

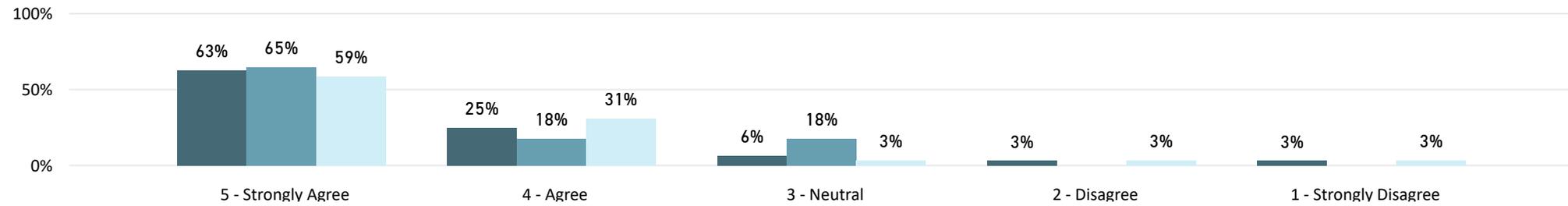


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	20	63%	11	65%	17	59%	48	62%
4 - Agree	8	25%	3	18%	9	31%	20	26%
3 - Neutral	2	6%	3	18%	1	3%	6	8%
2 - Disagree	1	3%			1	3%	2	3%
1 - Strongly Disagree	1	3%			1	3%	2	3%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>29</b>	<b>100%</b>	<b>78</b>	<b>100%</b>

County

MONTMORENCY ▾

Court

D88 MONTMORENCY ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

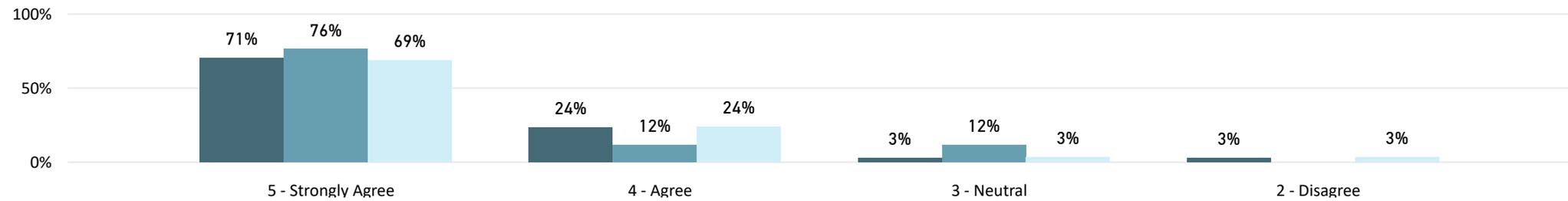


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	24	71%	13	76%	20	69%	57	71%
4 - Agree	8	24%	2	12%	7	24%	17	21%
3 - Neutral	1	3%	2	12%	1	3%	4	5%
2 - Disagree	1	3%			1	3%	2	3%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>29</b>	<b>100%</b>	<b>80</b>	<b>100%</b>

