

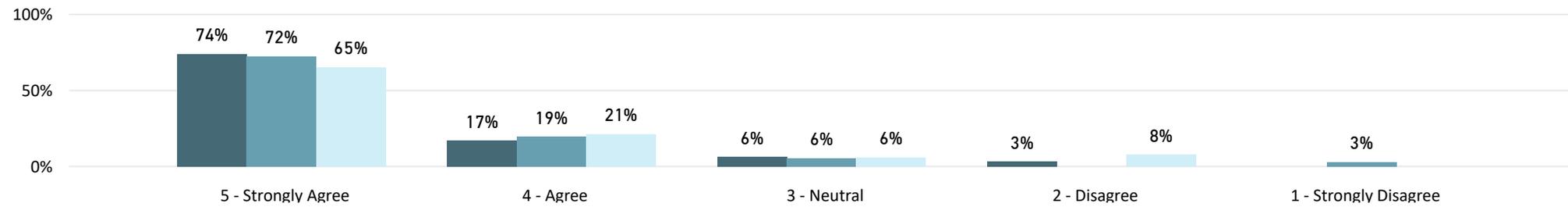


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	48	74%	26	72%	34	65%	108	71%
4 - Agree	11	17%	7	19%	11	21%	29	19%
3 - Neutral	4	6%	2	6%	3	6%	9	6%
2 - Disagree	2	3%			4	8%	6	4%
1 - Strongly Disagree			1	3%			1	1%
<b>Total</b>	<b>65</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>153</b>	<b>100%</b>

County

MENOMINEE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

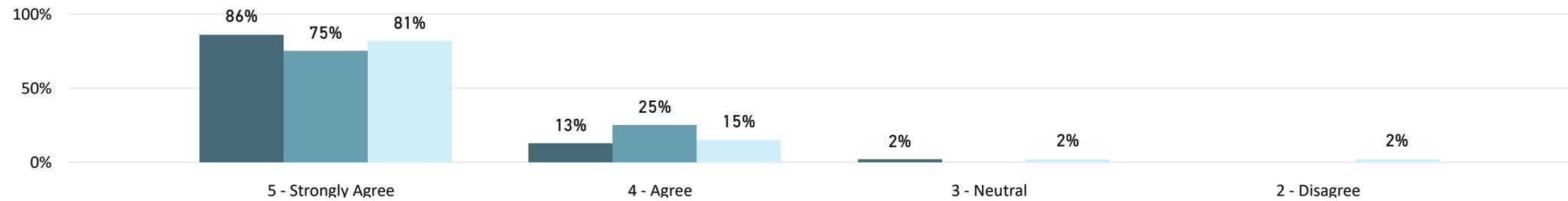


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	55	86%	27	75%	44	81%	126	82%
4 - Agree	8	13%	9	25%	8	15%	25	16%
3 - Neutral	1	2%			1	2%	2	1%
2 - Disagree					1	2%	1	1%
<b>Total</b>	<b>64</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>154</b>	<b>100%</b>

County

MENOMINEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

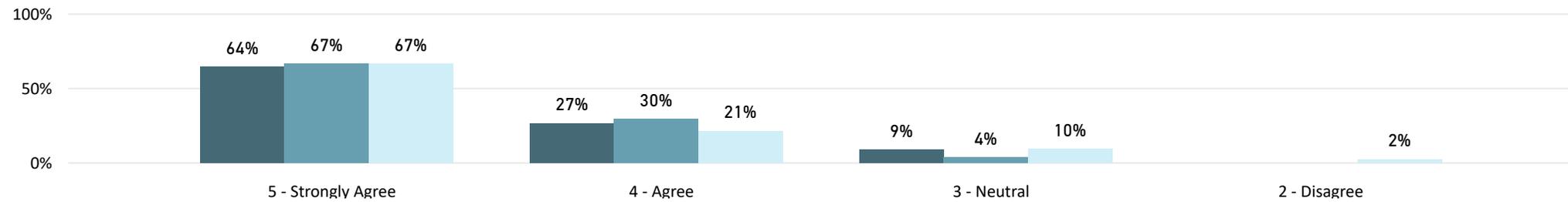


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 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	29	64%	18	67%	28	67%	75	66%
4 - Agree	12	27%	8	30%	9	21%	29	25%
3 - Neutral	4	9%	1	4%	4	10%	9	8%
2 - Disagree					1	2%	1	1%
<b>Total</b>	<b>45</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>114</b>	<b>100%</b>

