

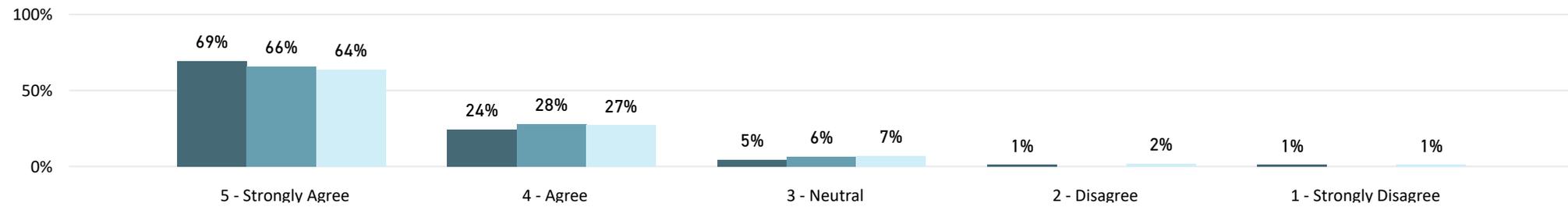


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	77	69%	61	66%	75	64%	213	66%
4 - Agree	27	24%	26	28%	32	27%	85	26%
3 - Neutral	5	5%	6	6%	8	7%	19	6%
2 - Disagree	1	1%			2	2%	3	1%
1 - Strongly Disagree	1	1%			1	1%	2	1%
Total	111	100%	93	100%	118	100%	322	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

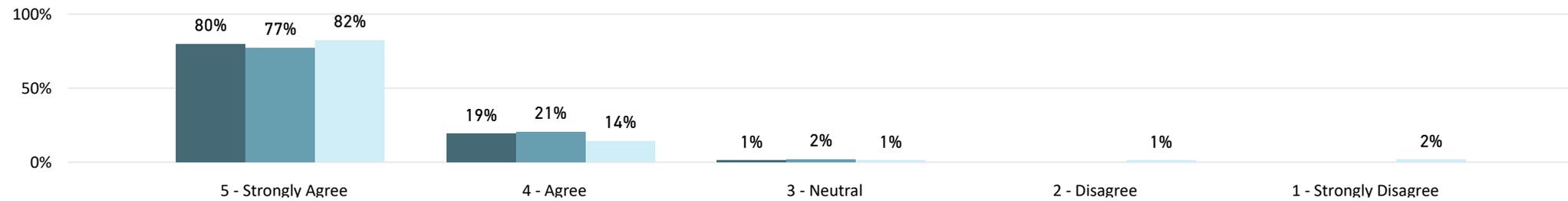


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	91	80%	75	77%	98	82%	264	80%
4 - Agree	22	19%	20	21%	17	14%	59	18%
3 - Neutral	1	1%	2	2%	1	1%	4	1%
2 - Disagree					1	1%	1	0%
1 - Strongly Disagree					2	2%	2	1%
Total	114	100%	97	100%	119	100%	330	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

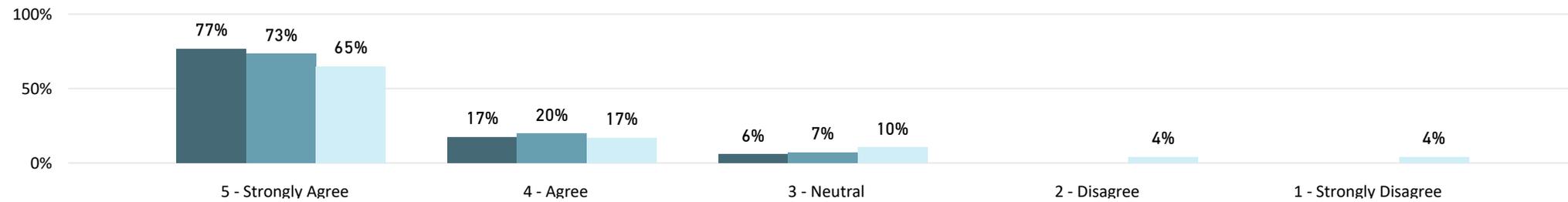


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	53	77%	41	73%	50	65%	144	71%
4 - Agree	12	17%	11	20%	13	17%	36	18%
3 - Neutral	4	6%	4	7%	8	10%	16	8%
2 - Disagree					3	4%	3	1%
1 - Strongly Disagree					3	4%	3	1%
Total	69	100%	56	100%	77	100%	202	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

