

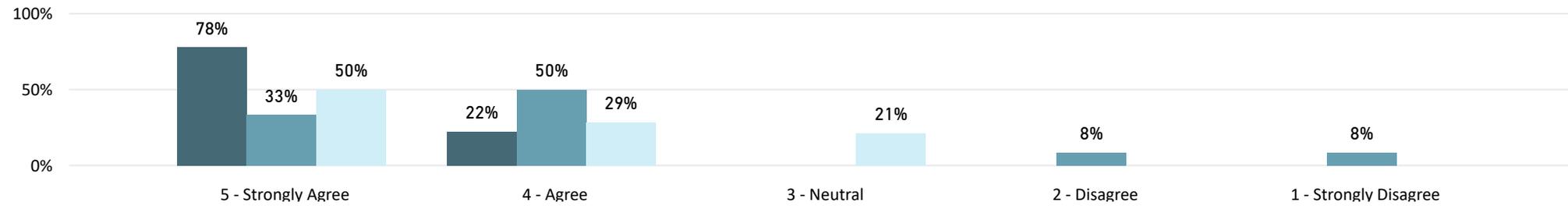


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	7	78%	4	33%	7	50%	18	51%
4 - Agree	2	22%	6	50%	4	29%	12	34%
3 - Neutral					3	21%	3	9%
2 - Disagree			1	8%			1	3%
1 - Strongly Disagree			1	8%			1	3%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>35</b>	<b>100%</b>

County

PRESQUE ISLE ▾

Court

D89 PRESQUE ISLE ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

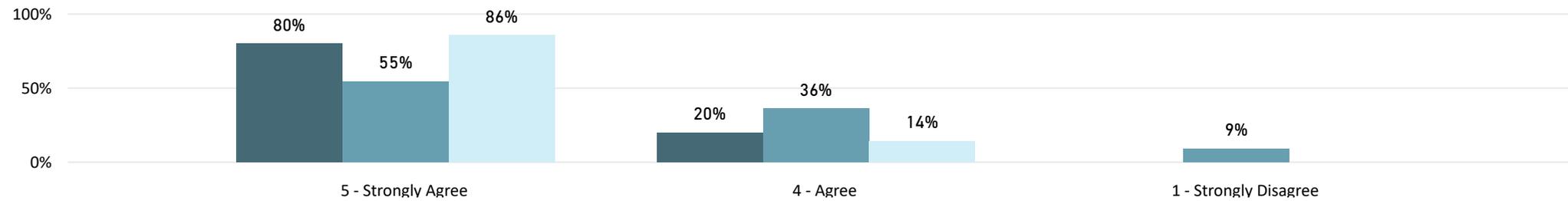


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	8	80%	6	55%	12	86%	26	74%
4 - Agree	2	20%	4	36%	2	14%	8	23%
1 - Strongly Disagree			1	9%			1	3%
<b>Total</b>	<b>10</b>	<b>100%</b>	<b>11</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>35</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

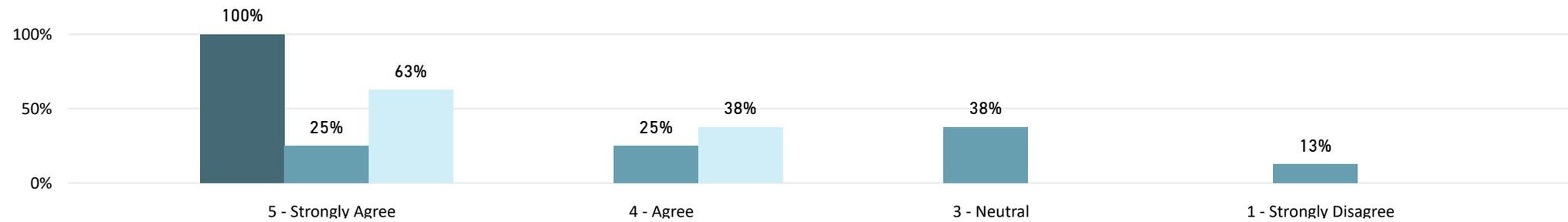


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	5	100%	2	25%	5	63%	12	57%
4 - Agree			2	25%	3	38%	5	24%
3 - Neutral			3	38%			3	14%
1 - Strongly Disagree			1	13%			1	5%
<b>Total</b>	<b>5</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>21</b>	<b>100%</b>

