

Small Multi-County Circuit and Probate Courts Comparison Group Public Satisfaction Survey

Section I: Access to the Court

		<i>Mean</i>			<i>Mean</i>
1) Finding the courthouse was easy.					
5 Strongly Agree	1,041	72%	5 Strongly Agree	639	53%
4 Agree	346	24%	4 Agree	404	33%
3 Neutral	40	3%	3 Neutral	129	11%
2 Disagree	10	1%	2 Disagree	21	2%
1 Strongly Disagree	4	0%	1 Strongly Disagree	14	1%
		<i>4.7</i>			<i>4.4</i>
NA Response(s)	10		NA Response(s)	230	
2) The forms I needed were clear and easy to understand.					
5 Strongly Agree	899	62%	5 Strongly Agree	763	56%
4 Agree	408	28%	4 Agree	433	32%
3 Neutral	96	7%	3 Neutral	120	9%
2 Disagree	28	2%	2 Disagree	33	2%
1 Strongly Disagree	17	1%	1 Strongly Disagree	10	1%
		<i>4.5</i>			<i>4.4</i>
NA Response(s)	8		NA Response(s)	60	
3) I felt safe in the courthouse.					
5 Strongly Agree	1,031	72%	5 Strongly Agree	945	67%
4 Agree	333	23%	4 Agree	405	29%
3 Neutral	51	4%	3 Neutral	47	3%
2 Disagree	12	1%	2 Disagree	9	1%
1 Strongly Disagree	9	1%	1 Strongly Disagree	5	0%
		<i>4.6</i>			<i>4.6</i>
NA Response(s)	13		NA Response(s)	39	
4) I was able to get my court business done in a reasonable amount of time today.					
5 Strongly Agree	260	42%	5 Strongly Agree	766	56%
4 Agree	151	24%	4 Agree	455	33%
3 Neutral	176	28%	3 Neutral	122	9%
2 Disagree	22	4%	2 Disagree	12	1%
1 Strongly Disagree	17	3%	1 Strongly Disagree	9	1%
		<i>4.0</i>			<i>4.4</i>
NA Response(s)	754		NA Response(s)	83	
5) I was treated with courtesy and respect by court staff.					
6) I easily found the courtroom or office I needed.					
7) The court's website was useful.					
8) The court's hours of operation made it easy for me to do my business.					

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Section II: Fairness

			<i>Mean</i>
9) The way the case was handled was fair.			
5 Strongly Agree	584	57%	
4 Agree	308	30%	
3 Neutral	82	8%	
2 Disagree	27	3%	
1 Strongly Disagree	30	3%	
			4.3
NA Response(s)	125		

			<i>Mean</i>
10) The judge/magistrate/referee listened to both sides of the story before making a decision.			
5 Strongly Agree	569	59%	
4 Agree	280	29%	
3 Neutral	72	8%	
2 Disagree	16	2%	
1 Strongly Disagree	22	2%	
			4.4
NA Response(s)	177		

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.			
5 Strongly Agree	577	59%	
4 Agree	293	30%	
3 Neutral	71	7%	
2 Disagree	16	2%	
1 Strongly Disagree	24	2%	
			4.4
NA Response(s)	150		

12) The judge/magistrate/referee treated everyone with courtesy and respect.			
5 Strongly Agree	644	64%	
4 Agree	290	29%	
3 Neutral	47	5%	
2 Disagree	8	1%	
1 Strongly Disagree	13	1%	
			4.5
NA Response(s)	128		

13) The judge/magistrate/referee told the parties what would happen next in the case.			
5 Strongly Agree	579	60%	
4 Agree	303	31%	
3 Neutral	67	7%	
2 Disagree	12	1%	
1 Strongly Disagree	11	1%	
			4.5
NA Response(s)	157		

14) The outcome in my case was favorable to me.			
5 Strongly Agree	286	44%	
4 Agree	171	26%	
3 Neutral	133	21%	
2 Disagree	26	4%	
1 Strongly Disagree	32	5%	
			4.0
NA Response(s)	303		

15) As I leave the court, I understand what happened in my case.			
5 Strongly Agree	406	56%	
4 Agree	228	32%	
3 Neutral	62	9%	
2 Disagree	11	2%	
1 Strongly Disagree	16	2%	
			4.4
NA Response(s)	238		

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Section III: Background Information

16) Who are you?

