

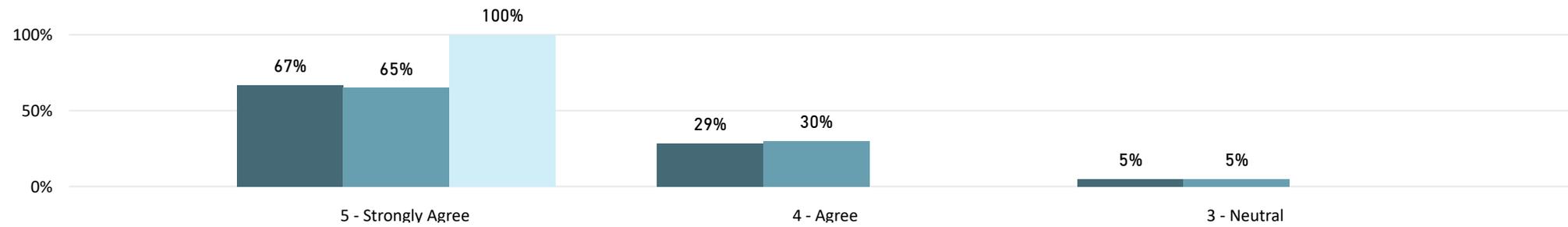


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 | 14        | 67%         | 13        | 65%         | 11        | 100%        | 38        | 73%         |
| 4 - Agree          | 6         | 29%         | 6         | 30%         |           |             | 12        | 23%         |
| 3 - Neutral        | 1         | 5%          | 1         | 5%          |           |             | 2         | 4%          |
| <b>Total</b>       | <b>21</b> | <b>100%</b> | <b>20</b> | <b>100%</b> | <b>11</b> | <b>100%</b> | <b>52</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

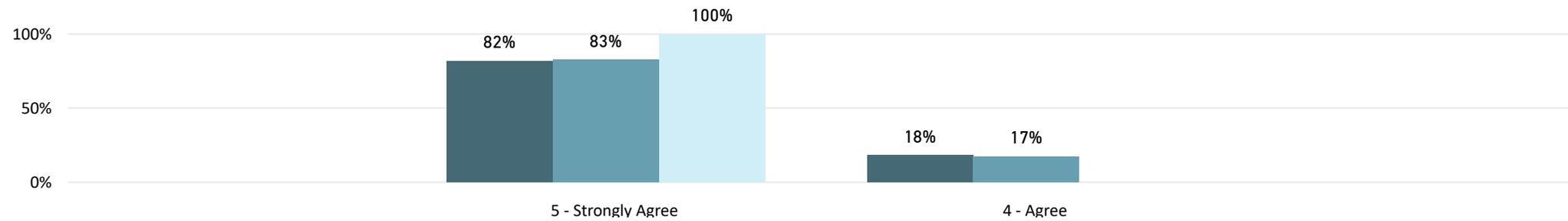


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 | 18        | 82%         | 19        | 83%         | 11        | 100%        | 48        | 86%         |
| 4 - Agree          | 4         | 18%         | 4         | 17%         | 0         | 0%          | 8         | 14%         |
| <b>Total</b>       | <b>22</b> | <b>100%</b> | <b>23</b> | <b>100%</b> | <b>11</b> | <b>100%</b> | <b>56</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

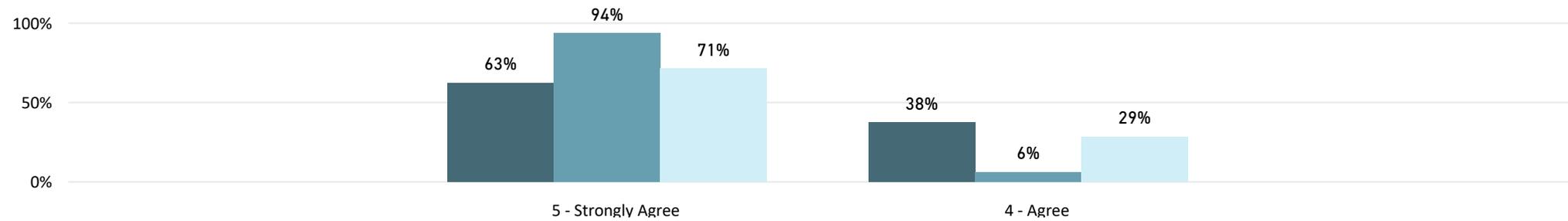


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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     |
| 5 - Strongly Agree | 10        | 63%         | 15        | 94%         | 5        | 71%         | 30        | 77%         |
| 4 - Agree          | 6         | 38%         | 1         | 6%          | 2        | 29%         | 9         | 23%         |
| <b>Total</b>       | <b>16</b> | <b>100%</b> | <b>16</b> | <b>100%</b> | <b>7</b> | <b>100%</b> | <b>39</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

