

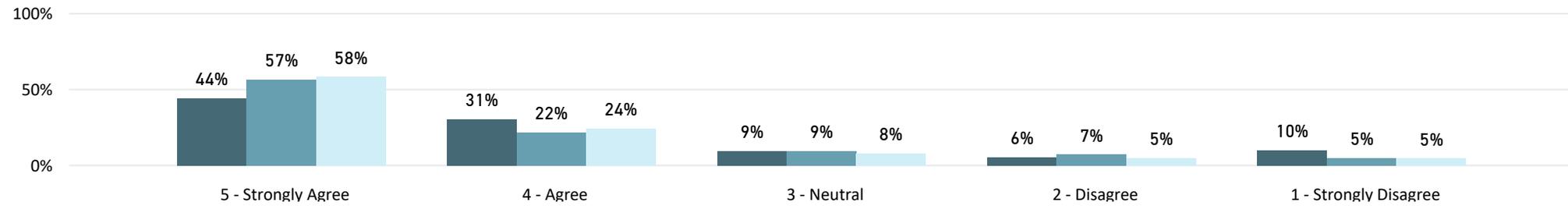


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	80	44%	150	57%	301	58%	531	55%
4 - Agree	55	31%	58	22%	125	24%	238	25%
3 - Neutral	17	9%	25	9%	41	8%	83	9%
2 - Disagree	10	6%	19	7%	25	5%	54	6%
1 - Strongly Disagree	18	10%	13	5%	24	5%	55	6%
Total	180	100%	265	100%	516	100%	961	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

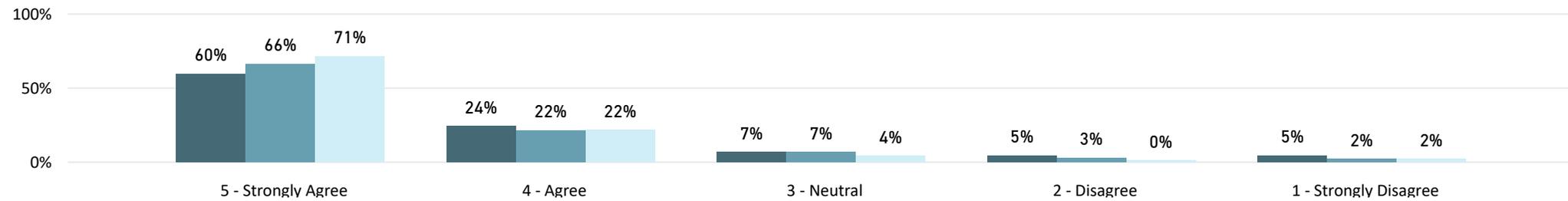


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	105	60%	176	66%	378	71%	659	68%
4 - Agree	43	24%	57	22%	116	22%	216	22%
3 - Neutral	12	7%	18	7%	23	4%	53	5%
2 - Disagree	8	5%	8	3%	1	0%	17	2%
1 - Strongly Disagree	8	5%	6	2%	11	2%	25	3%
Total	176	100%	265	100%	529	100%	970	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