County

MENOMINEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

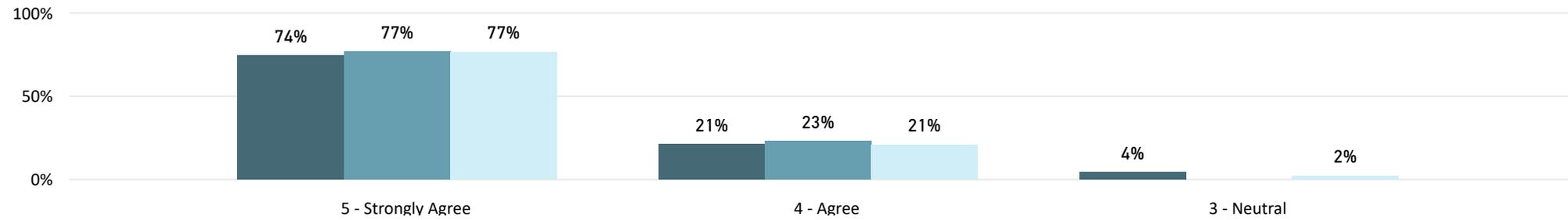


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 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	35	74%	20	77%	33	77%	88	76%
4 - Agree	10	21%	6	23%	9	21%	25	22%
3 - Neutral	2	4%			1	2%	3	3%
<b>Total</b>	<b>47</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>116</b>	<b>100%</b>

County

MENOMINEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

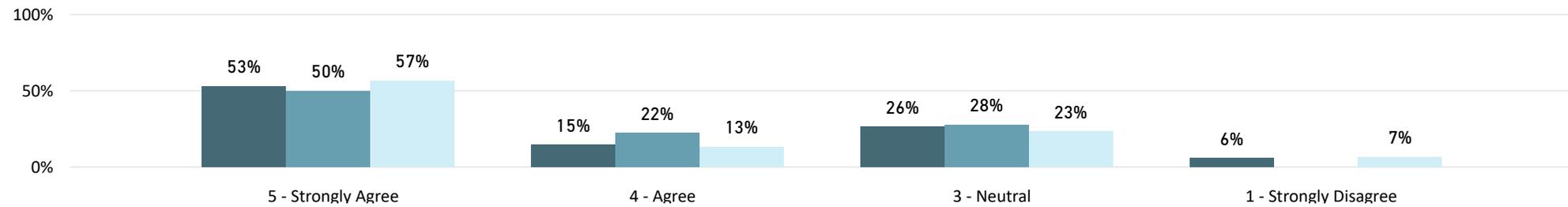


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	18	53%	9	50%	17	57%	44	54%
4 - Agree	5	15%	4	22%	4	13%	13	16%
3 - Neutral	9	26%	5	28%	7	23%	21	26%
1 - Strongly Disagree	2	6%			2	7%	4	5%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>82</b>	<b>100%</b>