County

MONTMORENCY

Court

D88 MONTMORENCY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

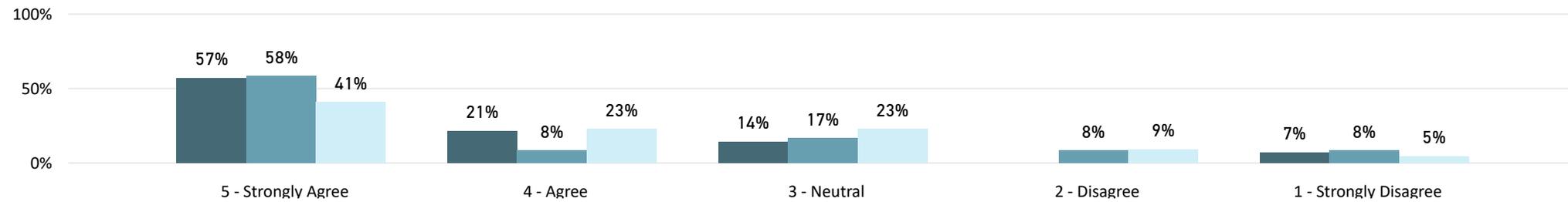


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	8	57%	7	58%	9	41%	24	50%
4 - Agree	3	21%	1	8%	5	23%	9	19%
3 - Neutral	2	14%	2	17%	5	23%	9	19%
2 - Disagree			1	8%	2	9%	3	6%
1 - Strongly Disagree	1	7%	1	8%	1	5%	3	6%
<b>Total</b>	<b>14</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>22</b>	<b>100%</b>	<b>48</b>	<b>100%</b>

County

MONTMORENCY

Court

D88 MONTMORENCY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

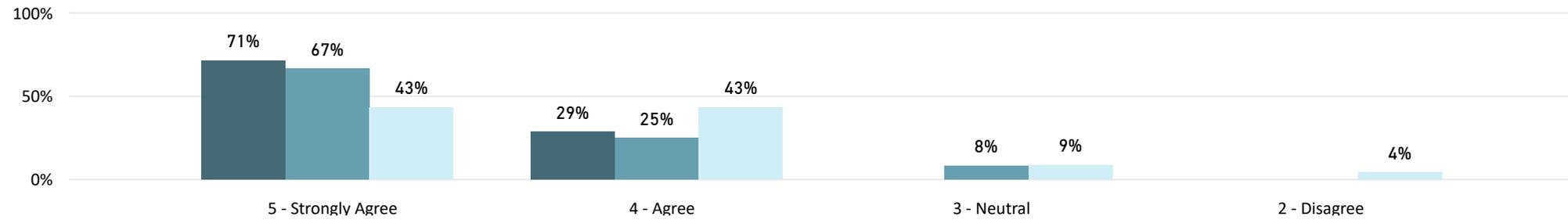


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	10	71%	8	67%	10	43%	28	57%
4 - Agree	4	29%	3	25%	10	43%	17	35%
3 - Neutral			1	8%	2	9%	3	6%
2 - Disagree					1	4%	1	2%
<b>Total</b>	<b>14</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>49</b>	<b>100%</b>

County

MONTMORENCY

Court

D88 MONTMORENCY

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

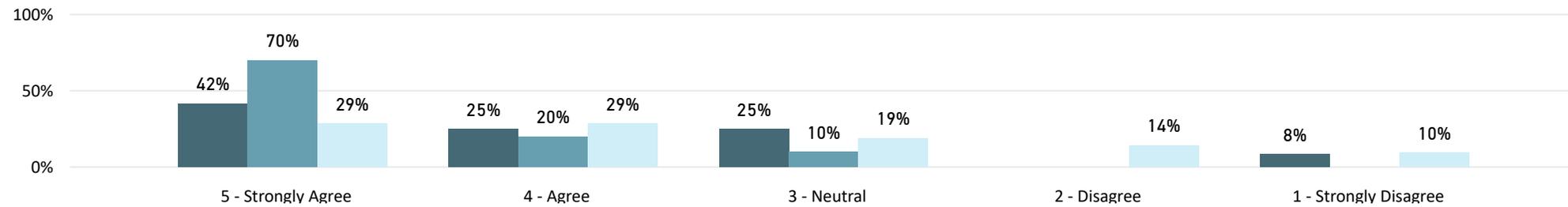


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	5	42%	7	70%	6	29%	18	42%
4 - Agree	3	25%	2	20%	6	29%	11	26%
3 - Neutral	3	25%	1	10%	4	19%	8	19%
2 - Disagree					3	14%	3	7%
1 - Strongly Disagree	1	8%			2	10%	3	7%
<b>Total</b>	<b>12</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>43</b>	<b>100%</b>

