

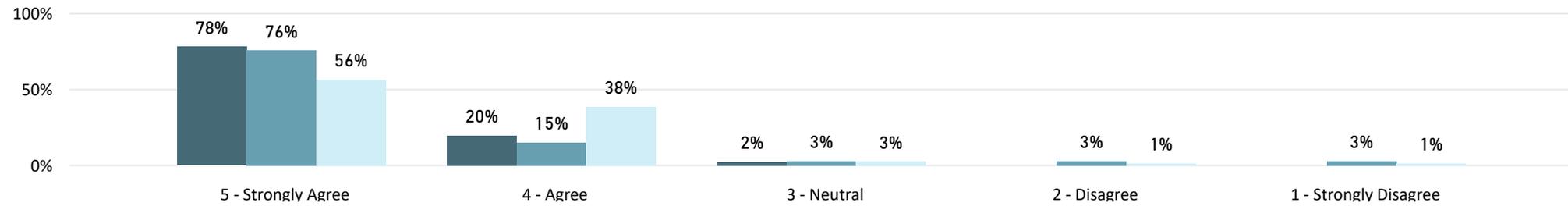


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	36	78%	25	76%	44	56%	105	67%
4 - Agree	9	20%	5	15%	30	38%	44	28%
3 - Neutral	1	2%	1	3%	2	3%	4	3%
2 - Disagree			1	3%	1	1%	2	1%
1 - Strongly Disagree			1	3%	1	1%	2	1%
<b>Total</b>	<b>46</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>157</b>	<b>100%</b>

County

MARQUETTE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

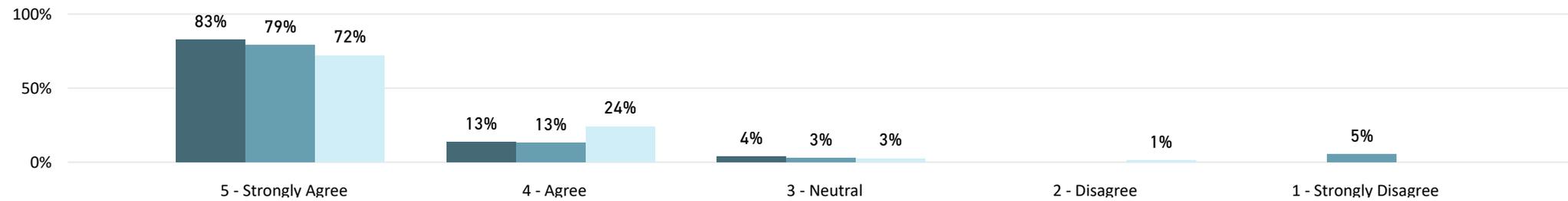


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	43	83%	30	79%	57	72%	130	77%
4 - Agree	7	13%	5	13%	19	24%	31	18%
3 - Neutral	2	4%	1	3%	2	3%	5	3%
2 - Disagree					1	1%	1	1%
1 - Strongly Disagree			2	5%			2	1%
<b>Total</b>	<b>52</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>79</b>	<b>100%</b>	<b>169</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

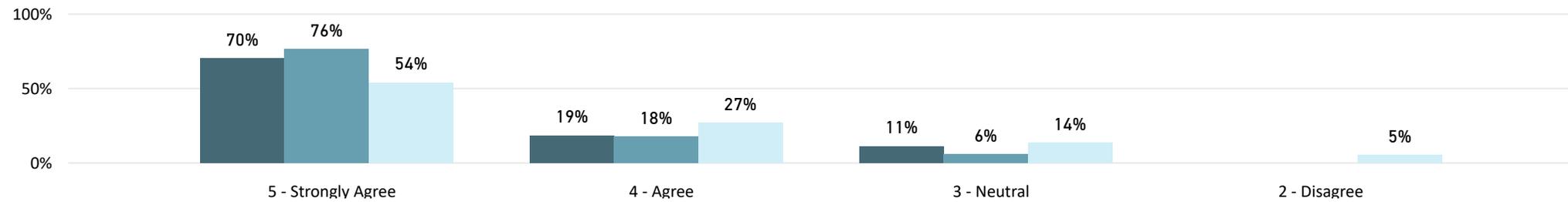


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	19	70%	13	76%	20	54%	52	64%
4 - Agree	5	19%	3	18%	10	27%	18	22%
3 - Neutral	3	11%	1	6%	5	14%	9	11%
2 - Disagree					2	5%	2	2%
<b>Total</b>	<b>27</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>37</b>	<b>100%</b>	<b>81</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

