

Small Multi-County Courts Comparison Group Public Satisfaction Survey

Section I: Access to the Court

		<i>Mean</i>
1) Finding the courthouse was easy.		
5 Strongly Agree	261 66%	
4 Agree	108 27%	
3 Neutral	17 4%	
2 Disagree	7 2%	
1 Strongly Disagree	2 1%	
		<i>4.6</i>
NA Response(s)	5	

		<i>Mean</i>
2) The forms I needed were clear and easy to understand.		
5 Strongly Agree	180 52%	
4 Agree	129 37%	
3 Neutral	29 8%	
2 Disagree	5 1%	
1 Strongly Disagree	6 2%	
		<i>4.4</i>
NA Response(s)	50	

3) I felt safe in the courthouse.		
5 Strongly Agree	228 57%	
4 Agree	126 32%	
3 Neutral	34 9%	
2 Disagree	4 1%	
1 Strongly Disagree	5 1%	
		<i>4.4</i>
NA Response(s)	3	

4) I was able to get my court business done in a reasonable amount of time today.		
5 Strongly Agree	188 52%	
4 Agree	119 33%	
3 Neutral	30 8%	
2 Disagree	14 4%	
1 Strongly Disagree	9 3%	
		<i>4.3</i>
NA Response(s)	31	

5) I was treated with courtesy and respect by court staff.		
5 Strongly Agree	250 64%	
4 Agree	125 32%	
3 Neutral	11 3%	
2 Disagree	3 1%	
1 Strongly Disagree	2 1%	
		<i>4.6</i>
NA Response(s)	4	

6) I easily found the courtroom or office I needed.		
5 Strongly Agree	236 61%	
4 Agree	128 33%	
3 Neutral	16 4%	
2 Disagree	5 1%	
1 Strongly Disagree	4 1%	
		<i>4.5</i>
NA Response(s)	8	

7) The court's website was useful.		
5 Strongly Agree	71 38%	
4 Agree	48 26%	
3 Neutral	54 29%	
2 Disagree	6 3%	
1 Strongly Disagree	7 4%	
		<i>3.9</i>
NA Response(s)	200	

8) The court's hours of operation made it easy for me to do my business.		
5 Strongly Agree	188 51%	
4 Agree	136 37%	
3 Neutral	35 9%	
2 Disagree	6 2%	
1 Strongly Disagree	5 1%	
		<i>4.3</i>
NA Response(s)	26	

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Section II: Fairness

		<i>Mean</i>
9) The way the case was handled was fair.		
5 Strongly Agree	114	46%
4 Agree	86	35%
3 Neutral	24	10%
2 Disagree	11	4%
1 Strongly Disagree	14	6%
		<i>4.1</i>
NA Response(s)	55	

		<i>Mean</i>
10) The judge/magistrate/referee listened to both sides of the story before making a decision.		
5 Strongly Agree	119	51%
4 Agree	65	28%
3 Neutral	30	13%
2 Disagree	10	4%
1 Strongly Disagree	10	4%
		<i>4.2</i>
NA Response(s)	67	

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.		
5 Strongly Agree	118	50%
4 Agree	74	31%
3 Neutral	28	12%
2 Disagree	7	3%
1 Strongly Disagree	10	4%
		<i>4.2</i>
NA Response(s)	60	

12) The judge/magistrate/referee treated everyone with courtesy and respect.		
5 Strongly Agree	145	57%
4 Agree	80	31%
3 Neutral	18	7%
2 Disagree	5	2%
1 Strongly Disagree	7	3%
		<i>4.4</i>
NA Response(s)	52	

13) The judge/magistrate/referee told the parties what would happen next in the case.		
5 Strongly Agree	129	54%
4 Agree	73	31%
3 Neutral	22	9%
2 Disagree	6	3%
1 Strongly Disagree	7	3%
		<i>4.3</i>
NA Response(s)	58	

14) The outcome in my case was favorable to me.		
5 Strongly Agree	72	42%
4 Agree	34	20%
3 Neutral	39	23%
2 Disagree	14	8%
1 Strongly Disagree	13	8%
		<i>3.8</i>
NA Response(s)	93	

15) As I leave the court, I understand what happened in my case.		
5 Strongly Agree	100	53%
4 Agree	58	31%
3 Neutral	23	12%
2 Disagree	5	3%
1 Strongly Disagree	3	2%
		<i>4.3</i>
NA Response(s)	81	

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Section III: Background Information

16) Who are you?