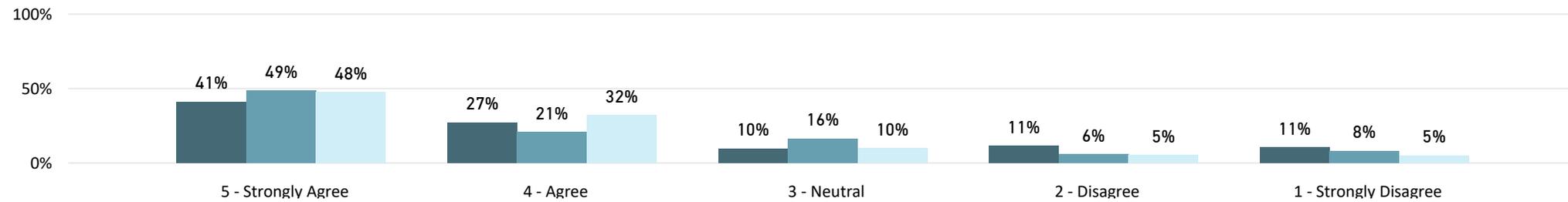


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	47	41%	77	49%	143	48%	267	47%
4 - Agree	31	27%	33	21%	97	32%	161	28%
3 - Neutral	11	10%	26	16%	30	10%	67	12%
2 - Disagree	13	11%	9	6%	16	5%	38	7%
1 - Strongly Disagree	12	11%	13	8%	15	5%	40	7%
Total	114	100%	158	100%	301	100%	573	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

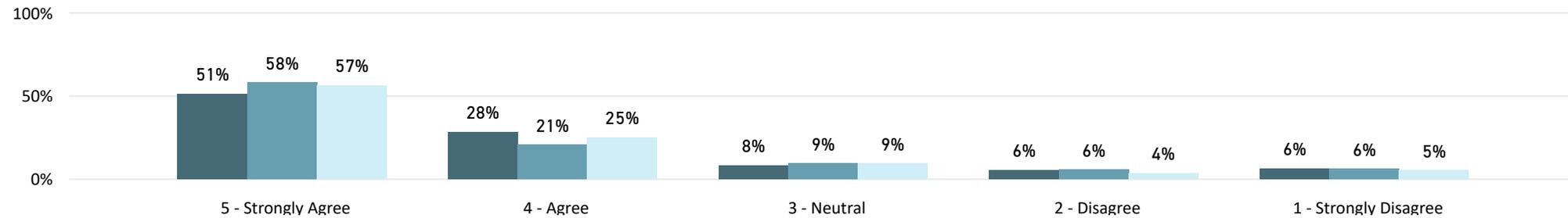


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	56	51%	93	58%	169	57%	318	56%
4 - Agree	31	28%	33	21%	75	25%	139	24%
3 - Neutral	9	8%	15	9%	28	9%	52	9%
2 - Disagree	6	6%	9	6%	11	4%	26	5%
1 - Strongly Disagree	7	6%	10	6%	16	5%	33	6%
Total	109	100%	160	100%	299	100%	568	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

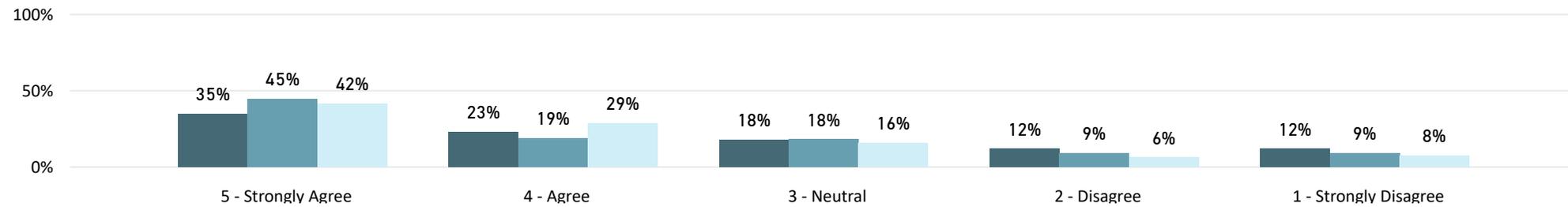


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	35	35%	64	45%	100	42%	199	41%
4 - Agree	23	23%	27	19%	69	29%	119	25%
3 - Neutral	18	18%	26	18%	38	16%	82	17%
2 - Disagree	12	12%	13	9%	15	6%	40	8%
1 - Strongly Disagree	12	12%	13	9%	18	8%	43	9%
Total	100	100%	143	100%	240	100%	483	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

