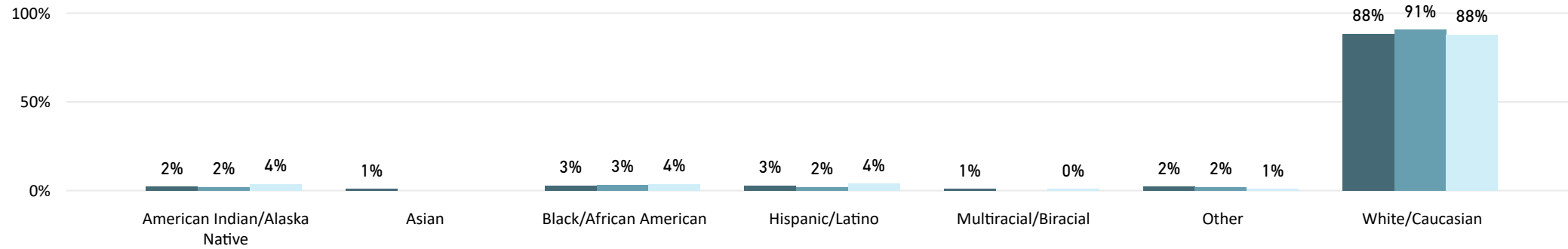
All

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%	3	2%	10	4%	16	3%
Asian	1	1%					1	0%
Black/African American	4	3%	5	3%	10	4%	19	3%
Hispanic/Latino	4	3%	3	2%	11	4%	18	3%
Multiracial/Biracial	1	1%			1	0%	2	0%
Other	3	2%	3	2%	2	1%	8	1%
White/Caucasian	120	88%	136	91%	244	88%	500	89%
<b>Total</b>	<b>136</b>	<b>100%</b>	<b>150</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>564</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

