

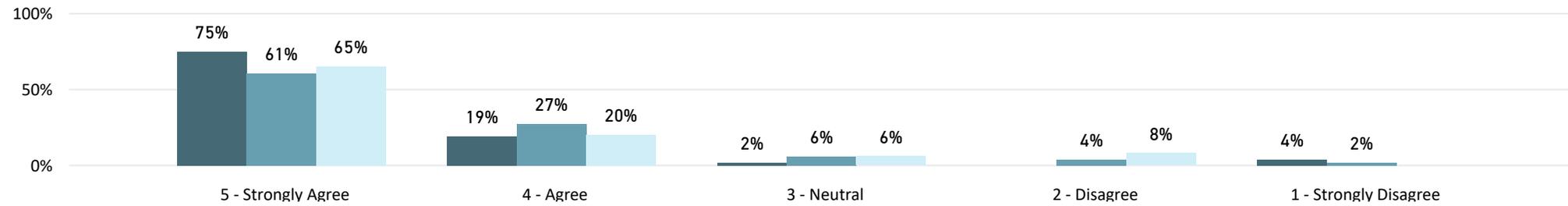


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	39	75%	31	61%	32	65%	102	67%
4 - Agree	10	19%	14	27%	10	20%	34	22%
3 - Neutral	1	2%	3	6%	3	6%	7	5%
2 - Disagree			2	4%	4	8%	6	4%
1 - Strongly Disagree	2	4%	1	2%			3	2%
<b>Total</b>	<b>52</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>152</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

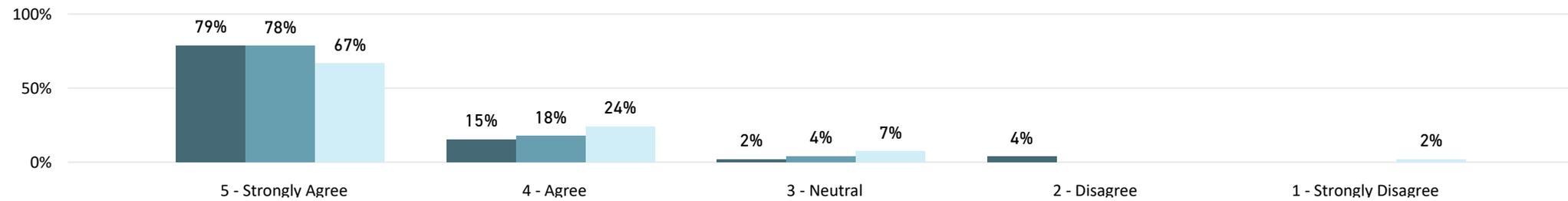


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	41	79%	40	78%	36	67%	117	75%
4 - Agree	8	15%	9	18%	13	24%	30	19%
3 - Neutral	1	2%	2	4%	4	7%	7	4%
2 - Disagree	2	4%					2	1%
1 - Strongly Disagree					1	2%	1	1%
<b>Total</b>	<b>52</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>157</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

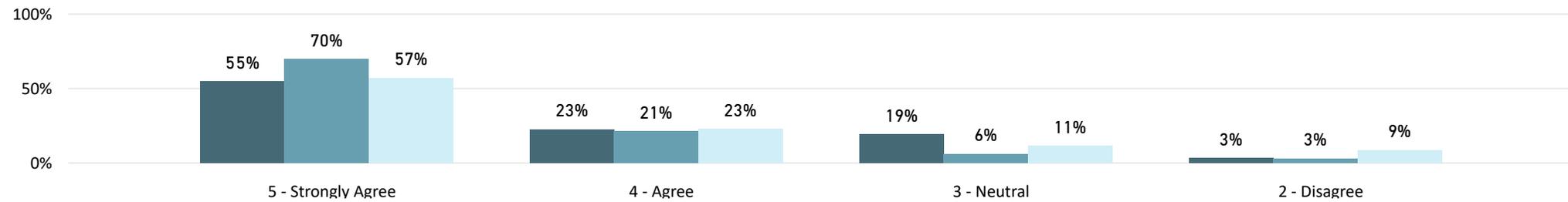


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	17	55%	23	70%	20	57%	60	61%
4 - Agree	7	23%	7	21%	8	23%	22	22%
3 - Neutral	6	19%	2	6%	4	11%	12	12%
2 - Disagree	1	3%	1	3%	3	9%	5	5%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>35</b>	<b>100%</b>	<b>99</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

