

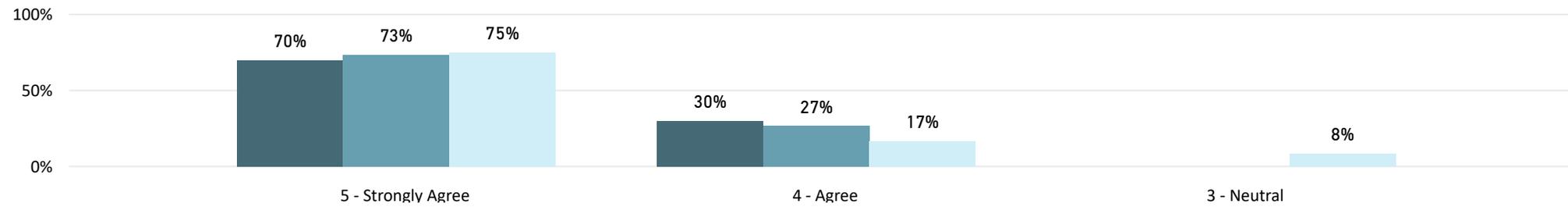


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	7	70%	11	73%	9	75%	27	73%
4 - Agree	3	30%	4	27%	2	17%	9	24%
3 - Neutral					1	8%	1	3%
<b>Total</b>	<b>10</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>37</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

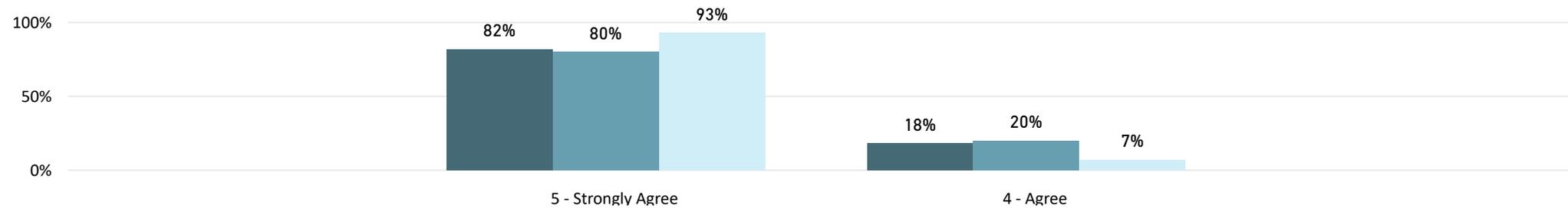


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	9	82%	12	80%	13	93%	34	85%
4 - Agree	2	18%	3	20%	1	7%	6	15%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>40</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

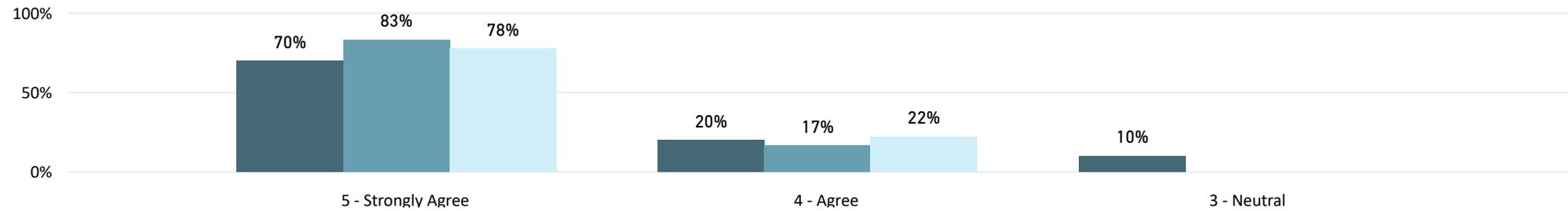


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Fair								
5 - Strongly Agree	7	70%	10	83%	7	78%	24	77%
4 - Agree	2	20%	2	17%	2	22%	6	19%
3 - Neutral	1	10%					1	3%
<b>Total</b>	<b>10</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>31</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

