

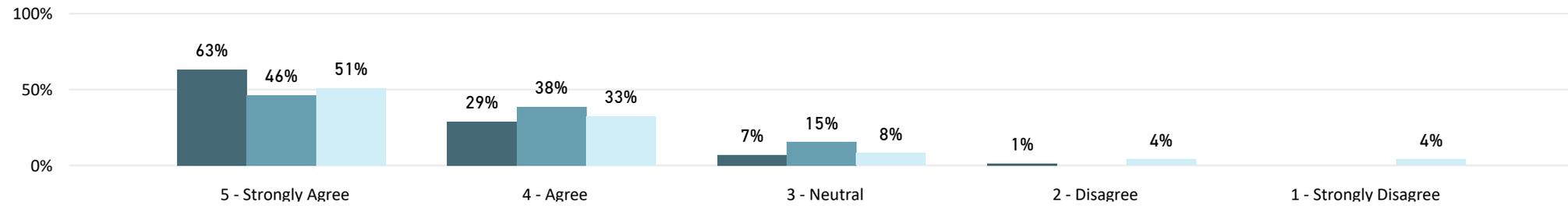


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	63%	6	46%	25	51%	77	57%
4 - Agree	21	29%	5	38%	16	33%	42	31%
3 - Neutral	5	7%	2	15%	4	8%	11	8%
2 - Disagree	1	1%			2	4%	3	2%
1 - Strongly Disagree					2	4%	2	1%
<b>Total</b>	<b>73</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>135</b>	<b>100%</b>

County

CRAWFORD

Court

D87C - CRAWFORD

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

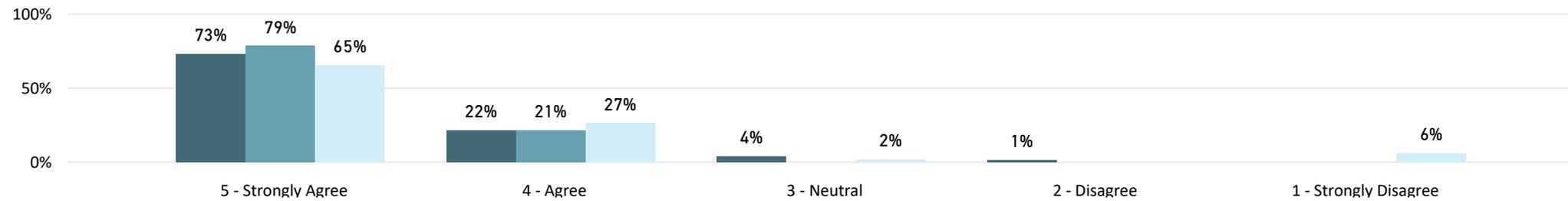


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	54	73%	11	79%	32	65%	97	71%
4 - Agree	16	22%	3	21%	13	27%	32	23%
3 - Neutral	3	4%			1	2%	4	3%
2 - Disagree	1	1%					1	1%
1 - Strongly Disagree					3	6%	3	2%
<b>Total</b>	<b>74</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>137</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

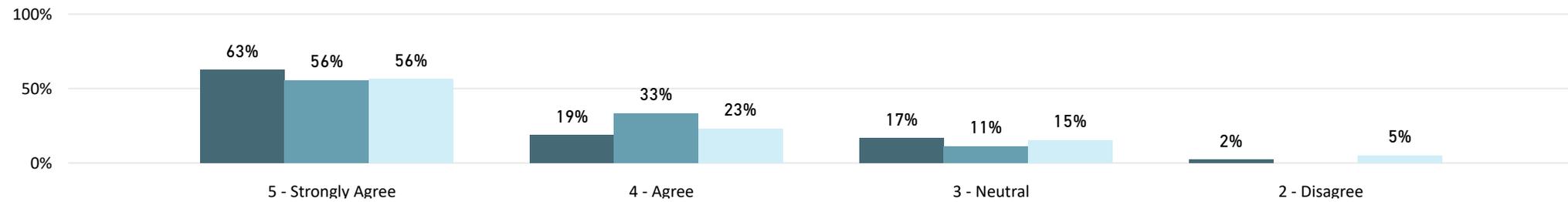


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	30	63%	5	56%	22	56%	57	59%
4 - Agree	9	19%	3	33%	9	23%	21	22%
3 - Neutral	8	17%	1	11%	6	15%	15	16%
2 - Disagree	1	2%	0	0%	2	5%	3	3%
<b>Total</b>	<b>48</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>96</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