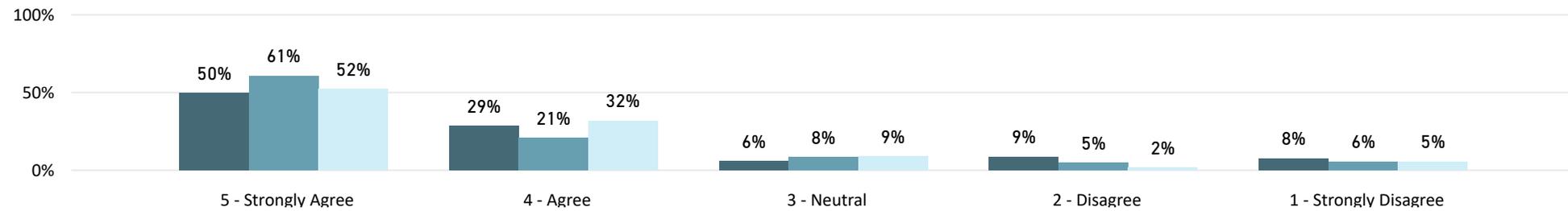


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	52	50%	88	61%	134	52%	274	54%
4 - Agree	30	29%	30	21%	82	32%	142	28%
3 - Neutral	6	6%	12	8%	23	9%	41	8%
2 - Disagree	9	9%	7	5%	4	2%	20	4%
1 - Strongly Disagree	8	8%	8	6%	14	5%	30	6%
Total	105	100%	145	100%	257	100%	507	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

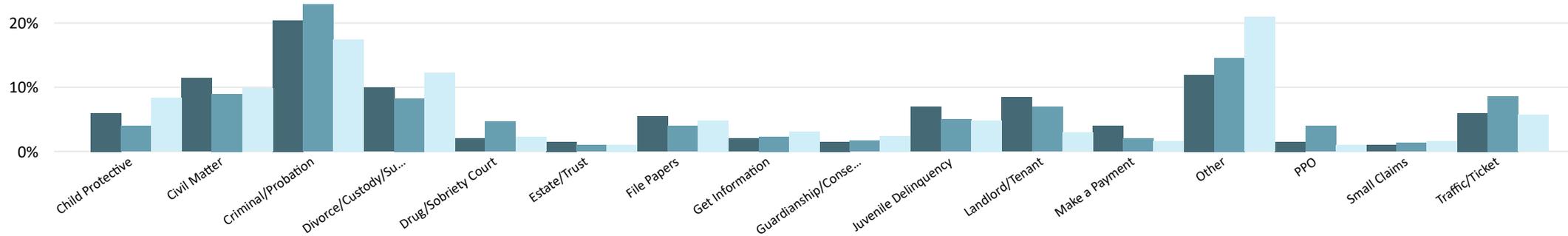
Race/Ethnicity



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	12	6%	12	4%	48	8%	72	7%
Civil Matter	23	11%	27	9%	57	10%	107	10%
Criminal/Probation	41	20%	69	23%	101	17%	211	20%
Divorce/Custody/Support	20	10%	25	8%	71	12%	116	11%
Drug/Sobriety Court	4	2%	14	5%	13	2%	31	3%
Estate/Trust	3	1%	3	1%	6	1%	12	1%
File Papers	11	5%	12	4%	28	5%	51	5%
Get Information	4	2%	7	2%	18	3%	29	3%
Guardianship/Conservatorship	3	1%	5	2%	14	2%	22	2%
Juvenile Delinquency	14	7%	15	5%	28	5%	57	5%
Landlord/Tenant	17	8%	21	7%	17	3%	55	5%
Make a Payment	8	4%	6	2%	9	2%	23	2%
Other	24	12%	44	15%	121	21%	189	17%
PPO	3	1%	12	4%	6	1%	21	2%
Small Claims	2	1%	4	1%	9	2%	15	1%
Traffic/Ticket	12	6%	26	9%	33	6%	71	7%
Total	201	100%	302	100%	579	100%	1,082	100%

