

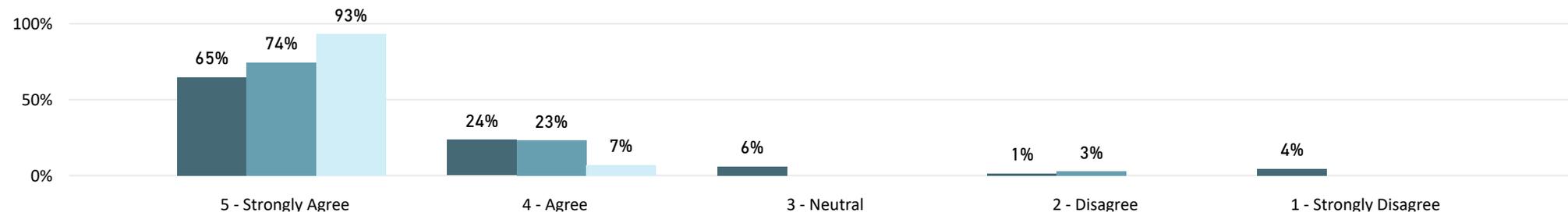


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	44	65%	29	74%	27	93%	100	74%
4 - Agree	16	24%	9	23%	2	7%	27	20%
3 - Neutral	4	6%					4	3%
2 - Disagree	1	1%	1	3%			2	1%
1 - Strongly Disagree	3	4%					3	2%
Total	68	100%	39	100%	29	100%	136	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

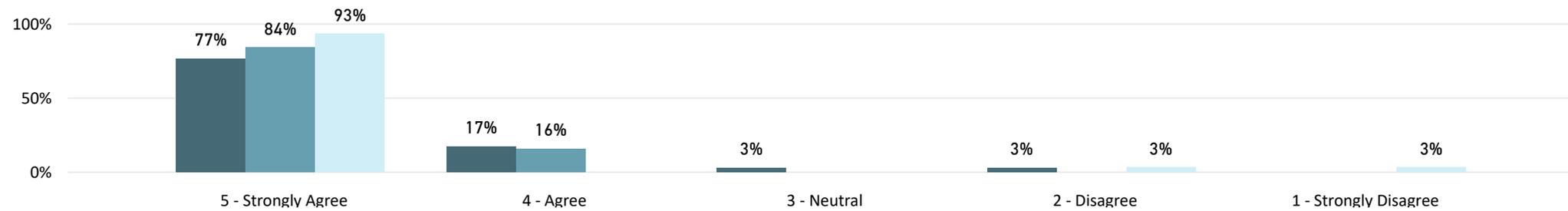


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	53	77%	32	84%	28	93%	113	82%
4 - Agree	12	17%	6	16%			18	13%
3 - Neutral	2	3%					2	1%
2 - Disagree	2	3%			1	3%	3	2%
1 - Strongly Disagree					1	3%	1	1%
Total	69	100%	38	100%	30	100%	137	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

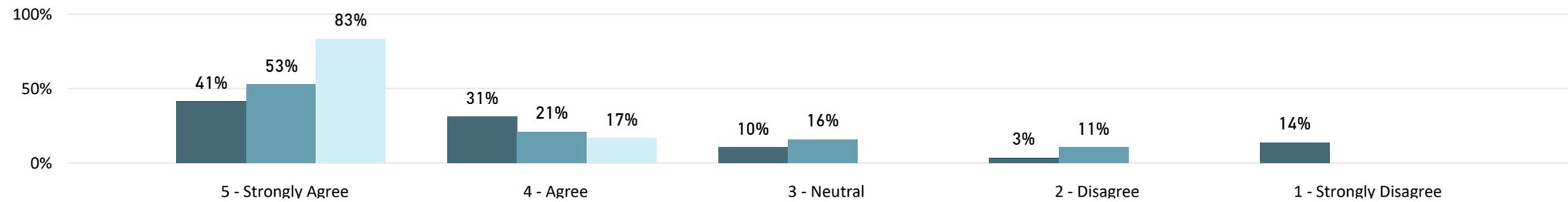


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	12	41%	10	53%	5	83%	27	50%
4 - Agree	9	31%	4	21%	1	17%	14	26%
3 - Neutral	3	10%	3	16%			6	11%
2 - Disagree	1	3%	2	11%			3	6%
1 - Strongly Disagree	4	14%					4	7%
Total	29	100%	19	100%	6	100%	54	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