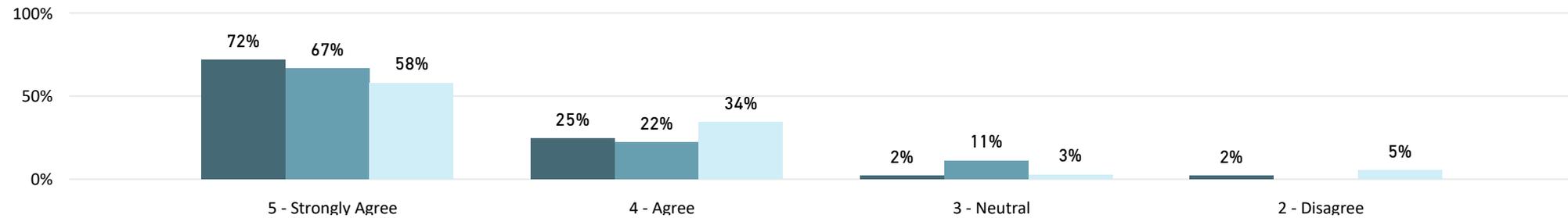


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	38	72%	6	67%	22	58%	66	66%
4 - Agree	13	25%	2	22%	13	34%	28	28%
3 - Neutral	1	2%	1	11%	1	3%	3	3%
2 - Disagree	1	2%			2	5%	3	3%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>9</b>	<b>100%</b>	<b>38</b>	<b>100%</b>	<b>100</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

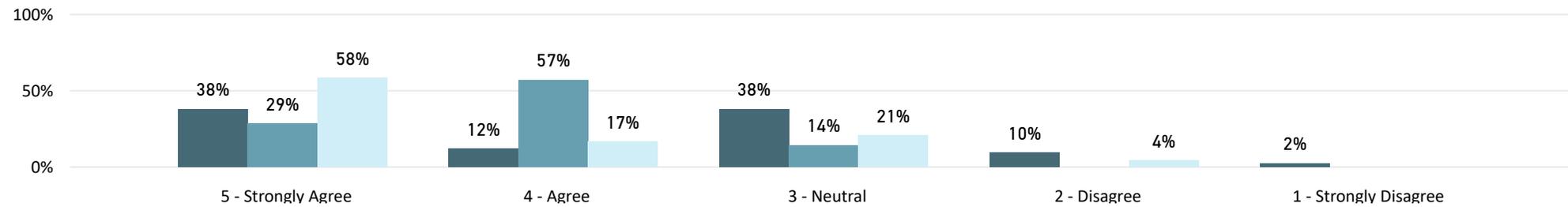


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	16	38%	2	29%	14	58%	32	44%
4 - Agree	5	12%	4	57%	4	17%	13	18%
3 - Neutral	16	38%	1	14%	5	21%	22	30%
2 - Disagree	4	10%	0	0%	1	4%	5	7%
1 - Strongly Disagree	1	2%	0	0%	0	0%	1	1%
<b>Total</b>	<b>42</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>73</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

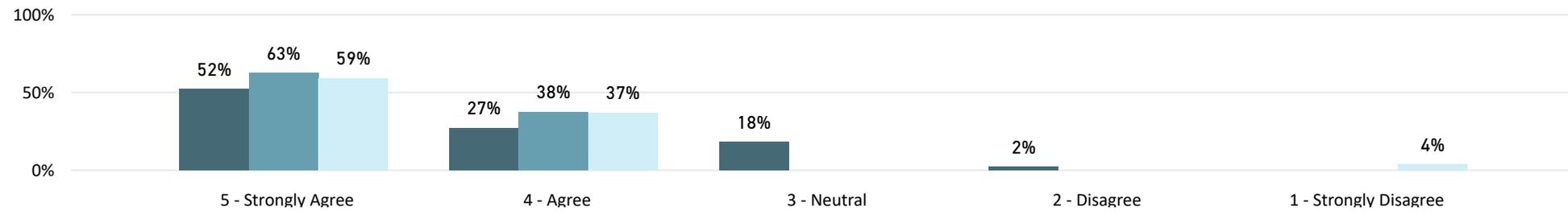


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	23	52%	5	63%	16	59%	44	56%
4 - Agree	12	27%	3	38%	10	37%	25	32%
3 - Neutral	8	18%					8	10%
2 - Disagree	1	2%					1	1%
1 - Strongly Disagree					1	4%	1	1%
<b>Total</b>	<b>44</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>79</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