Attorney/prosecutor	243	18%
Family/friend of party to case	289	21%
Interpreter	3	0%
Juror	44	3%
Party	302	22%
Witness	47	3%
Other	442	32%

17) What did you do at court today?

Appear as witness	65	4%
Attend hearing or trial	655	45%
File papers	151	10%
Get information	149	10%
Jury duty	43	3%
Meet probation/pretrial staff	86	6%
Search records/obtain docs.	39	3%
Other	278	19%

18) What type of case brought you to the

Child protective	208	14%
Civil matter	96	7%
Criminal/probation	279	19%
Divorce/custody/support	216	15%
Drug/sobriety court	32	2%
Estate/trust	71	5%
Guardianship/conservatorship	190	13%
Juvenile delinquency	129	9%
PPOs	17	1%
Small claims	7	0%
Traffic	16	1%
Other	195	13%

19) What is your gender?

Female	724	53%
Male	641	47%

20) How do you identify yourself?

American Indian / Alaska Nat.	70	5%
Asian	2	0%
Multiracial/biracial	8	1%
Black/African American	17	1%
Hispanic/Latino	27	2%
White/Caucasian	1,248	88%
Other	42	3%

21) How often are you typically in the courthouse?

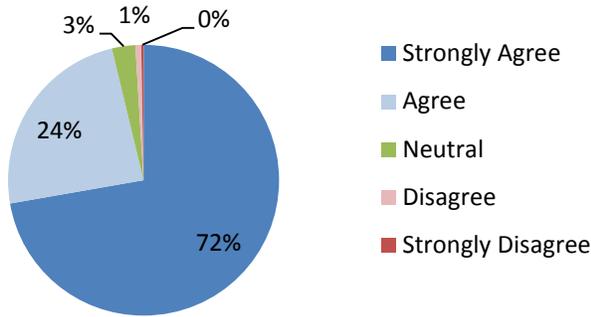
First time	176	13%
Once a year or less	330	24%
Several times a year	345	25%
Regularly	529	38%

Counties Included

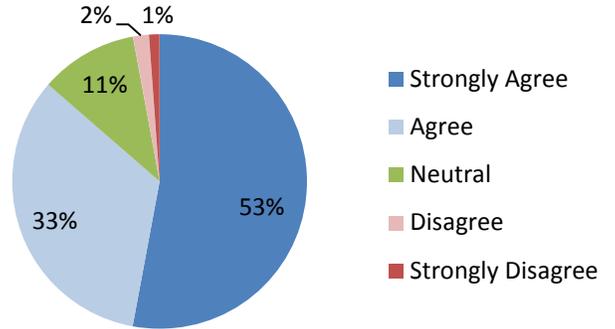
Alger, Luce, Mackinac, Schoolcraft	Gogebic, Ontonagon
Alpena, Montmorency	Lake, Mason
Baraga, Houghton, Keweenaw	Missaukee, Wexford
Benzie, Manistee	Ogemaw, Roscommon
Cheboygan, Presque Isle	

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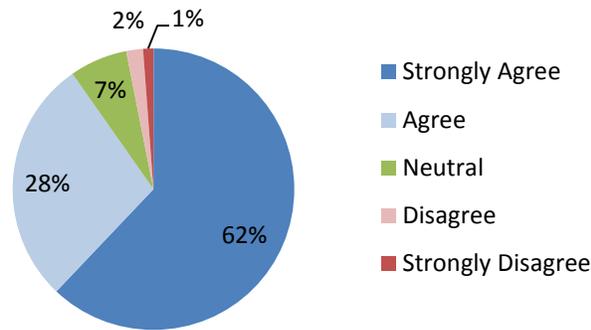
Finding the courthouse was easy.