County

BERRIEN

Court

All

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

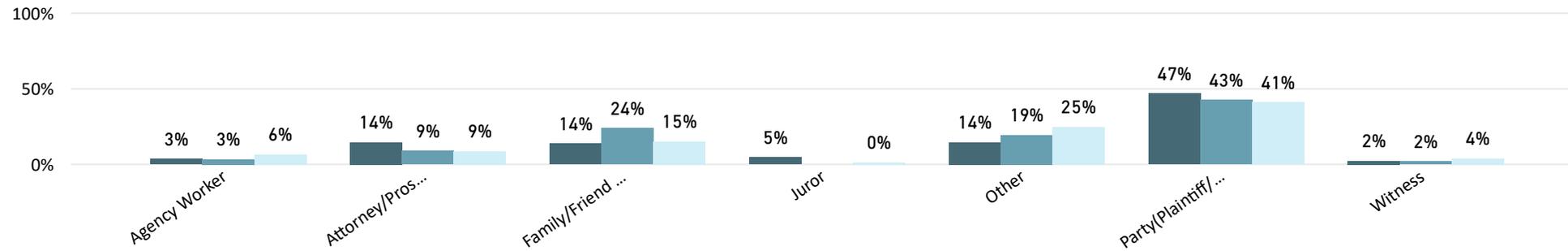
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

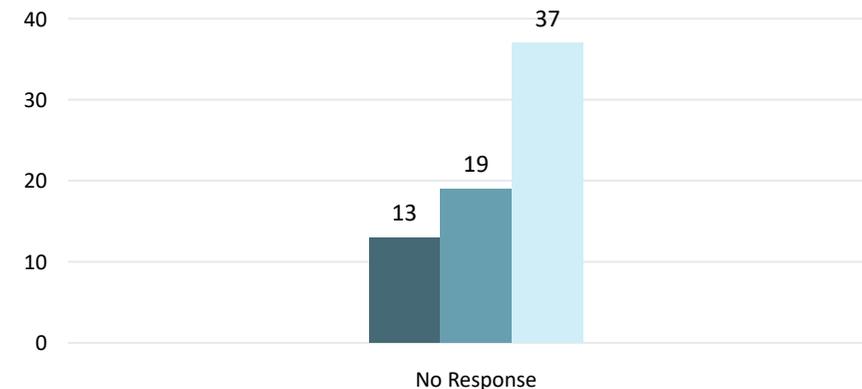


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	6	3%	9	3%	34	6%	49	5%
Attorney/Prosecutor	25	14%	24	9%	46	9%	95	10%
Family/Friend of party to case	24	14%	64	24%	80	15%	168	17%
Juror	8	5%			2	0%	10	1%
Other	25	14%	52	19%	130	25%	207	21%
Party(Plaintiff/Defendant)	81	47%	115	43%	216	41%	412	42%
Witness	4	2%	5	2%	20	4%	29	3%
Total	173	100%	269	100%	528	100%	970	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

