

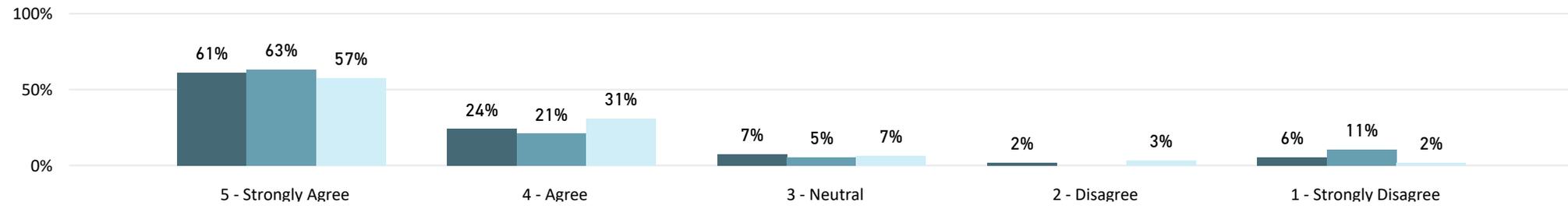


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	33	61%	12	63%	35	57%	80	60%
4 - Agree	13	24%	4	21%	19	31%	36	27%
3 - Neutral	4	7%	1	5%	4	7%	9	7%
2 - Disagree	1	2%			2	3%	3	2%
1 - Strongly Disagree	3	6%	2	11%	1	2%	6	4%
Total	54	100%	19	100%	61	100%	134	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

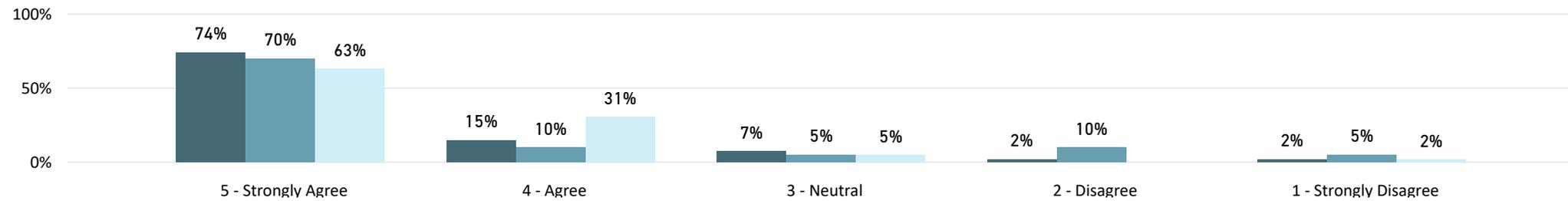


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	40	74%	14	70%	39	63%	93	68%
4 - Agree	8	15%	2	10%	19	31%	29	21%
3 - Neutral	4	7%	1	5%	3	5%	8	6%
2 - Disagree	1	2%	2	10%	0	0%	3	2%
1 - Strongly Disagree	1	2%	1	5%	1	2%	3	2%
Total	54	100%	20	100%	62	100%	136	100%

County

CRAWFORD

Court

C46-P20 - CRAWFORD

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

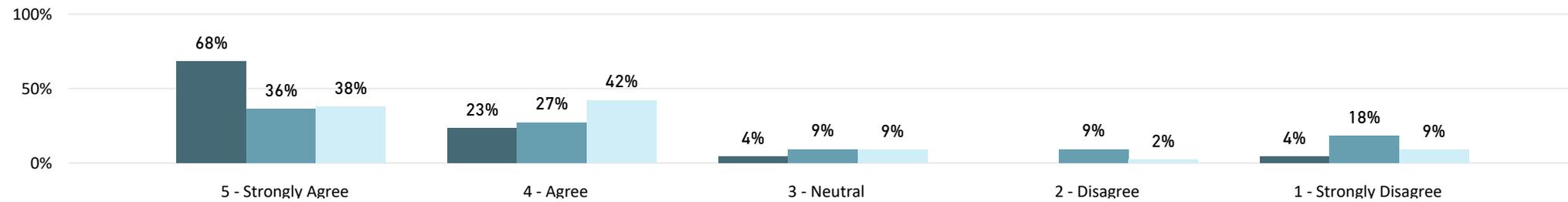


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	32	68%	4	36%	17	38%	53	51%
4 - Agree	11	23%	3	27%	19	42%	33	32%
3 - Neutral	2	4%	1	9%	4	9%	7	7%
2 - Disagree			1	9%	1	2%	2	2%
1 - Strongly Disagree	2	4%	2	18%	4	9%	8	8%
Total	47	100%	11	100%	45	100%	103	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

