

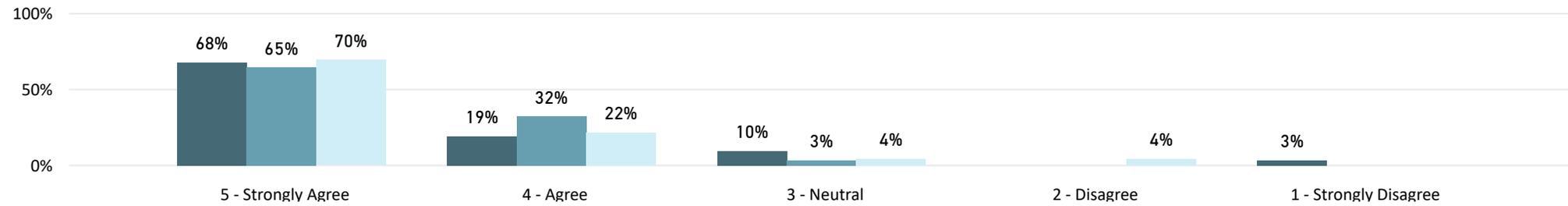


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	21	68%	20	65%	16	70%	57	67%
4 - Agree	6	19%	10	32%	5	22%	21	25%
3 - Neutral	3	10%	1	3%	1	4%	5	6%
2 - Disagree					1	4%	1	1%
1 - Strongly Disagree	1	3%					1	1%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>85</b>	<b>100%</b>

County

LEELANAU

Court

D86 LEELANAU

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

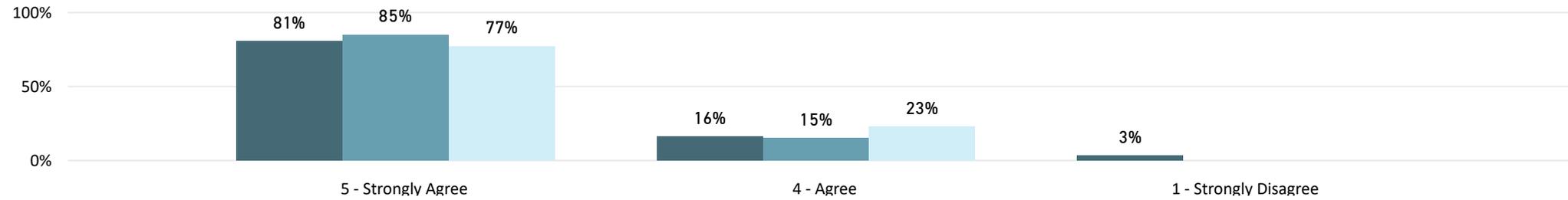


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	25	81%	28	85%	17	77%	70	81%
4 - Agree	5	16%	5	15%	5	23%	15	17%
1 - Strongly Disagree	1	3%					1	1%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>22</b>	<b>100%</b>	<b>86</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

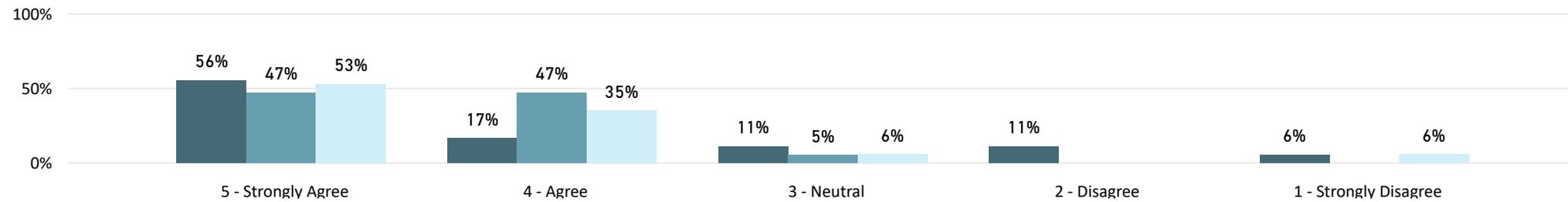


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	10	56%	9	47%	9	53%	28	52%
4 - Agree	3	17%	9	47%	6	35%	18	33%
3 - Neutral	2	11%	1	5%	1	6%	4	7%
2 - Disagree	2	11%	0	0%	0	0%	2	4%
1 - Strongly Disagree	1	6%	0	0%	1	6%	2	4%
<b>Total</b>	<b>18</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>54</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

