

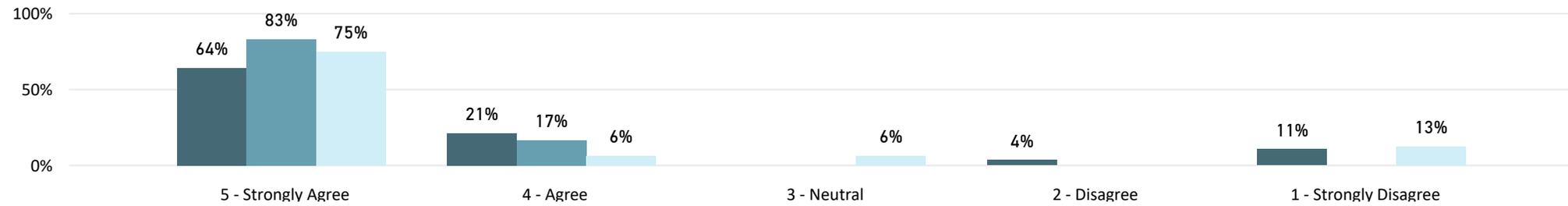


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	18	64%	25	83%	12	75%	55	74%
4 - Agree	6	21%	5	17%	1	6%	12	16%
3 - Neutral					1	6%	1	1%
2 - Disagree	1	4%					1	1%
1 - Strongly Disagree	3	11%			2	13%	5	7%
Total	28	100%	30	100%	16	100%	74	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

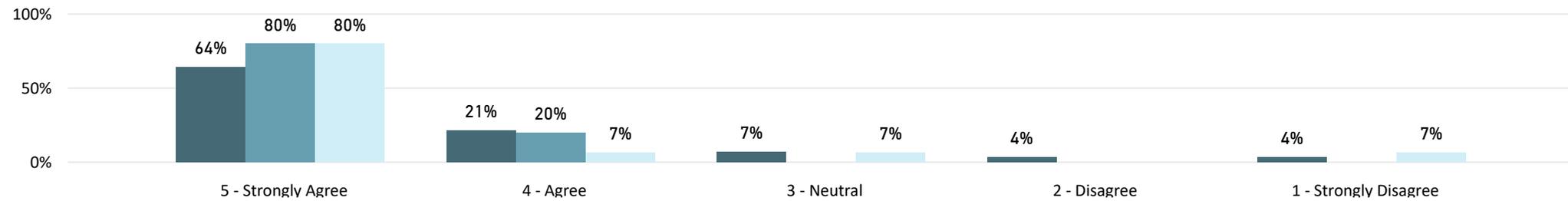


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	18	64%	24	80%	12	80%	54	74%
4 - Agree	6	21%	6	20%	1	7%	13	18%
3 - Neutral	2	7%			1	7%	3	4%
2 - Disagree	1	4%					1	1%
1 - Strongly Disagree	1	4%			1	7%	2	3%
Total	28	100%	30	100%	15	100%	73	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

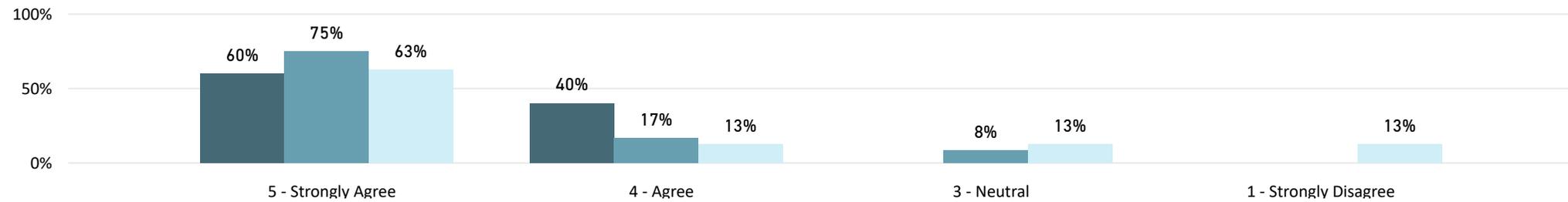


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	6	60%	9	75%	5	63%	20	67%
4 - Agree	4	40%	2	17%	1	13%	7	23%
3 - Neutral			1	8%	1	13%	2	7%
1 - Strongly Disagree					1	13%	1	3%
Total	10	100%	12	100%	8	100%	30	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

