

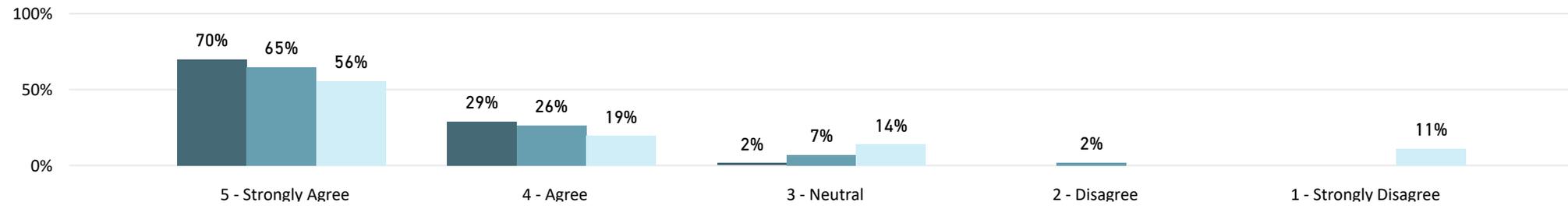


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	46	70%	37	65%	20	56%	103	65%
4 - Agree	19	29%	15	26%	7	19%	41	26%
3 - Neutral	1	2%	4	7%	5	14%	10	6%
2 - Disagree			1	2%			1	1%
1 - Strongly Disagree					4	11%	4	3%
Total	66	100%	57	100%	36	100%	159	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

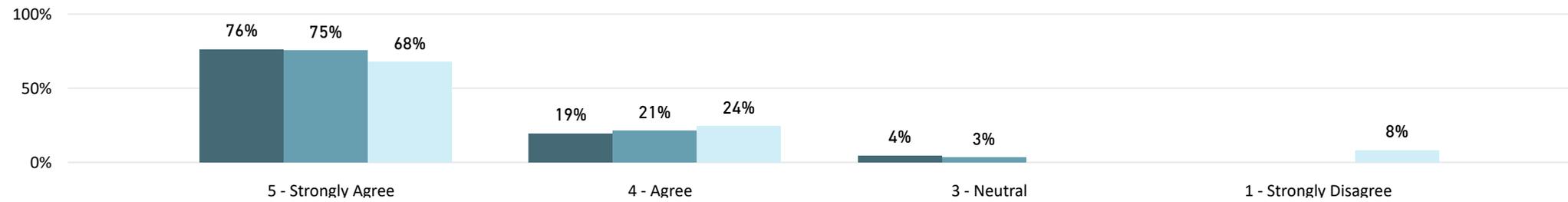


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	51	76%	46	75%	25	68%	122	74%
4 - Agree	13	19%	13	21%	9	24%	35	21%
3 - Neutral	3	4%	2	3%			5	3%
1 - Strongly Disagree					3	8%	3	2%
Total	67	100%	61	100%	37	100%	165	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

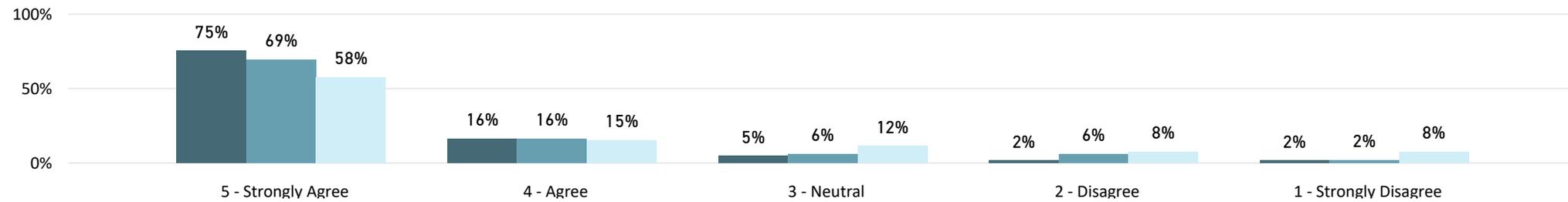


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	46	75%	34	69%	15	58%	95	70%
4 - Agree	10	16%	8	16%	4	15%	22	16%
3 - Neutral	3	5%	3	6%	3	12%	9	7%
2 - Disagree	1	2%	3	6%	2	8%	6	4%
1 - Strongly Disagree	1	2%	1	2%	2	8%	4	3%
Total	61	100%	49	100%	26	100%	136	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