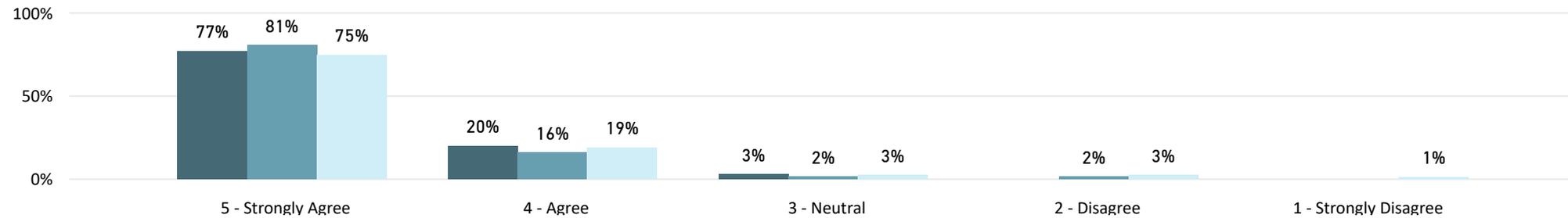


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	54	77%	50	81%	59	75%	163	77%
4 - Agree	14	20%	10	16%	15	19%	39	18%
3 - Neutral	2	3%	1	2%	2	3%	5	2%
2 - Disagree			1	2%	2	3%	3	1%
1 - Strongly Disagree					1	1%	1	0%
Total	70	100%	62	100%	79	100%	211	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

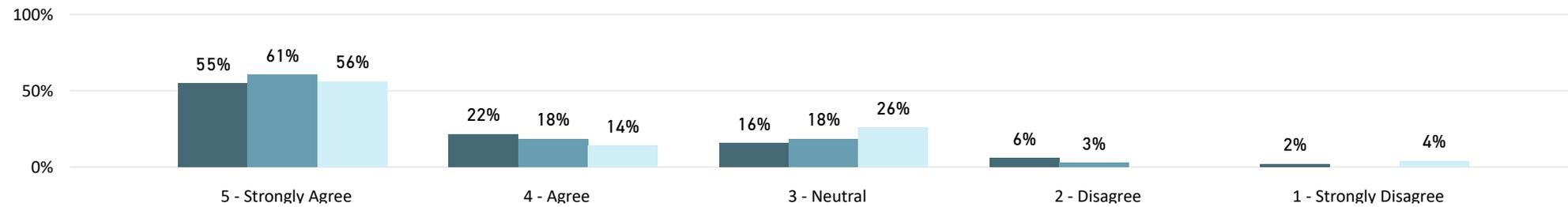


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	28	55%	23	61%	28	56%	79	57%
4 - Agree	11	22%	7	18%	7	14%	25	18%
3 - Neutral	8	16%	7	18%	13	26%	28	20%
2 - Disagree	3	6%	1	3%			4	3%
1 - Strongly Disagree	1	2%			2	4%	3	2%
Total	51	100%	38	100%	50	100%	139	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

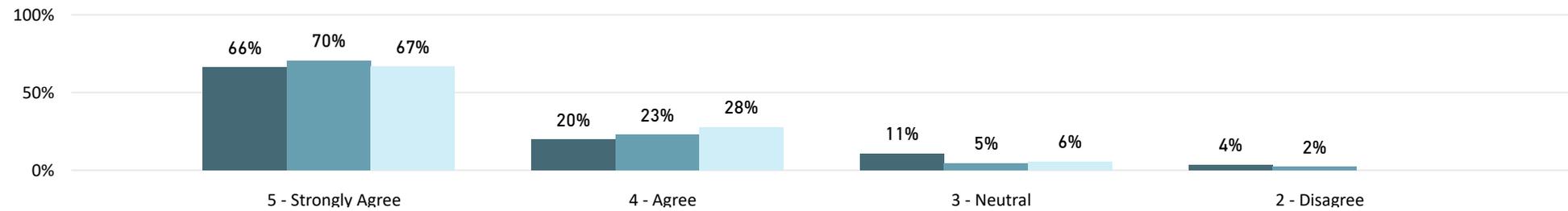


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	37	66%	31	70%	36	67%	104	68%
4 - Agree	11	20%	10	23%	15	28%	36	23%
3 - Neutral	6	11%	2	5%	3	6%	11	7%
2 - Disagree	2	4%	1	2%	0	0%	3	2%
Total	56	100%	44	100%	54	100%	154	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

