

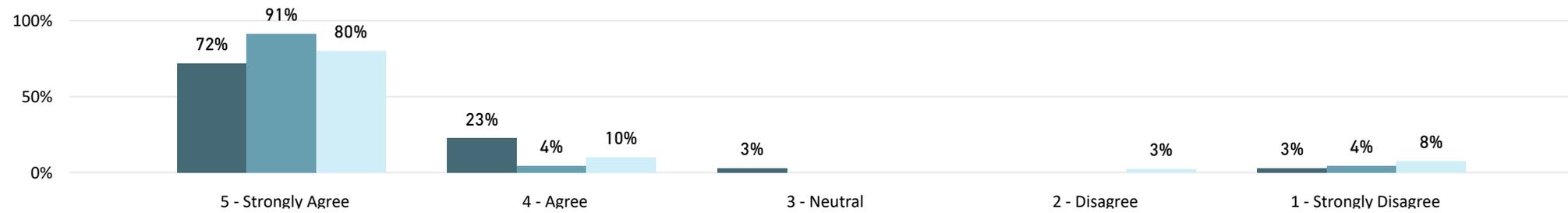


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	51	72%	21	91%	32	80%	104	78%
4 - Agree	16	23%	1	4%	4	10%	21	16%
3 - Neutral	2	3%					2	1%
2 - Disagree					1	3%	1	1%
1 - Strongly Disagree	2	3%	1	4%	3	8%	6	4%
Total	71	100%	23	100%	40	100%	134	100%

County

MARQUETTE ▾

Court

D96 MARQUETTE ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

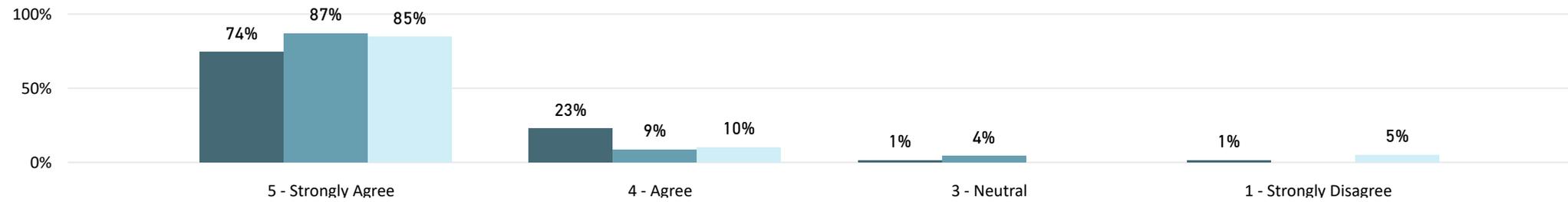


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	52	74%	20	87%	33	85%	105	80%
4 - Agree	16	23%	2	9%	4	10%	22	17%
3 - Neutral	1	1%	1	4%			2	2%
1 - Strongly Disagree	1	1%			2	5%	3	2%
Total	70	100%	23	100%	39	100%	132	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

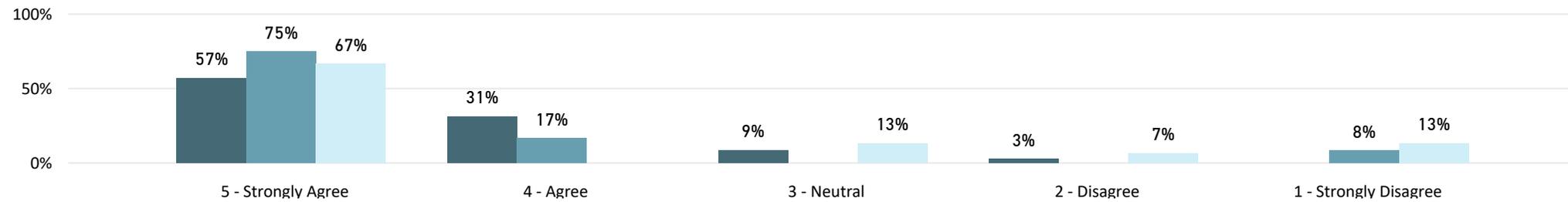


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	20	57%	9	75%	10	67%	39	63%
4 - Agree	11	31%	2	17%			13	21%
3 - Neutral	3	9%			2	13%	5	8%
2 - Disagree	1	3%			1	7%	2	3%
1 - Strongly Disagree			1	8%	2	13%	3	5%
Total	35	100%	12	100%	15	100%	62	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