County

PRESQUE ISLE

Court

D89 PRESQUE ISLE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

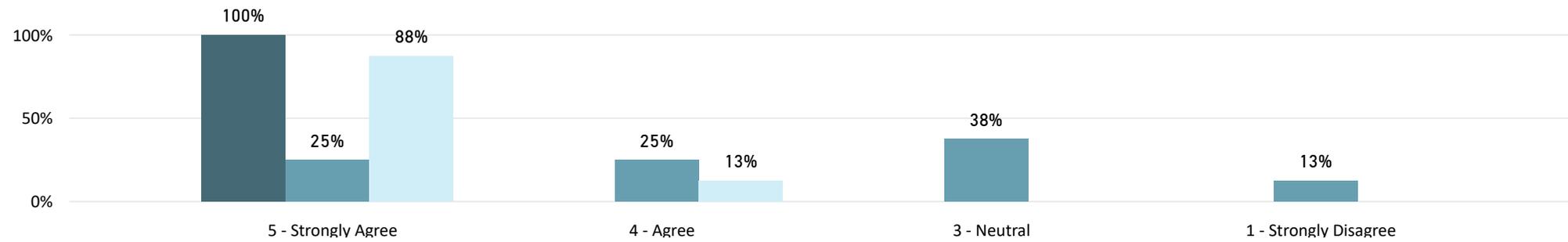


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	6	100%	2	25%	7	88%	15	68%
4 - Agree			2	25%	1	13%	3	14%
3 - Neutral			3	38%			3	14%
1 - Strongly Disagree			1	13%			1	5%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>22</b>	<b>100%</b>

County

PRESQUE ISLE

Court

D89 PRESQUE ISLE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

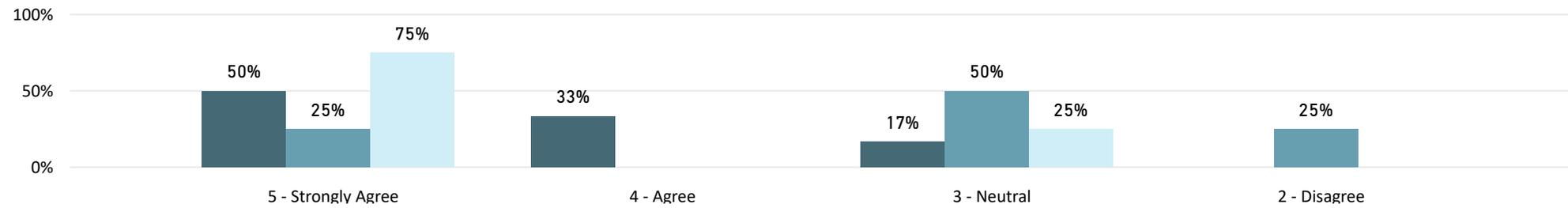


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	3	50%	1	25%	3	75%	7	50%
4 - Agree	2	33%					2	14%
3 - Neutral	1	17%	2	50%	1	25%	4	29%
2 - Disagree			1	25%			1	7%
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>14</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

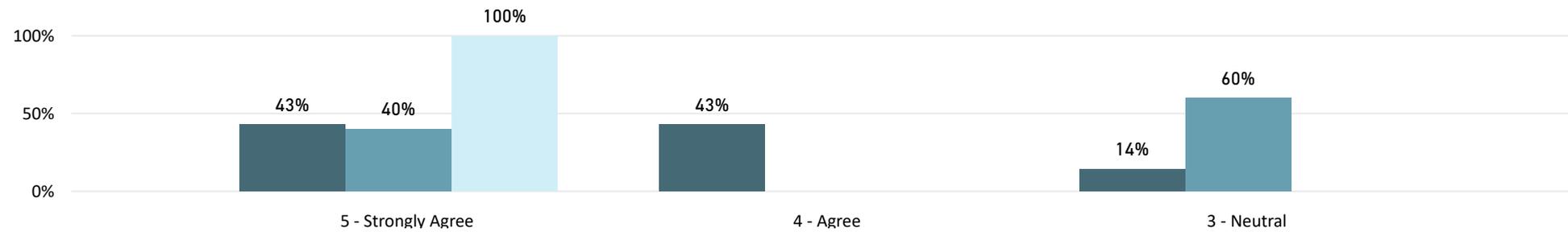


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 5 and 6 were directed to persons who were a party to the case.

## 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	3	43%	2	40%	6	100%	11	61%
4 - Agree	3	43%					3	17%
3 - Neutral	1	14%	3	60%			4	22%
<b>Total</b>	<b>7</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>18</b>	<b>100%</b>

