

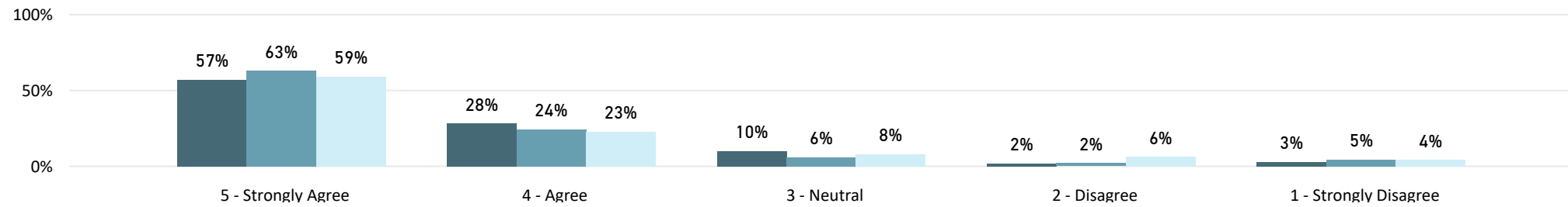


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	95	57%	124	63%	114	59%	333	60%
4 - Agree	47	28%	48	24%	44	23%	139	25%
3 - Neutral	17	10%	12	6%	15	8%	44	8%
2 - Disagree	3	2%	4	2%	12	6%	19	3%
1 - Strongly Disagree	5	3%	9	5%	8	4%	22	4%
Total	167	100%	197	100%	193	100%	557	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

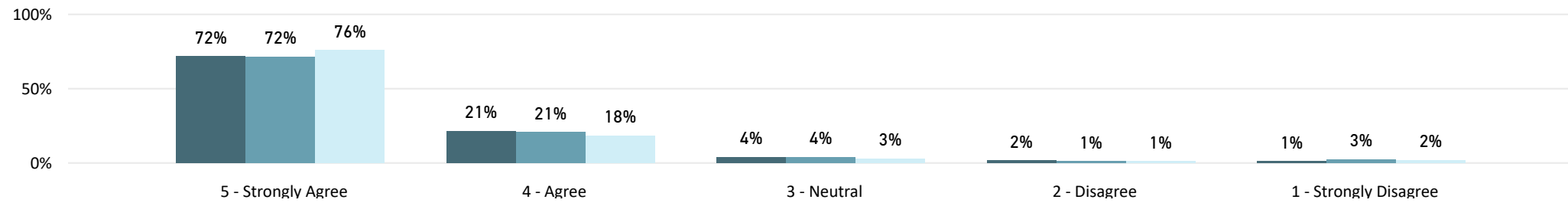


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	127	72%	141	72%	148	76%	416	73%
4 - Agree	38	21%	41	21%	36	18%	115	20%
3 - Neutral	7	4%	8	4%	6	3%	21	4%
2 - Disagree	3	2%	2	1%	1	1%	6	1%
1 - Strongly Disagree	2	1%	5	3%	4	2%	11	2%
Total	177	100%	197	100%	195	100%	569	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

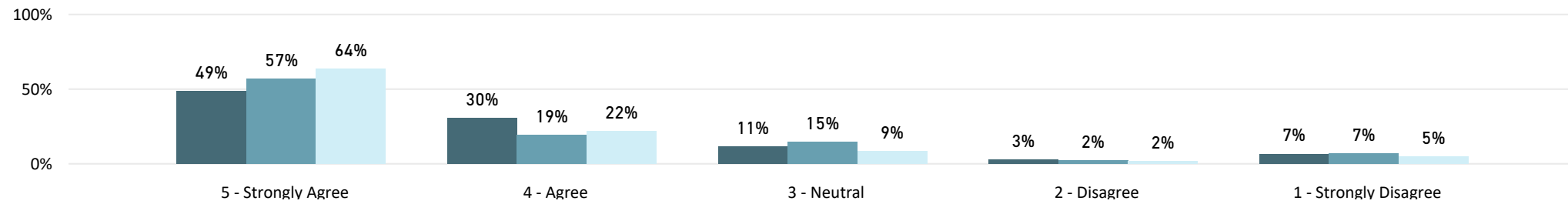


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	51	49%	74	57%	82	64%	207	57%
4 - Agree	32	30%	25	19%	28	22%	85	23%
3 - Neutral	12	11%	19	15%	11	9%	42	12%
2 - Disagree	3	3%	3	2%	2	2%	8	2%
1 - Strongly Disagree	7	7%	9	7%	6	5%	22	6%
Total	105	100%	130	100%	129	100%	364	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