County

MONTMORENCY ▾

Court

D88 MONTMORENCY ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

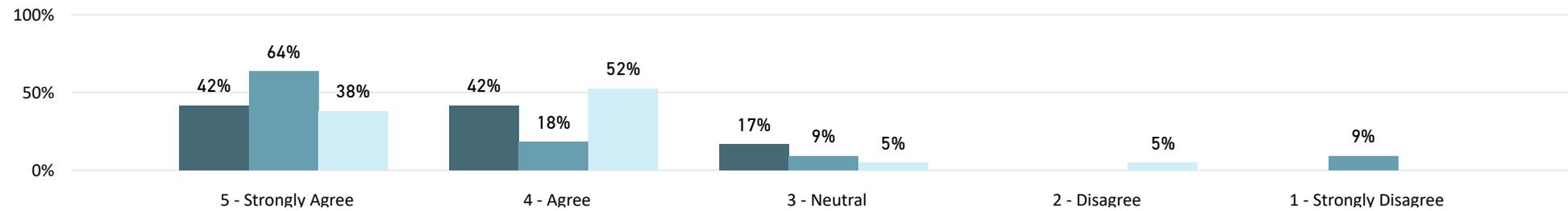


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	5	42%	7	64%	8	38%	20	45%
4 - Agree	5	42%	2	18%	11	52%	18	41%
3 - Neutral	2	17%	1	9%	1	5%	4	9%
2 - Disagree					1	5%	1	2%
1 - Strongly Disagree			1	9%			1	2%
<b>Total</b>	<b>12</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>44</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

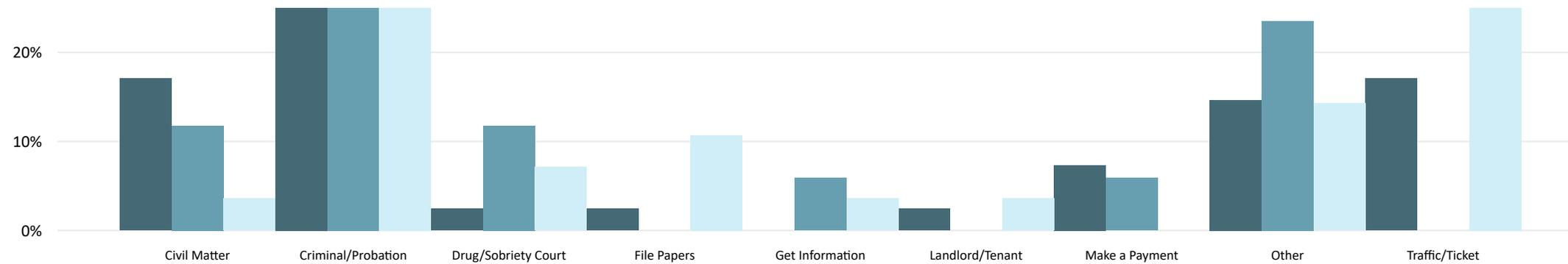
Race/Ethnicity



# 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	7	17%	2	12%	1	4%	10	12%
Criminal/Probation	15	37%	7	41%	8	29%	30	35%
Drug/Sobriety Court	1	2%	2	12%	2	7%	5	6%
File Papers	1	2%	0	0%	3	11%	4	5%
Get Information	0	0%	1	6%	1	4%	2	2%
Landlord/Tenant	1	2%	0	0%	1	4%	2	2%
Make a Payment	3	7%	1	6%	0	0%	4	5%
Other	6	15%	4	24%	4	14%	14	16%
Traffic/Ticket	7	17%	0	0%	8	29%	15	17%
<b>Total</b>	<b>41</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>86</b>	<b>100%</b>