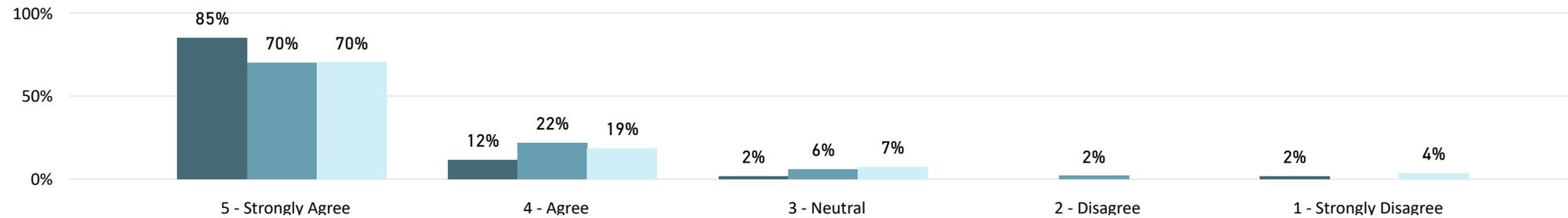


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	51	85%	35	70%	19	70%	105	77%
4 - Agree	7	12%	11	22%	5	19%	23	17%
3 - Neutral	1	2%	3	6%	2	7%	6	4%
2 - Disagree			1	2%			1	1%
1 - Strongly Disagree	1	2%			1	4%	2	1%
Total	60	100%	50	100%	27	100%	137	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

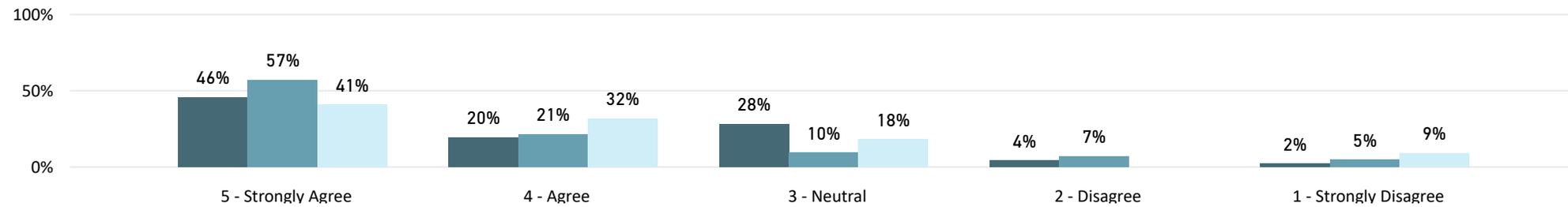


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	21	46%	24	57%	9	41%	54	49%
4 - Agree	9	20%	9	21%	7	32%	25	23%
3 - Neutral	13	28%	4	10%	4	18%	21	19%
2 - Disagree	2	4%	3	7%			5	5%
1 - Strongly Disagree	1	2%	2	5%	2	9%	5	5%
Total	46	100%	42	100%	22	100%	110	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

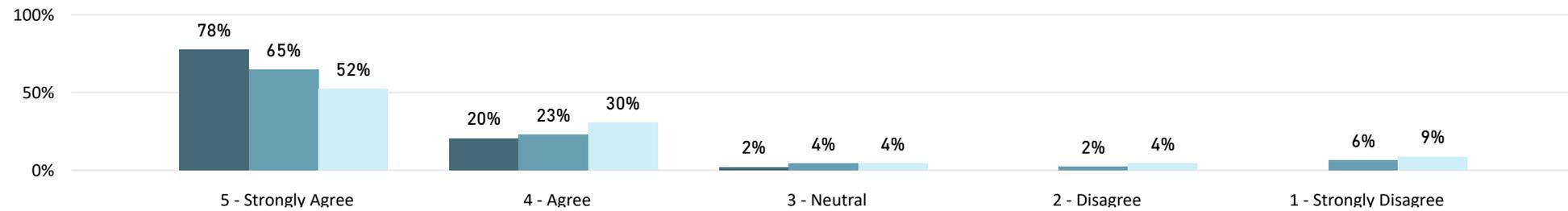


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	38	78%	31	65%	12	52%	81	68%
4 - Agree	10	20%	11	23%	7	30%	28	23%
3 - Neutral	1	2%	2	4%	1	4%	4	3%
2 - Disagree			1	2%	1	4%	2	2%
1 - Strongly Disagree			3	6%	2	9%	5	4%
Total	49	100%	48	100%	23	100%	120	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