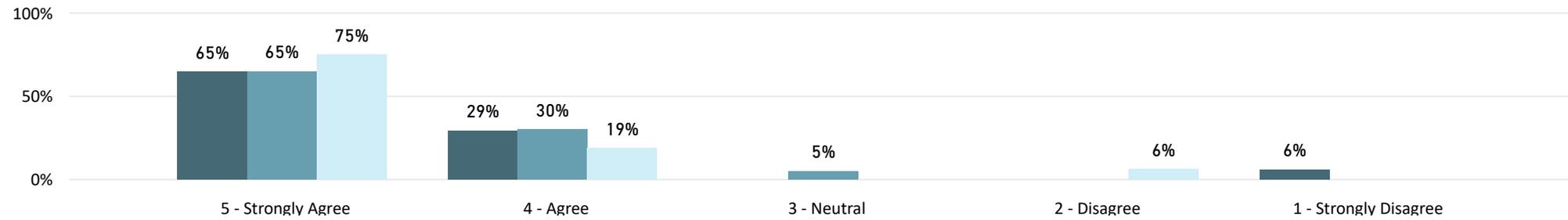


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	11	65%	13	65%	12	75%	36	68%
4 - Agree	5	29%	6	30%	3	19%	14	26%
3 - Neutral			1	5%			1	2%
2 - Disagree					1	6%	1	2%
1 - Strongly Disagree	1	6%					1	2%
<b>Total</b>	<b>17</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>53</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

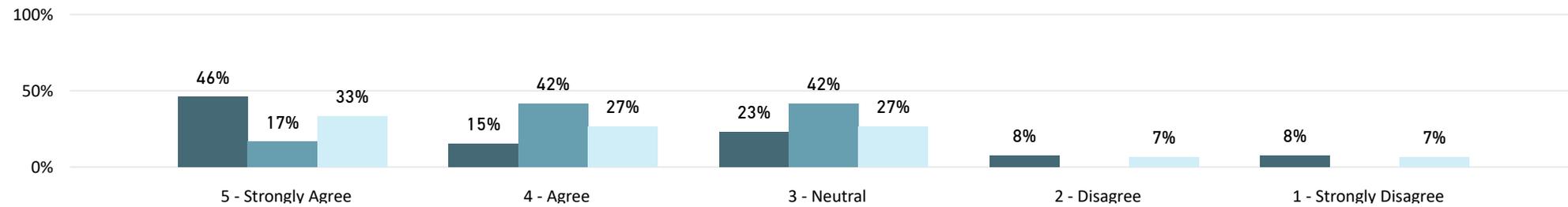


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	6	46%	2	17%	5	33%	13	33%
4 - Agree	2	15%	5	42%	4	27%	11	28%
3 - Neutral	3	23%	5	42%	4	27%	12	30%
2 - Disagree	1	8%	0	0%	1	7%	2	5%
1 - Strongly Disagree	1	8%	0	0%	1	7%	2	5%
<b>Total</b>	<b>13</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>40</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

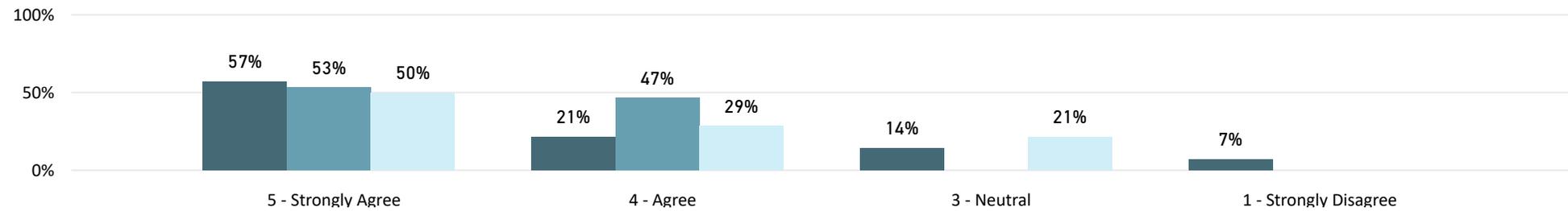


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	8	57%	8	53%	7	50%	23	53%
4 - Agree	3	21%	7	47%	4	29%	14	33%
3 - Neutral	2	14%			3	21%	5	12%
1 - Strongly Disagree	1	7%					1	2%
<b>Total</b>	<b>14</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>43</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