Attorney/prosecutor	47	12%
Family/friend of party to case	51	13%
Interpreter	0	0%
Juror	21	6%
Party	114	30%
Witness	14	4%
Other	134	35%

17) What did you do at court today?

Appear as witness	8	2%
Attend hearing or trial	151	38%
File papers	36	9%
Get information	40	10%
Jury duty	22	5%
Meet probation/pretrial staff	21	5%
Search records/obtain docs.	11	3%
Other	112	28%

18) What type of case brought you to the

Child protective	6	2%
Civil matter	46	12%
Criminal/probation	124	32%
Divorce/custody/support	3	1%
Drug/sobriety court	41	10%
Estate/trust	4	1%
Guardianship/conservatorship	2	1%
Juvenile delinquency	5	1%
PPOs	4	1%
Small claims	23	6%
Traffic	60	15%
Other	75	19%

19) What is your gender?

Female	162	44%
Male	210	56%

20) How do you identify yourself?

American Indian / Alaska Nat.	20	5%
Asian	1	0%
Multiracial/biracial	4	1%
Black/African American	6	2%
Hispanic/Latino	7	2%
White/Caucasian	340	88%
Other	9	2%

21) How often are you typically in the courthouse?

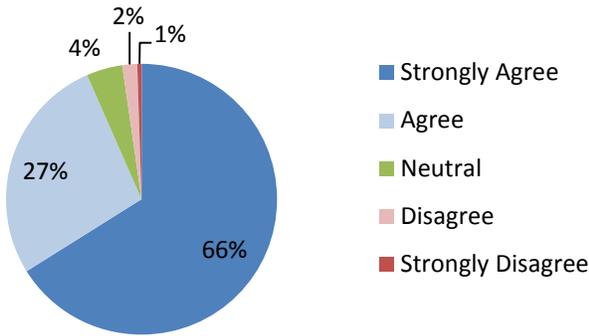
First time	96	26%
Once a year or less	103	28%
Several times a year	50	13%
Regularly	125	33%

Courts Included

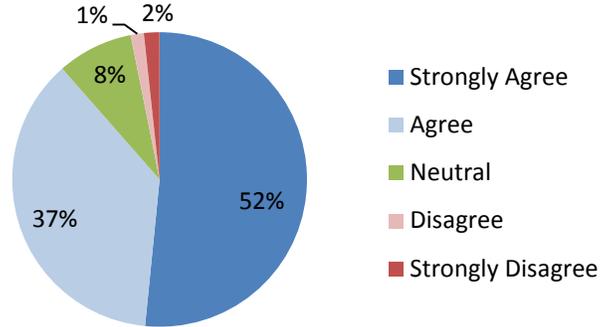
Alcona, Arenac, Iosco, Oscoda	D81
Alger, Schoolcraft	D93
Crawford	D87C
Gogebic, Ontonagon	D98
Iron	D95B-2
Kalkaska	D87B
Lake	D79-1
Luce, Mackinac	D92

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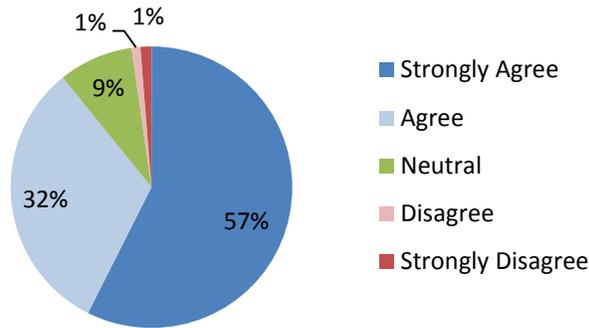
Finding the courthouse was easy.



