

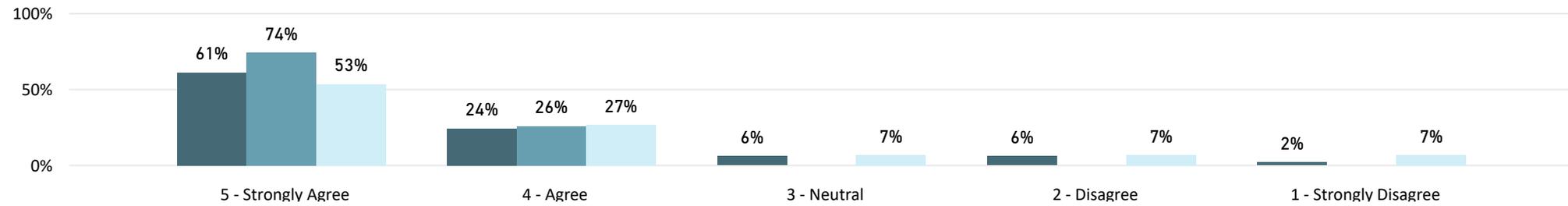


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	30	61%	23	74%	8	53%	61	64%
4 - Agree	12	24%	8	26%	4	27%	24	25%
3 - Neutral	3	6%			1	7%	4	4%
2 - Disagree	3	6%			1	7%	4	4%
1 - Strongly Disagree	1	2%			1	7%	2	2%
Total	49	100%	31	100%	15	100%	95	100%

County

MONTMORENCY ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

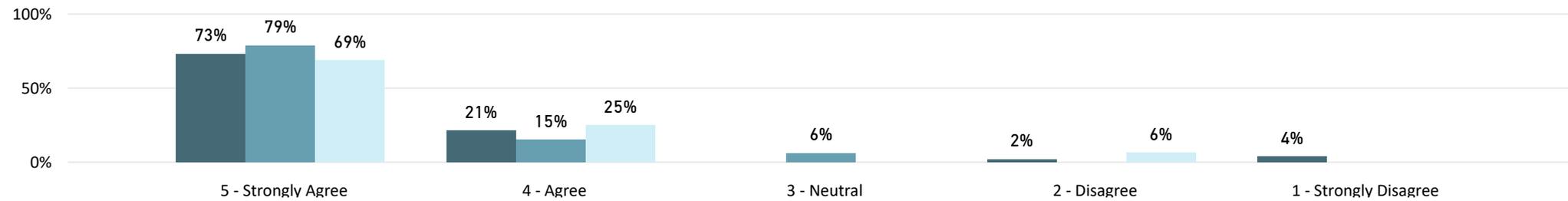


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	38	73%	26	79%	11	69%	75	74%
4 - Agree	11	21%	5	15%	4	25%	20	20%
3 - Neutral			2	6%			2	2%
2 - Disagree	1	2%			1	6%	2	2%
1 - Strongly Disagree	2	4%					2	2%
Total	52	100%	33	100%	16	100%	101	100%

County

MONTMORENCY ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

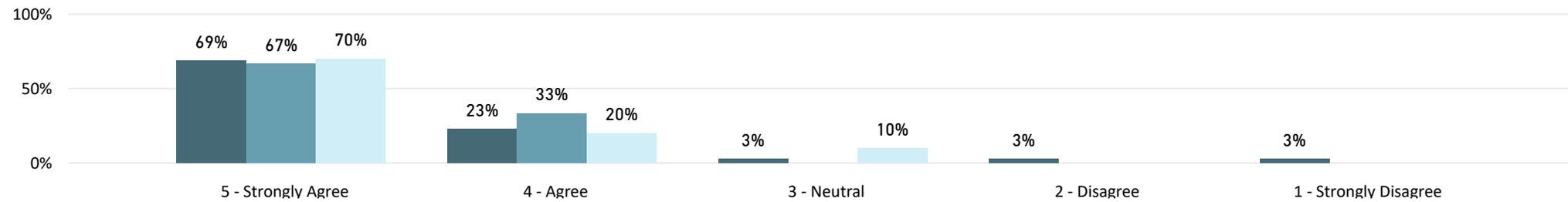


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	24	69%	10	67%	7	70%	41	68%
4 - Agree	8	23%	5	33%	2	20%	15	25%
3 - Neutral	1	3%			1	10%	2	3%
2 - Disagree	1	3%					1	2%
1 - Strongly Disagree	1	3%					1	2%
Total	35	100%	15	100%	10	100%	60	100%