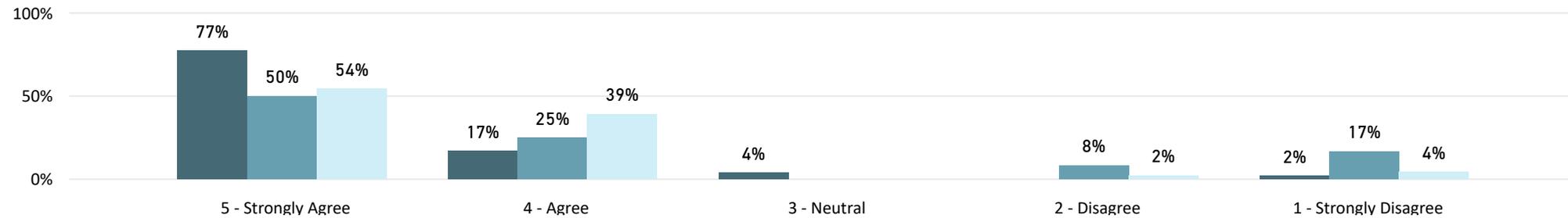


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	41	77%	6	50%	25	54%	72	65%
4 - Agree	9	17%	3	25%	18	39%	30	27%
3 - Neutral	2	4%					2	2%
2 - Disagree			1	8%	1	2%	2	2%
1 - Strongly Disagree	1	2%	2	17%	2	4%	5	5%
Total	53	100%	12	100%	46	100%	111	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

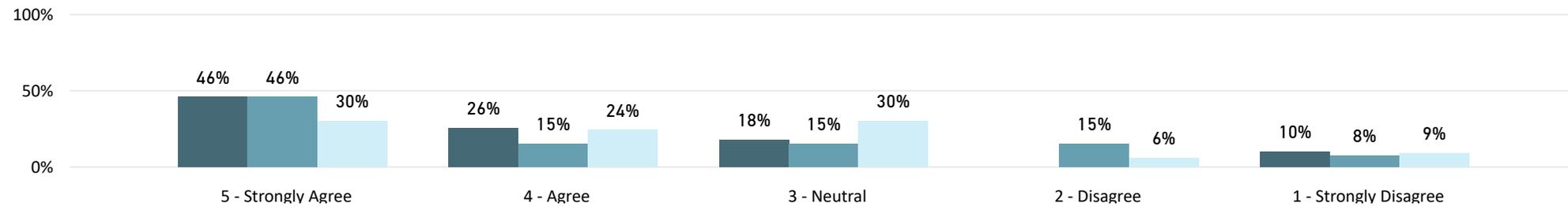


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	18	46%	6	46%	10	30%	34	40%
4 - Agree	10	26%	2	15%	8	24%	20	24%
3 - Neutral	7	18%	2	15%	10	30%	19	22%
2 - Disagree			2	15%	2	6%	4	5%
1 - Strongly Disagree	4	10%	1	8%	3	9%	8	9%
Total	39	100%	13	100%	33	100%	85	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

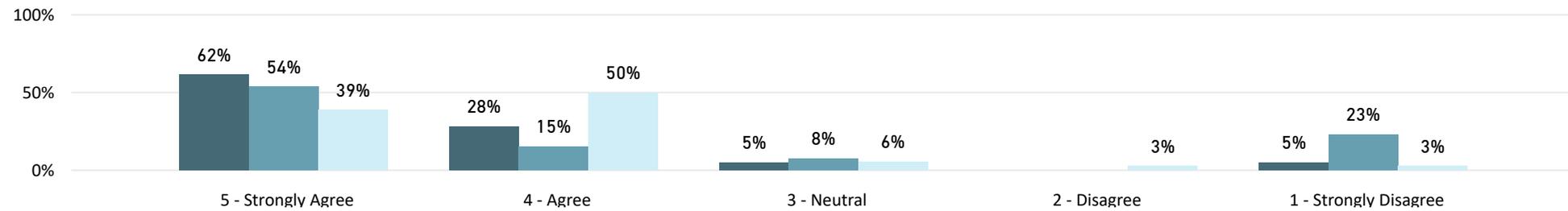


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	24	62%	7	54%	14	39%	45	51%
4 - Agree	11	28%	2	15%	18	50%	31	35%
3 - Neutral	2	5%	1	8%	2	6%	5	6%
2 - Disagree					1	3%	1	1%
1 - Strongly Disagree	2	5%	3	23%	1	3%	6	7%
Total	39	100%	13	100%	36	100%	88	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

