

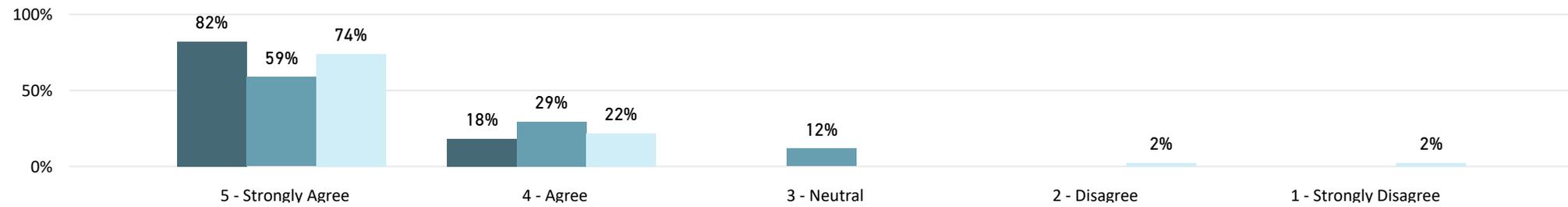


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 41 | 82% | 10 | 59% | 34 | 74% | 85 | 75% |
| 4 - Agree | 9 | 18% | 5 | 29% | 10 | 22% | 24 | 21% |
| 3 - Neutral | | | 2 | 12% | | | 2 | 2% |
| 2 - Disagree | | | | | 1 | 2% | 1 | 1% |
| 1 - Strongly Disagree | | | | | 1 | 2% | 1 | 1% |
| Total | 50 | 100% | 17 | 100% | 46 | 100% | 113 | 100% |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

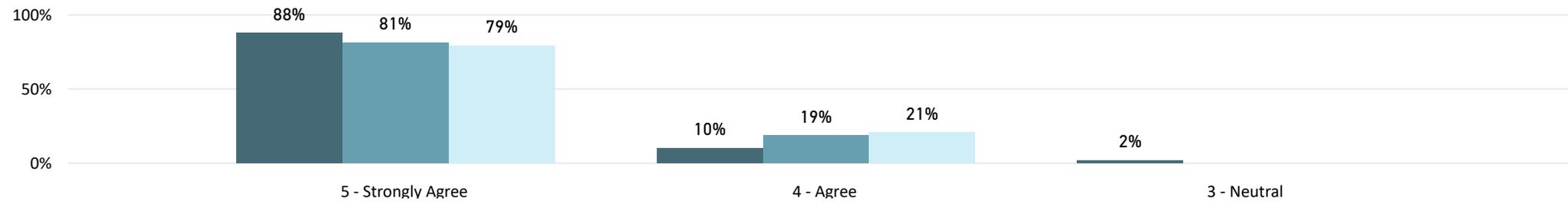


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 43 | 88% | 13 | 81% | 38 | 79% | 94 | 83% |
| 4 - Agree | 5 | 10% | 3 | 19% | 10 | 21% | 18 | 16% |
| 3 - Neutral | 1 | 2% | | | | | 1 | 1% |
| Total | 49 | 100% | 16 | 100% | 48 | 100% | 113 | 100% |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