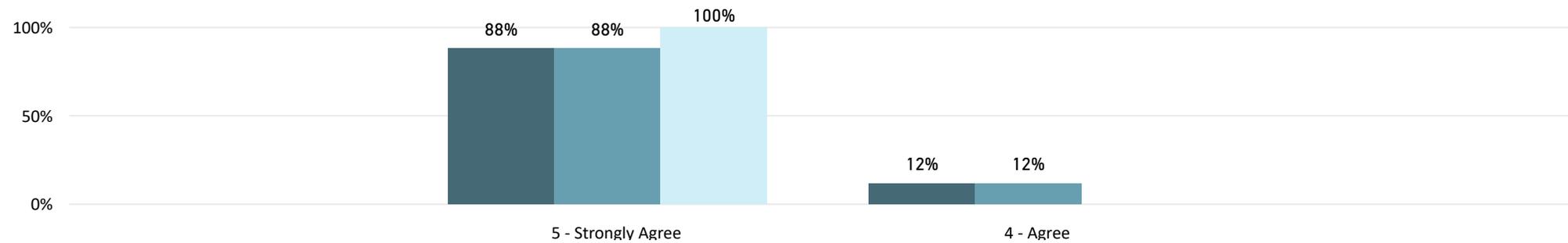


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 | 15        | 88%         | 15        | 88%         | 7        | 100%        | 37        | 90%         |
| 4 - Agree          | 2         | 12%         | 2         | 12%         | 0        | 0%          | 4         | 10%         |
| <b>Total</b>       | <b>17</b> | <b>100%</b> | <b>17</b> | <b>100%</b> | <b>7</b> | <b>100%</b> | <b>41</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

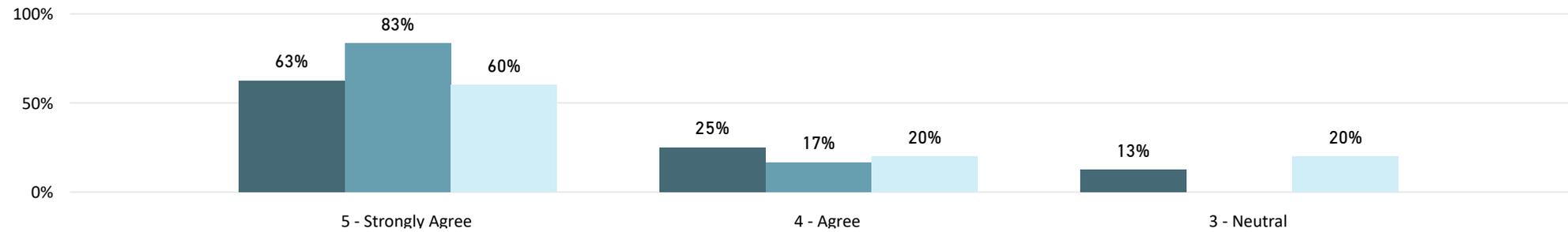


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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%         | 5        | 83%         | 3        | 60%         | 13        | 68%         |
| 4 - Agree          | 2        | 25%         | 1        | 17%         | 1        | 20%         | 4         | 21%         |
| 3 - Neutral        | 1        | 13%         |          |             | 1        | 20%         | 2         | 11%         |
| <b>Total</b>       | <b>8</b> | <b>100%</b> | <b>6</b> | <b>100%</b> | <b>5</b> | <b>100%</b> | <b>19</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

