

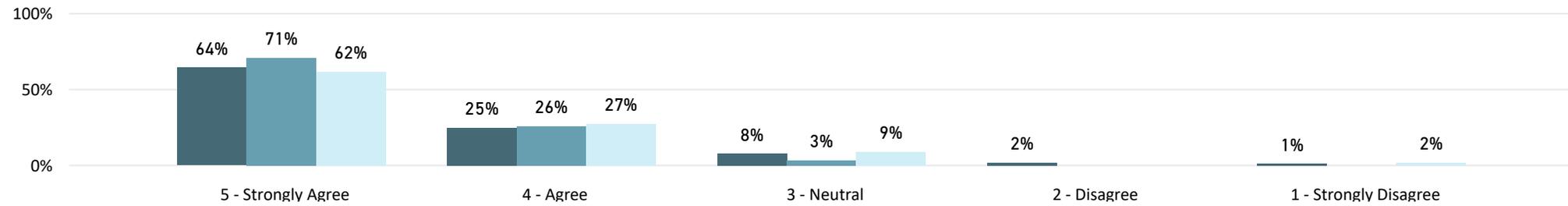


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	67	64%	41	71%	34	62%	142	65%
4 - Agree	26	25%	15	26%	15	27%	56	26%
3 - Neutral	8	8%	2	3%	5	9%	15	7%
2 - Disagree	2	2%					2	1%
1 - Strongly Disagree	1	1%			1	2%	2	1%
<b>Total</b>	<b>104</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>55</b>	<b>100%</b>	<b>217</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

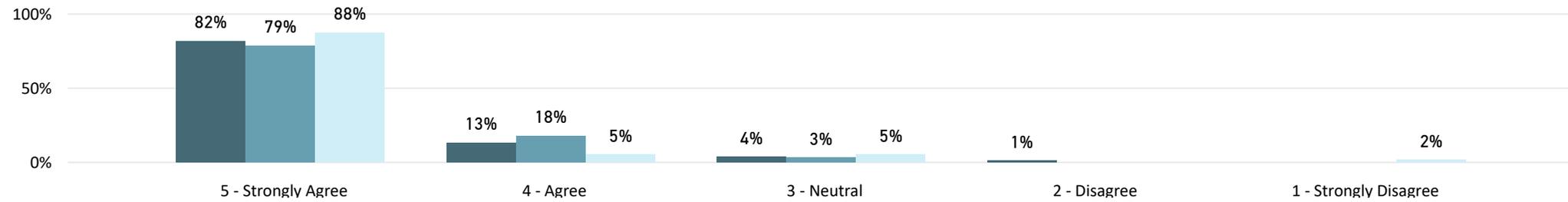


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	86	82%	48	79%	49	88%	183	82%
4 - Agree	14	13%	11	18%	3	5%	28	13%
3 - Neutral	4	4%	2	3%	3	5%	9	4%
2 - Disagree	1	1%	0	0%	0	0%	1	0%
1 - Strongly Disagree	0	0%	0	0%	1	2%	1	0%
<b>Total</b>	<b>105</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>222</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

