

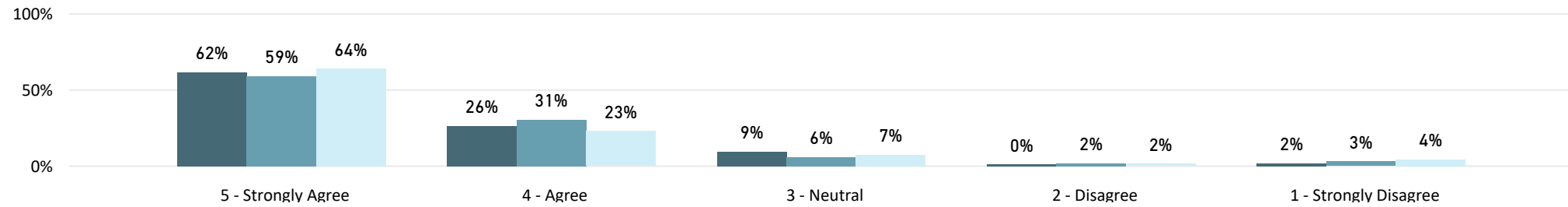


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	126	62%	174	59%	167	64%	467	61%
4 - Agree	54	26%	90	31%	60	23%	204	27%
3 - Neutral	19	9%	17	6%	19	7%	55	7%
2 - Disagree	1	0%	5	2%	4	2%	10	1%
1 - Strongly Disagree	4	2%	9	3%	11	4%	24	3%
Total	204	100%	295	100%	261	100%	760	100%

County

CALHOUN ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

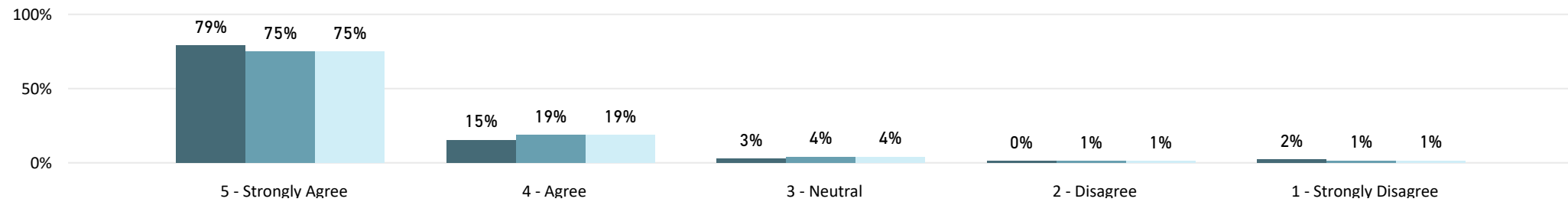


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	169	79%	221	75%	200	75%	590	76%
4 - Agree	33	15%	55	19%	50	19%	138	18%
3 - Neutral	6	3%	12	4%	11	4%	29	4%
2 - Disagree	1	0%	3	1%	2	1%	6	1%
1 - Strongly Disagree	5	2%	4	1%	4	1%	13	2%
Total	214	100%	295	100%	267	100%	776	100%

