

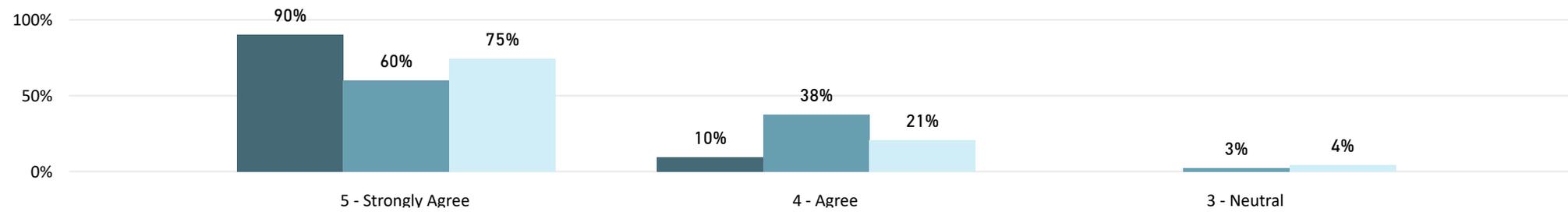


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	19	90%	24	60%	50	75%	93	73%
4 - Agree	2	10%	15	38%	14	21%	31	24%
3 - Neutral			1	3%	3	4%	4	3%
Total	21	100%	40	100%	67	100%	128	100%

County

LEELANAU

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

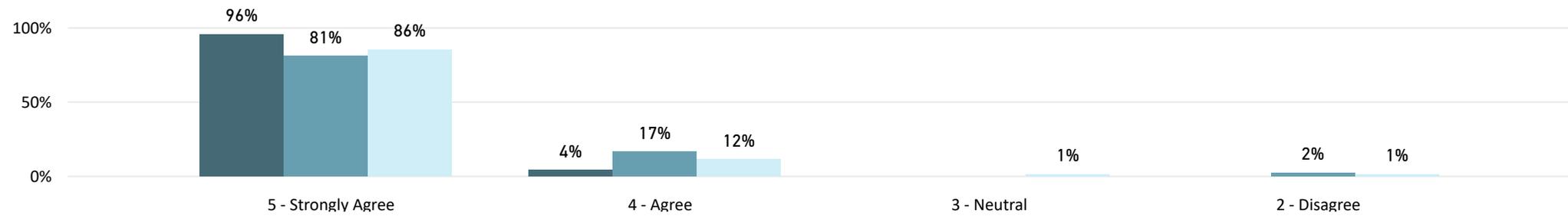


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	23	96%	34	81%	59	86%	116	86%
4 - Agree	1	4%	7	17%	8	12%	16	12%
3 - Neutral					1	1%	1	1%
2 - Disagree			1	2%	1	1%	2	1%
Total	24	100%	42	100%	69	100%	135	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

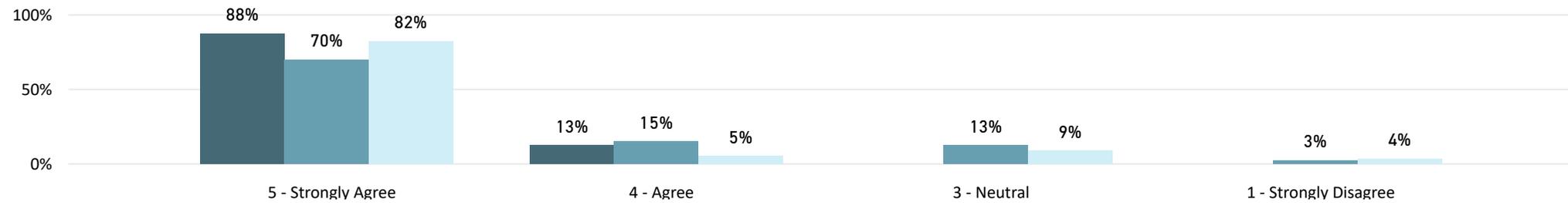


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	21	88%	28	70%	47	82%	96	79%
4 - Agree	3	13%	6	15%	3	5%	12	10%
3 - Neutral			5	13%	5	9%	10	8%
1 - Strongly Disagree			1	3%	2	4%	3	2%
Total	24	100%	40	100%	57	100%	121	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