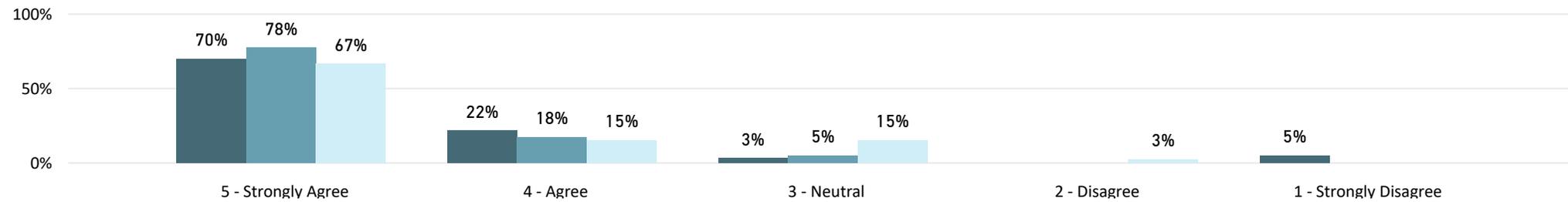


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	42	70%	31	78%	26	67%	99	71%
4 - Agree	13	22%	7	18%	6	15%	26	19%
3 - Neutral	2	3%	2	5%	6	15%	10	7%
2 - Disagree	0	0%	0	0%	1	3%	1	1%
1 - Strongly Disagree	3	5%	0	0%	0	0%	3	2%
<b>Total</b>	<b>60</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>139</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

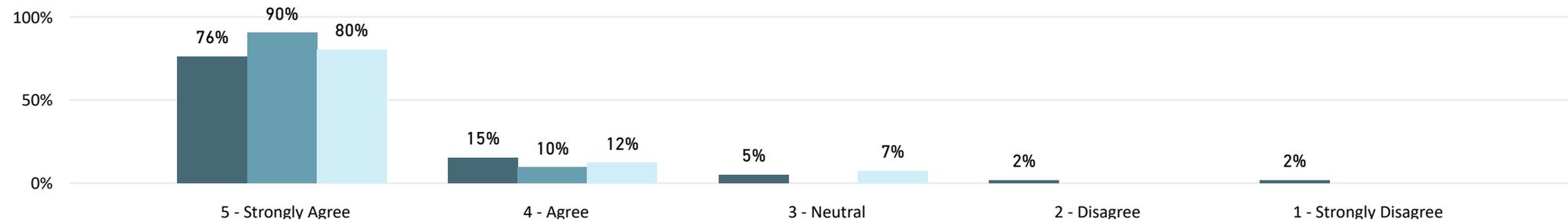


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	45	76%	38	90%	33	80%	116	82%
4 - Agree	9	15%	4	10%	5	12%	18	13%
3 - Neutral	3	5%			3	7%	6	4%
2 - Disagree	1	2%					1	1%
1 - Strongly Disagree	1	2%					1	1%
<b>Total</b>	<b>59</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>142</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

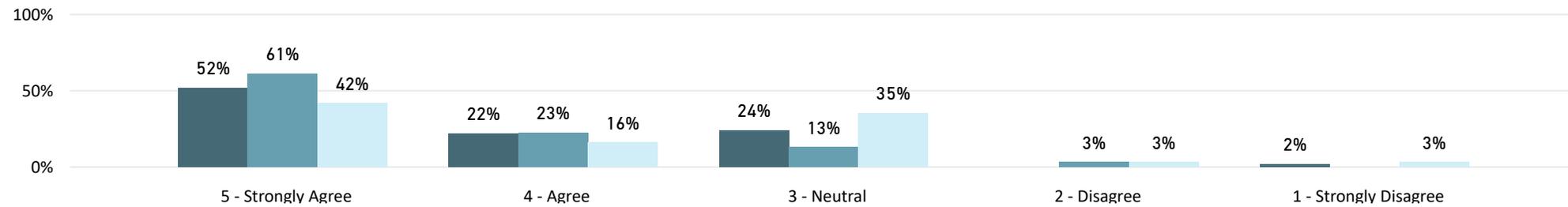


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	26	52%	19	61%	13	42%	58	52%
4 - Agree	11	22%	7	23%	5	16%	23	21%
3 - Neutral	12	24%	4	13%	11	35%	27	24%
2 - Disagree			1	3%	1	3%	2	2%
1 - Strongly Disagree	1	2%			1	3%	2	2%
<b>Total</b>	<b>50</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>112</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