County

MONTMORENCY

Court

D88 MONTMORENCY

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

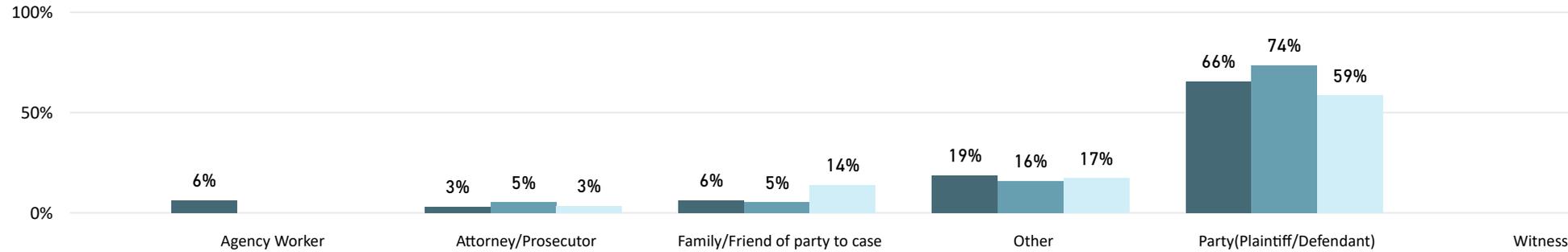
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

MONTMORENCY

Court

D88 MONTMORENCY

Subset

All

Survey Year

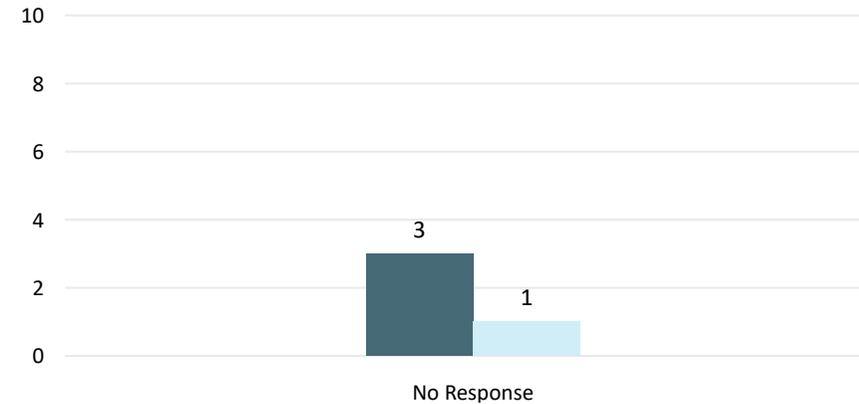
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	6%					2	3%
Attorney/Prosecutor	1	3%	1	5%	1	3%	3	4%
Family/Friend of party to case	2	6%	1	5%	4	14%	7	9%
Other	6	19%	3	16%	5	17%	14	18%
Party(Plaintiff/Defendant)	21	66%	14	74%	17	59%	52	65%
Witness					2	7%	2	3%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>29</b>	<b>100%</b>	<b>80</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