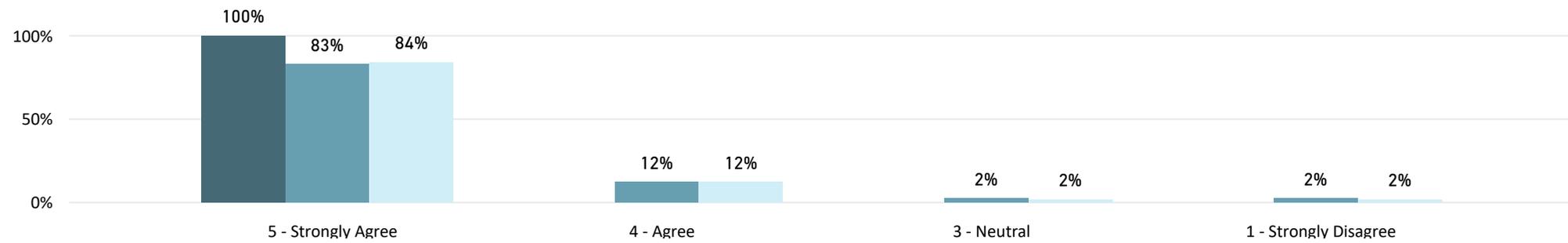


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	23	100%	34	83%	48	84%	105	87%
4 - Agree			5	12%	7	12%	12	10%
3 - Neutral			1	2%	1	2%	2	2%
1 - Strongly Disagree			1	2%	1	2%	2	2%
Total	23	100%	41	100%	57	100%	121	100%

County

LEELANAU

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

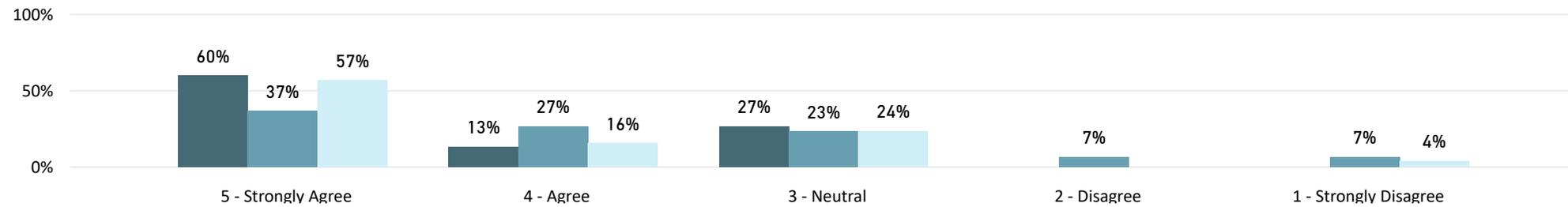


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	9	60%	11	37%	29	57%	49	51%
4 - Agree	2	13%	8	27%	8	16%	18	19%
3 - Neutral	4	27%	7	23%	12	24%	23	24%
2 - Disagree			2	7%			2	2%
1 - Strongly Disagree			2	7%	2	4%	4	4%
Total	15	100%	30	100%	51	100%	96	100%