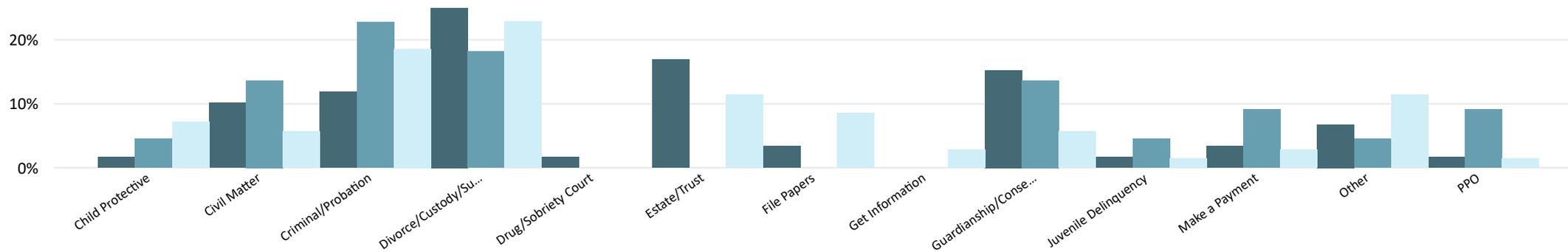
Race/Ethnicity



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%	1	5%	5	7%	7	5%
Civil Matter	6	10%	3	14%	4	6%	13	9%
Criminal/Probation	7	12%	5	23%	13	19%	25	17%
Divorce/Custody/Support	15	25%	4	18%	16	23%	35	23%
Drug/Sobriety Court	1	2%	0	0%	0	0%	1	1%
Estate/Trust	10	17%	0	0%	8	11%	18	12%
File Papers	2	3%	0	0%	6	9%	8	5%
Get Information	0	0%	0	0%	2	3%	2	1%
Guardianship/Conservatorship	9	15%	3	14%	4	6%	16	11%
Juvenile Delinquency	1	2%	1	5%	1	1%	3	2%
Make a Payment	2	3%	2	9%	2	3%	6	4%
Other	4	7%	1	5%	8	11%	13	9%
PPO	1	2%	2	9%	1	1%	4	3%
Total	59	100%	22	100%	70	100%	151	100%

County

CRAWFORD

Court

C46-P20 - CRAWFORD

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

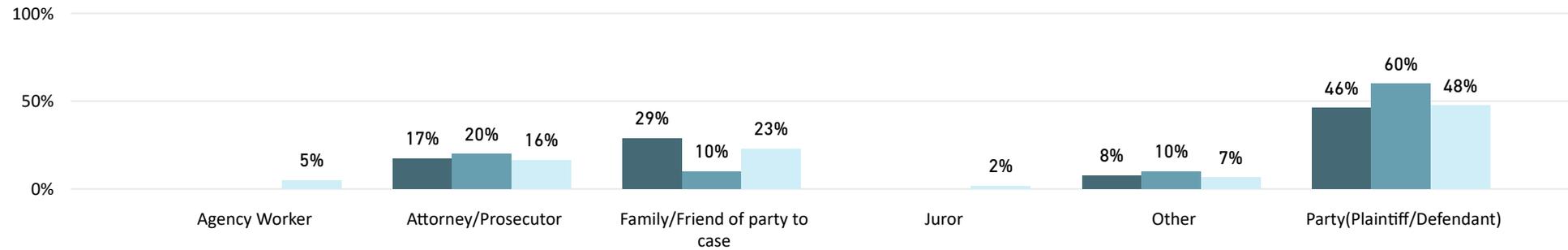
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

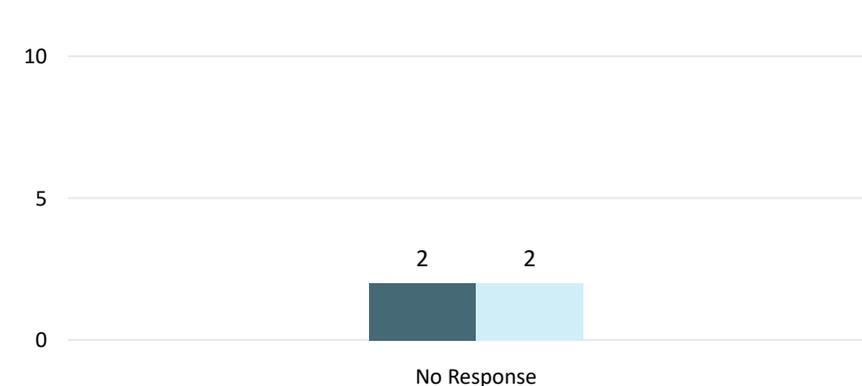


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker					3	5%	3	2%
Attorney/Prosecutor	9	17%	4	20%	10	16%	23	17%
Family/Friend of party to case	15	29%	2	10%	14	23%	31	23%
Juror					1	2%	1	1%
Other	4	8%	2	10%	4	7%	10	8%
Party(Plaintiff/Defendant)	24	46%	12	60%	29	48%	65	49%
Total	52	100%	20	100%	61	100%	133	100%