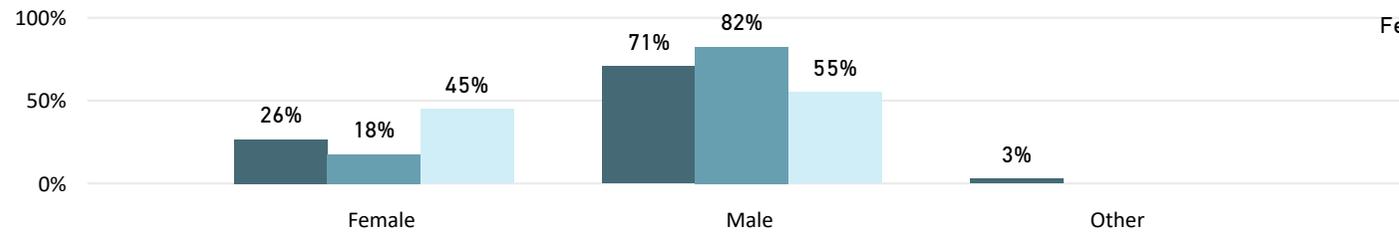
All



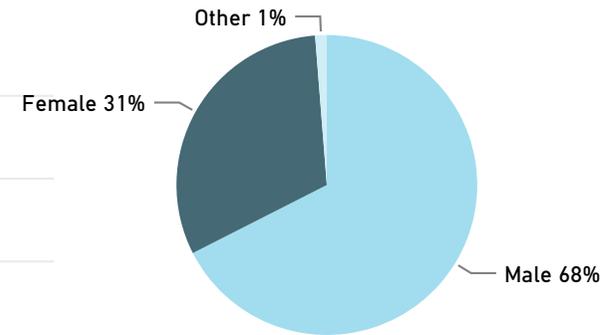
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



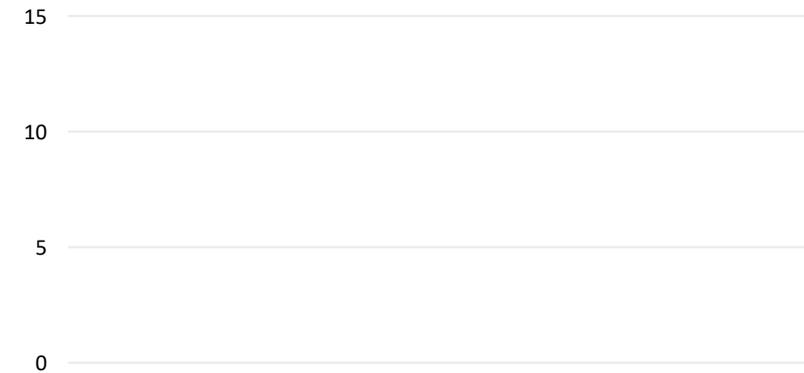
## 9. What is your gender?



## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	9	26%	3	18%	13	45%	25	31%
Male	24	71%	14	82%	16	55%	54	68%
Other	1	3%					1	1%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>29</b>	<b>100%</b>	<b>80</b>	<b>100%</b>

## 9. No Responses



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MONTMORENCY

Court

D88 MONTMORENCY

Subset

All

Survey Year

All

Role

All

Type of Case

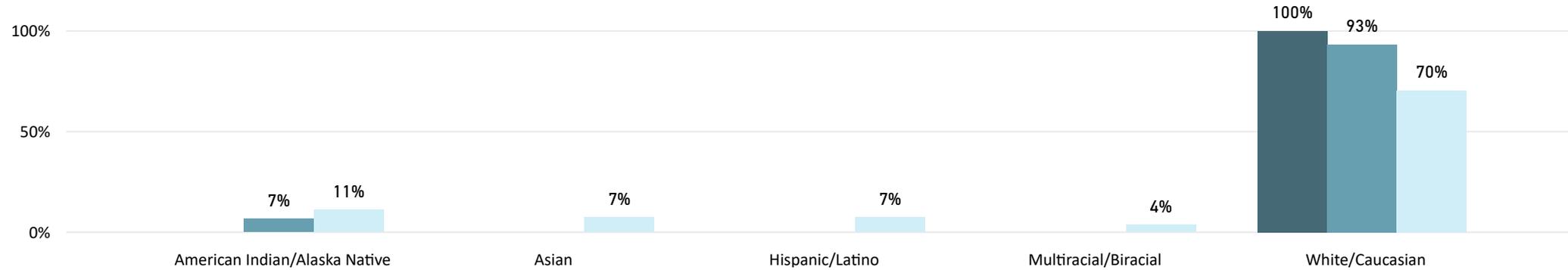
All

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	7%	3	11%	4	5%
Asian					2	7%	2	3%
Hispanic/Latino					2	7%	2	3%
Multiracial/Biracial					1	4%	1	1%
White/Caucasian	33	100%	14	93%	19	70%	66	88%
<b>Total</b>	<b>33</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>75</b>	<b>100%</b>

## 10. No Responses.