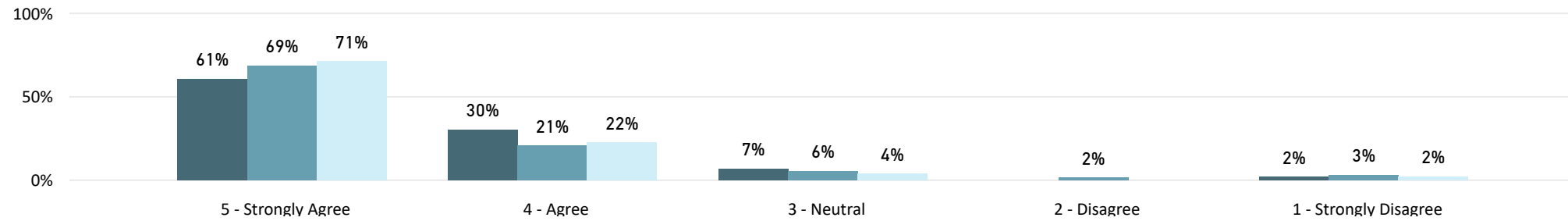


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	62	61%	86	69%	92	71%	240	67%
4 - Agree	31	30%	26	21%	29	22%	86	24%
3 - Neutral	7	7%	7	6%	5	4%	19	5%
2 - Disagree			2	2%			2	1%
1 - Strongly Disagree	2	2%	4	3%	3	2%	9	3%
Total	102	100%	125	100%	129	100%	356	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

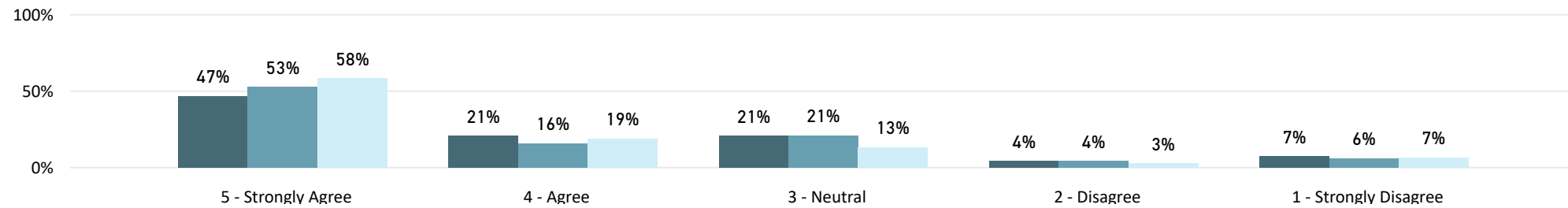


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	45	47%	60	53%	62	58%	167	53%
4 - Agree	20	21%	18	16%	20	19%	58	18%
3 - Neutral	20	21%	24	21%	14	13%	58	18%
2 - Disagree	4	4%	5	4%	3	3%	12	4%
1 - Strongly Disagree	7	7%	7	6%	7	7%	21	7%
Total	96	100%	114	100%	106	100%	316	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