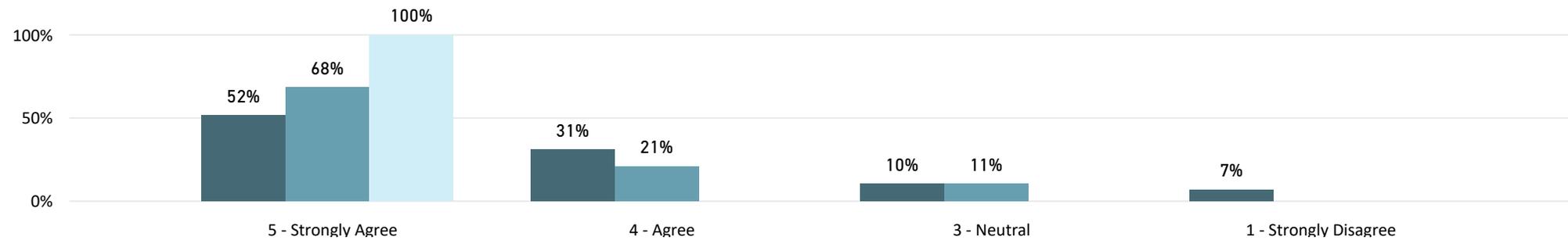


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
CourtesyJudge	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	15	52%	13	68%	7	100%	35	64%
4 - Agree	9	31%	4	21%			13	24%
3 - Neutral	3	10%	2	11%			5	9%
1 - Strongly Disagree	2	7%					2	4%
Total	29	100%	19	100%	7	100%	55	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

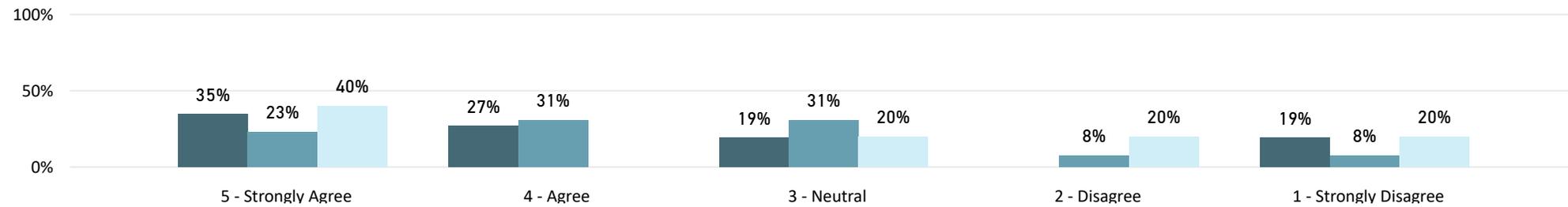


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	9	35%	3	23%	2	40%	14	32%
4 - Agree	7	27%	4	31%			11	25%
3 - Neutral	5	19%	4	31%	1	20%	10	23%
2 - Disagree			1	8%	1	20%	2	5%
1 - Strongly Disagree	5	19%	1	8%	1	20%	7	16%
Total	26	100%	13	100%	5	100%	44	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

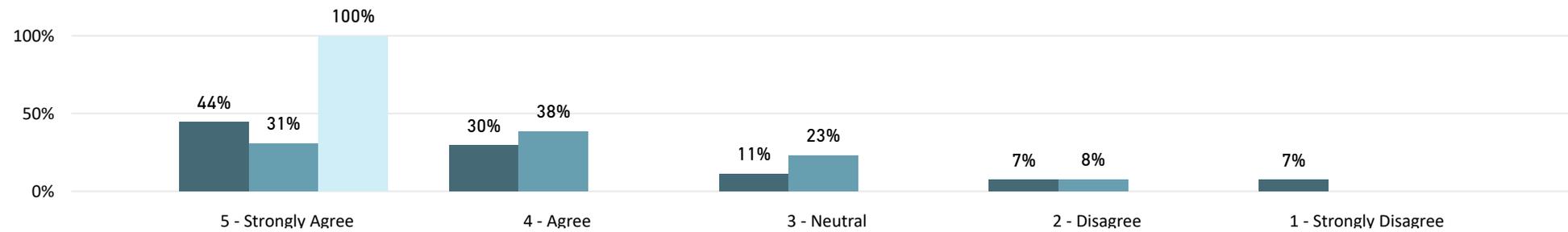


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	12	44%	4	31%	5	100%	21	47%
4 - Agree	8	30%	5	38%			13	29%
3 - Neutral	3	11%	3	23%			6	13%
2 - Disagree	2	7%	1	8%			3	7%
1 - Strongly Disagree	2	7%					2	4%
Total	27	100%	13	100%	5	100%	45	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