County

MENOMINEE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

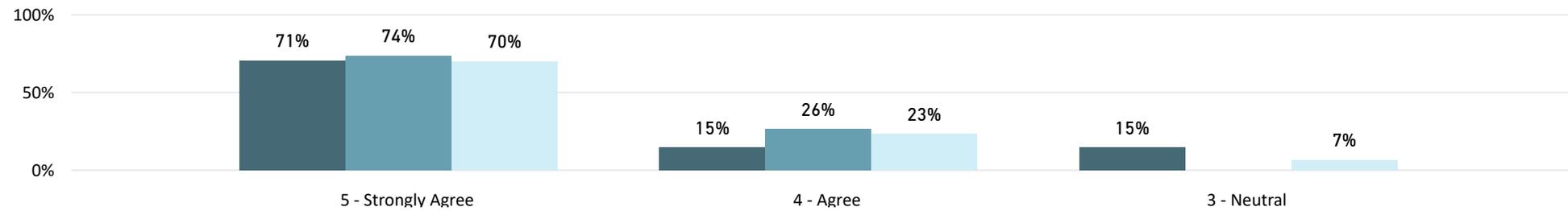


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	24	71%	14	74%	21	70%	59	71%
4 - Agree	5	15%	5	26%	7	23%	17	20%
3 - Neutral	5	15%	0	0%	2	7%	7	8%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>83</b>	<b>100%</b>

County

MENOMINEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

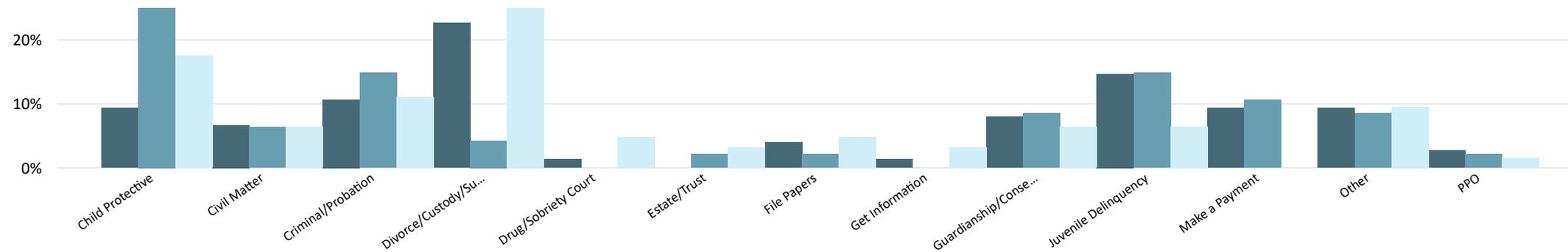
All



# 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	7	9%	12	26%	11	17%	30	16%
Civil Matter	5	7%	3	6%	4	6%	12	6%
Criminal/Probation	8	11%	7	15%	7	11%	22	12%
Divorce/Custody/Support	17	23%	2	4%	16	25%	35	19%
Drug/Sobriety Court	1	1%			3	5%	4	2%
Estate/Trust			1	2%	2	3%	3	2%
File Papers	3	4%	1	2%	3	5%	7	4%
Get Information	1	1%			2	3%	3	2%
Guardianship/Conservatorship	6	8%	4	9%	4	6%	14	8%
Juvenile Delinquency	11	15%	7	15%	4	6%	22	12%
Make a Payment	7	9%	5	11%			12	6%
Other	7	9%	4	9%	6	10%	17	9%
PPO	2	3%	1	2%	1	2%	4	2%
<b>Total</b>	<b>75</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>63</b>	<b>100%</b>	<b>185</b>	<b>100%</b>

County

MENOMINEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MENOMINEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