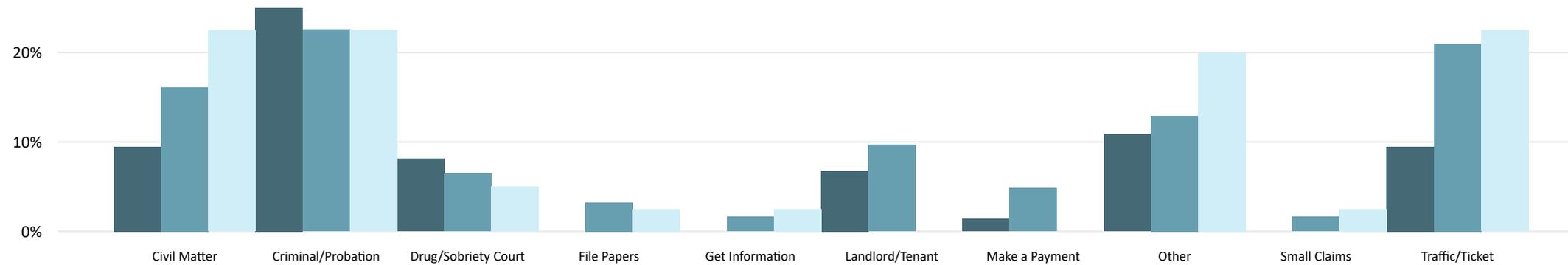
Race/Ethnicity



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	7	9%	10	16%	9	23%	26	15%
Criminal/Probation	40	54%	14	23%	9	23%	63	36%
Drug/Sobriety Court	6	8%	4	6%	2	5%	12	7%
File Papers			2	3%	1	3%	3	2%
Get Information			1	2%	1	3%	2	1%
Landlord/Tenant	5	7%	6	10%			11	6%
Make a Payment	1	1%	3	5%			4	2%
Other	8	11%	8	13%	8	20%	24	14%
Small Claims			1	2%	1	3%	2	1%
Traffic/Ticket	7	9%	13	21%	9	23%	29	16%
Total	74	100%	62	100%	40	100%	176	100%

County

Court

Subset

Survey Year

Role

Gender

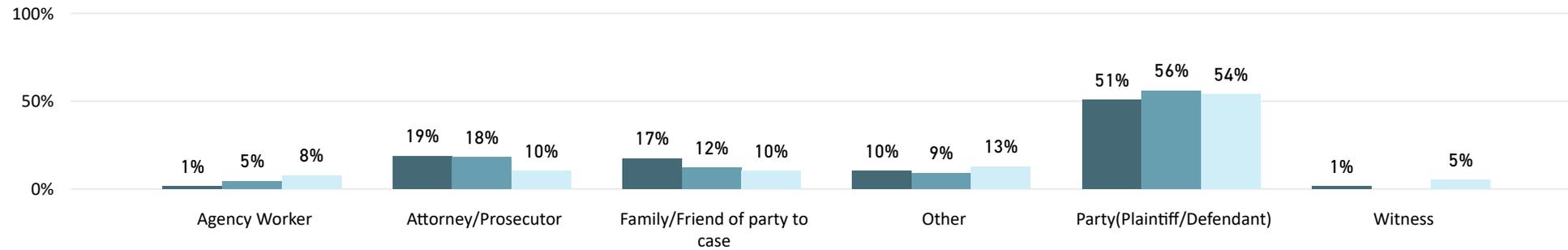
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

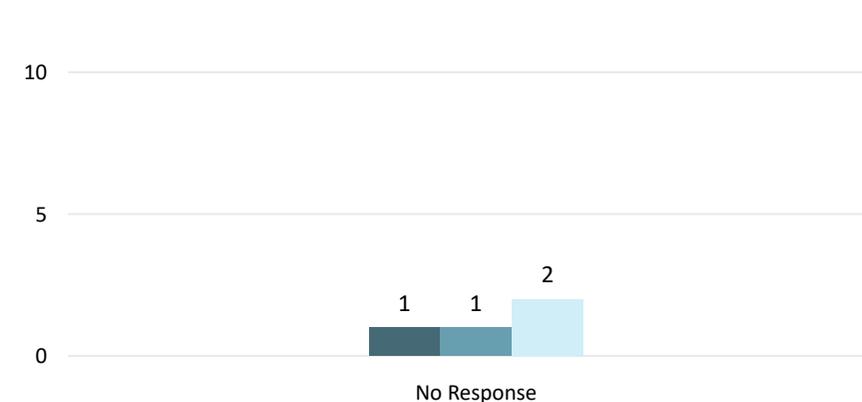


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	1%	3	5%	3	8%	7	4%
Attorney/Prosecutor	13	19%	12	18%	4	10%	29	17%
Family/Friend of party to case	12	17%	8	12%	4	10%	24	14%
Other	7	10%	6	9%	5	13%	18	10%
Party(Plaintiff/Defendant)	35	51%	37	56%	21	54%	93	53%
Witness	1	1%			2	5%	3	2%
Total	69	100%	66	100%	39	100%	174	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