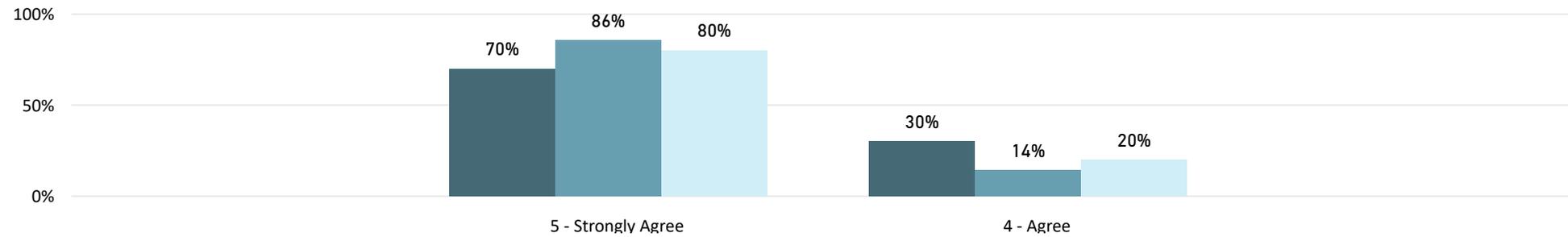


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 | 7         | 70%         | 6        | 86%         | 4        | 80%         | 17        | 77%         |
| 4 - Agree          | 3         | 30%         | 1        | 14%         | 1        | 20%         | 5         | 23%         |
| <b>Total</b>       | <b>10</b> | <b>100%</b> | <b>7</b> | <b>100%</b> | <b>5</b> | <b>100%</b> | <b>22</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

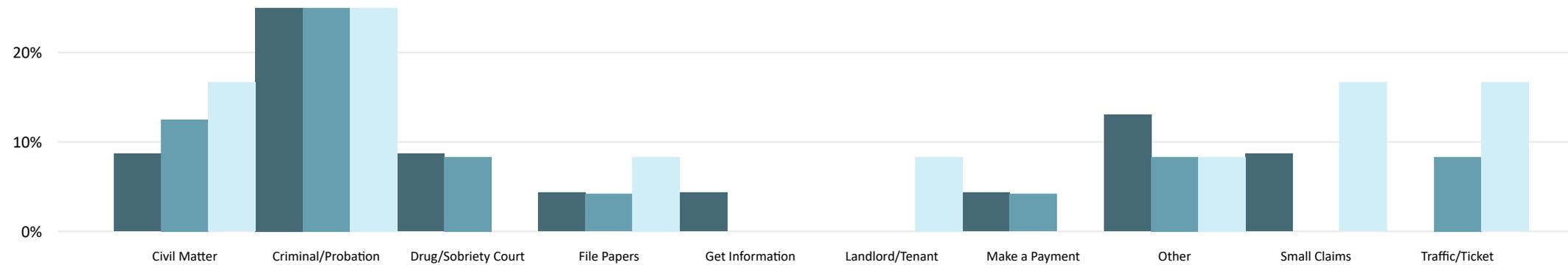
Race/Ethnicity



# 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<br>TypeOfCase | 2015      |             | 2016      |             | 2018      |             | Total     |             |
|--------------------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
|                          | Count     | Percent     | Count     | Percent     | Count     | Percent     | Count     | Percent     |
| Civil Matter             | 2         | 9%          | 3         | 13%         | 2         | 17%         | 7         | 12%         |
| Criminal/Probation       | 11        | 48%         | 13        | 54%         | 3         | 25%         | 27        | 46%         |
| Drug/Sobriety Court      | 2         | 9%          | 2         | 8%          |           |             | 4         | 7%          |
| File Papers              | 1         | 4%          | 1         | 4%          | 1         | 8%          | 3         | 5%          |
| Get Information          | 1         | 4%          |           |             |           |             | 1         | 2%          |
| Landlord/Tenant          |           |             |           |             | 1         | 8%          | 1         | 2%          |
| Make a Payment           | 1         | 4%          | 1         | 4%          |           |             | 2         | 3%          |
| Other                    | 3         | 13%         | 2         | 8%          | 1         | 8%          | 6         | 10%         |
| Small Claims             | 2         | 9%          |           |             | 2         | 17%         | 4         | 7%          |
| Traffic/Ticket           |           |             | 2         | 8%          | 2         | 17%         | 4         | 7%          |
| <b>Total</b>             | <b>23</b> | <b>100%</b> | <b>24</b> | <b>100%</b> | <b>12</b> | <b>100%</b> | <b>59</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Gender

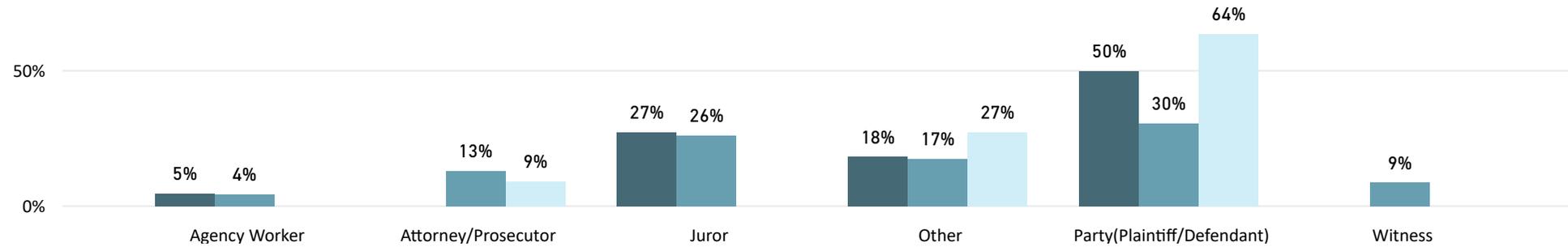
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