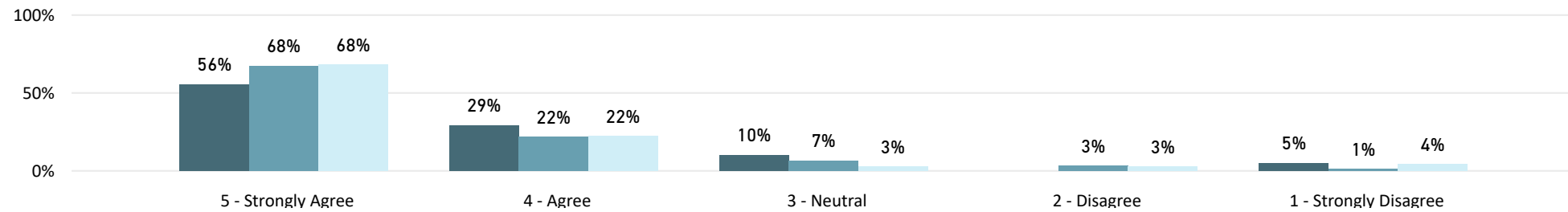


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	55	56%	81	68%	79	68%	215	64%
4 - Agree	29	29%	26	22%	26	22%	81	24%
3 - Neutral	10	10%	8	7%	3	3%	21	6%
2 - Disagree			4	3%	3	3%	7	2%
1 - Strongly Disagree	5	5%	1	1%	5	4%	11	3%
Total	99	100%	120	100%	116	100%	335	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	26	15%	38	18%	57	28%	121	20%
Criminal/Probation	40	22%	25	12%	46	23%	111	19%
Drug/Sobriety Court	4	2%	20	9%	10	5%	34	6%
File Papers	6	3%	3	1%	6	3%	15	3%
Get Information	4	2%	5	2%	3	1%	12	2%
Landlord/Tenant	23	13%	30	14%	24	12%	77	13%
Make a Payment	11	6%	11	5%	4	2%	26	4%
Other	27	15%	25	12%	26	13%	78	13%
Small Claims	3	2%	5	2%	3	1%	11	2%
Traffic/Ticket	35	20%	50	24%	24	12%	109	18%
Total	179	100%	212	100%	203	100%	594	100%

County

CALHOUN ▾

Court

D10 CALHOUN ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

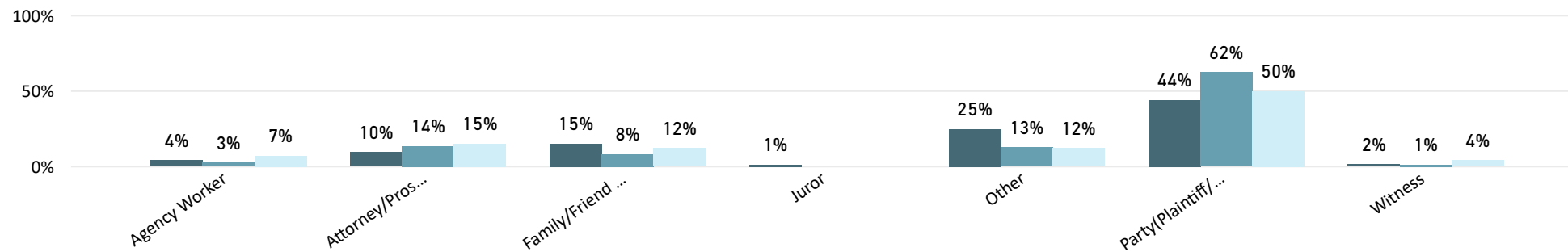
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

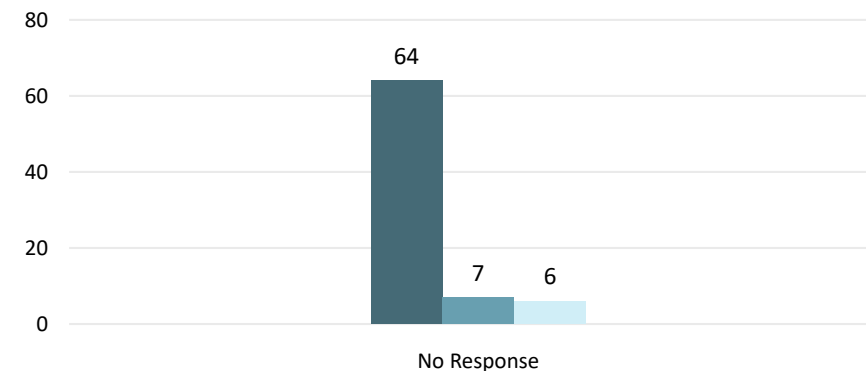


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	5	4%	5	3%	14	7%	24	5%
Attorney/Prosecutor	12	10%	27	14%	30	15%	69	13%
Family/Friend of party to case	19	15%	16	8%	24	12%	59	11%
Juror	1	1%					1	0%
Other	31	25%	25	13%	24	12%	80	15%
Party(Plaintiff/Defendant)	55	44%	124	62%	99	50%	278	53%
Witness	2	2%	2	1%	8	4%	12	2%
Total	125	100%	199	100%	199	100%	523	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