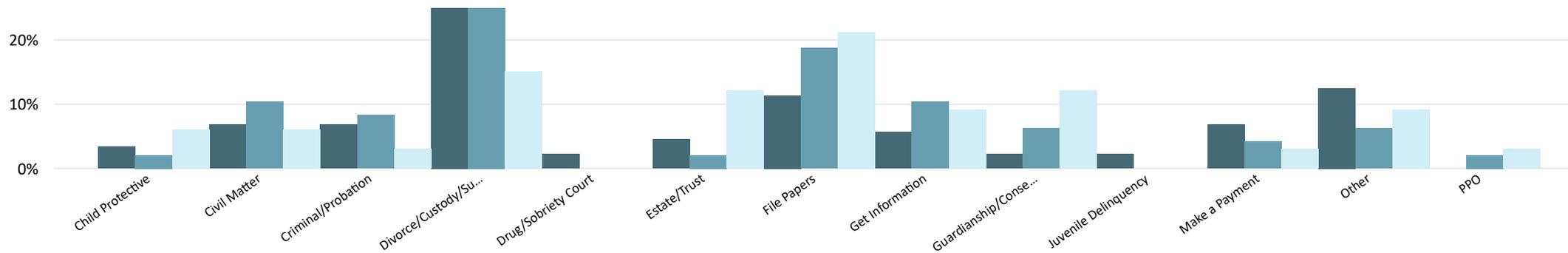
Race/Ethnicity



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	3	3%	1	2%	2	6%	6	4%
Civil Matter	6	7%	5	10%	2	6%	13	8%
Criminal/Probation	6	7%	4	8%	1	3%	11	7%
Divorce/Custody/Support	31	35%	14	29%	5	15%	50	30%
Drug/Sobriety Court	2	2%					2	1%
Estate/Trust	4	5%	1	2%	4	12%	9	5%
File Papers	10	11%	9	19%	7	21%	26	15%
Get Information	5	6%	5	10%	3	9%	13	8%
Guardianship/Conservatorship	2	2%	3	6%	4	12%	9	5%
Juvenile Delinquency	2	2%					2	1%
Make a Payment	6	7%	2	4%	1	3%	9	5%
Other	11	13%	3	6%	3	9%	17	10%
PPO			1	2%	1	3%	2	1%
Total	88	100%	48	100%	33	100%	169	100%

County

Court

Subset

Survey Year

Role

Gender

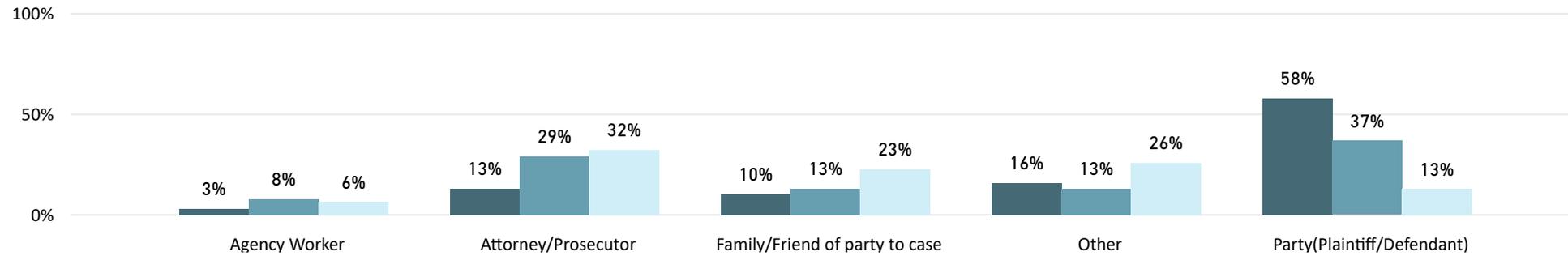
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

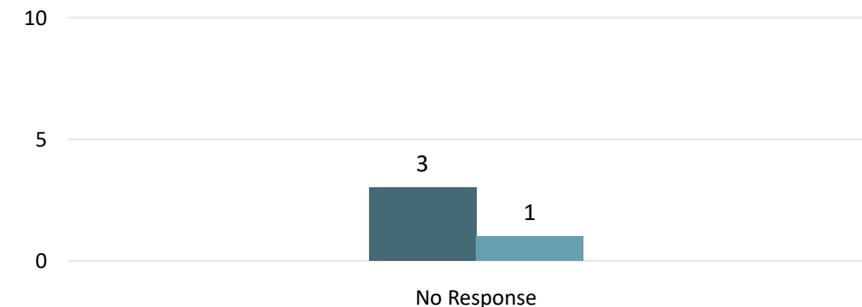


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	3%	3	8%	2	6%	7	5%
Attorney/Prosecutor	9	13%	11	29%	10	32%	30	22%
Family/Friend of party to case	7	10%	5	13%	7	23%	19	14%
Other	11	16%	5	13%	8	26%	24	17%
Party(Plaintiff/Defendant)	40	58%	14	37%	4	13%	58	42%
Total	69	100%	38	100%	31	100%	138	100%