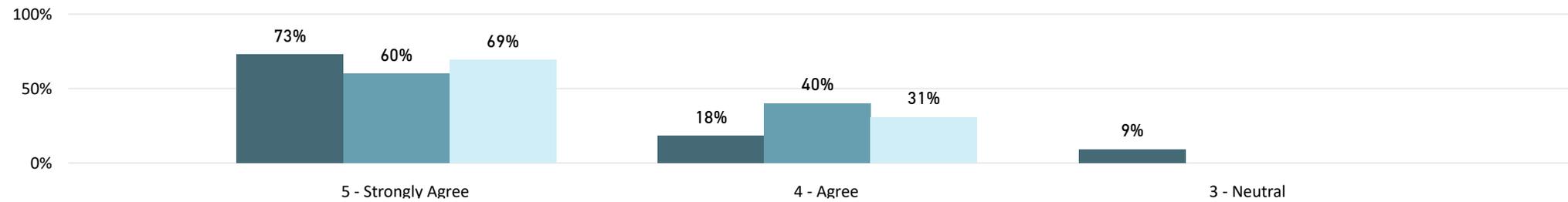


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 |
| Fair | | | | | | | | |
| 5 - Strongly Agree | 16 | 73% | 3 | 60% | 18 | 69% | 37 | 70% |
| 4 - Agree | 4 | 18% | 2 | 40% | 8 | 31% | 14 | 26% |
| 3 - Neutral | 2 | 9% | | | | | 2 | 4% |
| Total | 22 | 100% | 5 | 100% | 26 | 100% | 53 | 100% |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

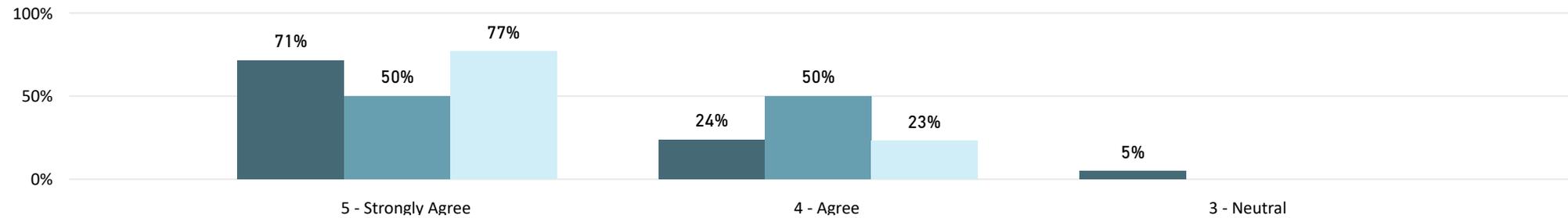


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 15 | 71% | 2 | 50% | 20 | 77% | 37 | 73% |
| 4 - Agree | 5 | 24% | 2 | 50% | 6 | 23% | 13 | 25% |
| 3 - Neutral | 1 | 5% | | | | | 1 | 2% |
| Total | 21 | 100% | 4 | 100% | 26 | 100% | 51 | 100% |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

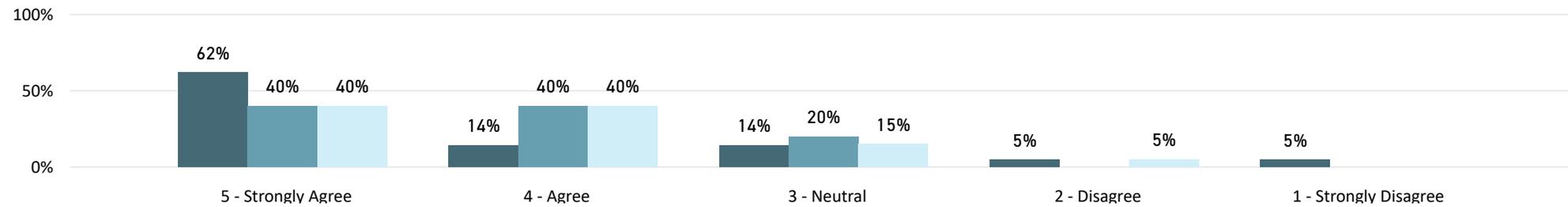


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 13 | 62% | 2 | 40% | 8 | 40% | 23 | 50% |
| 4 - Agree | 3 | 14% | 2 | 40% | 8 | 40% | 13 | 28% |
| 3 - Neutral | 3 | 14% | 1 | 20% | 3 | 15% | 7 | 15% |
| 2 - Disagree | 1 | 5% | 0 | 0% | 1 | 5% | 2 | 4% |
| 1 - Strongly Disagree | 1 | 5% | 0 | 0% | 0 | 0% | 1 | 2% |
| Total | 21 | 100% | 5 | 100% | 20 | 100% | 46 | 100% |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