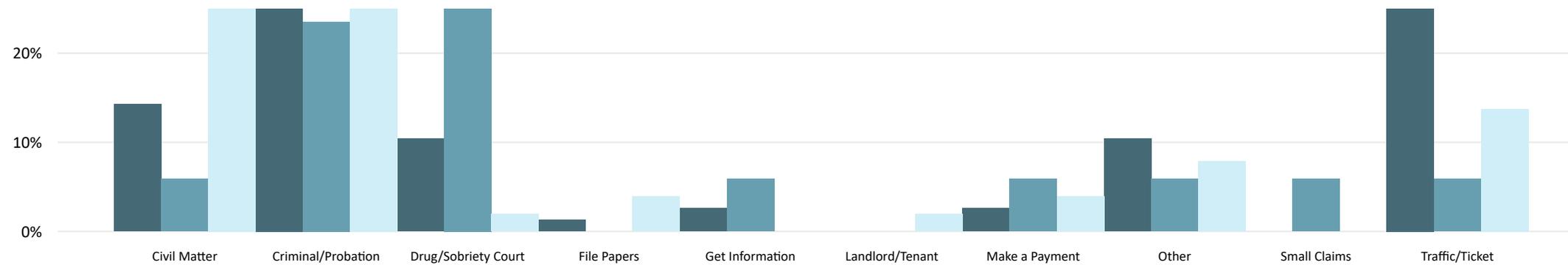
Race/Ethnicity



# 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	11	14%	1	6%	14	27%	26	18%
Criminal/Probation	23	30%	4	24%	20	39%	47	32%
Drug/Sobriety Court	8	10%	7	41%	1	2%	16	11%
File Papers	1	1%	1	6%	2	4%	3	2%
Get Information	2	3%	1	6%	1	2%	3	2%
Landlord/Tenant	0	0%	0	0%	1	2%	1	1%
Make a Payment	2	3%	1	6%	2	4%	5	3%
Other	8	10%	1	6%	4	8%	13	9%
Small Claims	0	0%	1	6%	0	0%	1	1%
Traffic/Ticket	22	29%	1	6%	7	14%	30	21%
<b>Total</b>	<b>77</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>145</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

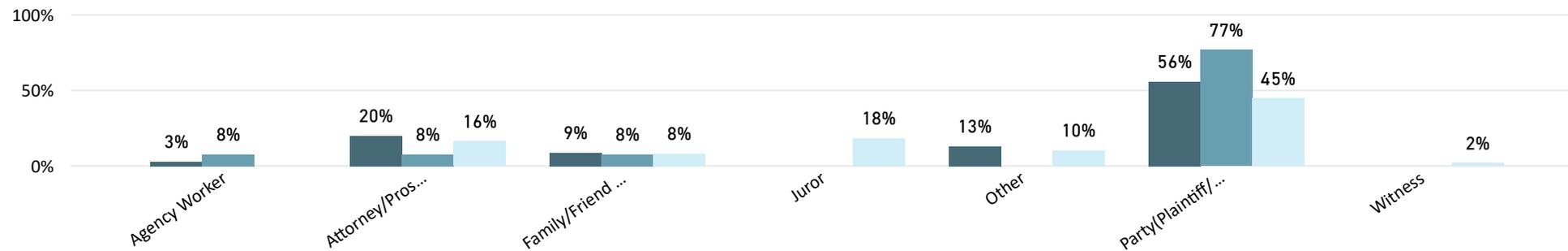
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018

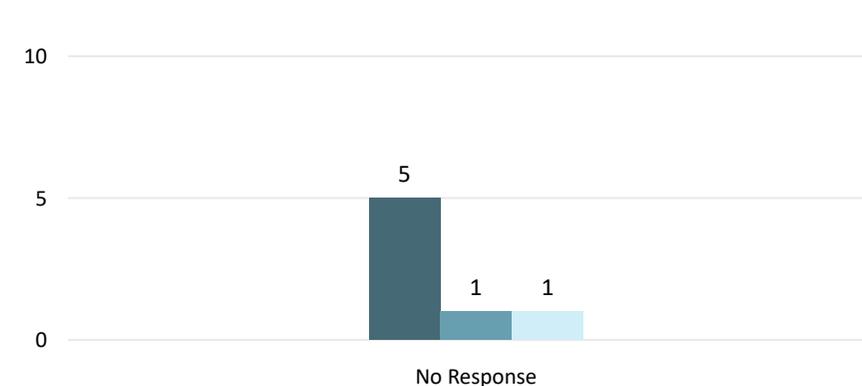


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	3%	1	8%			3	2%
Attorney/Prosecutor	14	20%	1	8%	8	16%	23	17%
Family/Friend of party to case	6	9%	1	8%	4	8%	11	8%
Juror					9	18%	9	7%
Other	9	13%			5	10%	14	11%
Party(Plaintiff/Defendant)	39	56%	10	77%	22	45%	71	54%
Witness					1	2%	1	1%
<b>Total</b>	<b>70</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>132</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