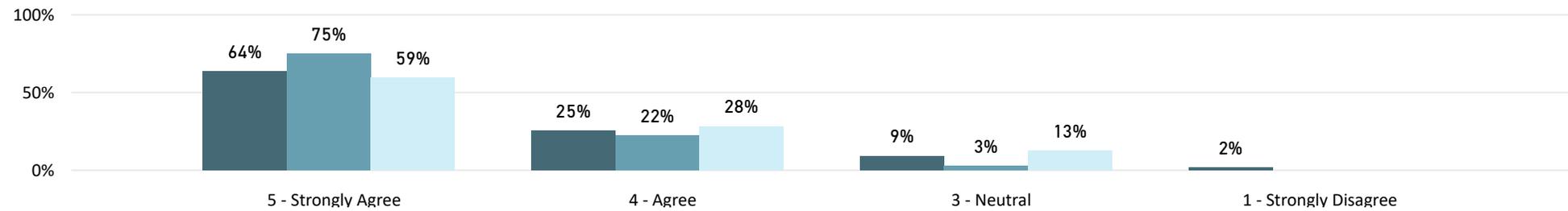


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	35	64%	27	75%	19	59%	81	66%
4 - Agree	14	25%	8	22%	9	28%	31	25%
3 - Neutral	5	9%	1	3%	4	13%	10	8%
1 - Strongly Disagree	1	2%					1	1%
<b>Total</b>	<b>55</b>	<b>100%</b>	<b>36</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>123</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

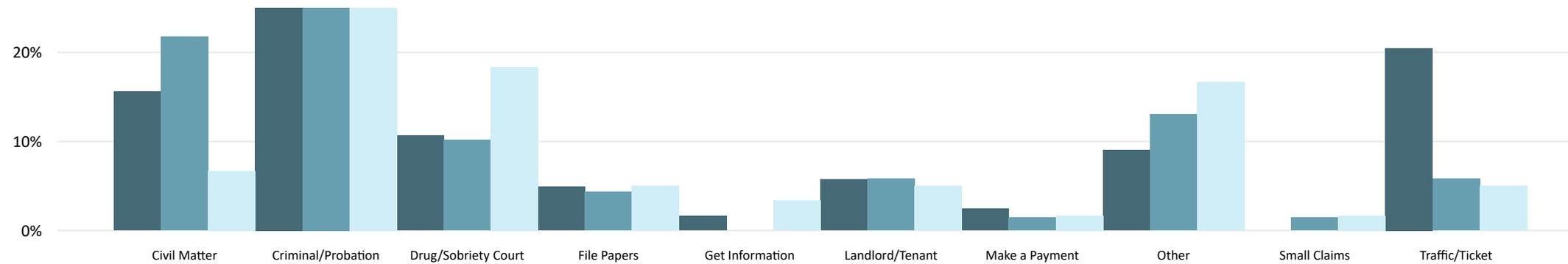
Race/Ethnicity



# 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	19	16%	15	22%	4	7%	38	15%
Criminal/Probation	36	30%	25	36%	22	37%	83	33%
Drug/Sobriety Court	13	11%	7	10%	11	18%	31	12%
File Papers	6	5%	3	4%	3	5%	12	5%
Get Information	2	2%			2	3%	4	2%
Landlord/Tenant	7	6%	4	6%	3	5%	14	6%
Make a Payment	3	2%	1	1%	1	2%	5	2%
Other	11	9%	9	13%	10	17%	30	12%
Small Claims			1	1%	1	2%	2	1%
Traffic/Ticket	25	20%	4	6%	3	5%	32	13%
<b>Total</b>	<b>122</b>	<b>100%</b>	<b>69</b>	<b>100%</b>	<b>60</b>	<b>100%</b>	<b>251</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