CALHOUN

Court

D10 CALHOUN

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

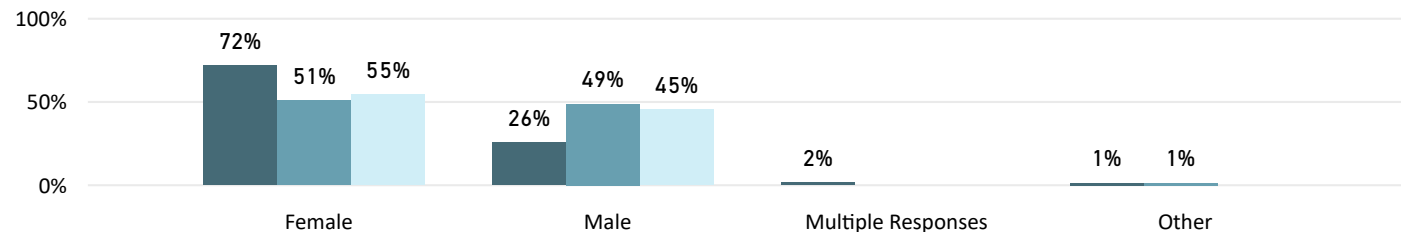
All



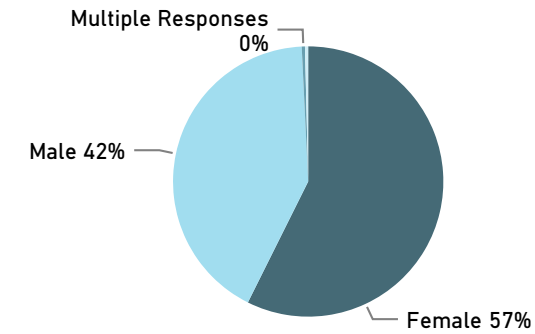
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

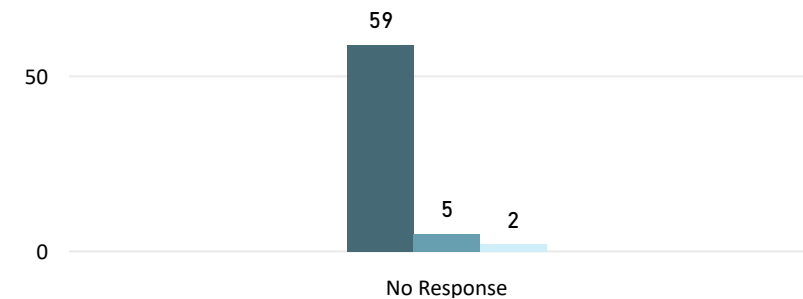


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	92	72%	101	51%	107	55%	300	57%
Male	33	26%	97	49%	89	45%	219	42%
Multiple Responses	2	2%					2	0%
Other	1	1%	1	1%			2	0%
Total	128	100%	199	100%	196	100%	523	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

D10 CALHOUN

Subset

All

Survey Year

All

Role

All

Type of Case

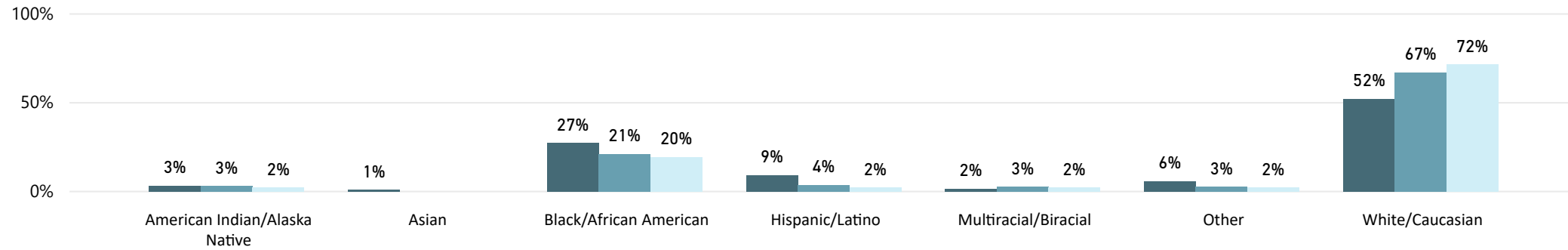
All

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	4	3%	6	3%	4	2%	14	3%
Asian	1	1%					1	0%
Black/African American	33	27%	41	21%	35	20%	109	22%
Hispanic/Latino	11	9%	7	4%	4	2%	22	4%
Multiracial/Biracial	2	2%	5	3%	4	2%	11	2%
Other	7	6%	5	3%	4	2%	16	3%
White/Caucasian	63	52%	131	67%	128	72%	322	65%
Total	121	100%	195	100%	179	100%	495	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