County

PRESQUE ISLE

Court

D89 PRESQUE ISLE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

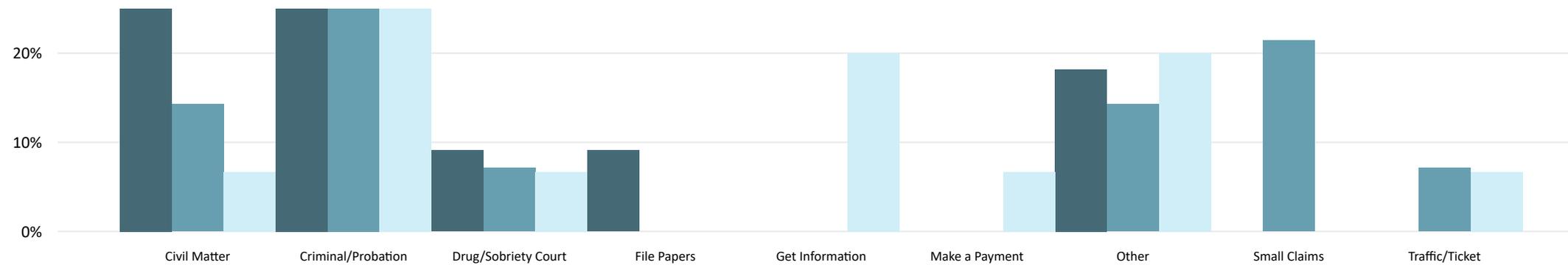
All



# 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
Civil Matter	3	27%	2	14%	1	7%	6	15%
Criminal/Probation	4	36%	5	36%	5	33%	14	35%
Drug/Sobriety Court	1	9%	1	7%	1	7%	3	8%
File Papers	1	9%					1	3%
Get Information					3	20%	3	8%
Make a Payment					1	7%	1	3%
Other	2	18%	2	14%	3	20%	7	18%
Small Claims			3	21%			3	8%
Traffic/Ticket			1	7%	1	7%	2	5%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>40</b>	<b>100%</b>

County

PRESQUE ISLE ▾

Court

D89 PRESQUE ISLE ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

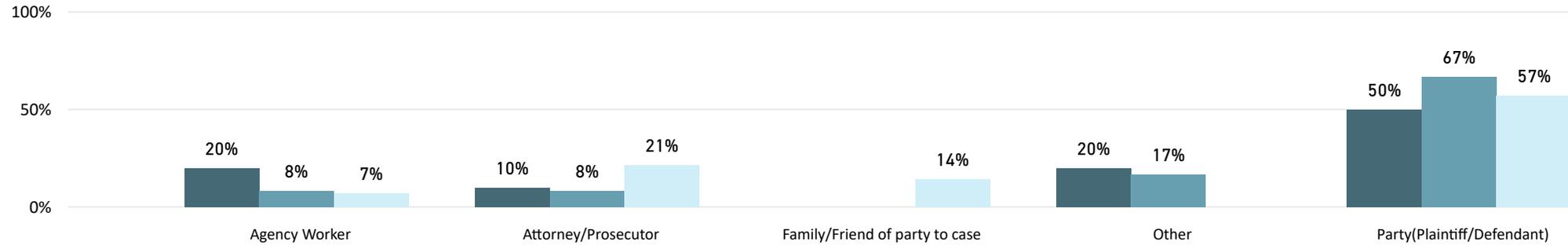
All ▾



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

PRESQUE ISLE

Court

D89 PRESQUE ISLE

Subset

All

Survey Year

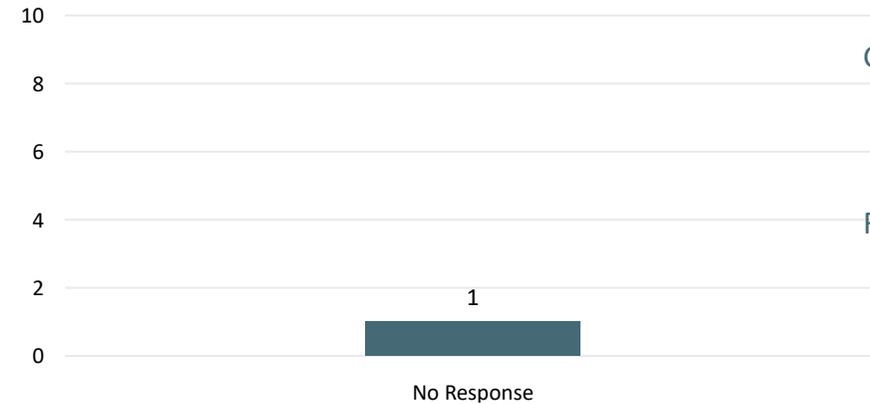
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	20%	1	8%	1	7%	4	11%
Attorney/Prosecutor	1	10%	1	8%	3	21%	5	14%
Family/Friend of party to case	0	0%	0	0%	2	14%	2	6%
Other	2	20%	2	17%	0	0%	4	11%
Party (Plaintiff/Defendant)	5	50%	8	67%	8	57%	21	58%
<b>Total</b>	<b>10</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>36</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015