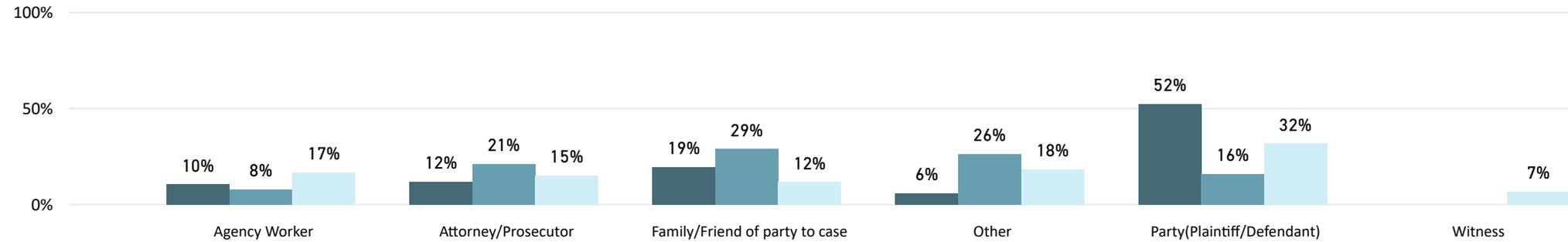
All

Race/Ethnicity

All

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

SurveyYear ● 2015 ● 2016 ● 2018

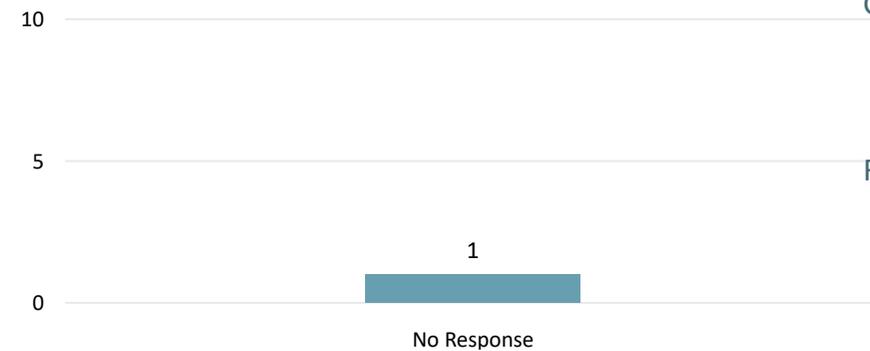


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	7	10%	3	8%	10	17%	20	12%
Attorney/Prosecutor	8	12%	8	21%	9	15%	25	15%
Family/Friend of party to case	13	19%	11	29%	7	12%	31	19%
Other	4	6%	10	26%	11	18%	25	15%
Party(Plaintiff/Defendant)	35	52%	6	16%	19	32%	60	36%
Witness					4	7%	4	2%
<b>Total</b>	<b>67</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>60</b>	<b>100%</b>	<b>165</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2016

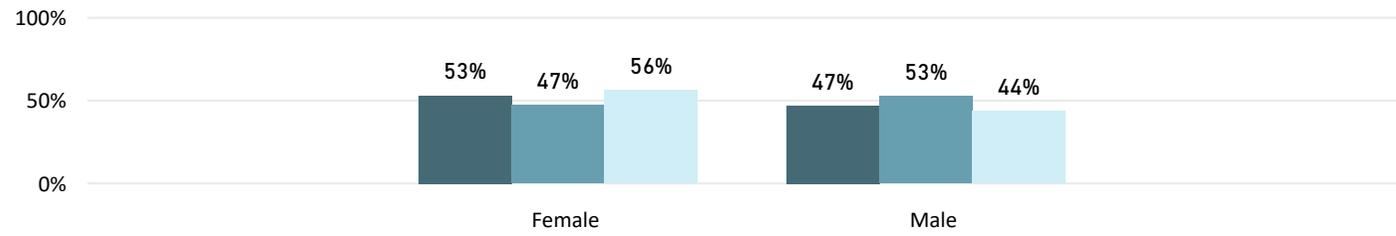




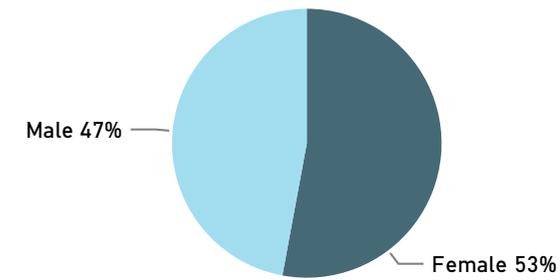
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