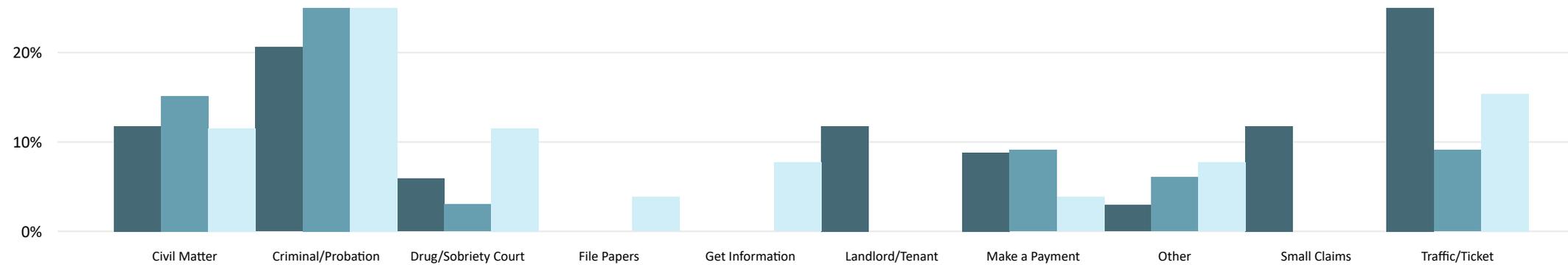
Race/Ethnicity



# 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	4	12%	5	15%	3	12%	12	13%
Criminal/Probation	7	21%	19	58%	10	38%	36	39%
Drug/Sobriety Court	2	6%	1	3%	3	12%	6	6%
File Papers					1	4%	1	1%
Get Information					2	8%	2	2%
Landlord/Tenant	4	12%					4	4%
Make a Payment	3	9%	3	9%	1	4%	7	8%
Other	1	3%	2	6%	2	8%	5	5%
Small Claims	4	12%					4	4%
Traffic/Ticket	9	26%	3	9%	4	15%	16	17%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>93</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

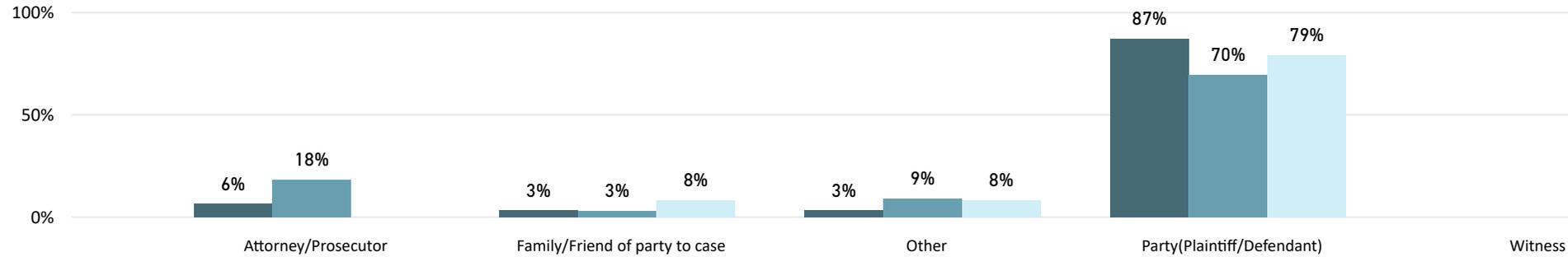
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

LEELANAU

Court

D86 LEELANAU

Subset

All

Survey Year

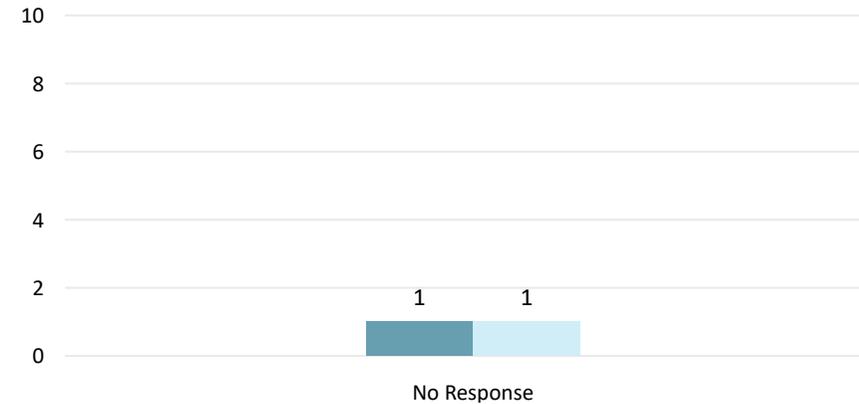
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Attorney/Prosecutor	2	6%	6	18%			8	9%
Family/Friend of party to case	1	3%	1	3%	2	8%	4	5%
Other	1	3%	3	9%	2	8%	6	7%
Party(Plaintiff/Defendant)	27	87%	23	70%	19	79%	69	78%
Witness					1	4%	1	1%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>88</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