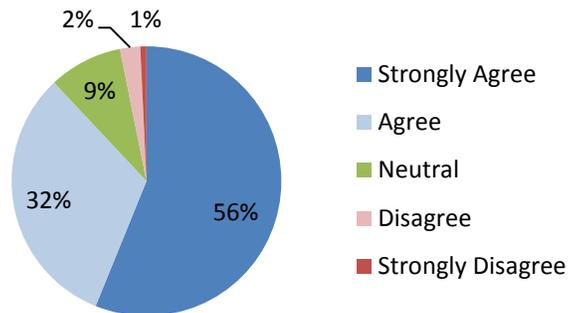
The forms I needed were clear and easy to understand.



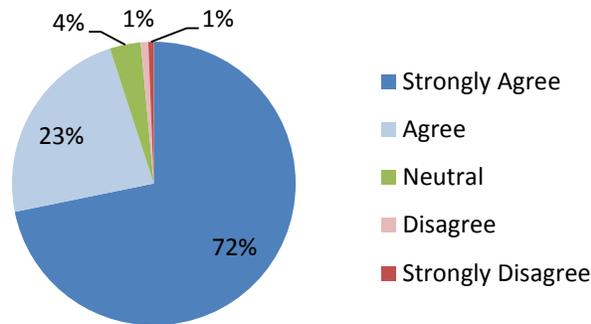
I felt safe in the courthouse.



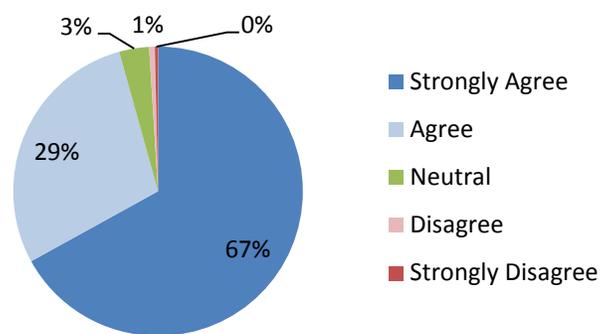
I was able to get my court business done in a reasonable amount of time today.



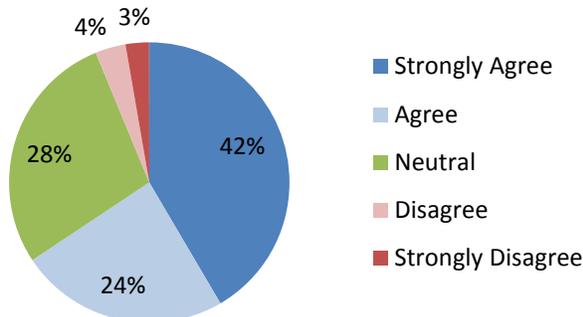
I was treated with courtesy and respect by court staff.



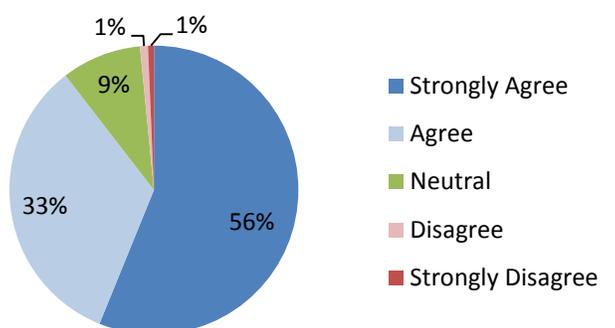
I easily found the courtroom or office I needed.



The court's website was useful.

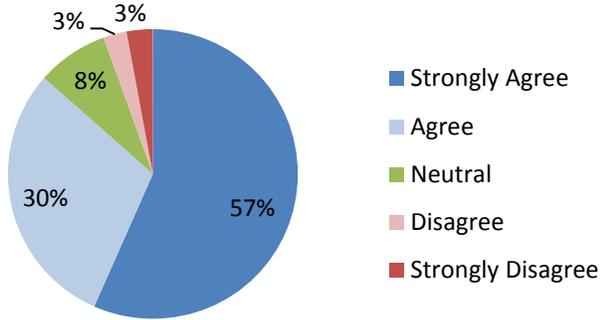


The court's hours of operation made it easy for me to do my business.