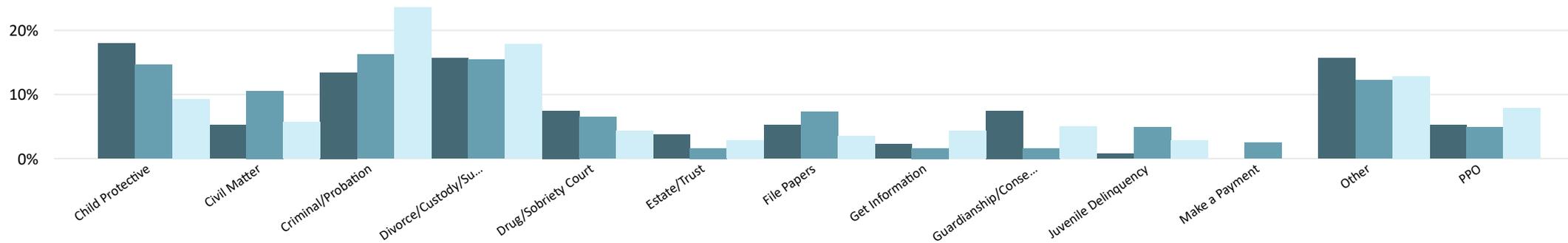
Race/Ethnicity



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	24	18%	18	15%	13	9%	55	14%
Civil Matter	7	5%	13	11%	8	6%	28	7%
Criminal/Probation	18	13%	20	16%	33	24%	71	18%
Divorce/Custody/Support	21	16%	19	15%	25	18%	65	16%
Drug/Sobriety Court	10	7%	8	7%	6	4%	24	6%
Estate/Trust	5	4%	2	2%	4	3%	11	3%
File Papers	7	5%	9	7%	5	4%	21	5%
Get Information	3	2%	2	2%	6	4%	11	3%
Guardianship/Conservatorship	10	7%	2	2%	7	5%	19	5%
Juvenile Delinquency	1	1%	6	5%	4	3%	11	3%
Make a Payment			3	2%			3	1%
Other	21	16%	15	12%	18	13%	54	14%
PPO	7	5%	6	5%	11	8%	24	6%
Total	134	100%	123	100%	140	100%	397	100%

County

CASS

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

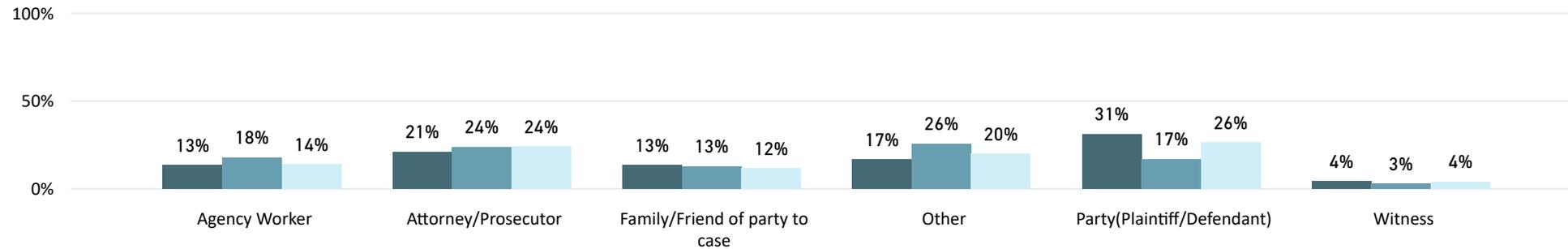
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

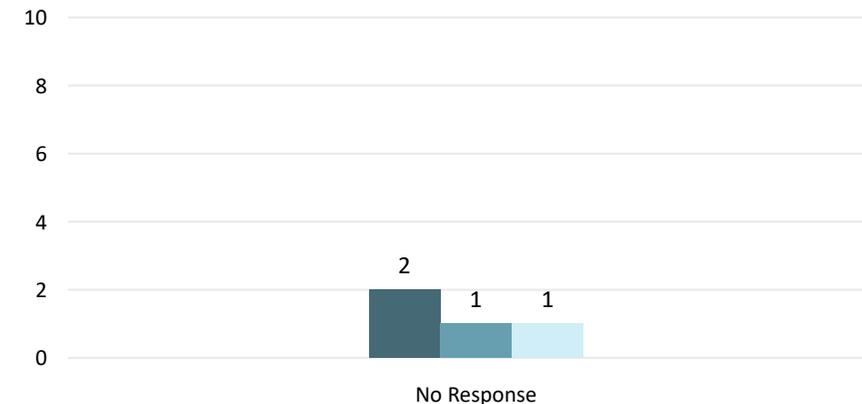


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	16	13%	18	18%	17	14%	51	15%
Attorney/Prosecutor	25	21%	24	24%	29	24%	78	23%
Family/Friend of party to case	16	13%	13	13%	14	12%	43	13%
Other	20	17%	26	26%	24	20%	70	21%
Party(Plaintiff/Defendant)	37	31%	17	17%	32	26%	86	25%
Witness	5	4%	3	3%	5	4%	13	4%
Total	119	100%	101	100%	121	100%	341	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