County

LEELANAU

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

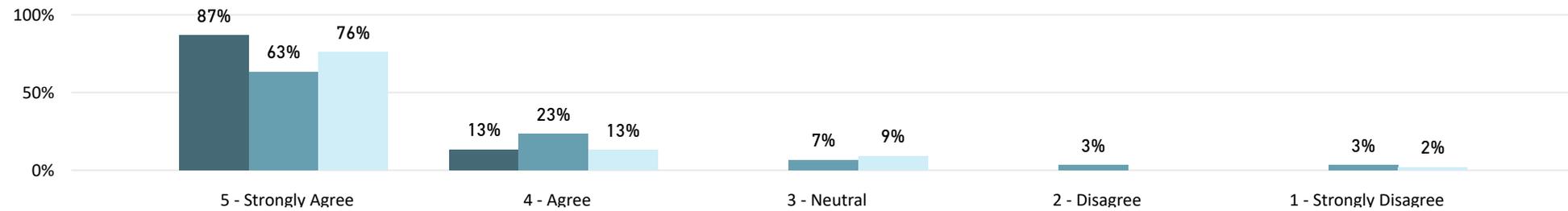


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	13	87%	19	63%	41	76%	73	74%
4 - Agree	2	13%	7	23%	7	13%	16	16%
3 - Neutral			2	7%	5	9%	7	7%
2 - Disagree			1	3%			1	1%
1 - Strongly Disagree			1	3%	1	2%	2	2%
Total	15	100%	30	100%	54	100%	99	100%

County

LEELANAU

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

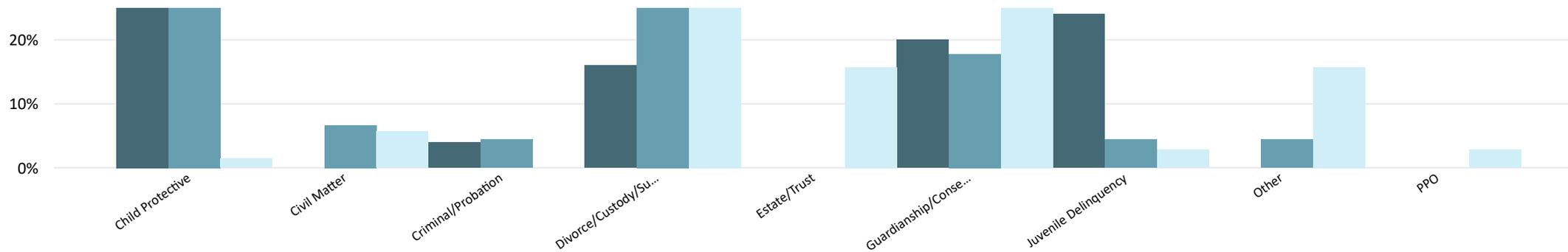
All



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	36%	15	33%	1	1%	25	18%
Civil Matter			3	7%	4	6%	7	5%
Criminal/Probation	1	4%	2	4%			3	2%
Divorce/Custody/Support	4	16%	13	29%	19	27%	36	26%
Estate/Trust					11	16%	11	8%
Guardianship/Conservatorship	5	20%	8	18%	20	29%	33	24%
Juvenile Delinquency	6	24%	2	4%	2	3%	10	7%
Other			2	4%	11	16%	13	9%
PPO					2	3%	2	1%
Total	25	100%	45	100%	70	100%	140	100%

County

LEELANAU

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

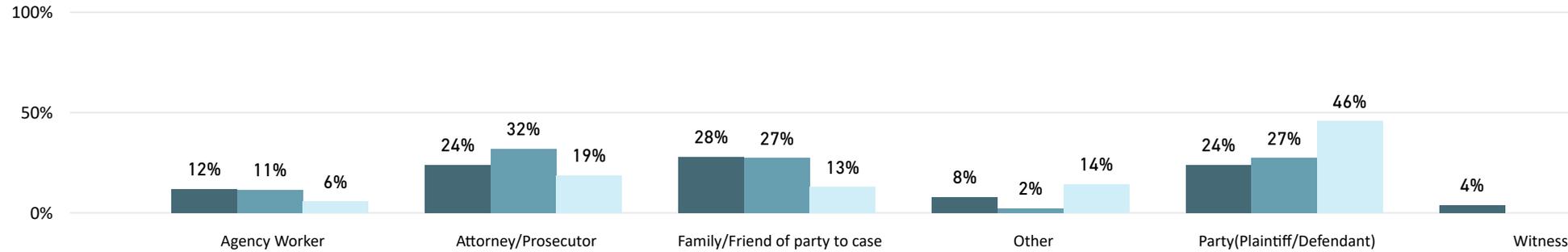
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