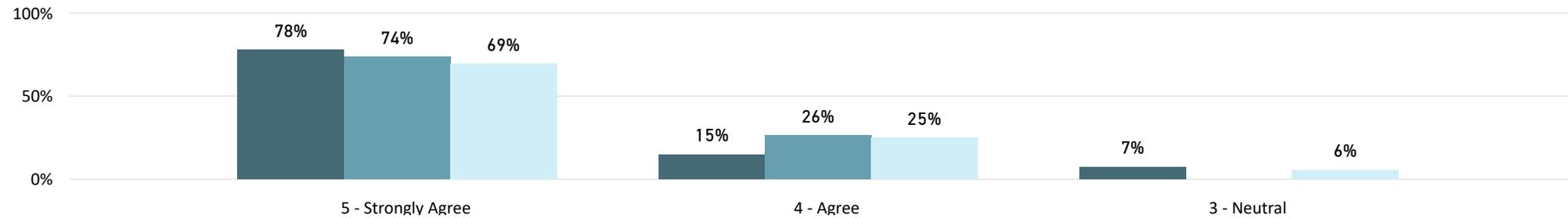


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	21	78%	14	74%	25	69%	60	73%
4 - Agree	4	15%	5	26%	9	25%	18	22%
3 - Neutral	2	7%			2	6%	4	5%
<b>Total</b>	<b>27</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>82</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

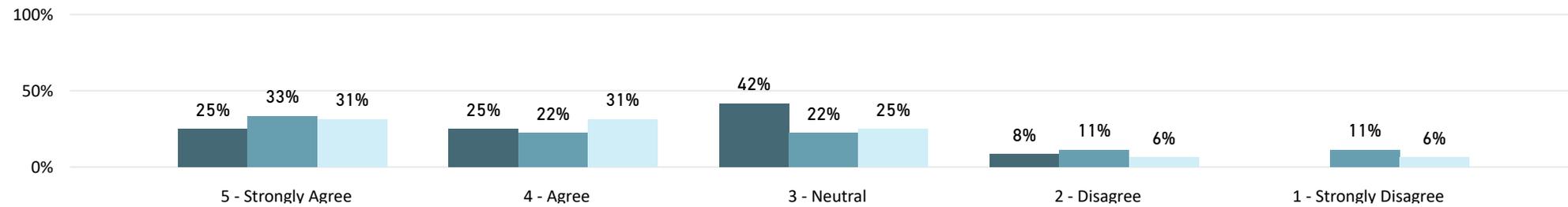


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	3	25%	3	33%	10	31%	16	30%
4 - Agree	3	25%	2	22%	10	31%	15	28%
3 - Neutral	5	42%	2	22%	8	25%	15	28%
2 - Disagree	1	8%	1	11%	2	6%	4	8%
1 - Strongly Disagree	0	0%	1	11%	2	6%	3	6%
<b>Total</b>	<b>12</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>53</b>	<b>100%</b>

County

MARQUETTE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

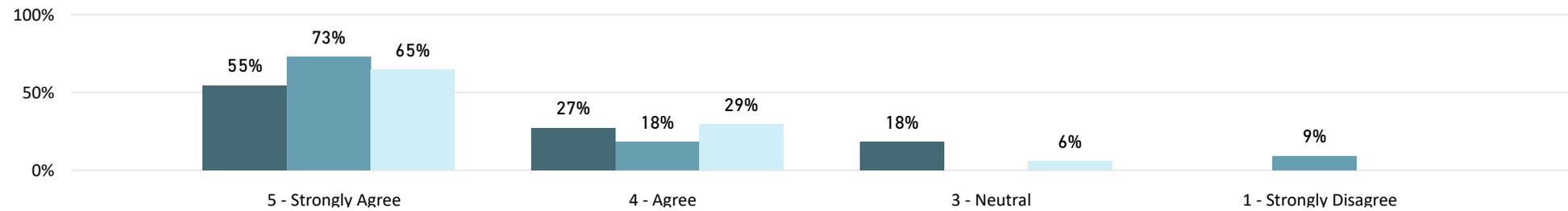


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	6	55%	8	73%	22	65%	36	64%
4 - Agree	3	27%	2	18%	10	29%	15	27%
3 - Neutral	2	18%	0	0%	2	6%	4	7%
1 - Strongly Disagree	0	0%	1	9%	0	0%	1	2%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>34</b>	<b>100%</b>	<b>56</b>	<b>100%</b>

