

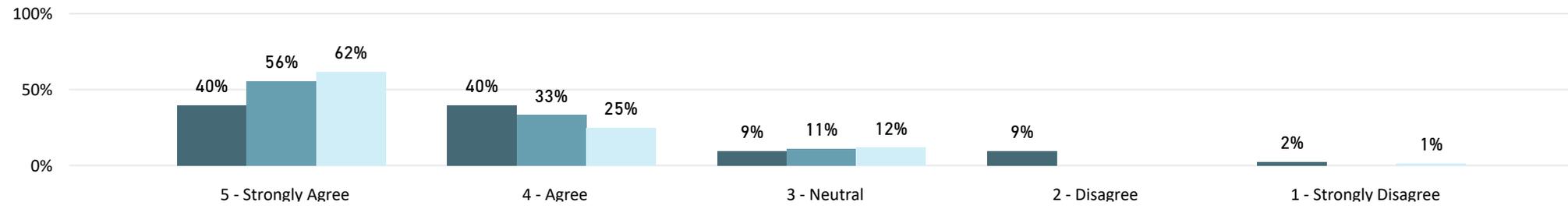


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	17	40%	15	56%	47	62%	79	54%
4 - Agree	17	40%	9	33%	19	25%	45	31%
3 - Neutral	4	9%	3	11%	9	12%	16	11%
2 - Disagree	4	9%	0	0%	0	0%	4	3%
1 - Strongly Disagree	1	2%	0	0%	1	1%	2	1%
Total	43	100%	27	100%	76	100%	146	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

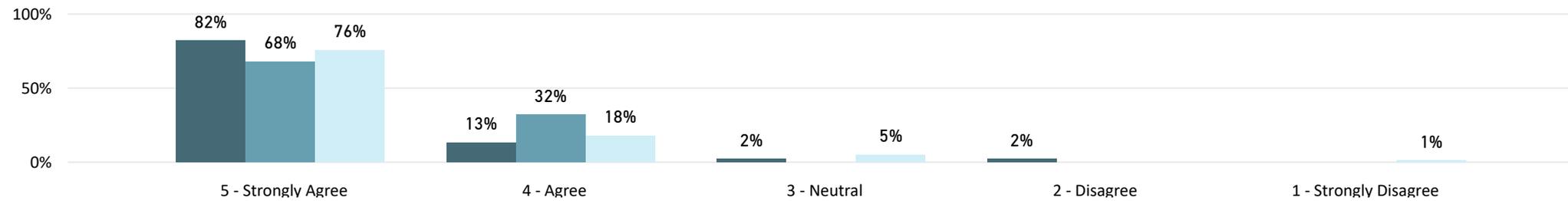


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	37	82%	19	68%	59	76%	115	76%
4 - Agree	6	13%	9	32%	14	18%	29	19%
3 - Neutral	1	2%	0	0%	4	5%	5	3%
2 - Disagree	1	2%	0	0%	0	0%	1	1%
1 - Strongly Disagree	0	0%	0	0%	1	1%	1	1%
Total	45	100%	28	100%	78	100%	151	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

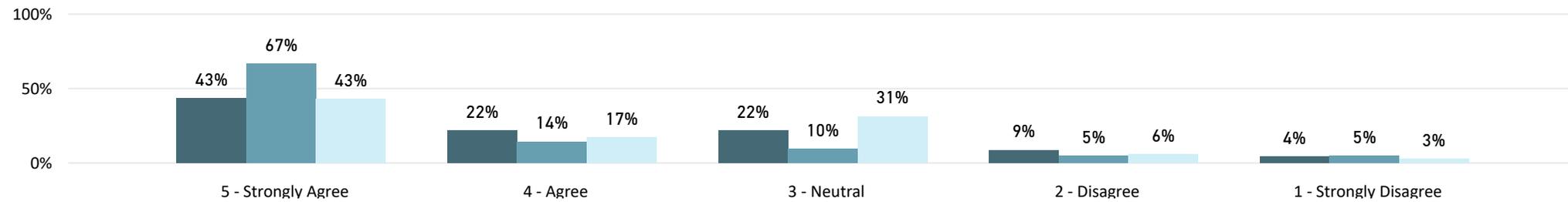


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	10	43%	14	67%	15	43%	39	49%
4 - Agree	5	22%	3	14%	6	17%	14	18%
3 - Neutral	5	22%	2	10%	11	31%	18	23%
2 - Disagree	2	9%	1	5%	2	6%	5	6%
1 - Strongly Disagree	1	4%	1	5%	1	3%	3	4%
Total	23	100%	21	100%	35	100%	79	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