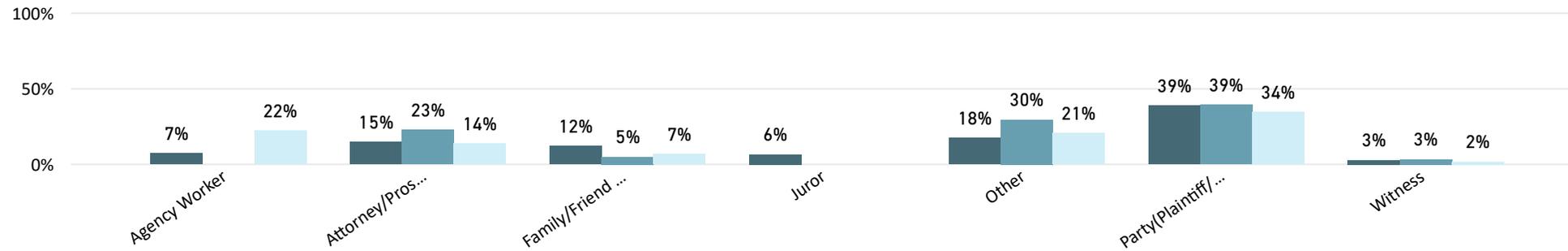
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

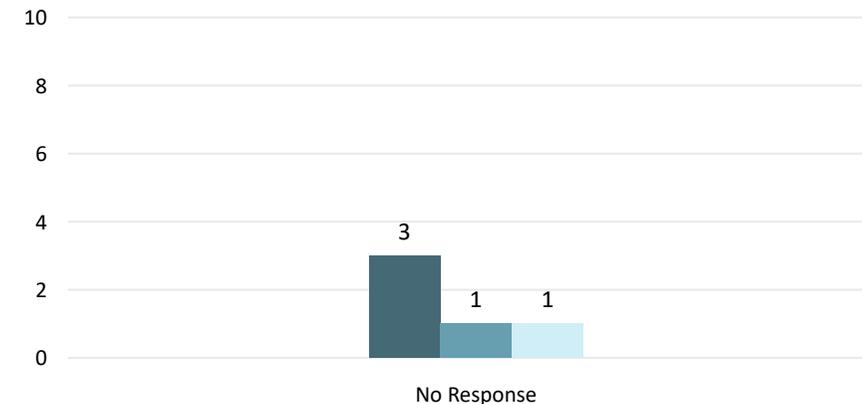


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	8	7%			13	22%	21	9%
Attorney/Prosecutor	16	15%	14	23%	8	14%	38	17%
Family/Friend of party to case	13	12%	3	5%	4	7%	20	9%
Juror	7	6%					7	3%
Other	19	18%	18	30%	12	21%	49	22%
Party(Plaintiff/Defendant)	42	39%	24	39%	20	34%	86	38%
Witness	3	3%	2	3%	1	2%	6	3%
<b>Total</b>	<b>108</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>227</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

CASS

Court

D04 CASS

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

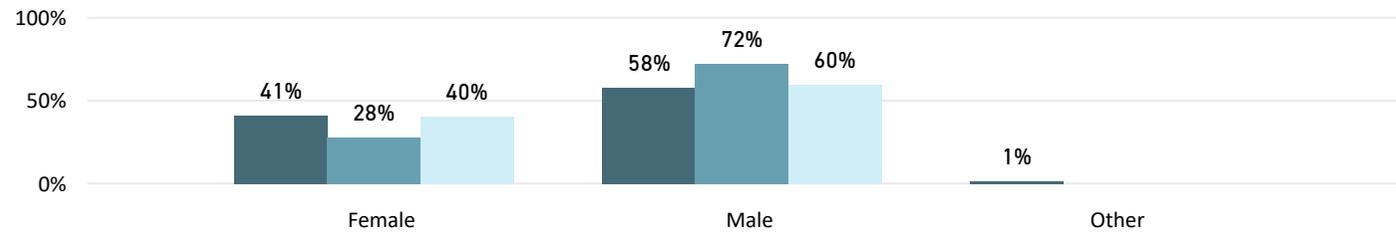
All



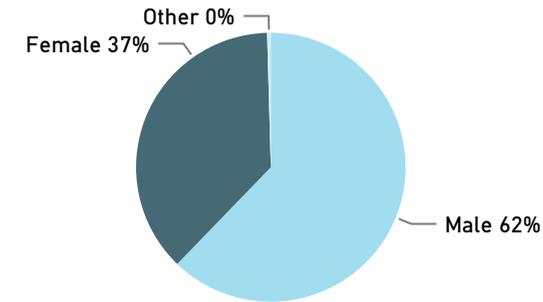
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