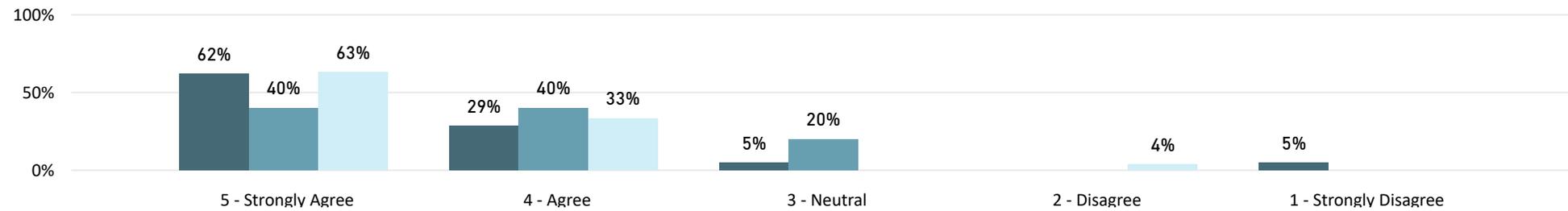


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 13 | 62% | 2 | 40% | 17 | 63% | 32 | 60% |
| 4 - Agree | 6 | 29% | 2 | 40% | 9 | 33% | 17 | 32% |
| 3 - Neutral | 1 | 5% | 1 | 20% | | | 2 | 4% |
| 2 - Disagree | | | | | 1 | 4% | 1 | 2% |
| 1 - Strongly Disagree | 1 | 5% | | | | | 1 | 2% |
| Total | 21 | 100% | 5 | 100% | 27 | 100% | 53 | 100% |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

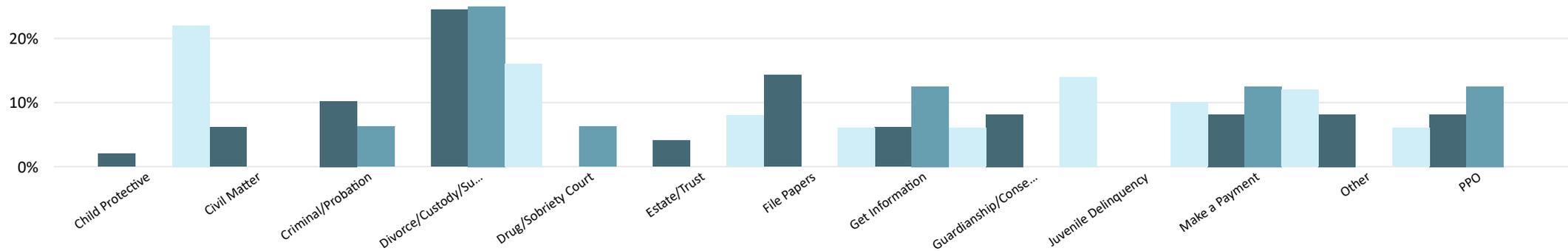
Race/Ethnicity



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 | 1 | 2% | | | 11 | 22% | 12 | 10% |
| Civil Matter | 3 | 6% | | | | | 3 | 3% |
| Criminal/Probation | 5 | 10% | 1 | 6% | | | 6 | 5% |
| Divorce/Custody/Support | 12 | 24% | 8 | 50% | 8 | 16% | 28 | 24% |
| Drug/Sobriety Court | | | 1 | 6% | | | 1 | 1% |
| Estate/Trust | 2 | 4% | | | 4 | 8% | 6 | 5% |
| File Papers | 7 | 14% | | | 3 | 6% | 10 | 9% |
| Get Information | 3 | 6% | 2 | 13% | 3 | 6% | 8 | 7% |
| Guardianship/Conservatorship | 4 | 8% | | | 7 | 14% | 11 | 10% |
| Juvenile Delinquency | | | | | 5 | 10% | 5 | 4% |
| Make a Payment | 4 | 8% | 2 | 13% | 6 | 12% | 12 | 10% |
| Other | 4 | 8% | | | 3 | 6% | 7 | 6% |
| PPO | 4 | 8% | 2 | 13% | | | 6 | 5% |
| Total | 49 | 100% | 16 | 100% | 50 | 100% | 115 | 100% |