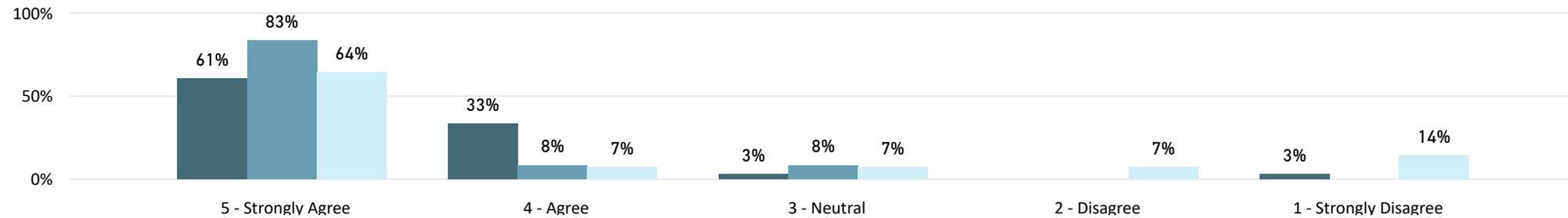


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	20	61%	10	83%	9	64%	39	66%
4 - Agree	11	33%	1	8%	1	7%	13	22%
3 - Neutral	1	3%	1	8%	1	7%	3	5%
2 - Disagree	0	0%	0	0%	1	7%	1	2%
1 - Strongly Disagree	1	3%	0	0%	2	14%	3	5%
Total	33	100%	12	100%	14	100%	59	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

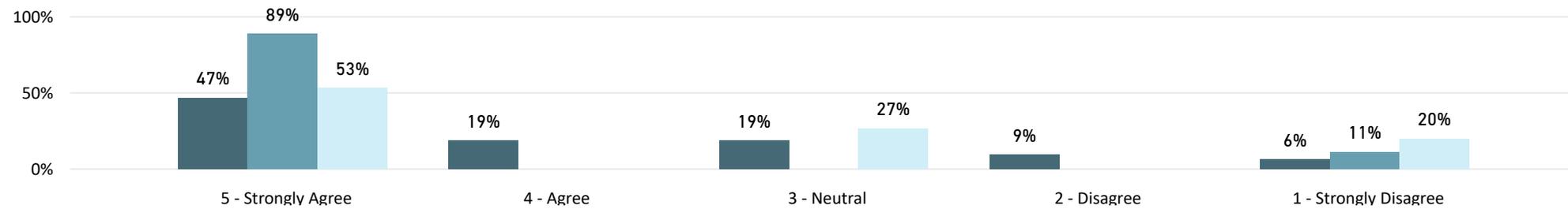


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	15	47%	8	89%	8	53%	31	55%
4 - Agree	6	19%					6	11%
3 - Neutral	6	19%			4	27%	10	18%
2 - Disagree	3	9%					3	5%
1 - Strongly Disagree	2	6%	1	11%	3	20%	6	11%
Total	32	100%	9	100%	15	100%	56	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

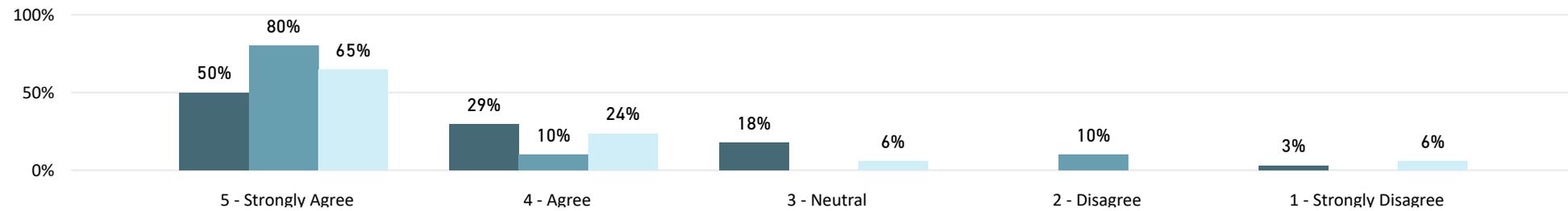


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	17	50%	8	80%	11	65%	36	59%
4 - Agree	10	29%	1	10%	4	24%	15	25%
3 - Neutral	6	18%	0	0%	1	6%	7	11%
2 - Disagree	0	0%	1	10%	0	0%	1	2%
1 - Strongly Disagree	1	3%	0	0%	1	6%	2	3%
Total	34	100%	10	100%	17	100%	61	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