County

MARQUETTE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

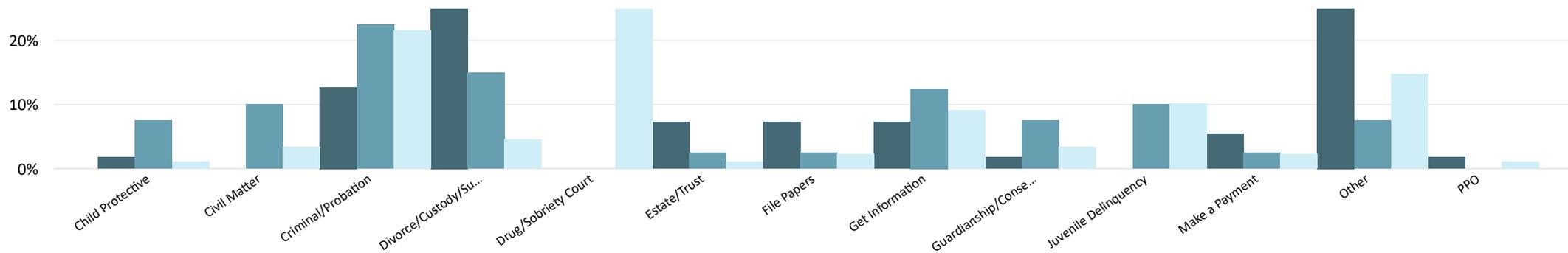
All



# 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	1	2%	3	8%	1	1%	5	3%
Civil Matter			4	10%	3	3%	7	4%
Criminal/Probation	7	13%	9	23%	19	22%	35	19%
Divorce/Custody/Support	16	29%	6	15%	4	5%	26	14%
Drug/Sobriety Court					22	25%	22	12%
Estate/Trust	4	7%	1	3%	1	1%	6	3%
File Papers	4	7%	1	3%	2	2%	7	4%
Get Information	4	7%	5	13%	8	9%	17	9%
Guardianship/Conservatorship	1	2%	3	8%	3	3%	7	4%
Juvenile Delinquency			4	10%	9	10%	13	7%
Make a Payment	3	5%	1	3%	2	2%	6	3%
Other	14	25%	3	8%	13	15%	30	16%
PPO	1	2%			1	1%	2	1%
<b>Total</b>	<b>55</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>88</b>	<b>100%</b>	<b>183</b>	<b>100%</b>

County

MARQUETTE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MARQUETTE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

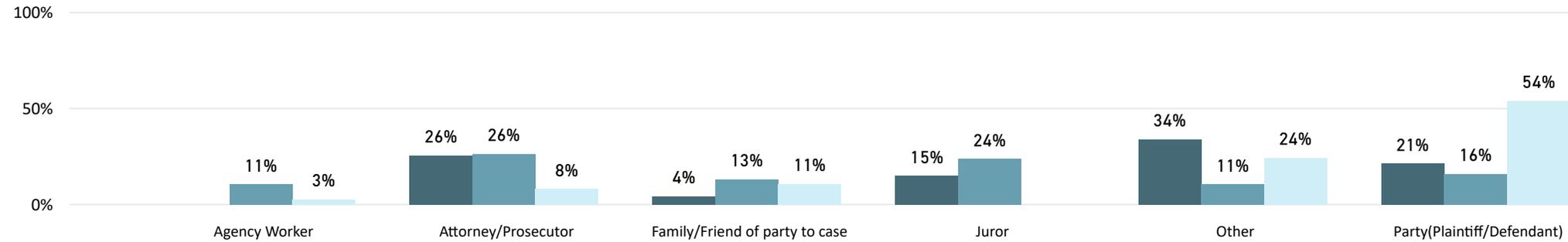
All

Race/Ethnicity

All

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

SurveyYear ● 2015 ● 2016 ● 2018

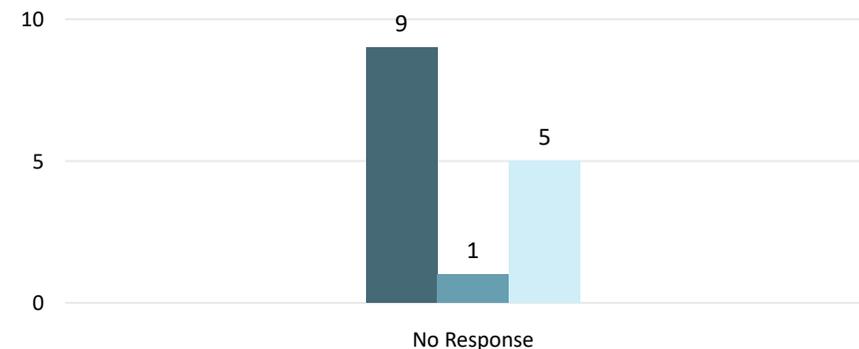


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker			4	11%	2	3%	6	4%
Attorney/Prosecutor	12	26%	10	26%	6	8%	28	18%
Family/Friend of party to case	2	4%	5	13%	8	11%	15	9%
Juror	7	15%	9	24%			16	10%
Other	16	34%	4	11%	18	24%	38	24%
Party(Plaintiff/Defendant)	10	21%	6	16%	40	54%	56	35%
<b>Total</b>	<b>47</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>159</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