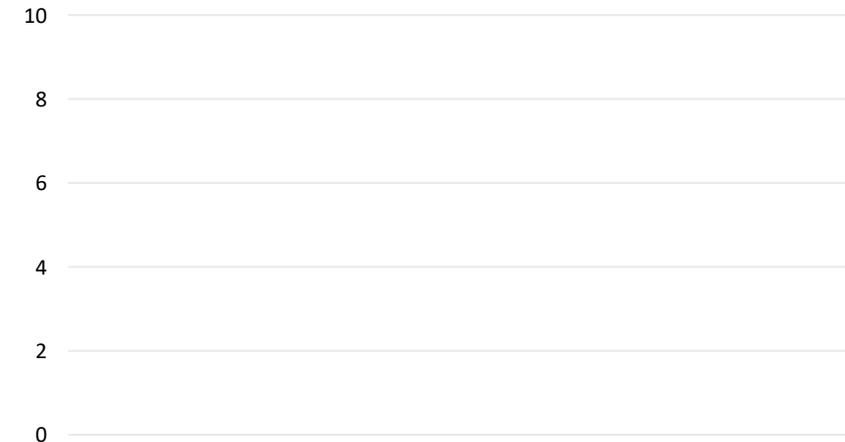
SurveyYear ● 2015 ● 2016 ● 2018



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

| SurveyYear<br>WhoRole      | 2015      |             | 2016      |             | 2018      |             | Total     |             |
|----------------------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
|                            | Count     | Percent     | Count     | Percent     | Count     | Percent     | Count     | Percent     |
| Agency Worker              | 1         | 5%          | 1         | 4%          |           |             | 2         | 4%          |
| Attorney/Prosecutor        |           |             | 3         | 13%         | 1         | 9%          | 4         | 7%          |
| Juror                      | 6         | 27%         | 6         | 26%         |           |             | 12        | 21%         |
| Other                      | 4         | 18%         | 4         | 17%         | 3         | 27%         | 11        | 20%         |
| Party(Plaintiff/Defendant) | 11        | 50%         | 7         | 30%         | 7         | 64%         | 25        | 45%         |
| Witness                    |           |             | 2         | 9%          |           |             | 2         | 4%          |
| <b>Total</b>               | <b>22</b> | <b>100%</b> | <b>23</b> | <b>100%</b> | <b>11</b> | <b>100%</b> | <b>56</b> | <b>100%</b> |

## 8. No Response



County

Court

Subset

Survey Year

Type of Case

Gender

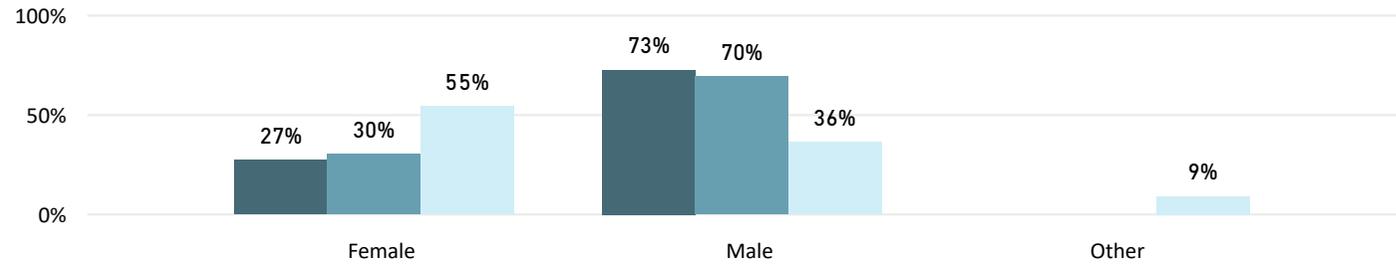
Race/Ethnicity



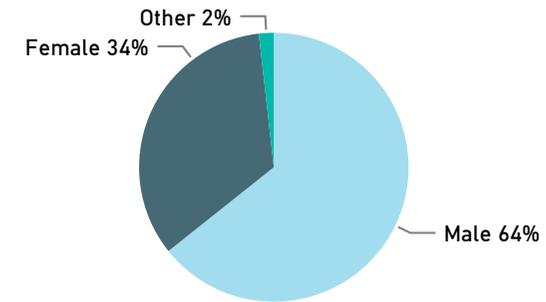
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