County

MONTMORENCY ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

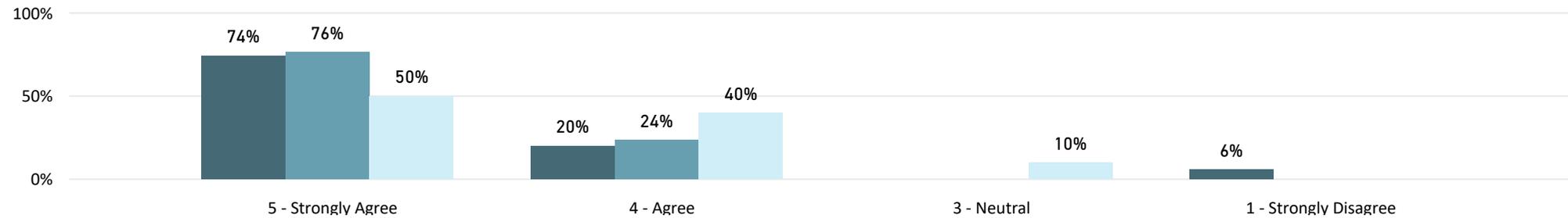


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	26	74%	13	76%	5	50%	44	71%
4 - Agree	7	20%	4	24%	4	40%	15	24%
3 - Neutral					1	10%	1	2%
1 - Strongly Disagree	2	6%					2	3%
Total	35	100%	17	100%	10	100%	62	100%

County

MONTMORENCY

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

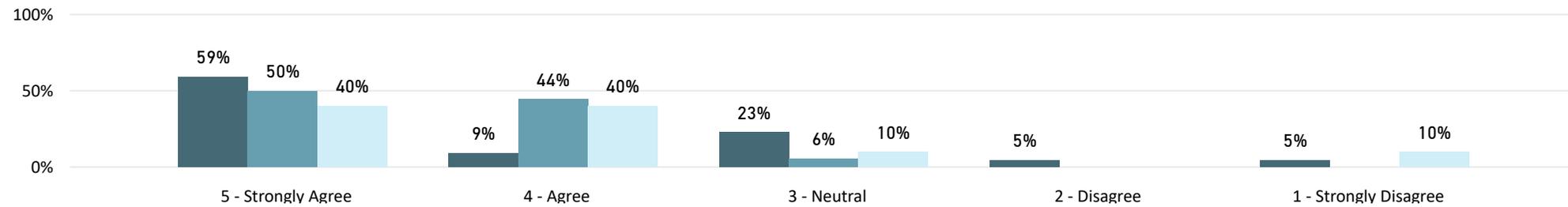


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	13	59%	9	50%	4	40%	26	52%
4 - Agree	2	9%	8	44%	4	40%	14	28%
3 - Neutral	5	23%	1	6%	1	10%	7	14%
2 - Disagree	1	5%					1	2%
1 - Strongly Disagree	1	5%			1	10%	2	4%
Total	22	100%	18	100%	10	100%	50	100%

County

MONTMORENCY ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

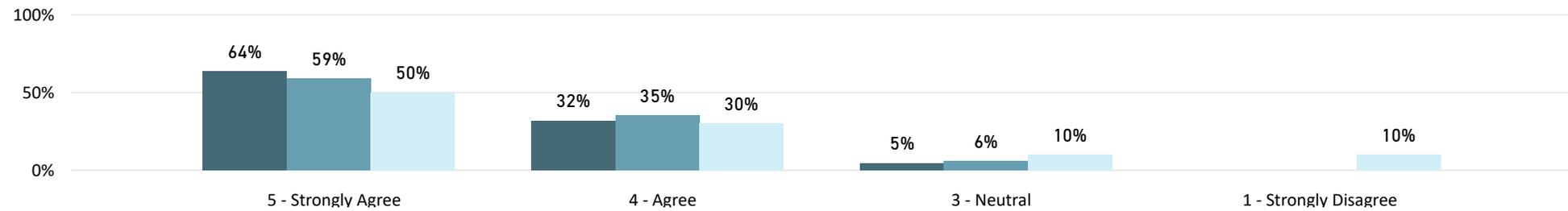


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	14	64%	10	59%	5	50%	29	59%
4 - Agree	7	32%	6	35%	3	30%	16	33%
3 - Neutral	1	5%	1	6%	1	10%	3	6%
1 - Strongly Disagree					1	10%	1	2%
Total	22	100%	17	100%	10	100%	49	100%