Court

Subset

Survey Year

Type of Case

Gender

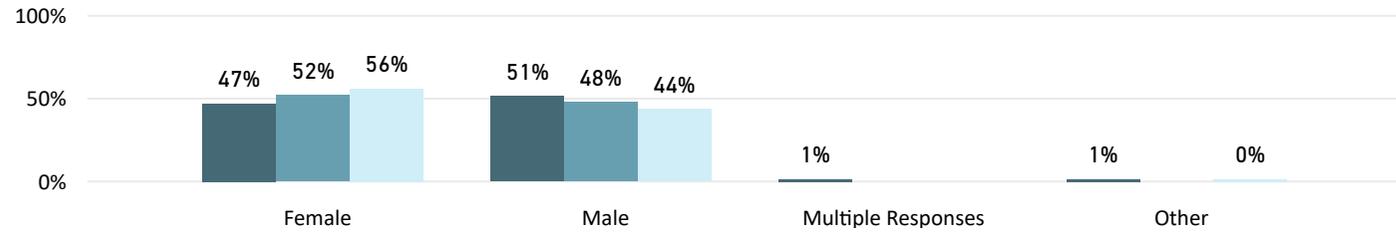
Race/Ethnicity



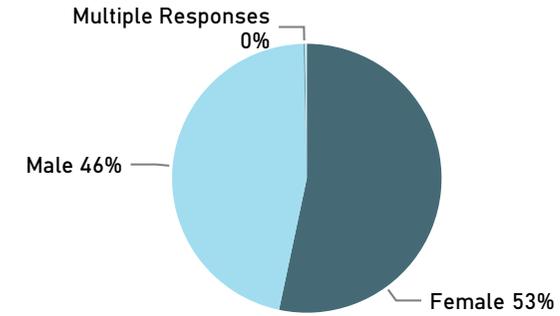
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

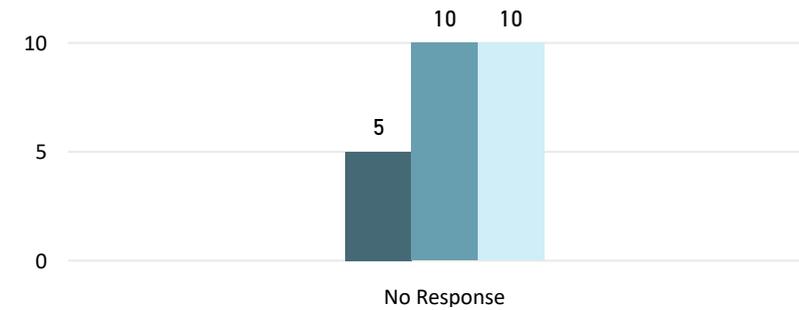


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	83	47%	142	52%	307	56%	532	53%
Male	91	51%	131	48%	240	44%	462	46%
Multiple Responses	2	1%					2	0%
Other	1	1%			1	0%	2	0%
Total	177	100%	273	100%	548	100%	998	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

BERRIEN

Court

All

Subset

All

Survey Year

All

Role

All

Type of Case

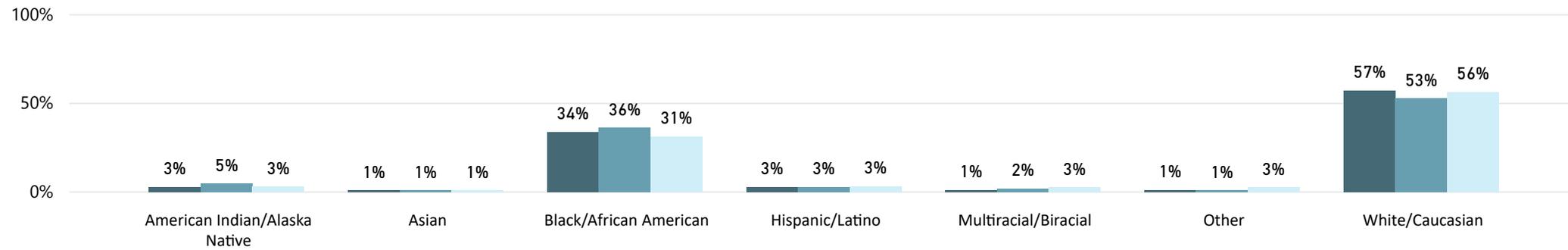
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	5	3%	12	5%	16	3%	33	3%
Asian	1	1%	2	1%	4	1%	7	1%
Black/African American	57	34%	92	36%	165	31%	314	33%
Hispanic/Latino	5	3%	7	3%	17	3%	29	3%
Multiracial/Biracial	2	1%	5	2%	14	3%	21	2%
Other	2	1%	2	1%	14	3%	18	2%
White/Caucasian	96	57%	134	53%	297	56%	527	56%
Total	168	100%	254	100%	527	100%	949	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