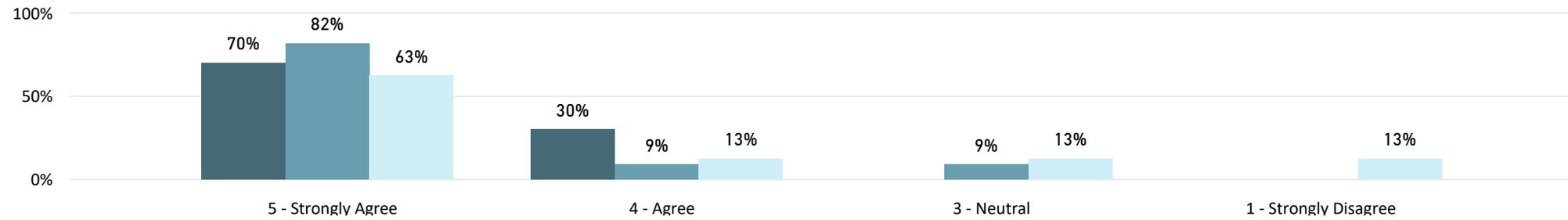


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	7	70%	9	82%	5	63%	21	72%
4 - Agree	3	30%	1	9%	1	13%	5	17%
3 - Neutral			1	9%	1	13%	2	7%
1 - Strongly Disagree					1	13%	1	3%
Total	10	100%	11	100%	8	100%	29	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

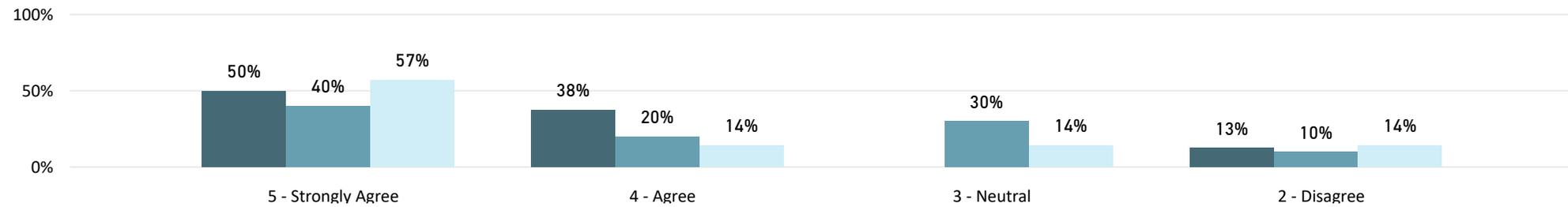


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	4	50%	4	40%	4	57%	12	48%
4 - Agree	3	38%	2	20%	1	14%	6	24%
3 - Neutral	0	0%	3	30%	1	14%	4	16%
2 - Disagree	1	13%	1	10%	1	14%	3	12%
Total	8	100%	10	100%	7	100%	25	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

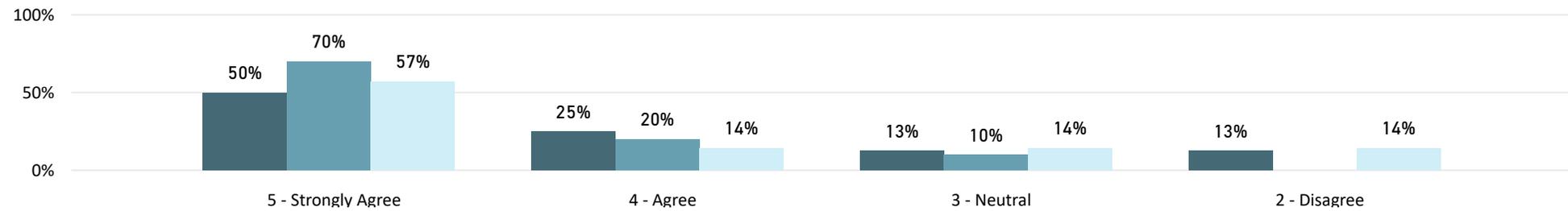


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	4	50%	7	70%	4	57%	15	60%
4 - Agree	2	25%	2	20%	1	14%	5	20%
3 - Neutral	1	13%	1	10%	1	14%	3	12%
2 - Disagree	1	13%			1	14%	2	8%
Total	8	100%	10	100%	7	100%	25	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