County

CALHOUN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

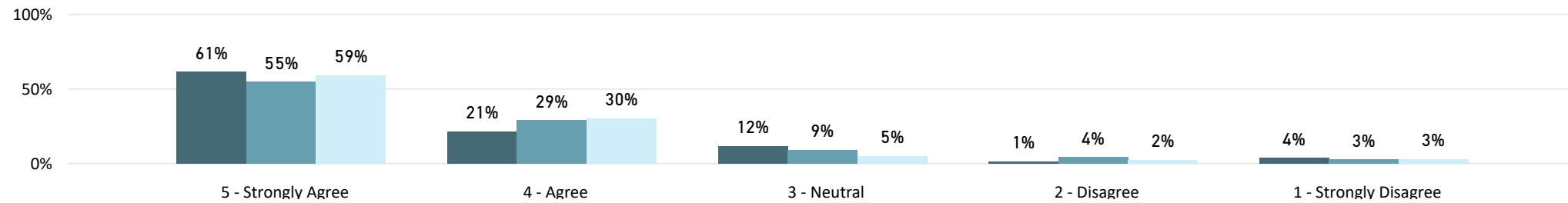


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 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	83	61%	102	55%	96	59%	281	58%
4 - Agree	29	21%	54	29%	49	30%	132	27%
3 - Neutral	16	12%	17	9%	8	5%	41	8%
2 - Disagree	2	1%	8	4%	4	2%	14	3%
1 - Strongly Disagree	5	4%	5	3%	5	3%	15	3%
Total	135	100%	186	100%	162	100%	483	100%

County

CALHOUN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

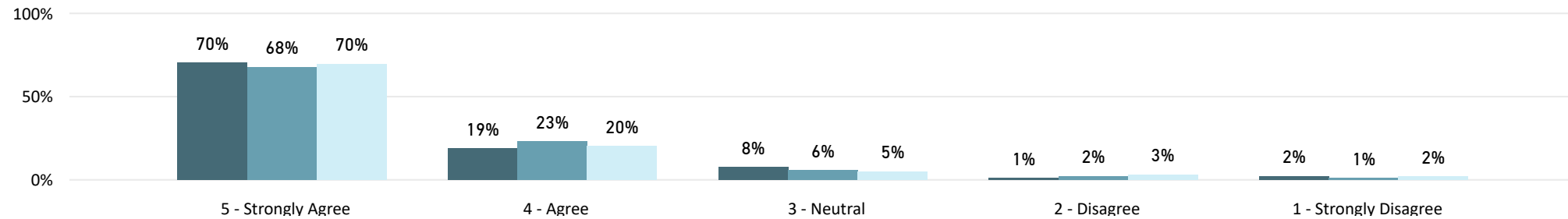


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 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	93	70%	120	68%	110	70%	323	69%
4 - Agree	25	19%	41	23%	32	20%	98	21%
3 - Neutral	10	8%	10	6%	8	5%	28	6%
2 - Disagree	1	1%	4	2%	5	3%	10	2%
1 - Strongly Disagree	3	2%	2	1%	3	2%	8	2%
Total	132	100%	177	100%	158	100%	467	100%

County

CALHOUN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

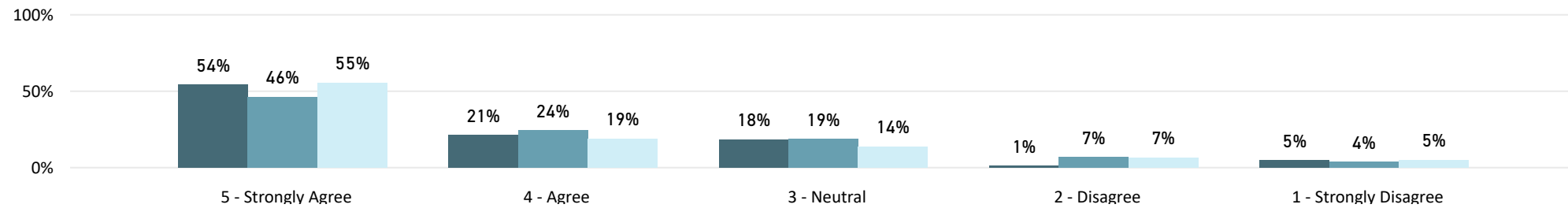


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	56	54%	74	46%	76	55%	206	52%
4 - Agree	22	21%	39	24%	26	19%	87	22%
3 - Neutral	19	18%	30	19%	19	14%	68	17%
2 - Disagree	1	1%	11	7%	9	7%	21	5%
1 - Strongly Disagree	5	5%	6	4%	7	5%	18	5%
Total	103	100%	160	100%	137	100%	400	100%