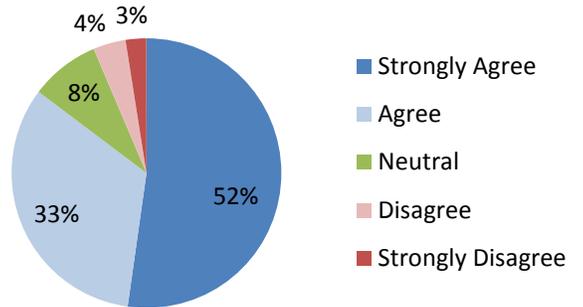
The forms I needed were clear and easy to understand.



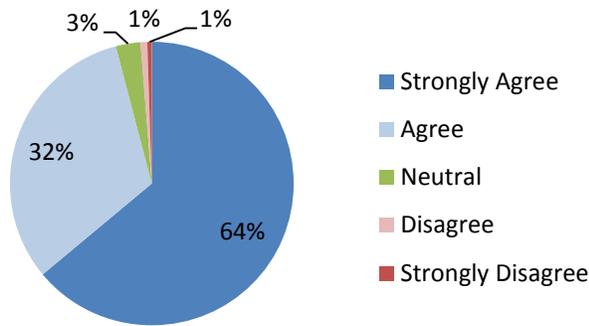
I felt safe in the courthouse.



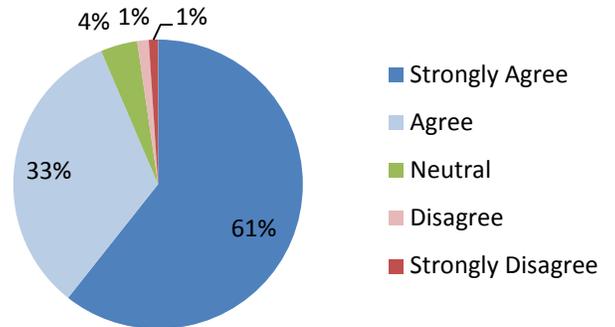
I was able to get my court business done in a reasonable amount of time today.



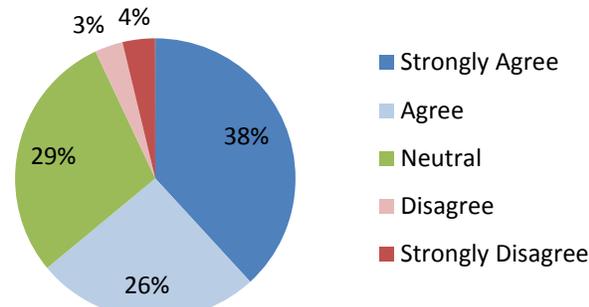
I was treated with courtesy and respect by court staff.



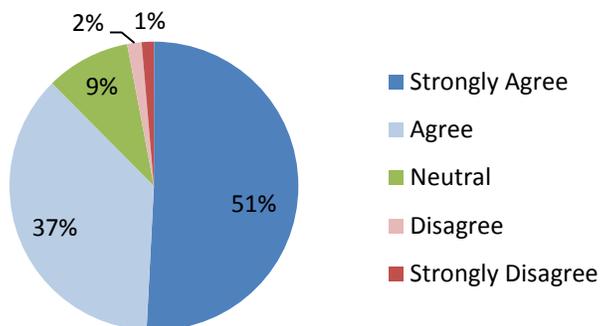
I easily found the courtroom or office I needed.



The court's website was useful.