8. No Response

SurveyYear ● 2015 ● 2018



County

CRAWFORD

Court

C46-P20 - CRAWFORD

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

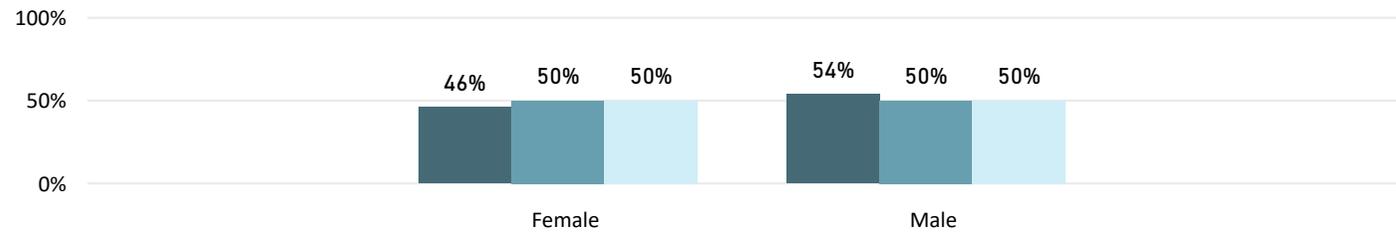
All



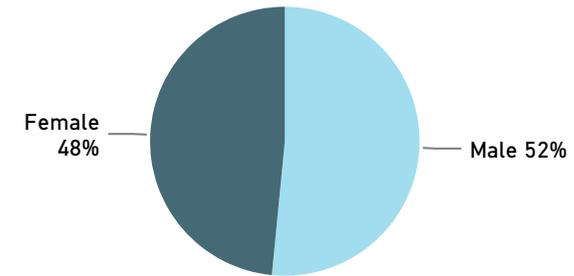
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

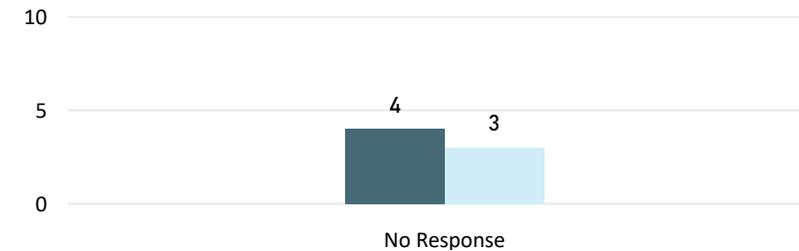


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	23	46%	10	50%	30	50%	63	48%
Male	27	54%	10	50%	30	50%	67	52%
Total	50	100%	20	100%	60	100%	130	100%

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

CRAWFORD

Court

C46-P20 - CRAWFORD

Subset

All

Survey Year

All

Role

All

Type of Case

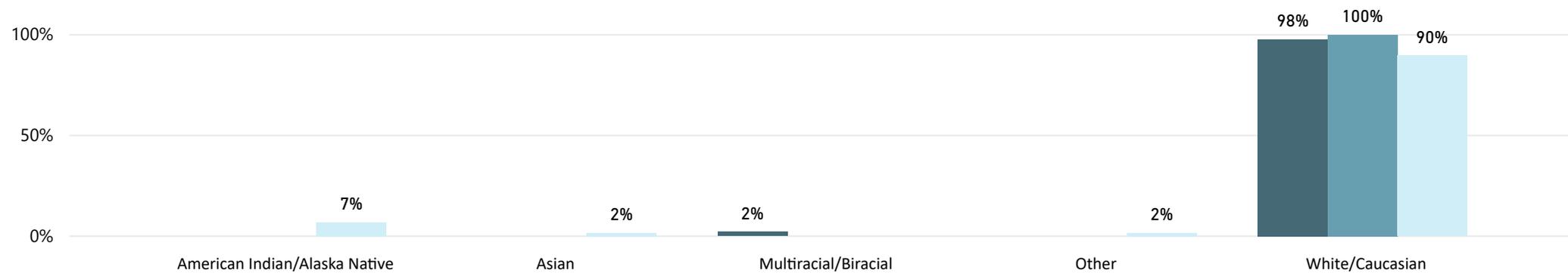
All

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					4	7%	4	3%
Asian					1	2%	1	1%
Multiracial/Biracial	1	2%					1	1%
Other					1	2%	1	1%
White/Caucasian	46	98%	19	100%	52	90%	117	94%
Total	47	100%	19	100%	58	100%	124	100%

10. No Responses.

SurveyYear ● 2015 ● 2018