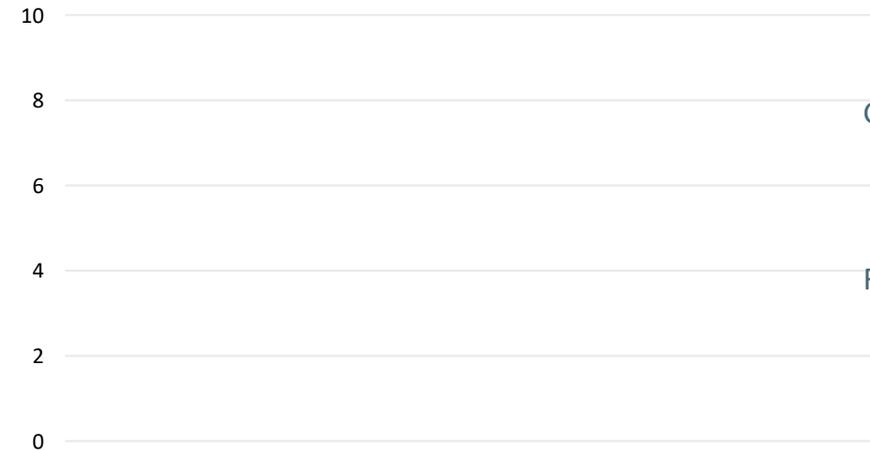
SurveyYear ● 2015 ● 2016 ● 2018



8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	3	12%	5	11%	4	6%	12	9%
Attorney/Prosecutor	6	24%	14	32%	13	19%	33	24%
Family/Friend of party to case	7	28%	12	27%	9	13%	28	20%
Other	2	8%	1	2%	10	14%	13	9%
Party(Plaintiff/Defendant)	6	24%	12	27%	32	46%	50	36%
Witness	1	4%			2	3%	3	2%
Total	25	100%	44	100%	70	100%	139	100%

8. No Response



County

LEELANAU

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

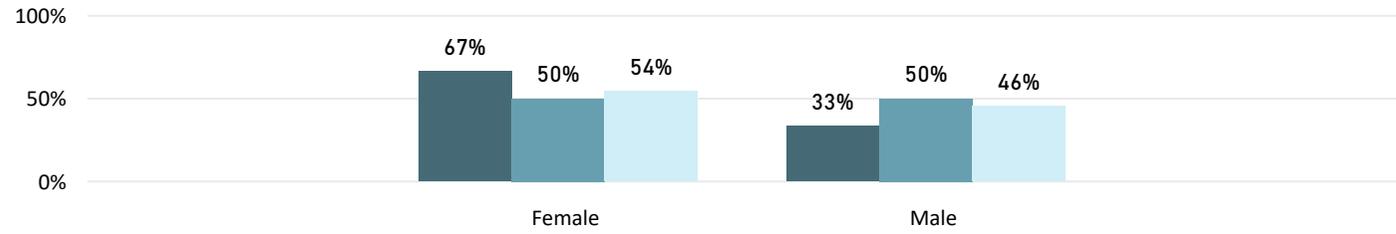
All



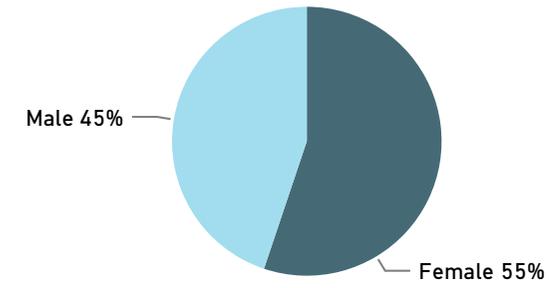
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