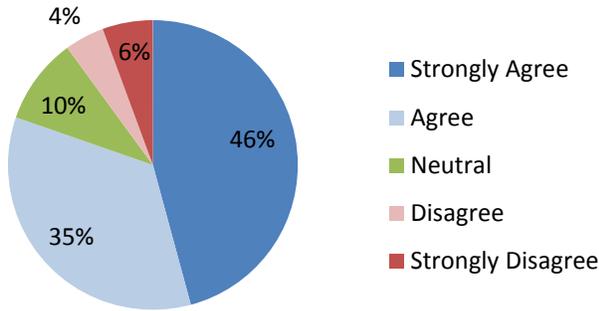


The court's hours of operation made it easy for me to do my business.

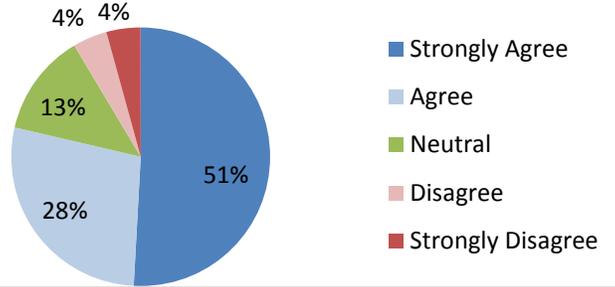


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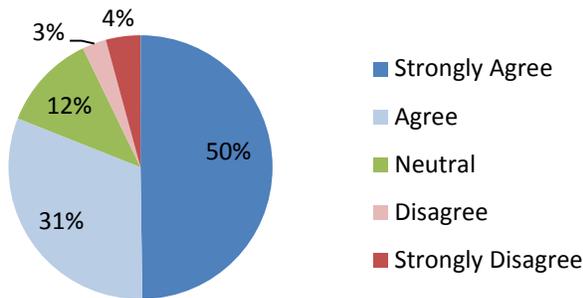
The way the case was handled was fair.



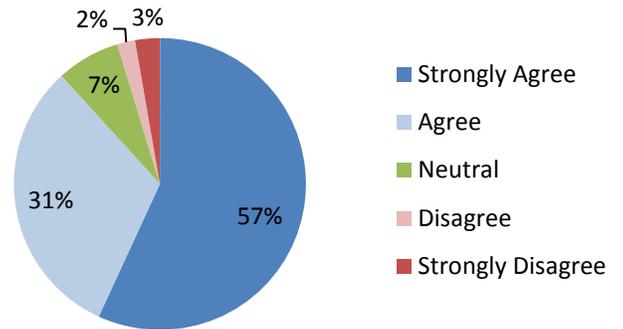
The judge/magistrate/referee listened to both sides of the story before making a decision.



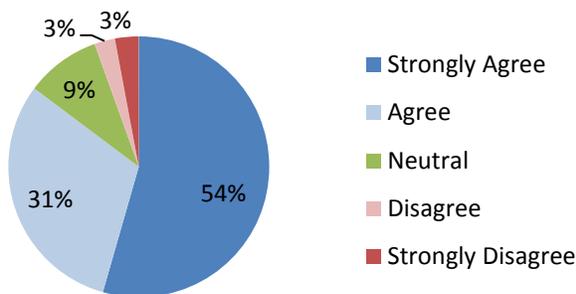
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



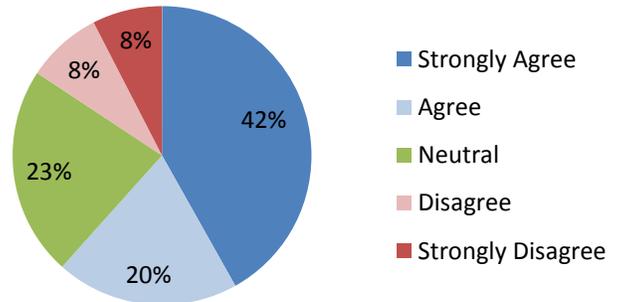
The judge/magistrate/referee treated everyone with courtesy and respect.