County

CLARE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

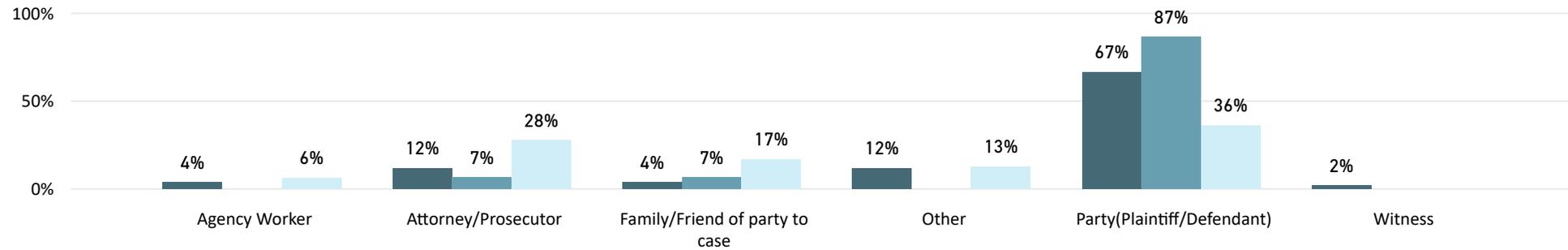
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

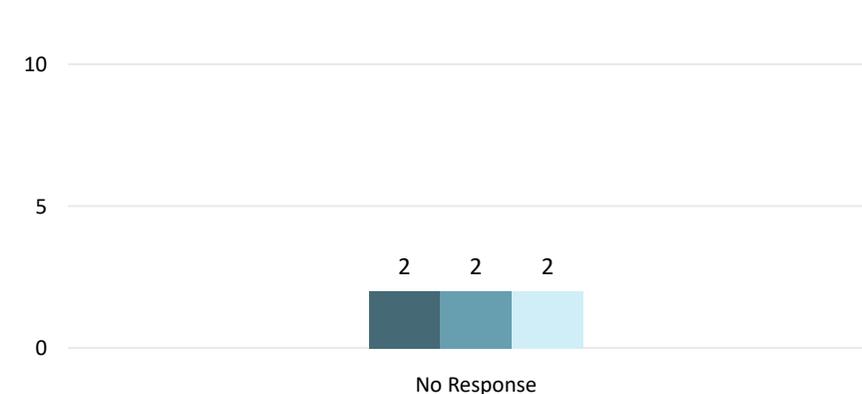


8. Who are you (All that apply)?

| SurveyYear WhoRole | 2015 | | 2016 | | 2018 | | Total | |
|--------------------------------|-----------|-------------|-----------|-------------|-----------|-------------|------------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Agency Worker | 2 | 4% | | | 3 | 6% | 5 | 4% |
| Attorney/Prosecutor | 6 | 12% | 1 | 7% | 13 | 28% | 20 | 18% |
| Family/Friend of party to case | 2 | 4% | 1 | 7% | 8 | 17% | 11 | 10% |
| Other | 6 | 12% | | | 6 | 13% | 12 | 11% |
| Party(Plaintiff/Defendant) | 34 | 67% | 13 | 87% | 17 | 36% | 64 | 57% |
| Witness | 1 | 2% | | | | | 1 | 1% |
| Total | 51 | 100% | 15 | 100% | 47 | 100% | 113 | 100% |