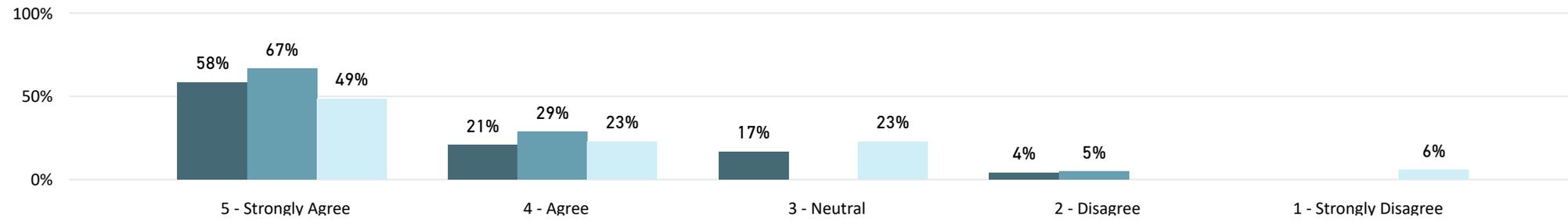


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	14	58%	14	67%	17	49%	45	56%
4 - Agree	5	21%	6	29%	8	23%	19	24%
3 - Neutral	4	17%			8	23%	12	15%
2 - Disagree	1	4%	1	5%			2	3%
1 - Strongly Disagree					2	6%	2	3%
Total	24	100%	21	100%	35	100%	80	100%

County

BRANCH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

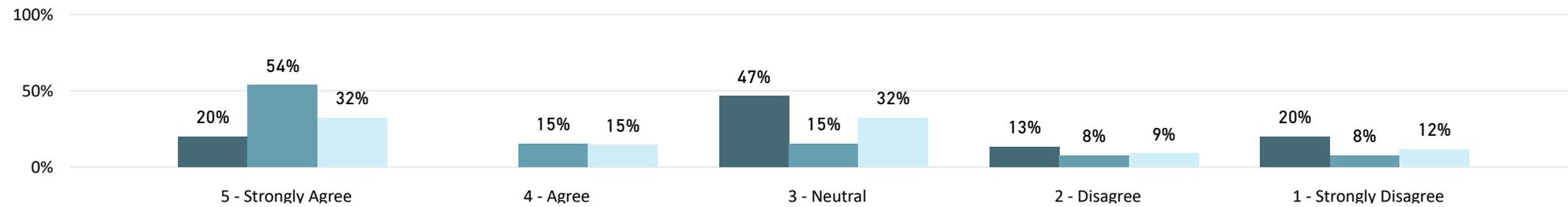


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	3	20%	7	54%	11	32%	21	34%
4 - Agree			2	15%	5	15%	7	11%
3 - Neutral	7	47%	2	15%	11	32%	20	32%
2 - Disagree	2	13%	1	8%	3	9%	6	10%
1 - Strongly Disagree	3	20%	1	8%	4	12%	8	13%
Total	15	100%	13	100%	34	100%	62	100%