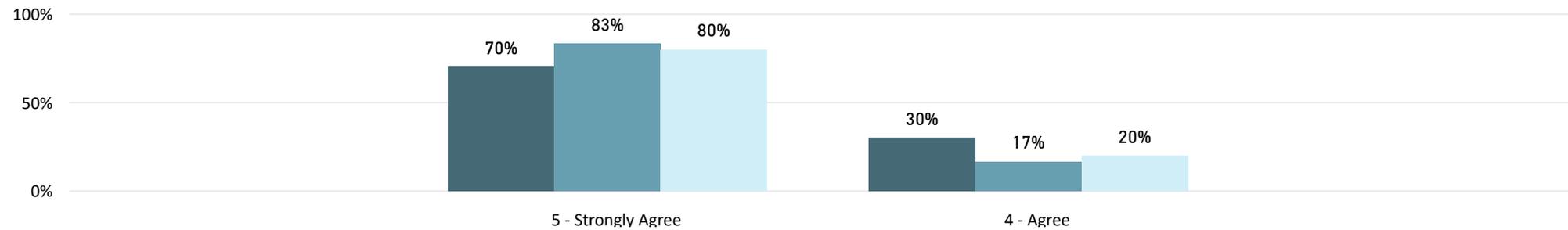


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 3 and 4 were directed to persons who attended a hearing or trial.

## 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	7	70%	10	83%	8	80%	25	78%
4 - Agree	3	30%	2	17%	2	20%	7	22%
<b>Total</b>	<b>10</b>	<b>100%</b>	<b>12</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>32</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

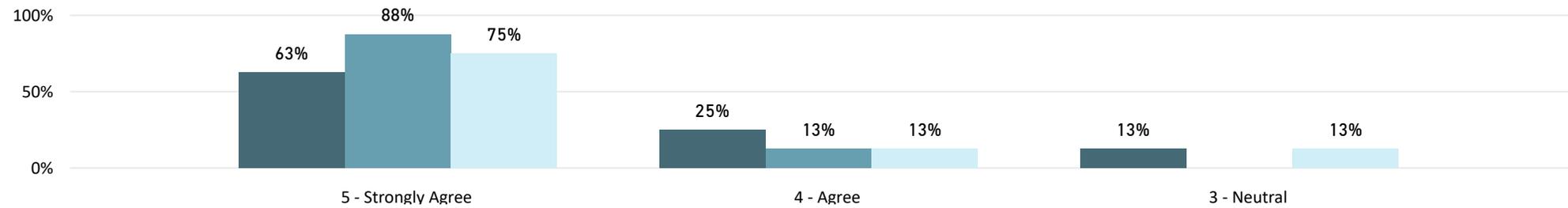


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

## 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	63%	7	88%	6	75%	18	75%
4 - Agree	2	25%	1	13%	1	13%	4	17%
3 - Neutral	1	13%			1	13%	2	8%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>24</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

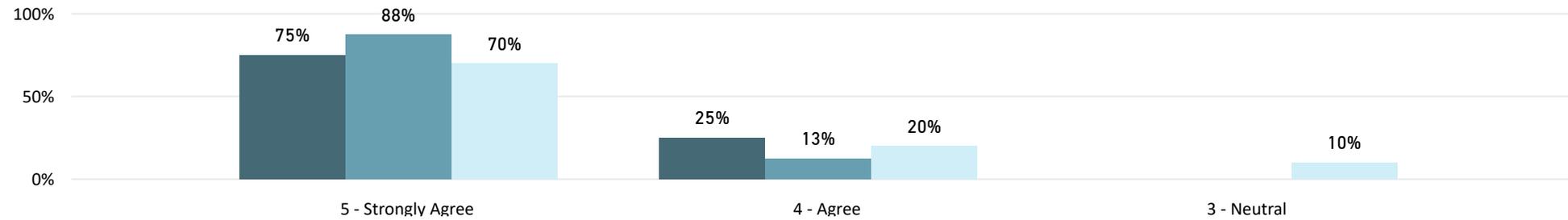


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	6	75%	7	88%	7	70%	20	77%
4 - Agree	2	25%	1	13%	2	20%	5	19%
3 - Neutral					1	10%	1	4%
<b>Total</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>26</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