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

CLARE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

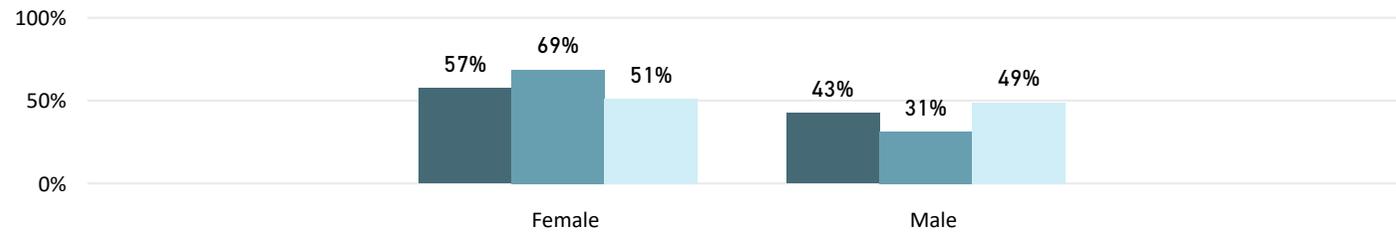
All



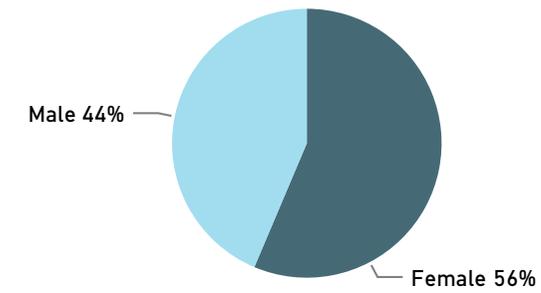
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

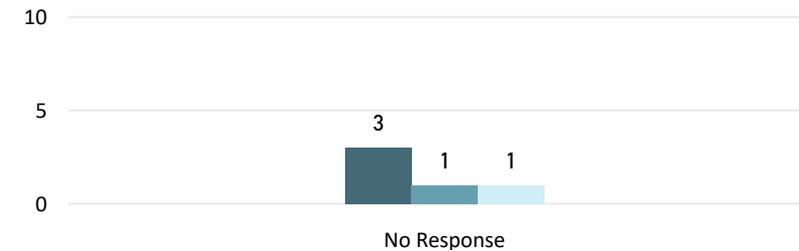


9. What is your gender?

| SurveyYear | 2015 | | 2016 | | 2018 | | Total | |
|--------------|-----------|-------------|-----------|-------------|-----------|-------------|------------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Female | 27 | 57% | 11 | 69% | 24 | 51% | 62 | 56% |
| Male | 20 | 43% | 5 | 31% | 23 | 49% | 48 | 44% |
| Total | 47 | 100% | 16 | 100% | 47 | 100% | 110 | 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

CLARE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

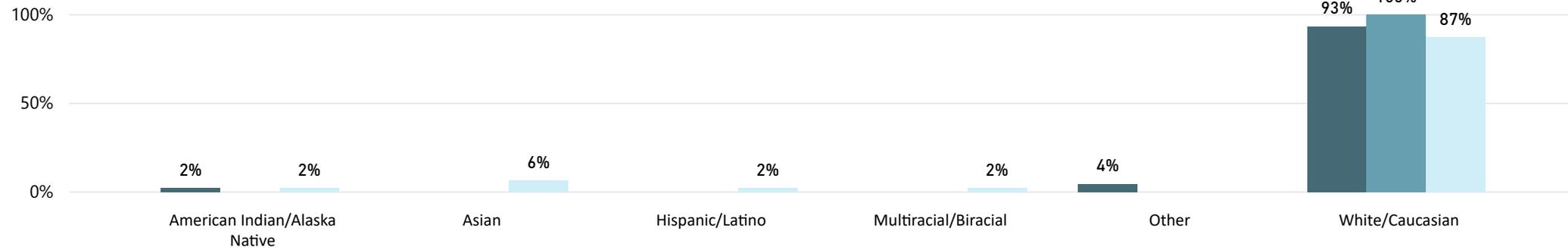
All

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 | 1 | 2% | | | 1 | 2% | 2 | 2% |
| Asian | | | | | 3 | 6% | 3 | 3% |
| Hispanic/Latino | | | | | 1 | 2% | 1 | 1% |
| Multiracial/Biracial | | | | | 1 | 2% | 1 | 1% |
| Other | 2 | 4% | | | | | 2 | 2% |
| White/Caucasian | 42 | 93% | 15 | 100% | 41 | 87% | 98 | 92% |
| Total | 45 | 100% | 15 | 100% | 47 | 100% | 107 | 100% |

10. No Responses.

SurveyYear ● 2015 ● 2016