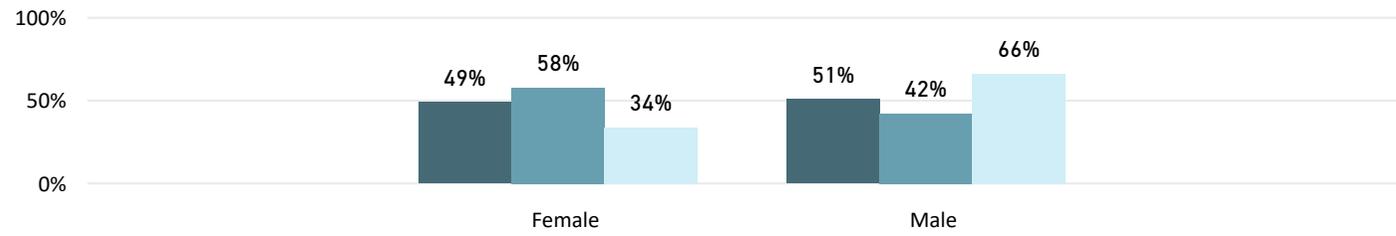




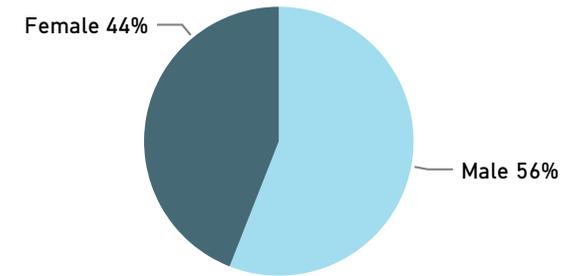
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

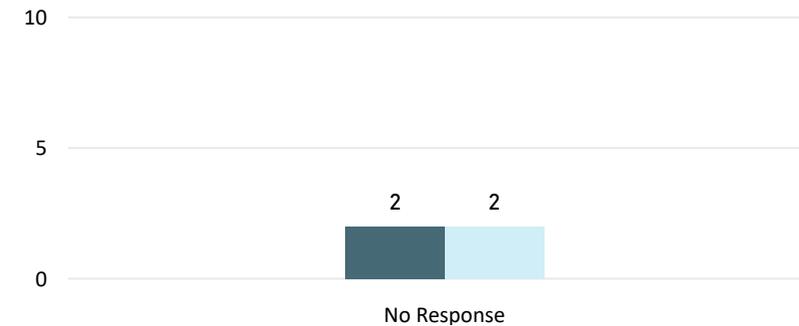


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	26	49%	22	58%	26	34%	74	44%
Male	27	51%	16	42%	51	66%	94	56%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>168</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MARQUETTE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

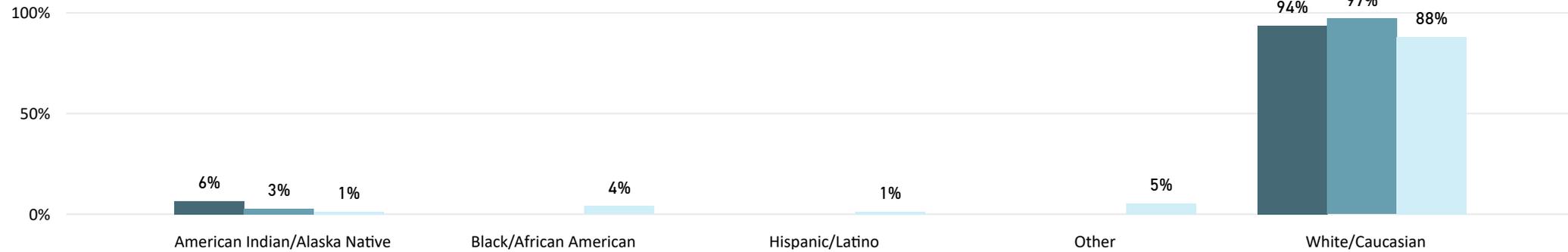
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	3	6%	1	3%	1	1%	5	3%
Black/African American					3	4%	3	2%
Hispanic/Latino					1	1%	1	1%
Other					4	5%	4	3%
White/Caucasian	44	94%	34	97%	66	88%	144	92%
<b>Total</b>	<b>47</b>	<b>100%</b>	<b>35</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>157</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