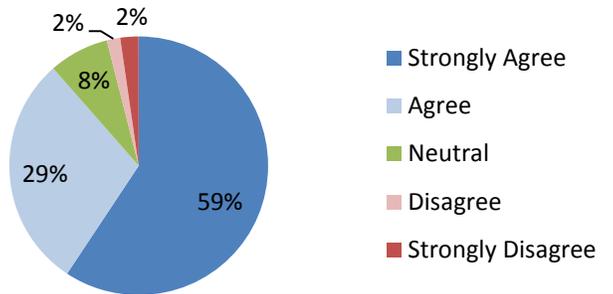


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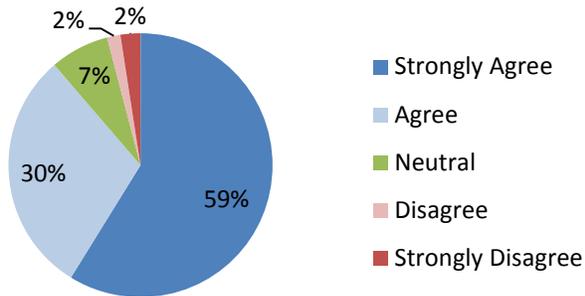
The way the case was handled was fair.



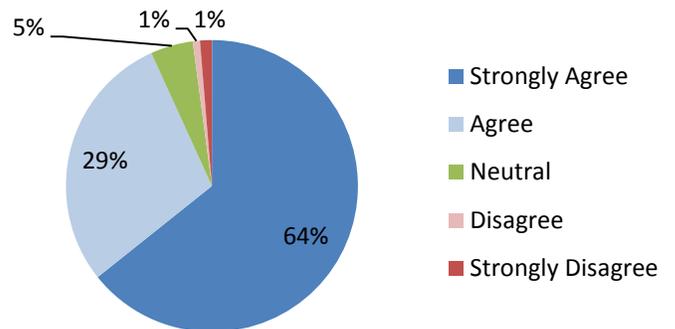
The judge/magistrate/referee listened to both sides of the story before making a decision.



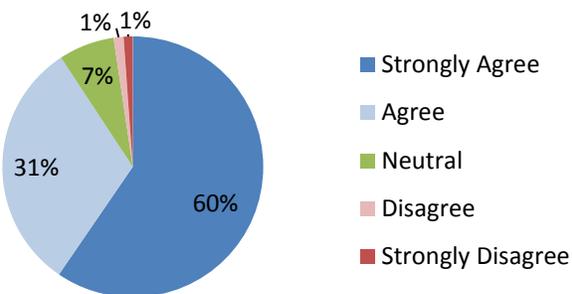
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



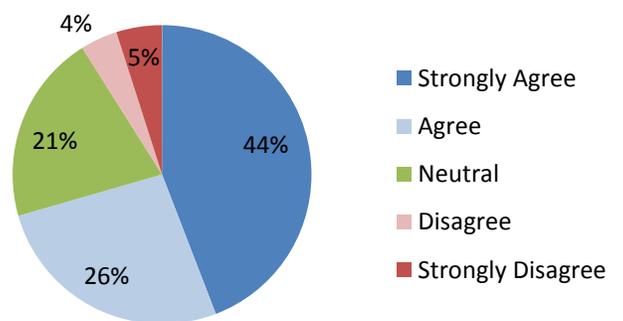
The judge/magistrate/referee treated everyone with courtesy and respect.



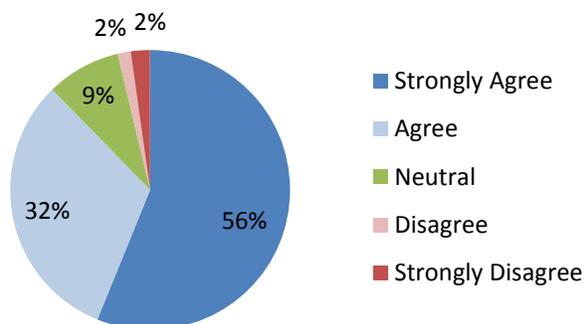
The judge/magistrate/referee told the parties what would happen next in the case.