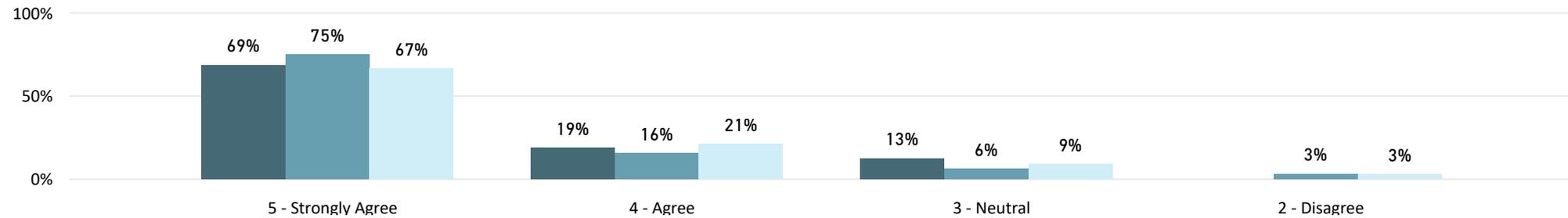


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
CourtesyJudge	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	22	69%	24	75%	22	67%	68	70%
4 - Agree	6	19%	5	16%	7	21%	18	19%
3 - Neutral	4	13%	2	6%	3	9%	9	9%
2 - Disagree			1	3%	1	3%	2	2%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>32</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>97</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

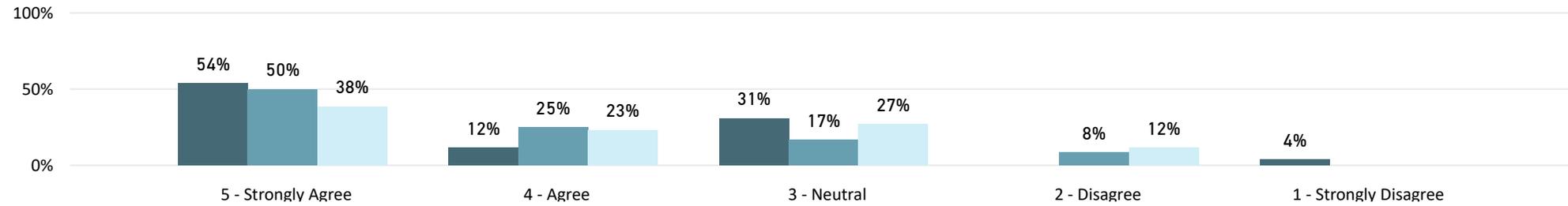


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	14	54%	12	50%	10	38%	36	47%
4 - Agree	3	12%	6	25%	6	23%	15	20%
3 - Neutral	8	31%	4	17%	7	27%	19	25%
2 - Disagree			2	8%	3	12%	5	7%
1 - Strongly Disagree	1	4%					1	1%
<b>Total</b>	<b>26</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>76</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

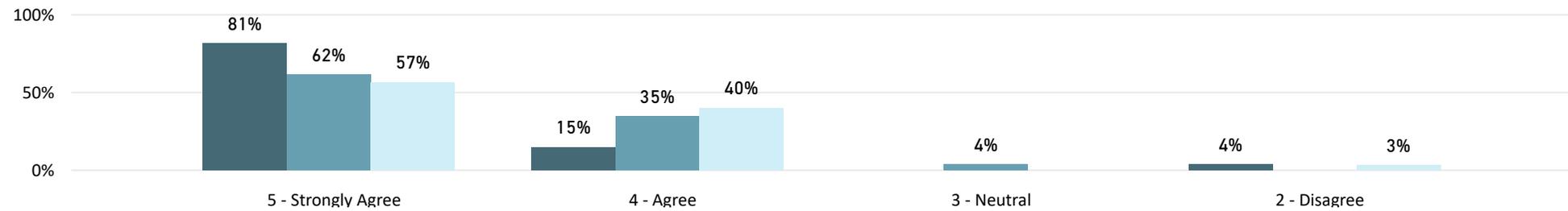


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	22	81%	16	62%	17	57%	55	66%
4 - Agree	4	15%	9	35%	12	40%	25	30%
3 - Neutral			1	4%			1	1%
2 - Disagree	1	4%			1	3%	2	2%
<b>Total</b>	<b>27</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>83</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