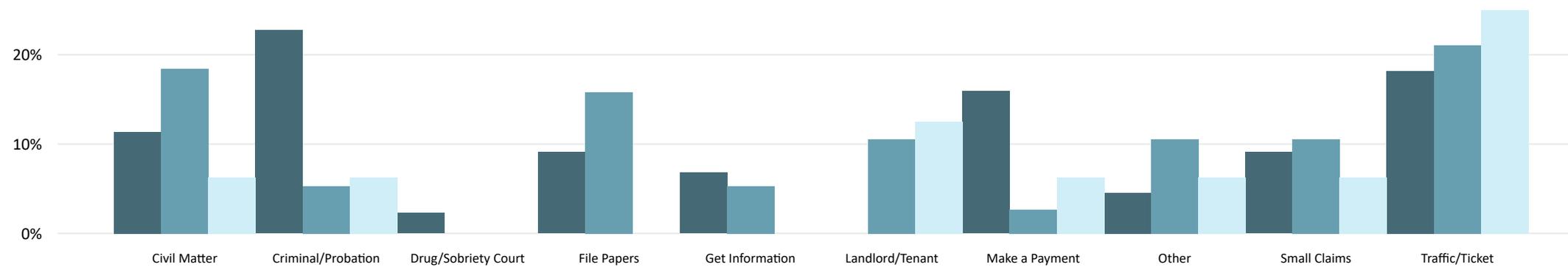
Race/Ethnicity



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
Civil Matter	5	11%	7	18%	1	6%	13	13%
Criminal/Probation	10	23%	2	5%	1	6%	13	13%
Drug/Sobriety Court	1	2%					1	1%
File Papers	4	9%	6	16%			10	10%
Get Information	3	7%	2	5%			5	5%
Landlord/Tenant			4	11%	2	13%	6	6%
Make a Payment	7	16%	1	3%	1	6%	9	9%
Other	2	5%	4	11%	1	6%	7	7%
Small Claims	4	9%	4	11%	1	6%	9	9%
Traffic/Ticket	8	18%	8	21%	9	56%	25	26%
Total	44	100%	38	100%	16	100%	98	100%

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

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Court

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Subset

All

Survey Year

All

Type of Case

All

Gender

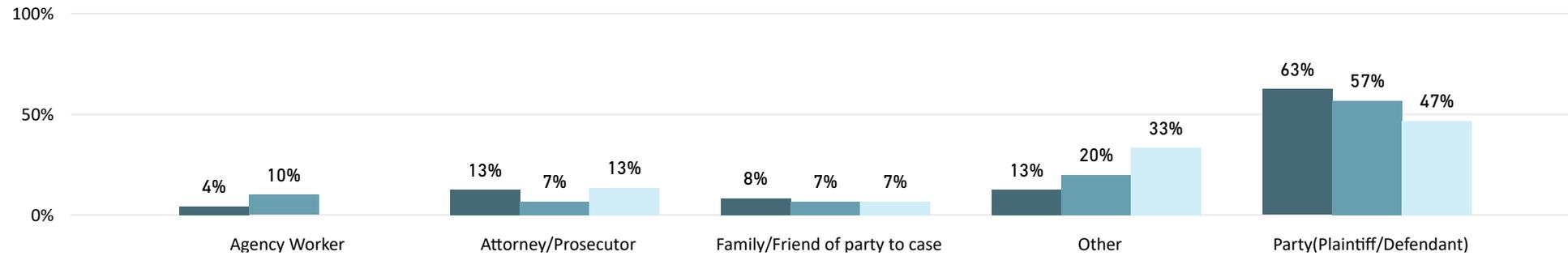
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

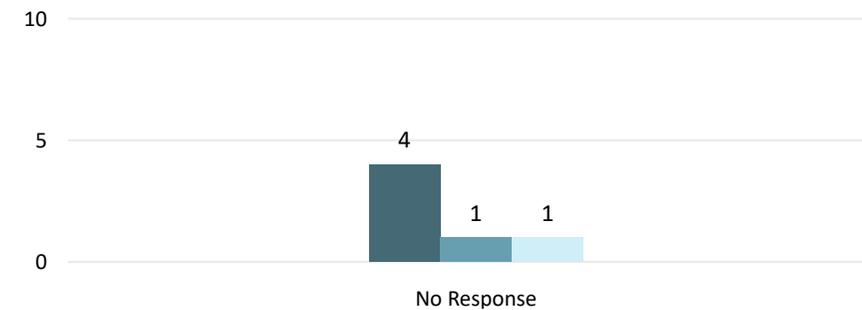


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	4%	3	10%			4	6%
Attorney/Prosecutor	3	13%	2	7%	2	13%	7	10%
Family/Friend of party to case	2	8%	2	7%	1	7%	5	7%
Other	3	13%	6	20%	5	33%	14	20%
Party(Plaintiff/Defendant)	15	63%	17	57%	7	47%	39	57%
Total	24	100%	30	100%	15	100%	69	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