The outcome in my case was favorable to me.



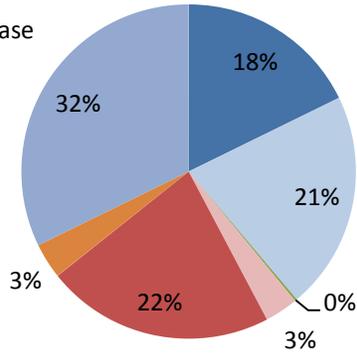
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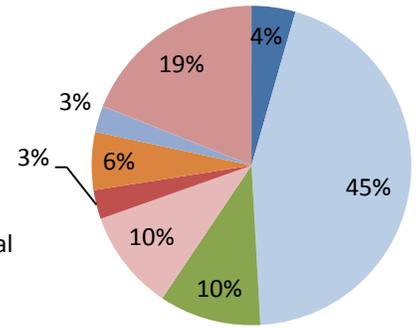
Who are you?

- Attorney/prosecutor
- Family/friend of party to case
- Interpreter
- Juror
- Party
- Witness
- Other



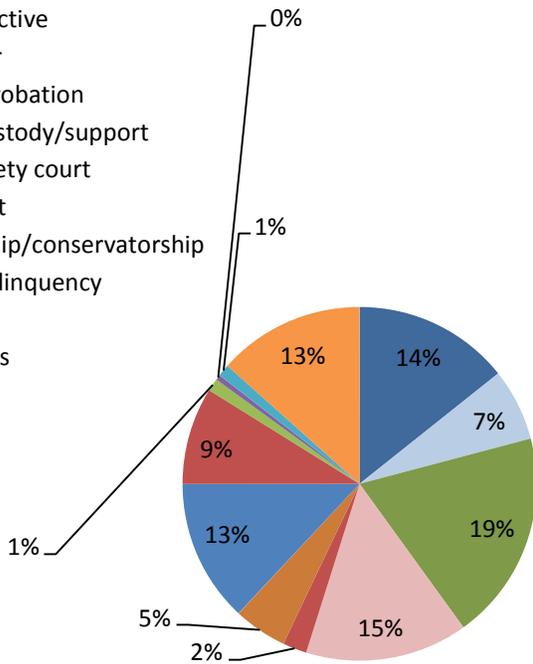
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- Jury duty
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- Other



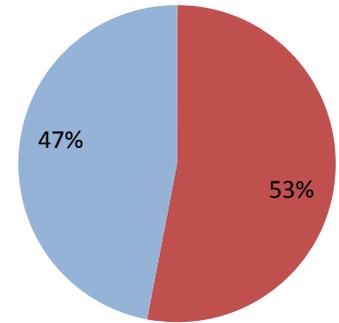
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- Child protective
- Civil matter
- Criminal/probation
- Divorce/custody/support
- Drug/sobriety court
- Estate/trust
- Guardianship/conservatorship
- Juvenile delinquency
- PPOs
- Small claims
- Traffic
- Other



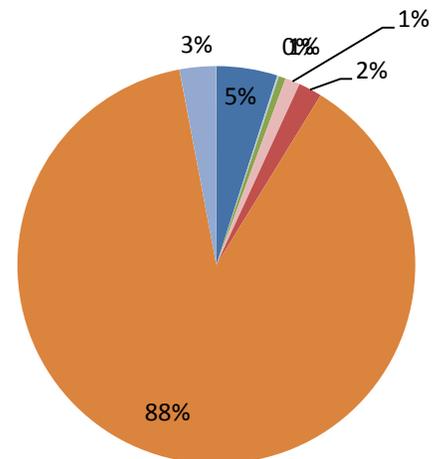
What is your gender?

- Female
- Male



How do you identify yourself?

- American Indian / Alaska Nat.
- Asian
- Multiracial/biracial
- Black/African American
- Hispanic/Latino
- White/Caucasian
- Other



How often are you typically in the courthouse?

- First time
- Once a year or less
- Several times a year
- Regularly