County

BRANCH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

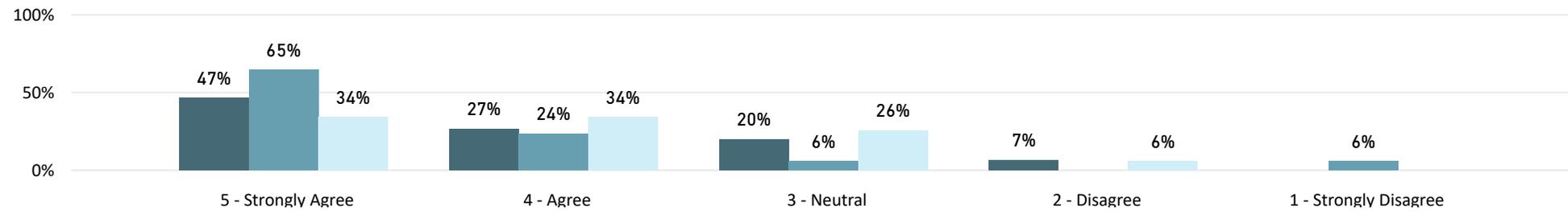


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	47%	11	65%	12	34%	30	45%
4 - Agree	4	27%	4	24%	12	34%	20	30%
3 - Neutral	3	20%	1	6%	9	26%	13	19%
2 - Disagree	1	7%	0	0%	2	6%	3	4%
1 - Strongly Disagree	0	0%	1	6%	0	0%	1	1%
Total	15	100%	17	100%	35	100%	67	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

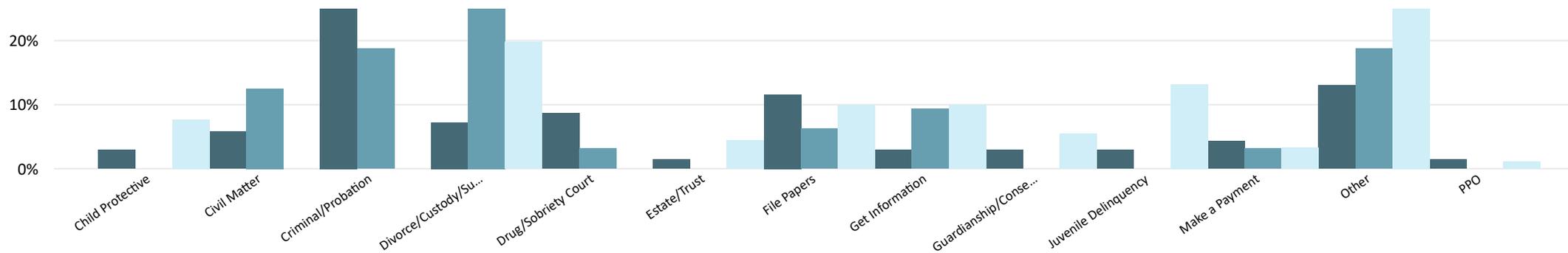
Race/Ethnicity



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	2	3%			7	8%	9	5%
Civil Matter	4	6%	4	13%			8	4%
Criminal/Probation	24	35%	6	19%			30	16%
Divorce/Custody/Support	5	7%	9	28%	18	20%	32	17%
Drug/Sobriety Court	6	9%	1	3%			7	4%
Estate/Trust	1	1%			4	4%	5	3%
File Papers	8	12%	2	6%	9	10%	19	10%
Get Information	2	3%	3	9%	9	10%	14	7%
Guardianship/Conservatorship	2	3%			5	5%	7	4%
Juvenile Delinquency					12	13%	14	7%
Make a Payment	3	4%	1	3%	3	3%	7	4%
Other	9	13%	6	19%	23	25%	38	20%
PPO	1	1%			1	1%	2	1%
Total	69	100%	32	100%	91	100%	192	100%