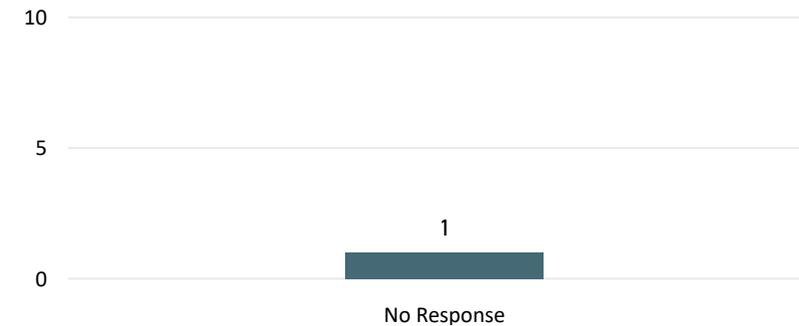


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	34	53%	17	47%	31	56%	82	53%
Male	30	47%	19	53%	24	44%	73	47%
<b>Total</b>	<b>64</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>155</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015



County

MENOMINEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MENOMINEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

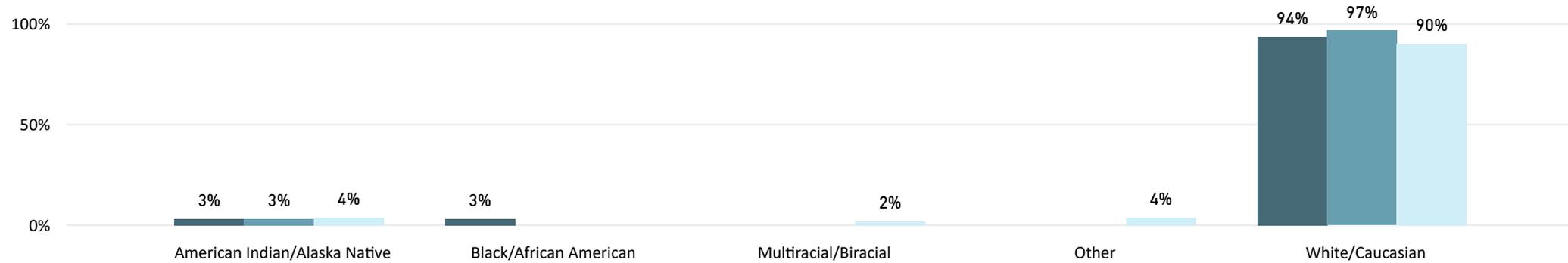
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

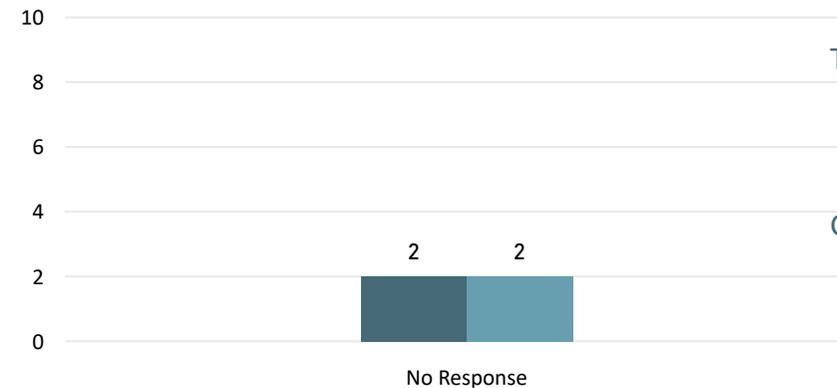


## 10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	2	3%	1	3%	2	4%	5	3%
Black/African American	2	3%					2	1%
Multiracial/Biracial					1	2%	1	1%
Other					2	4%	2	1%
White/Caucasian	58	94%	31	97%	47	90%	136	93%
<b>Total</b>	<b>62</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>146</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016



No Response