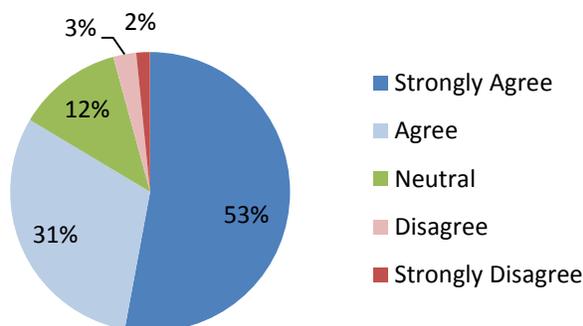
The judge/magistrate/referee told the parties what would happen next in the case.



The outcome in my case was favorable to me.



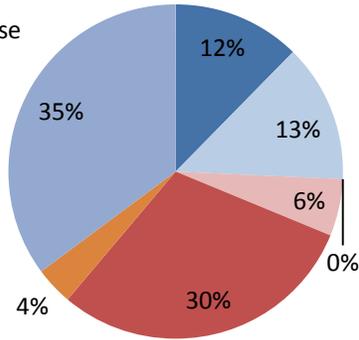
As I leave the court, I understand what happened in my case.



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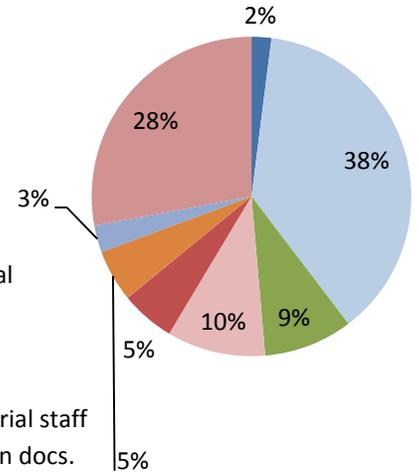
Who are you?

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



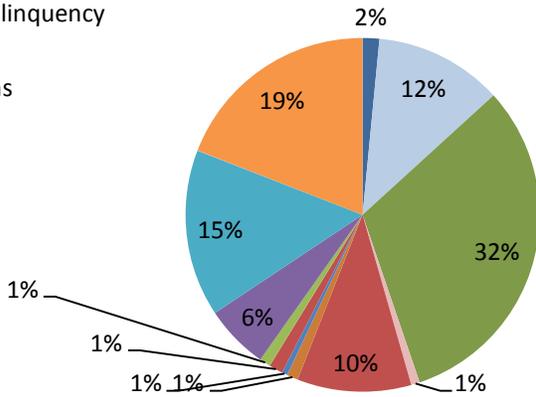
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- Appear as witness
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- Get information
- Jury duty
- Meet probation/pretrial staff
- Search records/obtain docs.
- Other



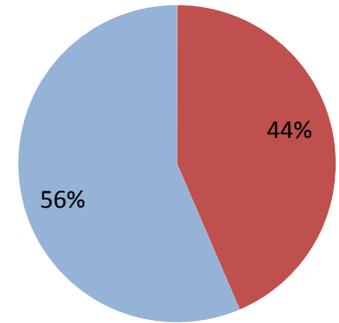
What type of case brought you to the courthouse today?

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



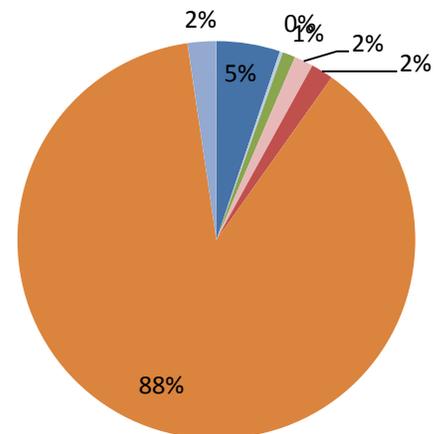
What is your gender?

- 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