County

BRANCH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

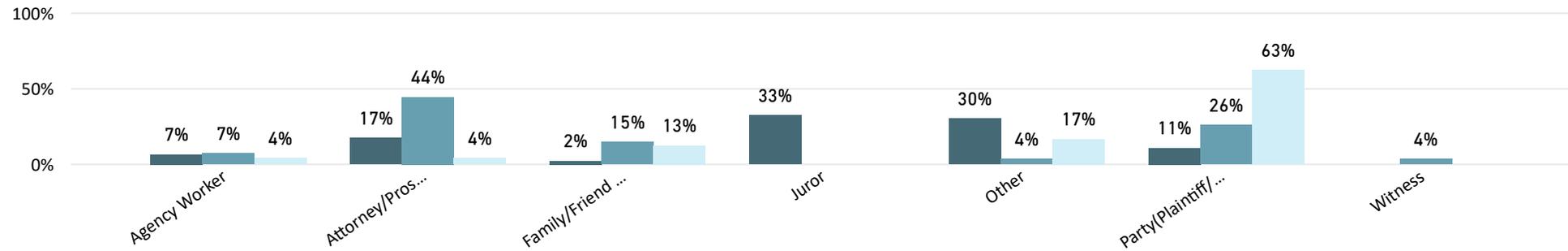
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

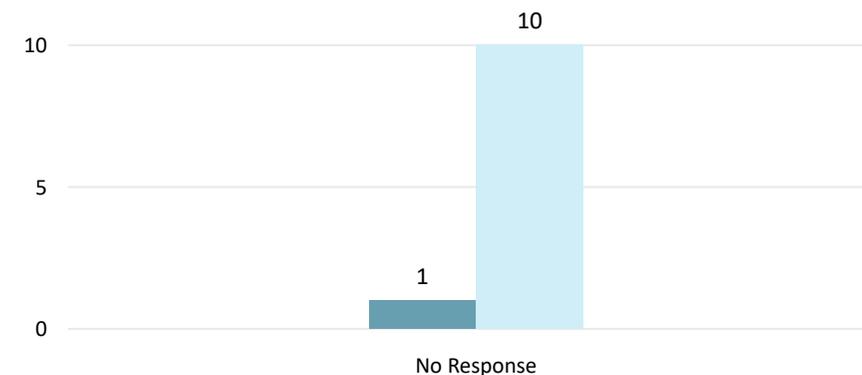


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	3	7%	2	7%	3	4%	8	6%
Attorney/Prosecutor	8	17%	12	44%	3	4%	23	16%
Family/Friend of party to case	1	2%	4	15%	9	13%	14	10%
Juror	15	33%					15	10%
Other	14	30%	1	4%	12	17%	27	19%
Party(Plaintiff/Defendant)	5	11%	7	26%	45	63%	57	39%
Witness			1	4%			1	1%
Total	46	100%	27	100%	72	100%	145	100%

8. No Response

SurveyYear ● 2016 ● 2018



County

BRANCH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

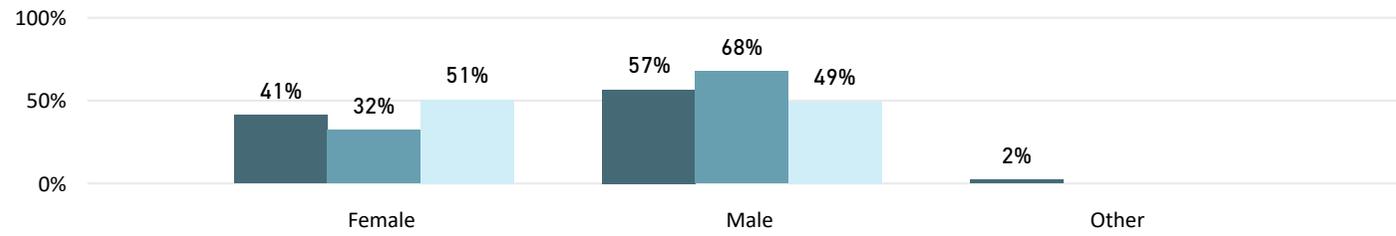
All



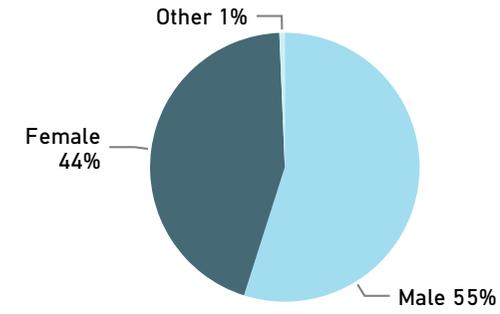
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