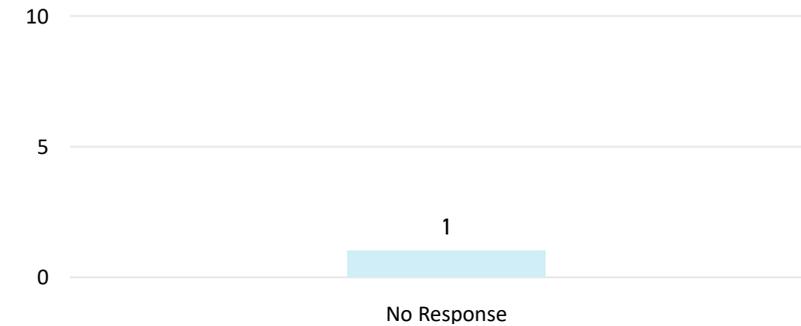


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	16	67%	22	50%	37	54%	75	55%
Male	8	33%	22	50%	31	46%	61	45%
Total	24	100%	44	100%	68	100%	136	100%

9. No Responses

Gender Type: ● 2018



County

LEELANAU

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

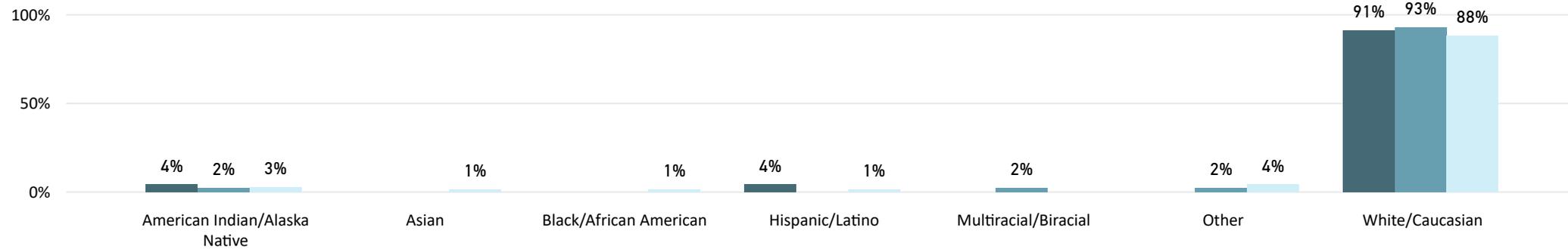
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

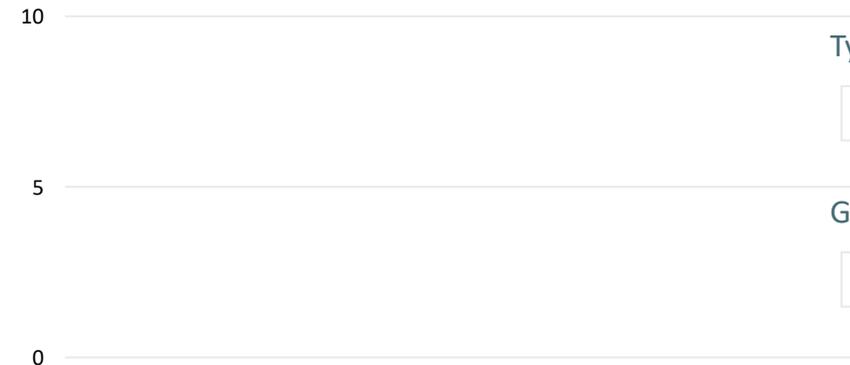
SurveyYear ● 2015 ● 2016 ● 2018



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	1	4%	1	2%	2	3%	4	3%
Asian					1	1%	1	1%
Black/African American					1	1%	1	1%
Hispanic/Latino	1	4%			1	1%	2	1%
Multiracial/Biracial			1	2%			1	1%
Other			1	2%	3	4%	4	3%
White/Caucasian	21	91%	40	93%	61	88%	122	90%
Total	23	100%	43	100%	69	100%	135	100%

10. No Responses.



County

LEELANAU

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All