CASS

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

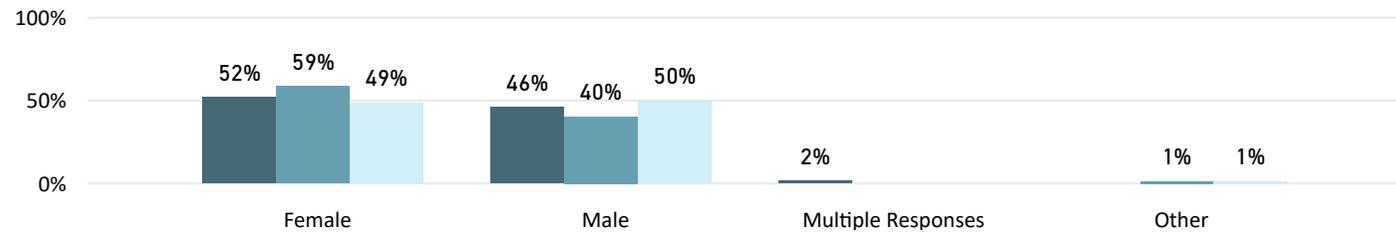
Role

Type of Case

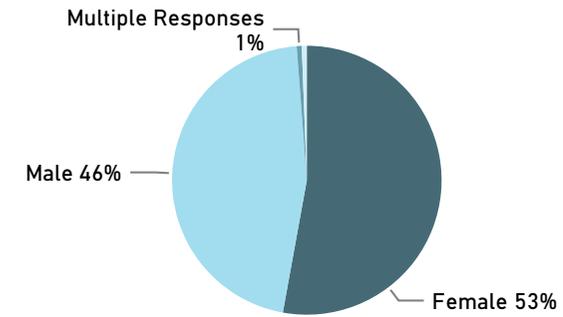
Race/Ethnicity

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

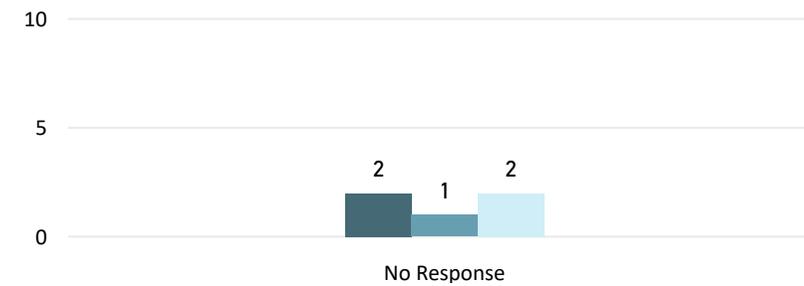


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	60	52%	58	59%	58	49%	176	53%
Male	53	46%	40	40%	60	50%	153	46%
Multiple Responses	2	2%					2	1%
Other			1	1%	1	1%	2	1%
Total	115	100%	99	100%	119	100%	333	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018





MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

CASS

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

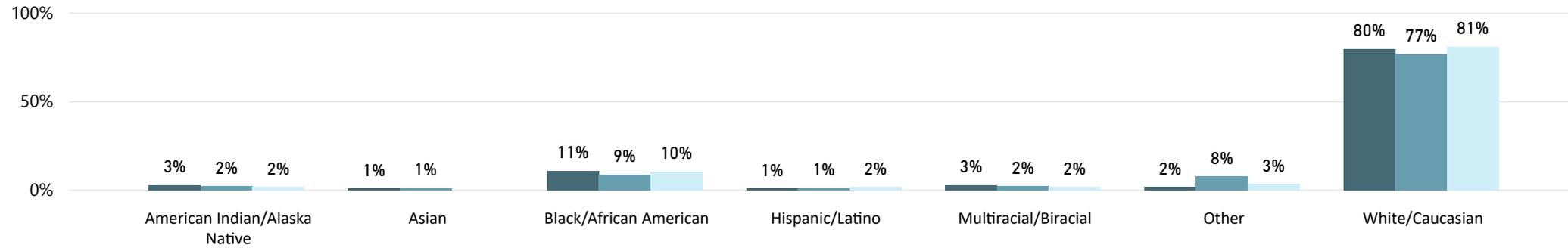
All

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	3	3%	2	2%	2	2%	7	2%
Asian	1	1%	1	1%	2	1%	2	1%
Black/African American	12	11%	8	9%	12	10%	32	10%
Hispanic/Latino	1	1%	1	1%	2	2%	4	1%
Multiracial/Biracial	3	3%	2	2%	2	2%	7	2%
Other	2	2%	7	8%	4	3%	13	4%
White/Caucasian	87	80%	70	77%	94	81%	251	79%
Total	109	100%	91	100%	116	100%	316	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