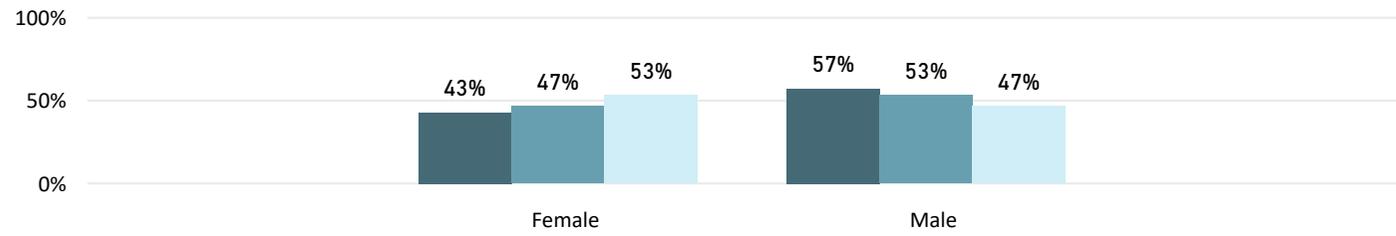




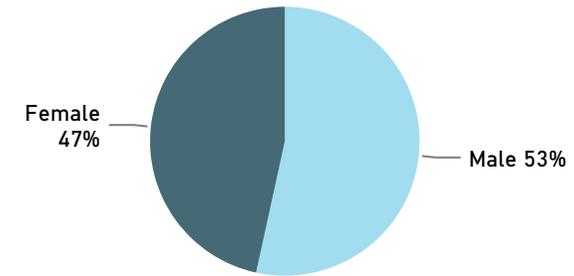
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

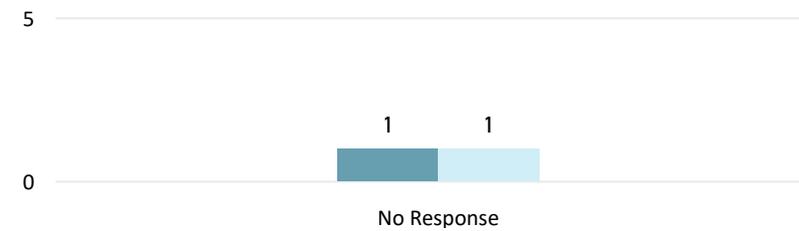


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	12	43%	14	47%	8	53%	34	47%
Male	16	57%	16	53%	7	47%	39	53%
Total	28	100%	30	100%	15	100%	73	100%

9. No Responses

Gender Type: ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

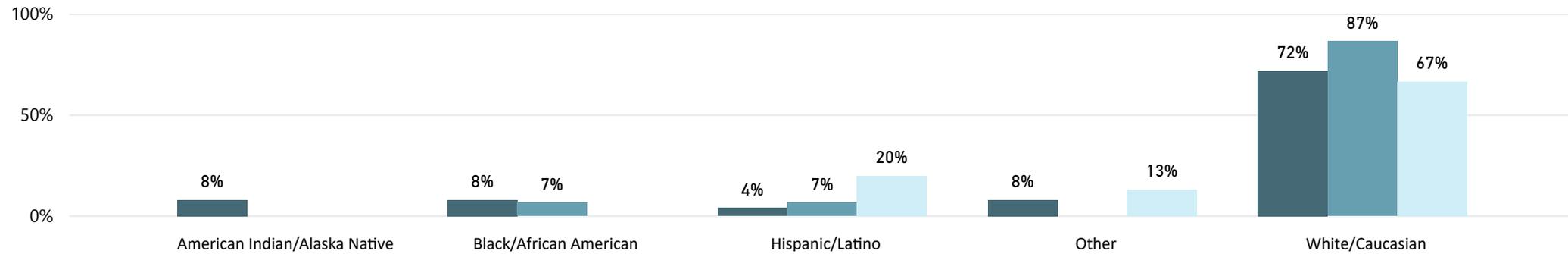
Role

Type of Case

Gender

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear Race/Identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	2	8%					2	3%
Black/African American	2	8%	2	7%			4	6%
Hispanic/Latino	1	4%	2	7%	3	20%	6	9%
Other	2	8%			2	13%	4	6%
White/Caucasian	18	72%	26	87%	10	67%	54	77%
Total	25	100%	30	100%	15	100%	70	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