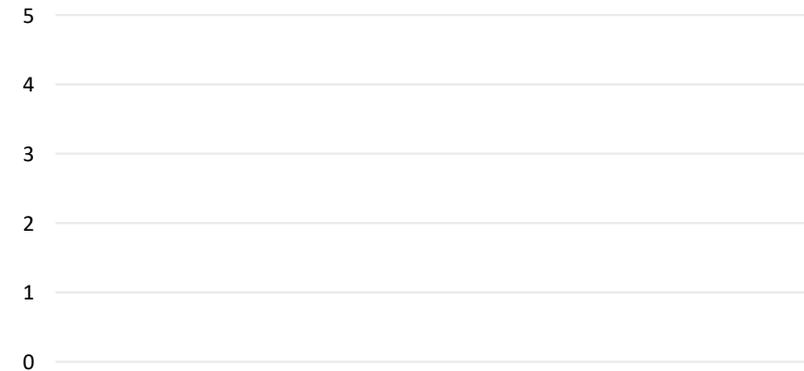
## 9. What is your gender?



## 9. What is your gender?

| SurveyYear   | 2015      |             | 2016      |             | 2018      |             | Total     |             |
|--------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
|              | Count     | Percent     | Count     | Percent     | Count     | Percent     | Count     | Percent     |
| Female       | 6         | 27%         | 7         | 30%         | 6         | 55%         | 19        | 34%         |
| Male         | 16        | 73%         | 16        | 70%         | 4         | 36%         | 36        | 64%         |
| Other        |           |             |           |             | 1         | 9%          | 1         | 2%          |
| <b>Total</b> | <b>22</b> | <b>100%</b> | <b>23</b> | <b>100%</b> | <b>11</b> | <b>100%</b> | <b>56</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

Court

Subset

Survey Year

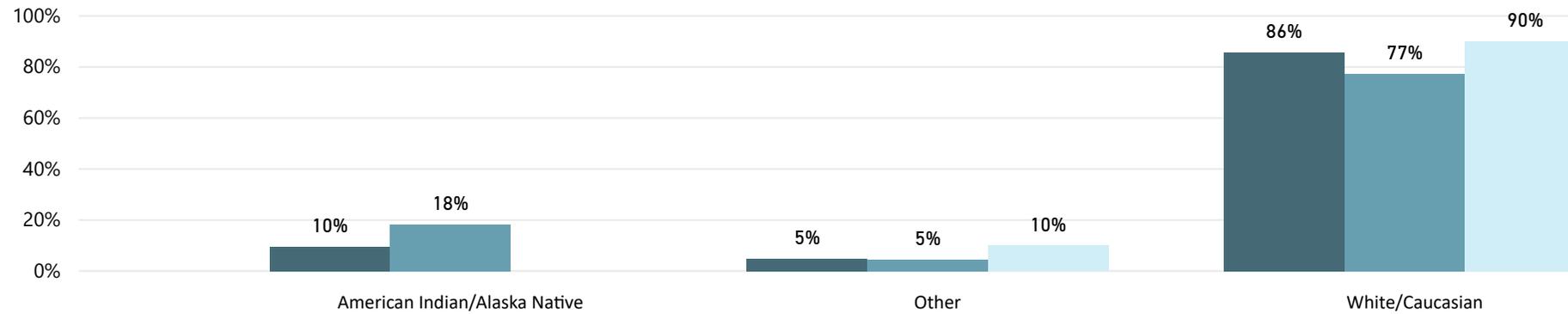
Role

Type of Case

Gender

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

| SurveyYear<br>Race/identity   | 2015      |             | 2016      |             | 2018      |             | Total     |             |
|-------------------------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
|                               | Count     | Percent     | Count     | Percent     | Count     | Percent     | Count     | Percent     |
| American Indian/Alaska Native | 2         | 10%         | 4         | 18%         |           |             | 6         | 11%         |
| Other                         | 1         | 5%          | 1         | 5%          | 1         | 10%         | 3         | 6%          |
| White/Caucasian               | 18        | 86%         | 17        | 77%         | 9         | 90%         | 44        | 83%         |
| <b>Total</b>                  | <b>21</b> | <b>100%</b> | <b>22</b> | <b>100%</b> | <b>10</b> | <b>100%</b> | <b>53</b> | <b>100%</b> |

## 10. No Responses.