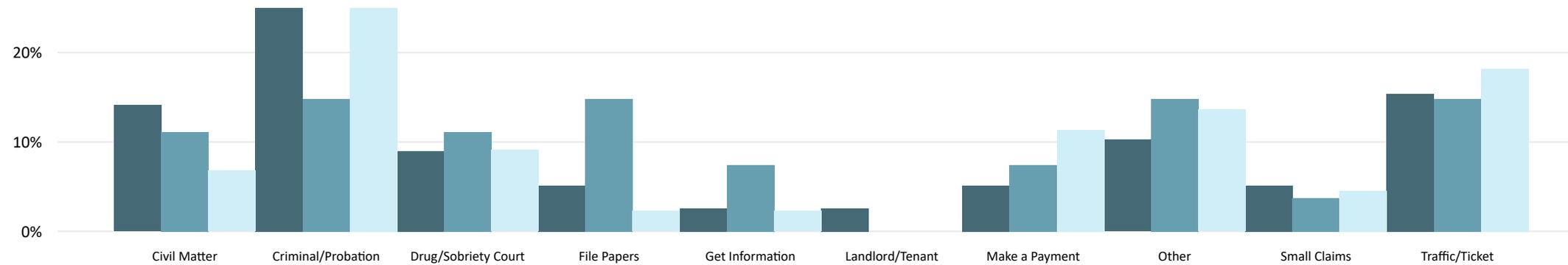
Race/Ethnicity



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	11	14%	3	11%	3	7%	17	11%
Criminal/Probation	24	31%	4	15%	14	32%	42	28%
Drug/Sobriety Court	7	9%	3	11%	4	9%	14	9%
File Papers	4	5%	4	15%	1	2%	9	6%
Get Information	2	3%	2	7%	1	2%	5	3%
Landlord/Tenant	2	3%					2	1%
Make a Payment	4	5%	2	7%	5	11%	11	7%
Other	8	10%	4	15%	6	14%	18	12%
Small Claims	4	5%	1	4%	2	5%	7	5%
Traffic/Ticket	12	15%	4	15%	8	18%	24	16%
Total	78	100%	27	100%	44	100%	149	100%

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MARQUETTE

Court

D96 MARQUETTE

Subset

All

Survey Year

All

Type of Case

All

Gender

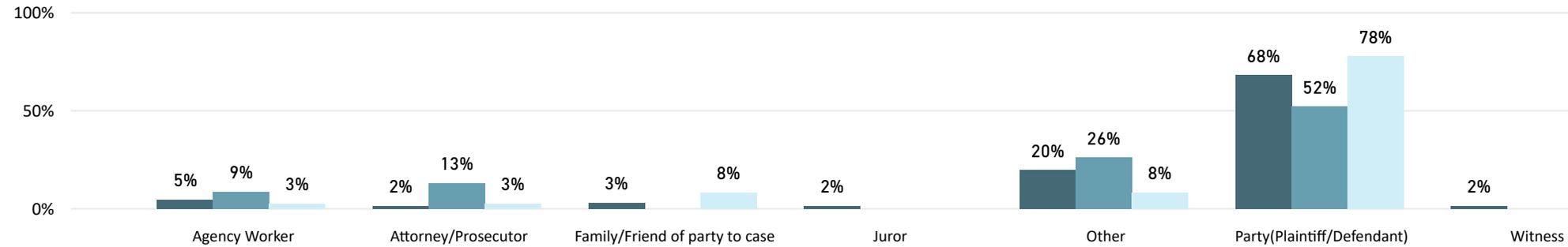
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

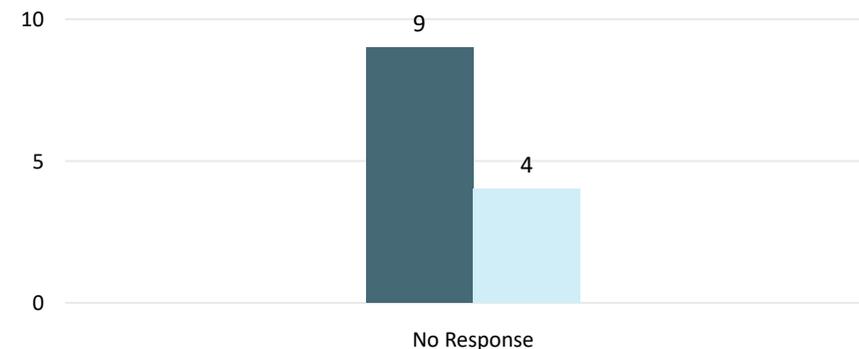


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	3	5%	2	9%	1	3%	6	5%
Attorney/Prosecutor	1	2%	3	13%	1	3%	5	4%
Family/Friend of party to case	2	3%			3	8%	5	4%
Juror	1	2%					1	1%
Other	13	20%	6	26%	3	8%	22	18%
Party(Plaintiff/Defendant)	45	68%	12	52%	28	78%	85	68%
Witness	1	2%					1	1%
Total	66	100%	23	100%	36	100%	125	100%