8. No Response

SurveyYear ● 2015 ● 2016



County

Court

Subset

Survey Year

Type of Case

Gender

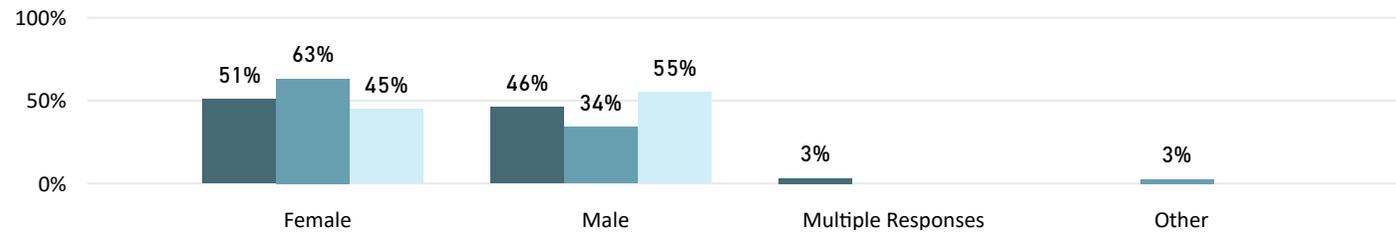
Race/Ethnicity



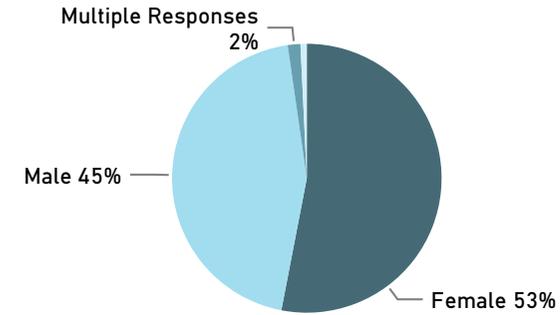
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

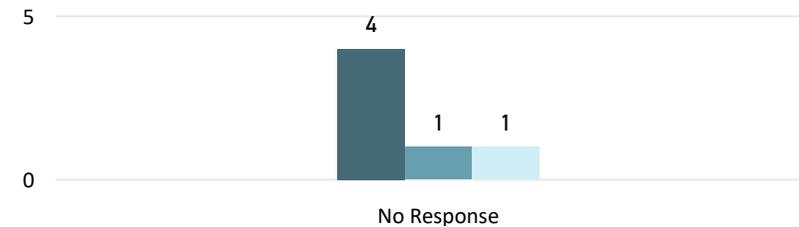


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	33	51%	24	63%	13	45%	70	53%
Male	30	46%	13	34%	16	55%	59	45%
Multiple Responses	2	3%					2	2%
Other			1	3%			1	1%
Total	65	100%	38	100%	29	100%	132	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

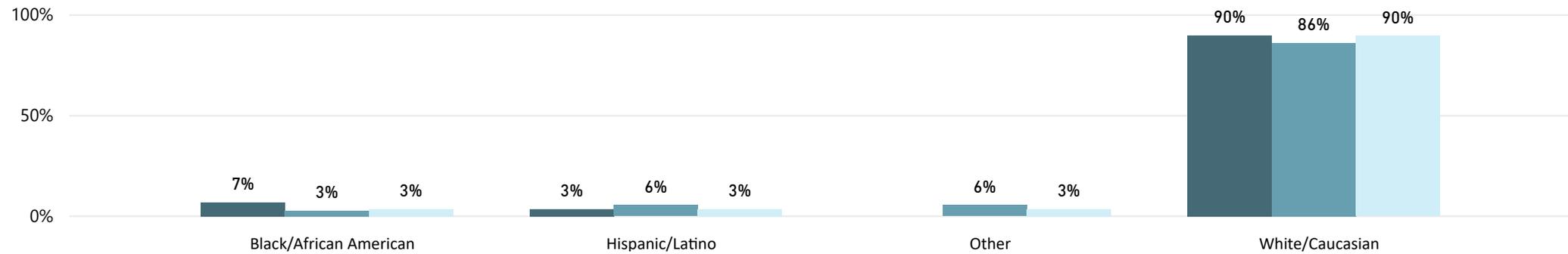
Role

Type of Case

Gender

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Black/African American	4	7%	1	3%	1	3%	6	5%
Hispanic/Latino	2	3%	2	6%	1	3%	5	4%
Other			2	6%	1	3%	3	2%
White/Caucasian	53	90%	31	86%	26	90%	110	89%
Total	59	100%	36	100%	29	100%	124	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