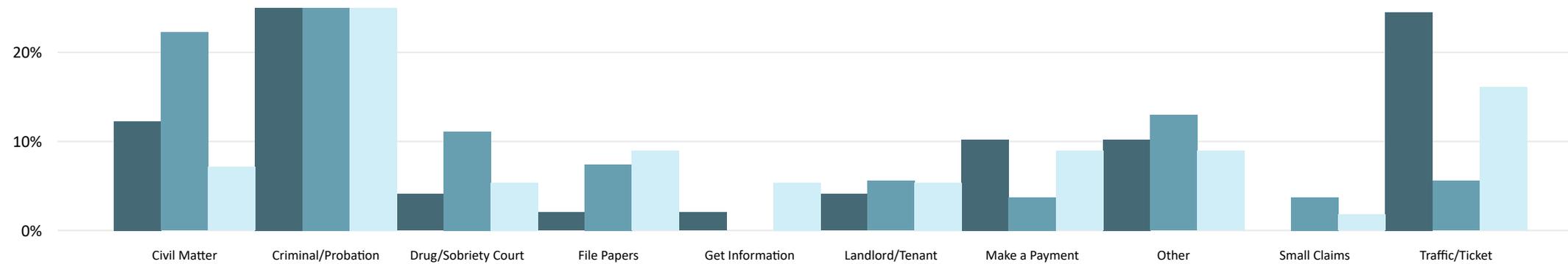
Race/Ethnicity



# 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	6	12%	12	22%	4	7%	22	14%
Criminal/Probation	15	31%	15	28%	18	32%	48	30%
Drug/Sobriety Court	2	4%	6	11%	3	5%	11	7%
File Papers	1	2%	4	7%	5	9%	10	6%
Get Information	1	2%			3	5%	4	3%
Landlord/Tenant	2	4%	3	6%	3	5%	8	5%
Make a Payment	5	10%	2	4%	5	9%	12	8%
Other	5	10%	7	13%	5	9%	17	11%
Small Claims			2	4%	1	2%	3	2%
Traffic/Ticket	12	24%	3	6%	9	16%	24	15%
<b>Total</b>	<b>49</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>159</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

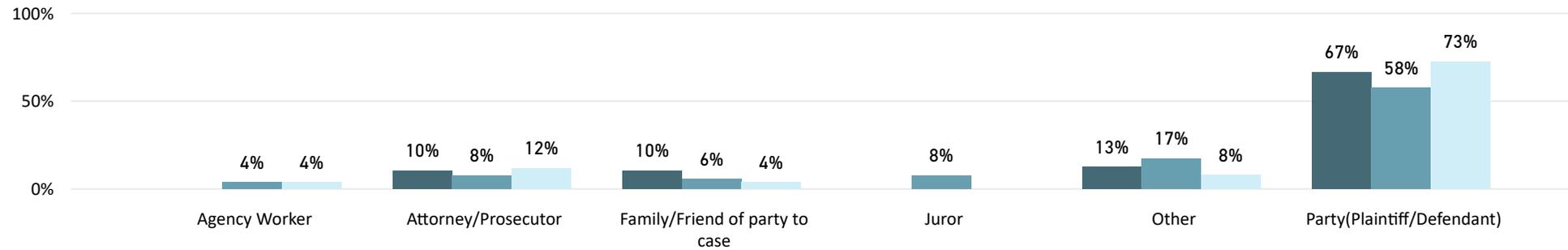
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018

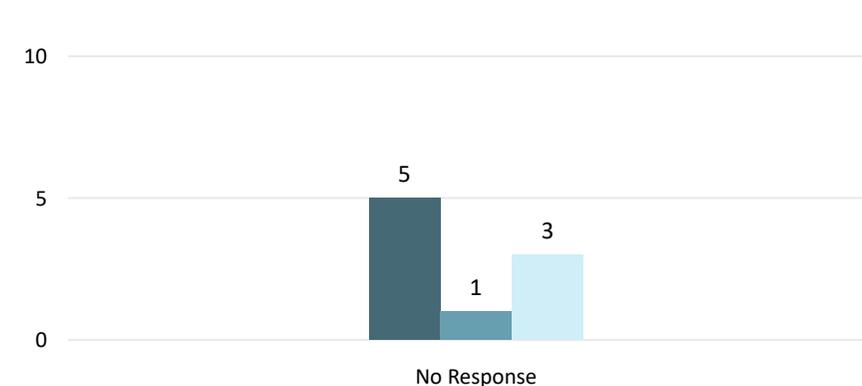


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker			2	4%	2	4%	4	3%
Attorney/Prosecutor	5	10%	4	8%	6	12%	15	10%
Family/Friend of party to case	5	10%	3	6%	2	4%	10	7%
Juror			4	8%			4	3%
Other	6	13%	9	17%	4	8%	19	13%
Party(Plaintiff/Defendant)	32	67%	30	58%	37	73%	99	66%
<b>Total</b>	<b>48</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>151</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