8. No Response

SurveyYear ● 2015 ● 2018

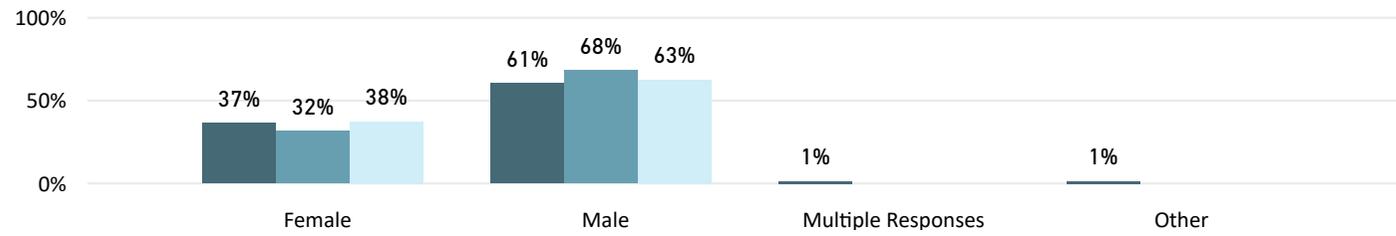




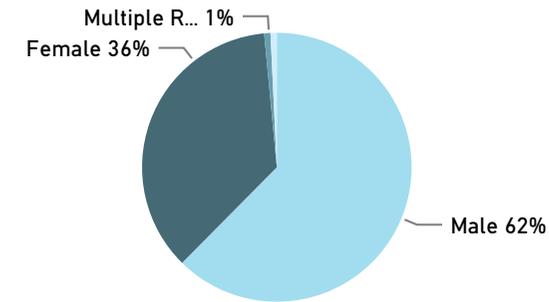
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

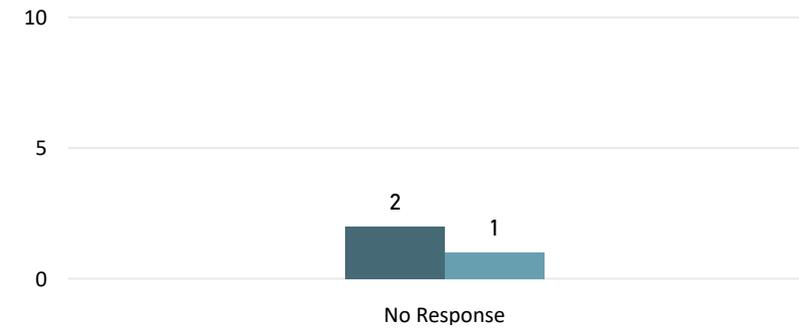


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	26	37%	7	32%	15	38%	48	36%
Male	43	61%	15	68%	25	63%	83	62%
Multiple Responses	1	1%					1	1%
Other	1	1%					1	1%
Total	71	100%	22	100%	40	100%	133	100%

9. No Responses

Gender Type: ● 2015 ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MARQUETTE

Court

D96 MARQUETTE

Subset

All

Survey Year

All

Role

All

Type of Case

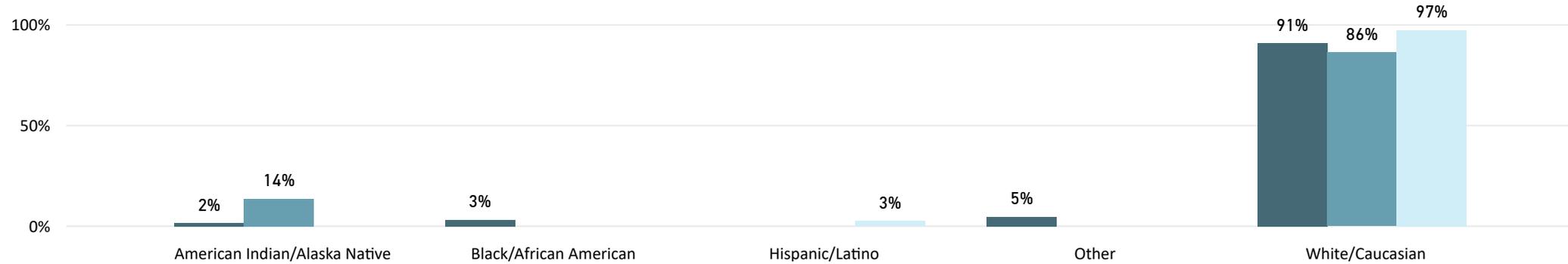
All

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	1	2%	3	14%			4	3%
Black/African American	2	3%					2	2%
Hispanic/Latino					1	3%	1	1%
Other	3	5%					3	2%
White/Caucasian	60	91%	19	86%	38	97%	117	92%
Total	66	100%	22	100%	39	100%	127	100%

10. No Responses.

SurveyYear ● 2015 ● 2016