County

CALHOUN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

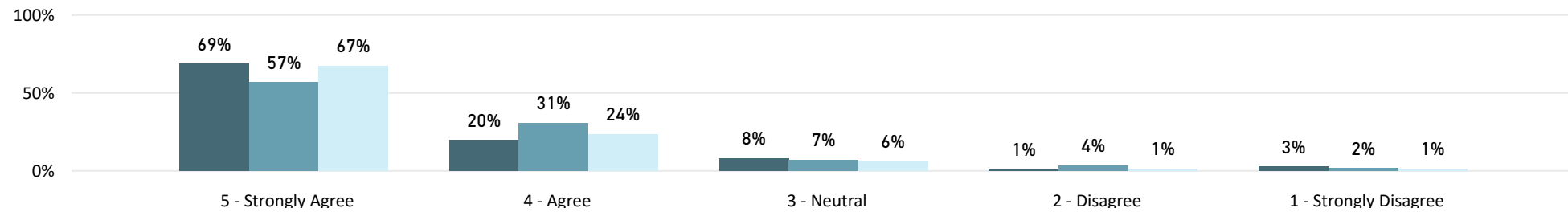


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	77	69%	96	57%	97	67%	270	64%
4 - Agree	22	20%	52	31%	34	24%	108	25%
3 - Neutral	9	8%	12	7%	9	6%	30	7%
2 - Disagree	1	1%	6	4%	2	1%	9	2%
1 - Strongly Disagree	3	3%	3	2%	2	1%	8	2%
Total	112	100%	169	100%	144	100%	425	100%

County

CALHOUN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

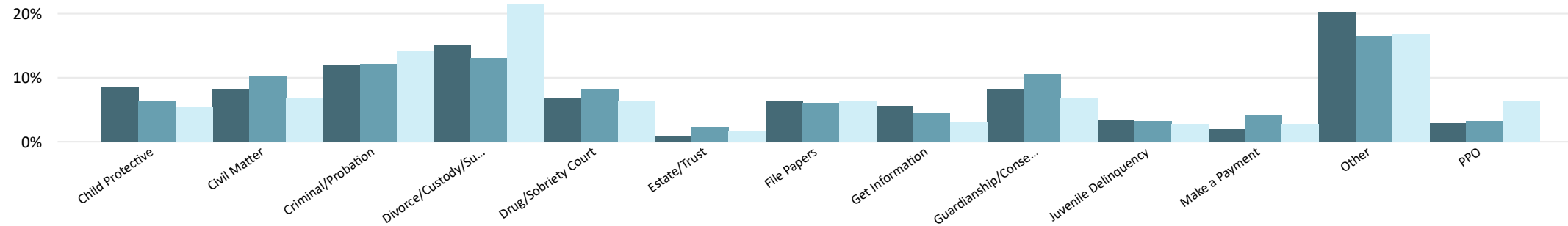
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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	23	9%	20	6%	16	5%	59	7%
Civil Matter	22	8%	32	10%	20	7%	74	8%
Criminal/Probation	32	12%	38	12%	42	14%	112	13%
Divorce/Custody/Support	40	15%	41	13%	64	21%	145	16%
Drug/Sobriety Court	18	7%	26	8%	19	6%	63	7%
Estate/Trust	2	1%	7	2%	5	2%	14	2%
File Papers	17	6%	19	6%	19	6%	55	6%
Get Information	15	6%	14	4%	9	3%	38	4%
Guardianship/Conservatorship	22	8%	33	10%	20	7%	75	9%
Juvenile Delinquency	9	3%	10	3%	8	3%	27	3%
Make a Payment	5	2%	13	4%	8	3%	26	3%
Other	54	20%	52	17%	50	17%	156	18%
PPO	8	3%	10	3%	19	6%	37	4%
Total	267	100%	315	100%	299	100%	881	100%