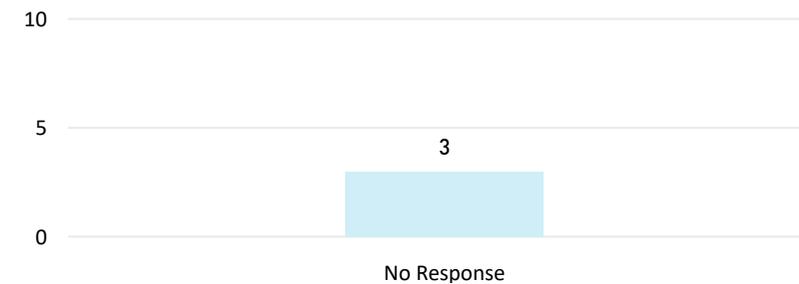


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	19	41%	9	32%	40	51%	68	44%
Male	26	57%	19	68%	39	49%	84	55%
Other	1	2%					1	1%
Total	46	100%	28	100%	79	100%	153	100%

9. No Responses

Gender Type: ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

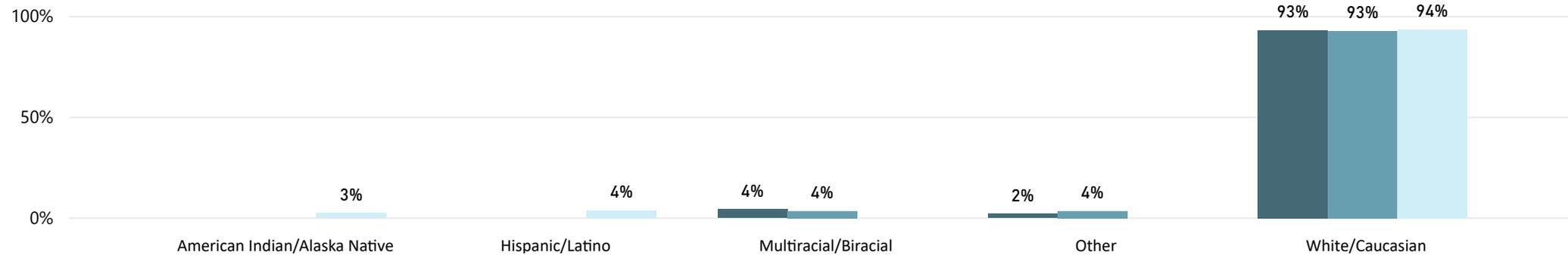
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

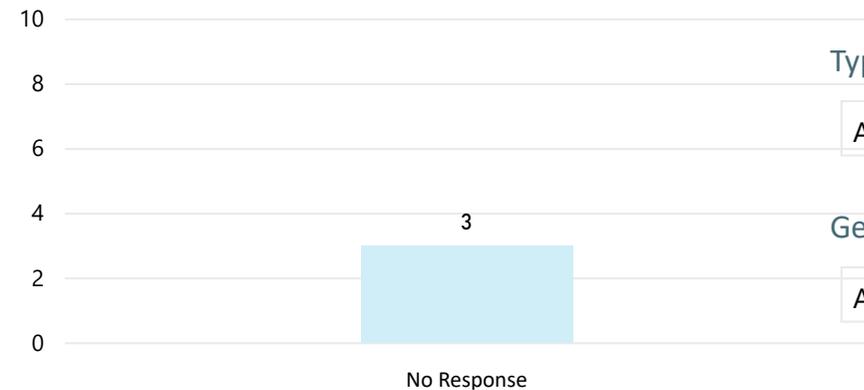


10. How do you identify yourself?

SurveyYear Race/Identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native					2	3%	2	1%
Hispanic/Latino					3	4%	3	2%
Multiracial/Biracial	2	4%	1	4%			3	2%
Other	1	2%	1	4%			2	1%
White/Caucasian	42	93%	26	93%	74	94%	142	93%
Total	45	100%	28	100%	79	100%	152	100%

10. No Responses.

SurveyYear ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Gender