CLARE

Court

D80 CLARE

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

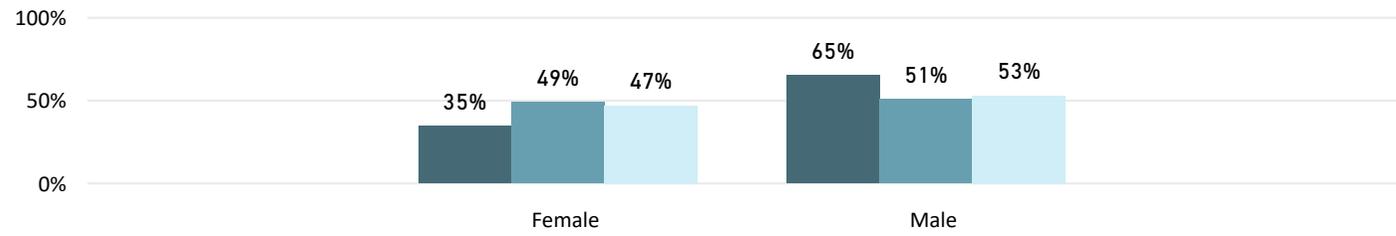
All



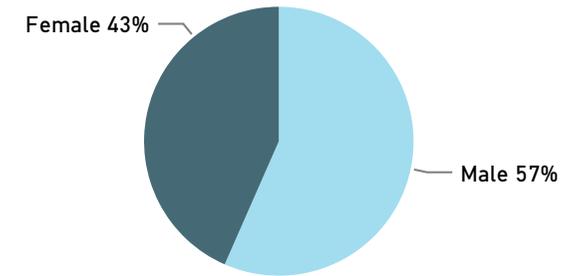
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

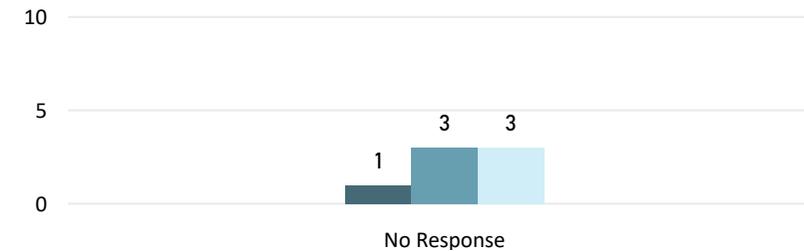


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	18	35%	24	49%	24	47%	66	43%
Male	34	65%	25	51%	27	53%	86	57%
<b>Total</b>	<b>52</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>152</b>	<b>100%</b>

## 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

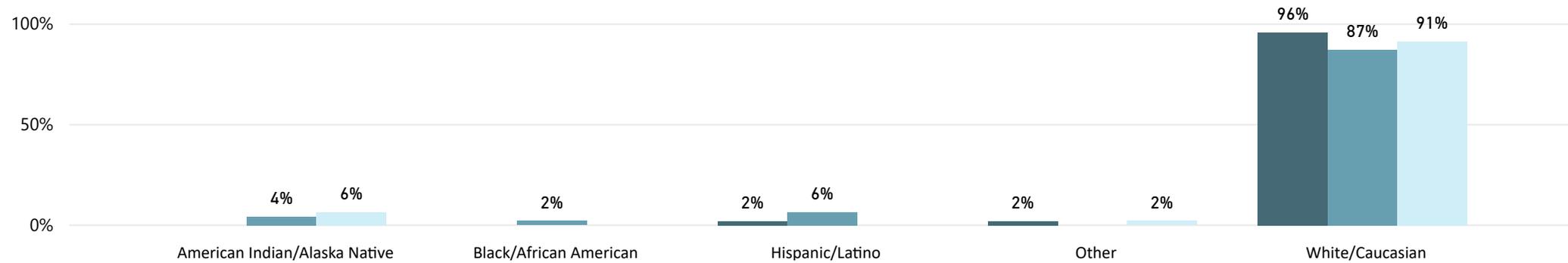
Role

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			2	4%	3	6%	5	4%
Black/African American			1	2%			1	1%
Hispanic/Latino	1	2%	3	6%			4	3%
Other	1	2%			1	2%	2	1%
White/Caucasian	46	96%	41	87%	43	91%	130	92%
<b>Total</b>	<b>48</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>142</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