Court

Subset

Survey Year

Type of Case

Gender

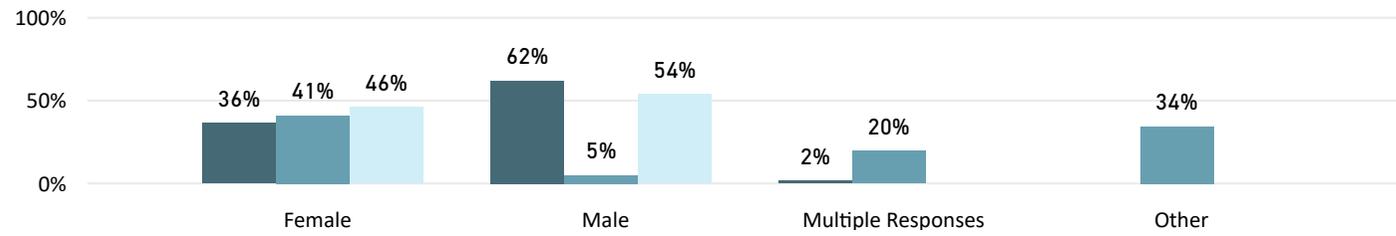
Race/Ethnicity



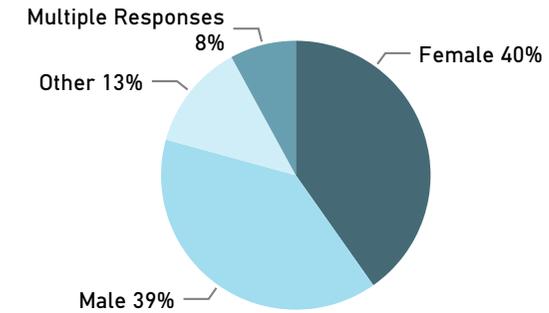
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

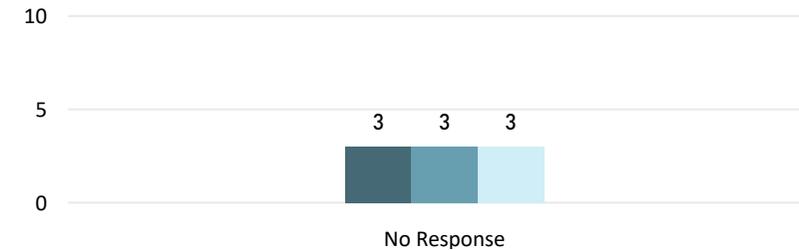


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	24	36%	25	41%	17	46%	66	40%
Male	41	62%	3	5%	20	54%	64	39%
Multiple Responses	1	2%	12	20%			13	8%
Other			21	34%			21	13%
Total	66	100%	61	100%	37	100%	164	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

Court

Subset

Survey Year

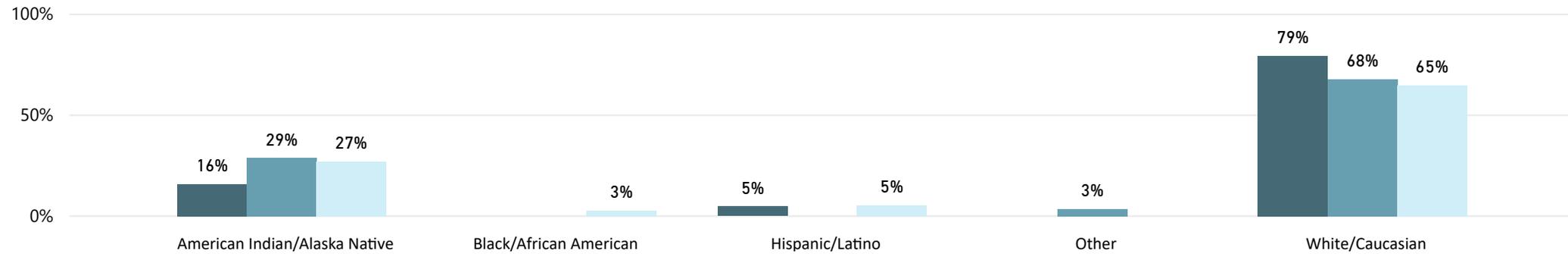
Role

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	10	16%	17	29%	10	27%	37	23%
Black/African American					1	3%	1	1%
Hispanic/Latino	3	5%			2	5%	5	3%
Other			2	3%			2	1%
White/Caucasian	50	79%	40	68%	24	65%	114	72%
Total	63	100%	59	100%	37	100%	159	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