Type of Case

All

Gender

All

Race/Ethnicity

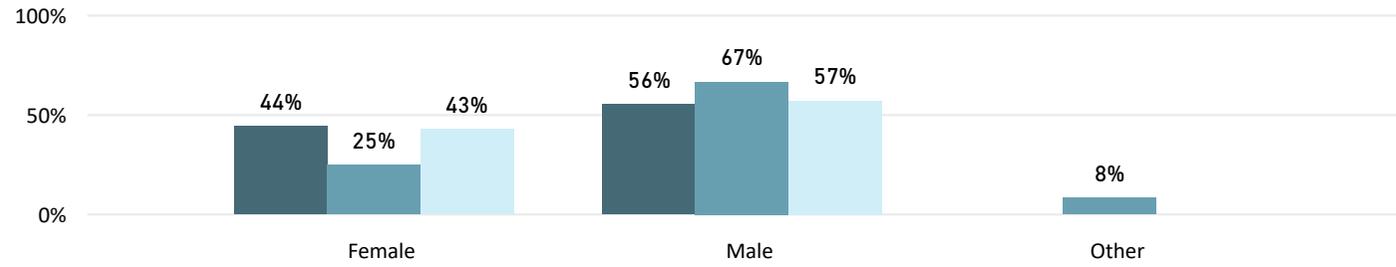
All



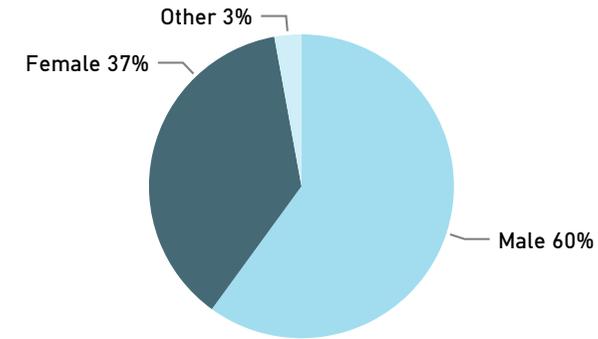
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

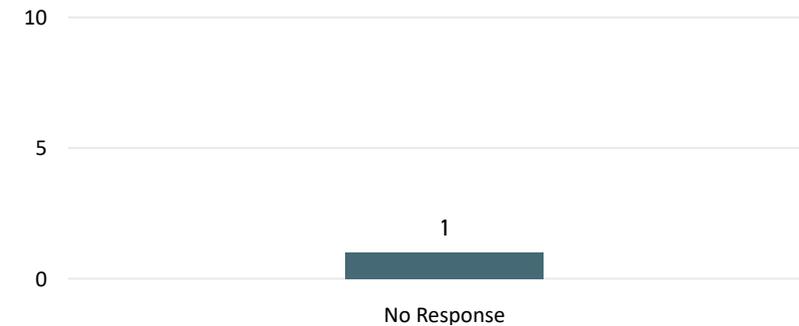


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	4	44%	3	25%	6	43%	13	37%
Male	5	56%	8	67%	8	57%	21	60%
Other			1	8%			1	3%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>35</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015



County

PRESQUE ISLE

Court

D89 PRESQUE ISLE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

PRESQUE ISLE

Court

D89 PRESQUE ISLE

Subset

All

Survey Year

All

Role

All

Type of Case

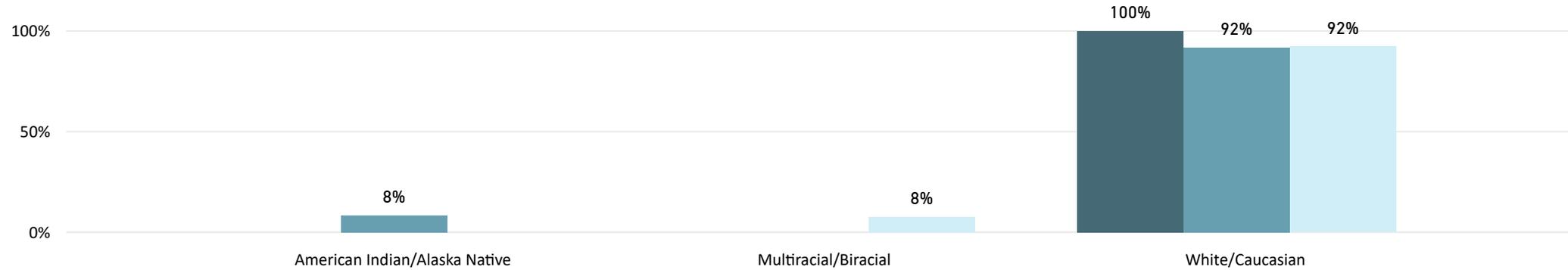
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear Race/ethnicity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native			1	8%			1	3%
Multiracial/Biracial					1	8%	1	3%
White/Caucasian	9	100%	11	92%	12	92%	32	94%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>34</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2018