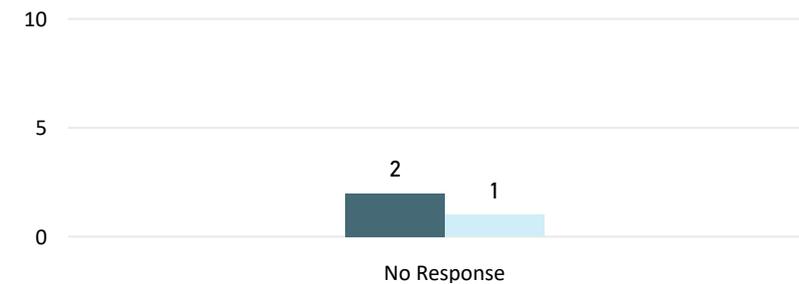


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	44	41%	17	28%	23	40%	84	37%
Male	62	58%	44	72%	34	60%	140	62%
Other	1	1%					1	0%
<b>Total</b>	<b>107</b>	<b>100%</b>	<b>61</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>225</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

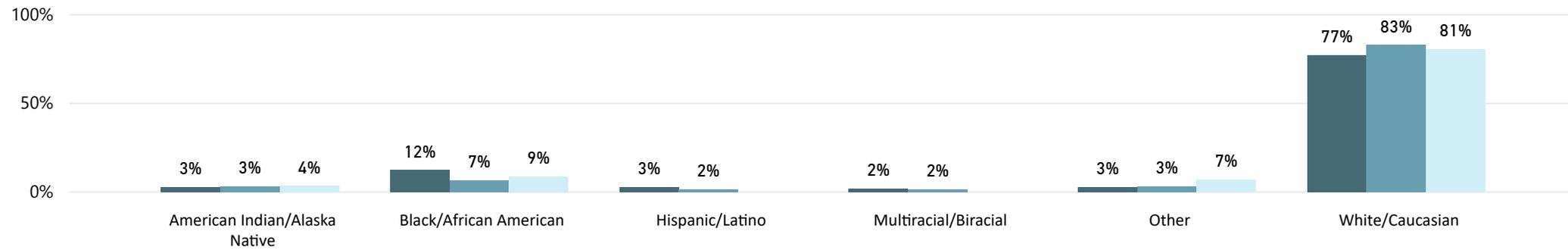
Role

Type of Case

Gender

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

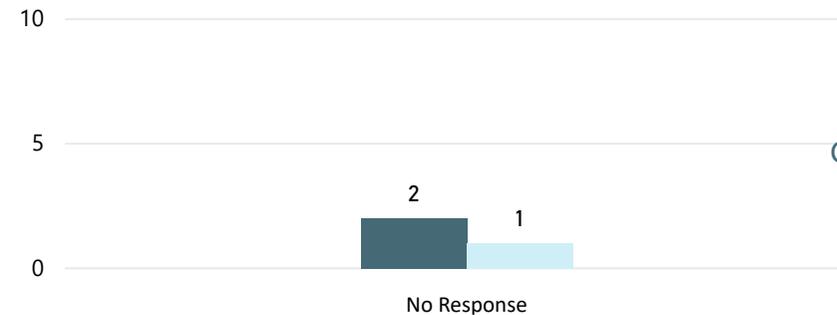


## 10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	3	3%	2	3%	2	4%	7	3%
Black/African American	13	12%	4	7%	5	9%	22	10%
Hispanic/Latino	3	3%	1	2%			4	2%
Multiracial/Biracial	2	2%	1	2%			3	1%
Other	3	3%	2	3%	4	7%	9	4%
White/Caucasian	81	77%	49	83%	46	81%	176	80%
<b>Total</b>	<b>105</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>221</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2018



No Response