County

CALHOUN ▼

Court

(Multiple Selections) ▼

Subset

All ▼

Survey Year

All ▼

Role

All ▼

Gender

All ▼

Race/Ethnicity

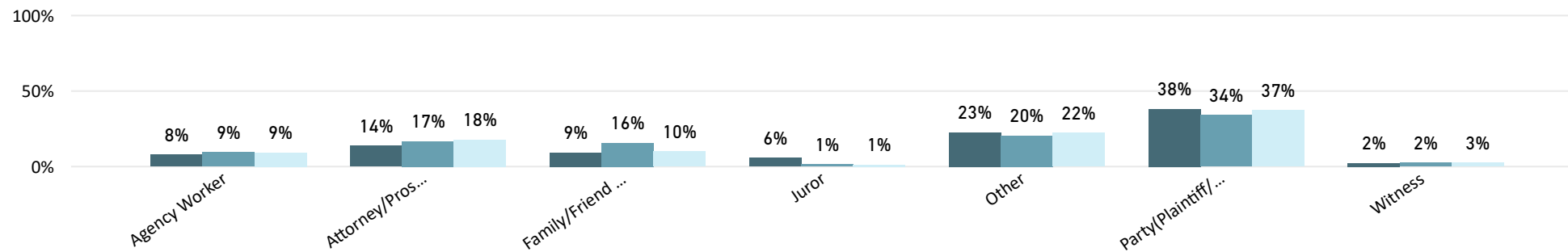
All ▼



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

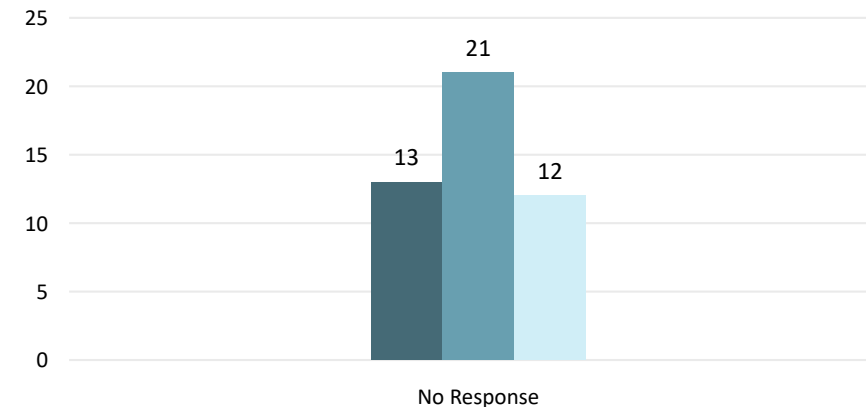


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	18	8%	27	9%	25	9%	70	9%
Attorney/Prosecutor	31	14%	48	17%	48	18%	127	16%
Family/Friend of party to case	21	9%	45	16%	27	10%	93	12%
Juror	13	6%	4	1%	2	1%	19	2%
Other	51	23%	59	20%	60	22%	170	22%
Party(Plaintiff/Defendant)	86	38%	98	34%	101	37%	285	36%
Witness	5	2%	7	2%	7	3%	19	2%
Total	225	100%	288	100%	270	100%	783	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