County

MONTMORENCY

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

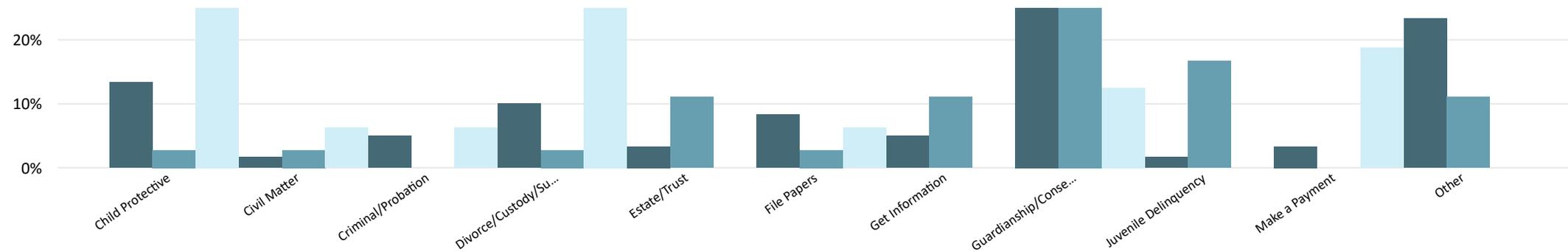
All



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	8	13%	1	3%	4	25%	13	12%
Civil Matter	1	2%	1	3%	1	6%	3	3%
Criminal/Probation	3	5%			1	6%	4	4%
Divorce/Custody/Support	6	10%	1	3%	4	25%	11	10%
Estate/Trust	2	3%	4	11%			6	5%
File Papers	5	8%	1	3%	1	6%	7	6%
Get Information	3	5%	4	11%			7	6%
Guardianship/Conservatorship	15	25%	14	39%	2	13%	31	28%
Juvenile Delinquency	1	2%	6	17%			7	6%
Make a Payment	2	3%			3	19%	5	4%
Other	14	23%	4	11%			18	16%
Total	60	100%	36	100%	16	100%	112	100%

County

MONTMORENCY ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

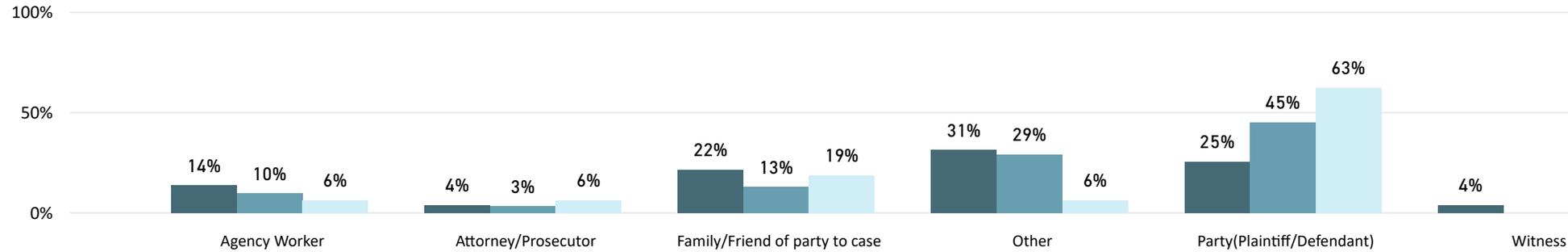
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

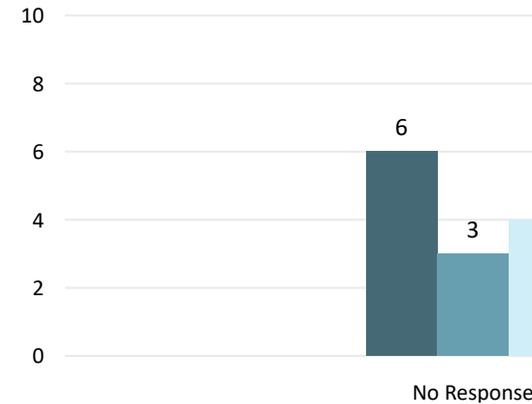


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	7	14%	3	10%	1	6%	11	11%
Attorney/Prosecutor	2	4%	1	3%	1	6%	4	4%
Family/Friend of party to case	11	22%	4	13%	3	19%	18	18%
Other	16	31%	9	29%	1	6%	26	27%
Party(Plaintiff/Defendant)	13	25%	14	45%	10	63%	37	38%
Witness	2	4%					2	2%
Total	51	100%	31	100%	16	100%	98	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