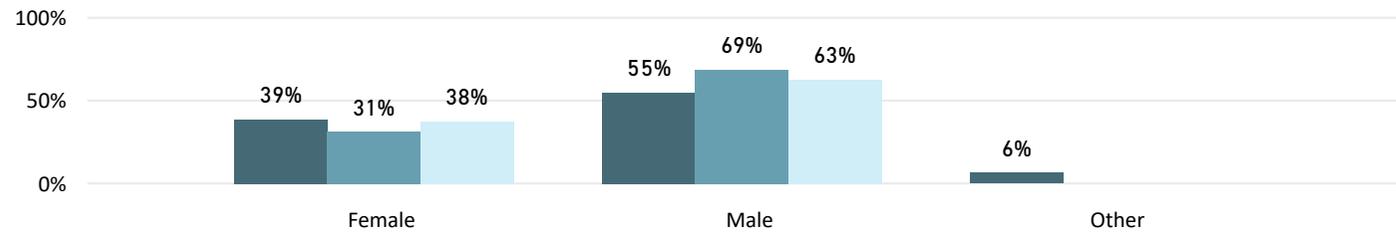
All



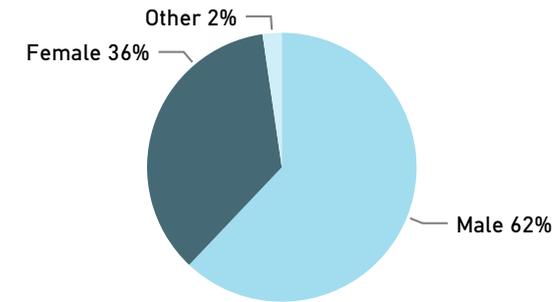
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

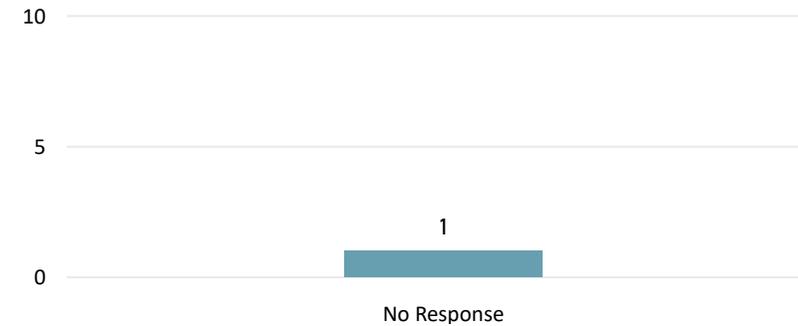


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	12	39%	10	31%	9	38%	31	36%
Male	17	55%	22	69%	15	63%	54	62%
Other	2	6%					2	2%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>87</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

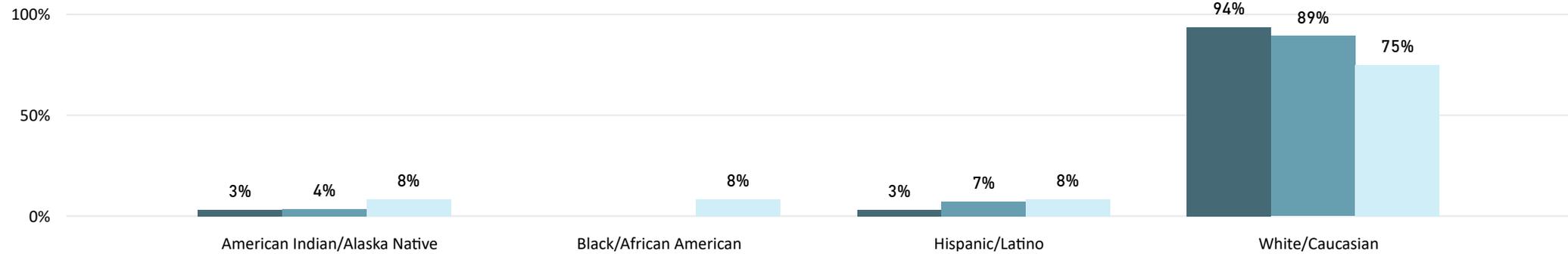
Role

Type of Case

Gender

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	3%	1	4%	2	8%	4	5%
Black/African American					2	8%	2	2%
Hispanic/Latino	1	3%	2	7%	2	8%	5	6%
White/Caucasian	29	94%	25	89%	18	75%	72	87%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>83</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2016