CALHOUN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

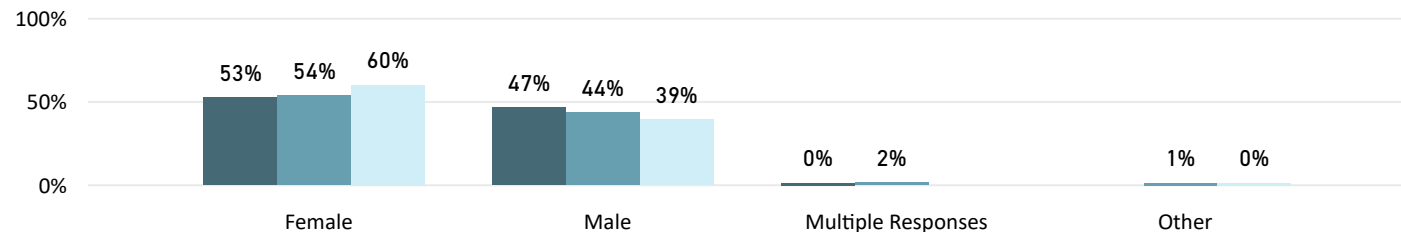
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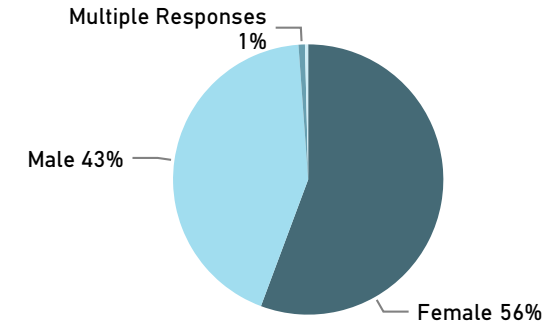
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

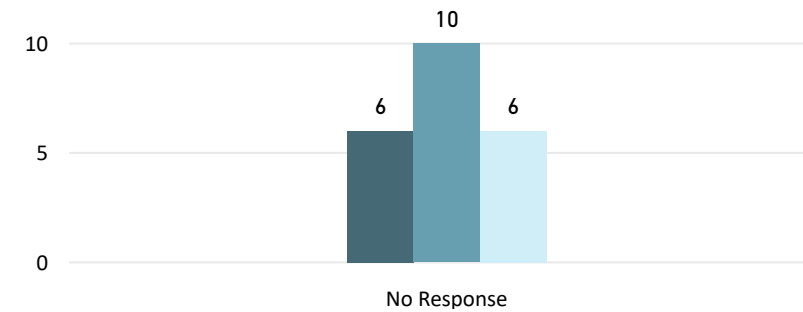


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	121	53%	156	54%	159	60%	436	56%
Male	107	47%	127	44%	104	39%	338	43%
Multiple Responses	1	0%	5	2%			6	1%
Other			2	1%	1	0%	3	0%
Total	229	100%	290	100%	264	100%	783	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

CALHOUN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

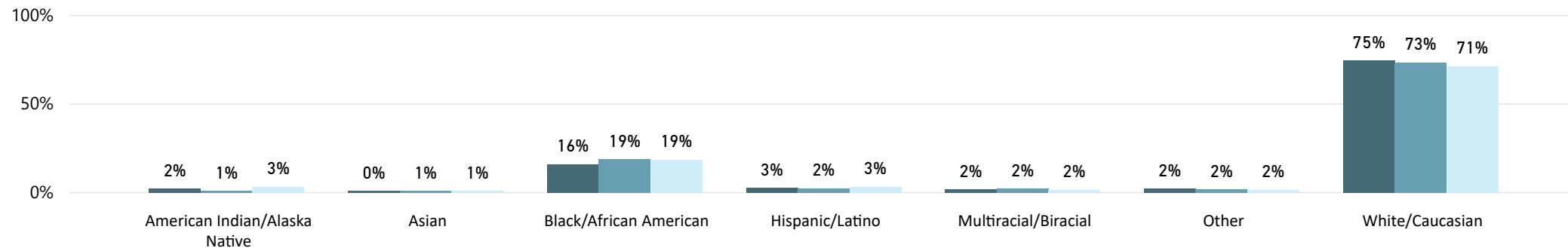
All

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	2%	2	1%	8	3%	15	2%
Asian	1	0%	2	1%	2	1%	5	1%
Black/African American	36	16%	53	19%	47	19%	136	18%
Hispanic/Latino	6	3%	7	2%	8	3%	21	3%
Multiracial/Biracial	4	2%	6	2%	4	2%	14	2%
Other	5	2%	5	2%	4	2%	14	2%
White/Caucasian	167	75%	207	73%	181	71%	555	73%
Total	224	100%	282	100%	254	100%	760	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