MONTMORENCY

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

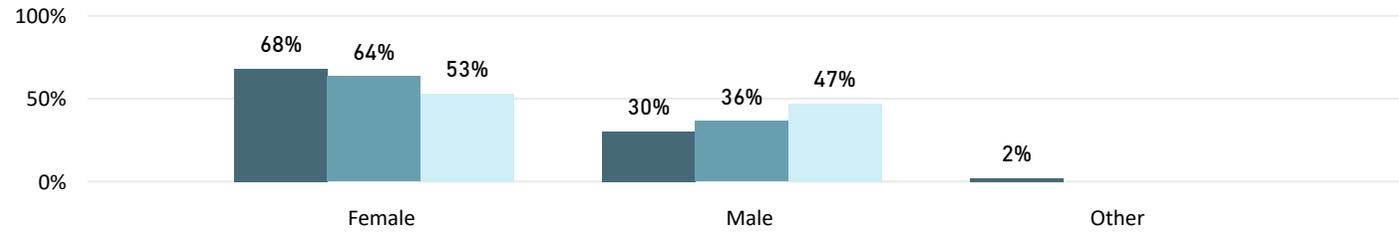
All



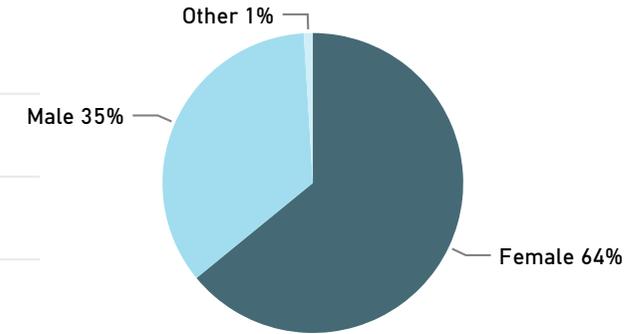
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

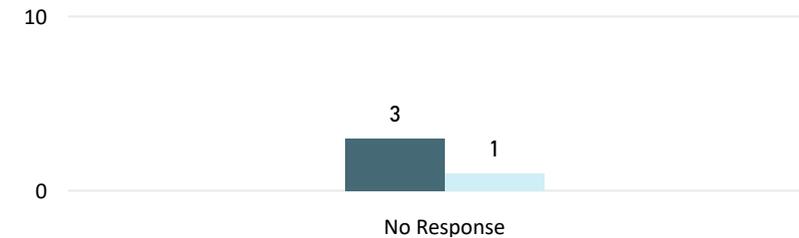


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	36	68%	21	64%	9	53%	66	64%
Male	16	30%	12	36%	8	47%	36	35%
Other	1	2%					1	1%
Total	53	100%	33	100%	17	100%	103	100%

9. No Responses

Gender Type: ● 2015 ● 2018



County

MONTMORENCY

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

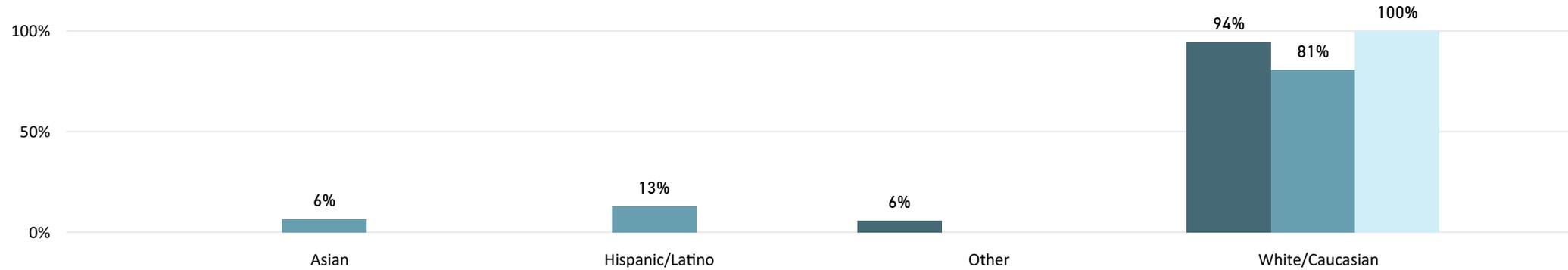
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

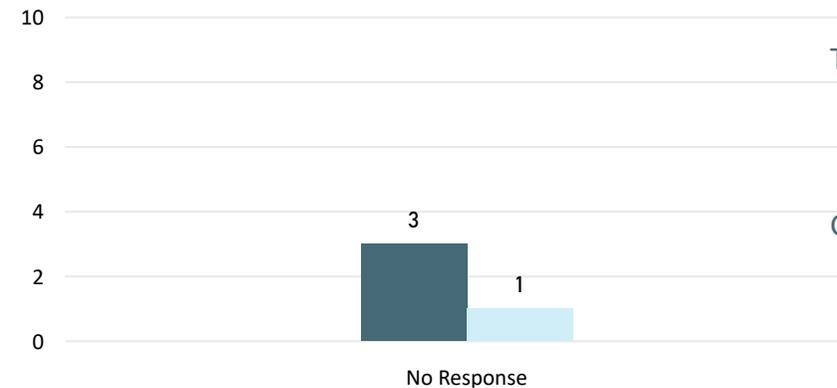


10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Asian			2	6%			2	2%
Hispanic/Latino			4	13%			4	4%
Other	3	6%					3	3%
White/Caucasian	50	94%	25	81%	17	100%	92	91%
Total	53	100%	31	100%	17	100%	101	100%

10. No Responses.

SurveyYear ● 2015 ● 2018



County

MONTMORENCY

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All