CRAWFORD

Court

D87C - CRAWFORD

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

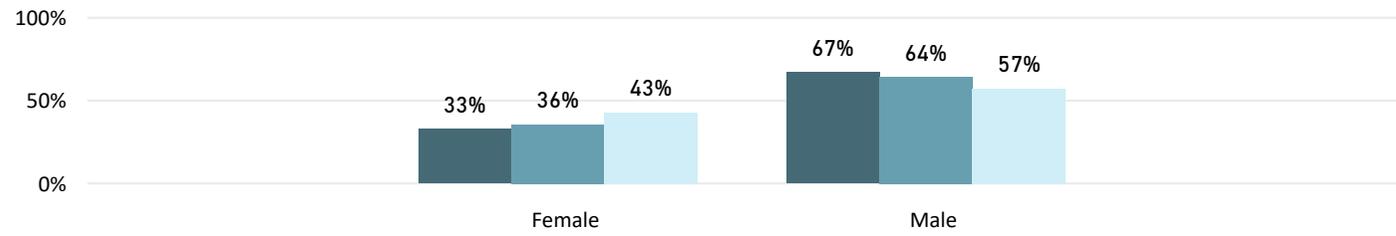
All



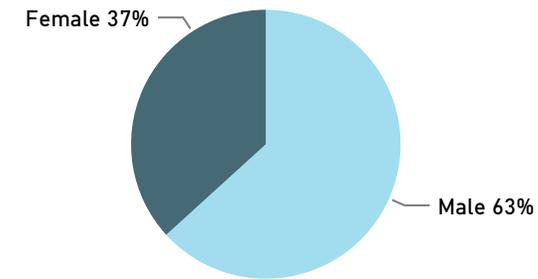
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

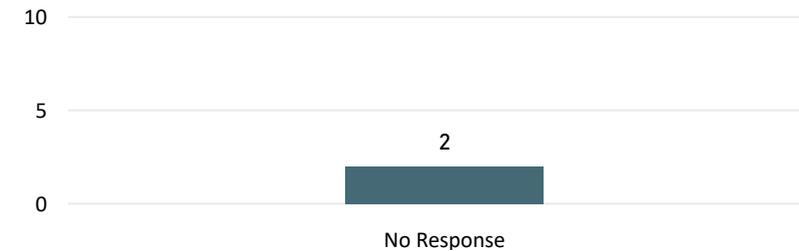


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	24	33%	5	36%	21	43%	50	37%
Male	49	67%	9	64%	28	57%	86	63%
<b>Total</b>	<b>73</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>136</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

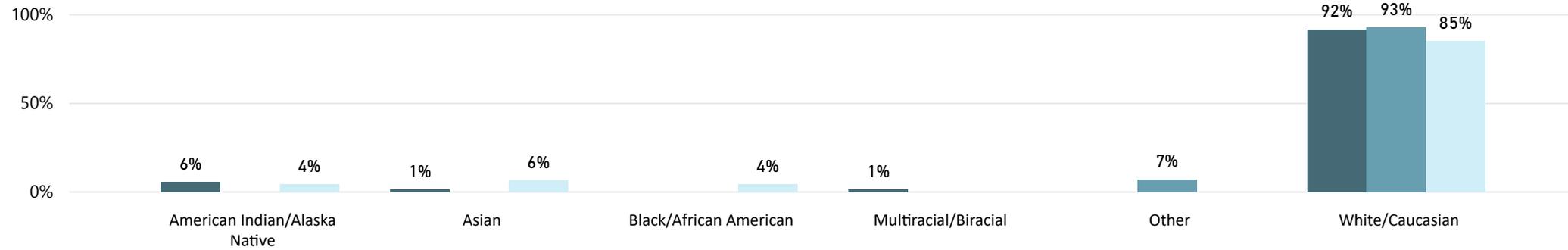
Role

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	4	6%			2	4%	6	5%
Asian	1	1%			3	6%	4	3%
Black/African American					2	4%	2	2%
Multiracial/Biracial	1	1%					1	1%
Other			1	7%			1	1%
White/Caucasian	66	92%	13	93%	40	85%	119	89%
<b>Total</b>	<b>72</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>133</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015