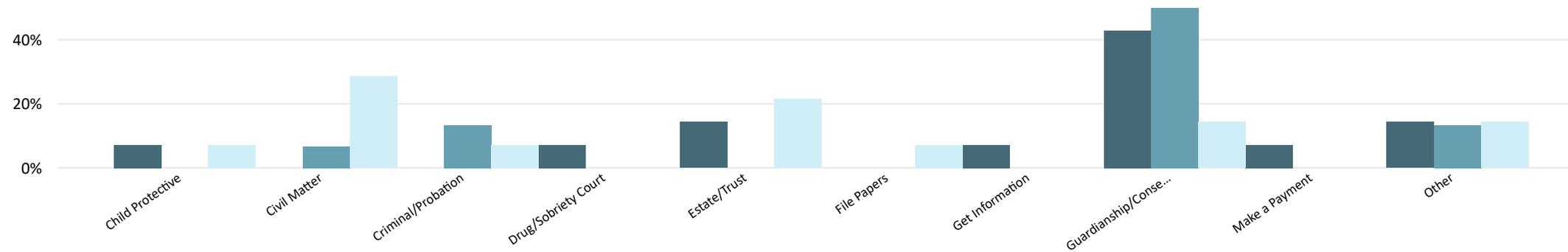
Race/Ethnicity



# 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
Child Protective	1	7%			1	7%	2	5%
Civil Matter			1	7%	4	29%	5	12%
Criminal/Probation			2	13%	1	7%	3	7%
Drug/Sobriety Court	1	7%					1	2%
Estate/Trust	2	14%			3	21%	5	12%
File Papers					1	7%	1	2%
Get Information	1	7%					1	2%
Guardianship/Conservatorship	6	43%	10	67%	2	14%	18	42%
Make a Payment	1	7%					1	2%
Other	2	14%	2	13%	2	14%	6	14%
<b>Total</b>	<b>14</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>43</b>	<b>100%</b>

County

ALCONA

Court

C23-P01 - ALCONA

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

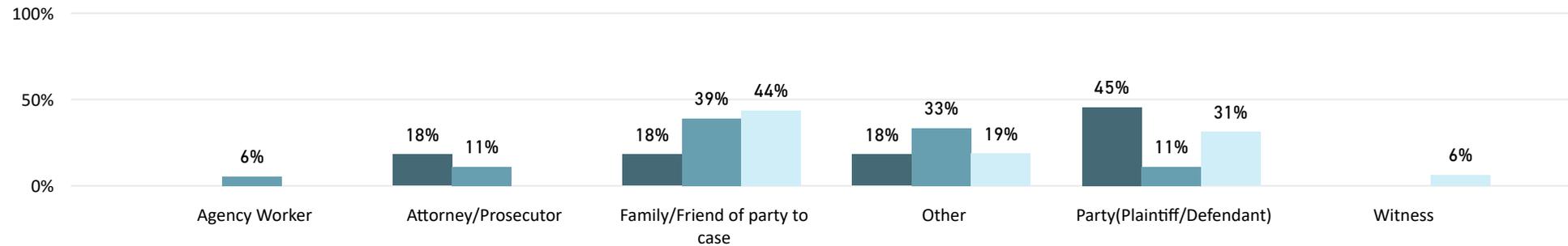
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

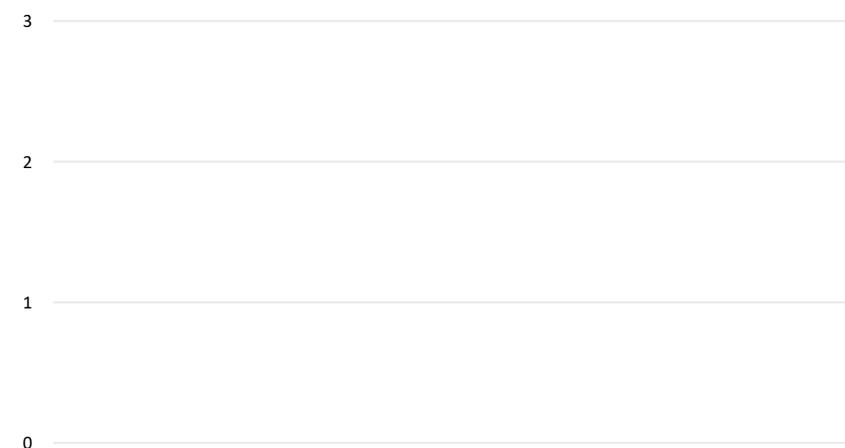
SurveyYear ● 2015 ● 2016 ● 2018



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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker			1	6%			1	2%
Attorney/Prosecutor	2	18%	2	11%			4	9%
Family/Friend of party to case	2	18%	7	39%	7	44%	16	36%
Other	2	18%	6	33%	3	19%	11	24%
Party(Plaintiff/Defendant)	5	45%	2	11%	5	31%	12	27%
Witness					1	6%	1	2%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>45</b>	<b>100%</b>

## 8. No Response



County

Court

Subset

Survey Year

Type of Case

Gender

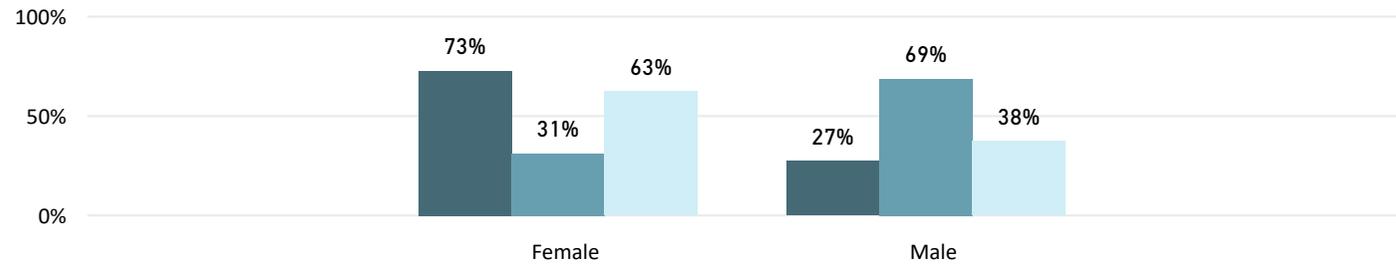
Race/Ethnicity



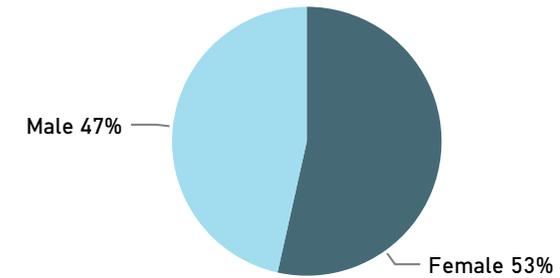
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



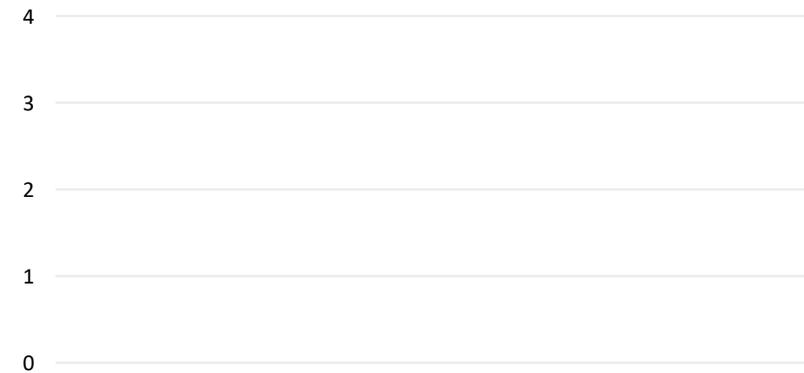
## 9. What is your gender?



## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	8	73%	5	31%	10	63%	23	53%
Male	3	27%	11	69%	6	38%	20	47%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>43</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

ALCONA

Court

C23-P01 - ALCONA

Subset

All

Survey Year

All

Role

All

Type of Case

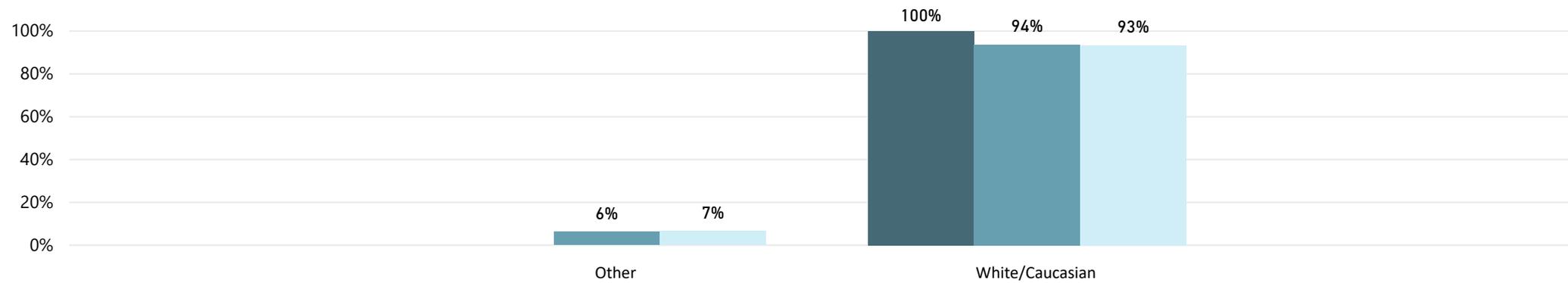
All

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
Other			1	6%	1	7%	2	5%
White/Caucasian	11	100%	15	94%	14	93%	40	95%
<b>Total</b>	<b>11</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>42</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2018

