

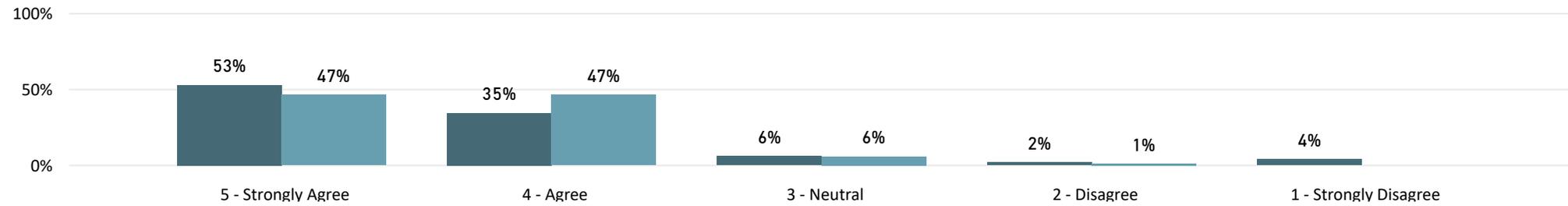


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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



1. I was able to get my court business done in a reasonable amount of time today.

SurveyYear	2015		2016		Total	
Time	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	26	53%	47	47%	73	49%
4 - Agree	17	35%	47	47%	64	43%
3 - Neutral	3	6%	6	6%	9	6%
2 - Disagree	1	2%	1	1%	2	1%
1 - Strongly Disagree	2	4%	0	0%	2	1%
Total	49	100%	101	100%	150	100%

County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

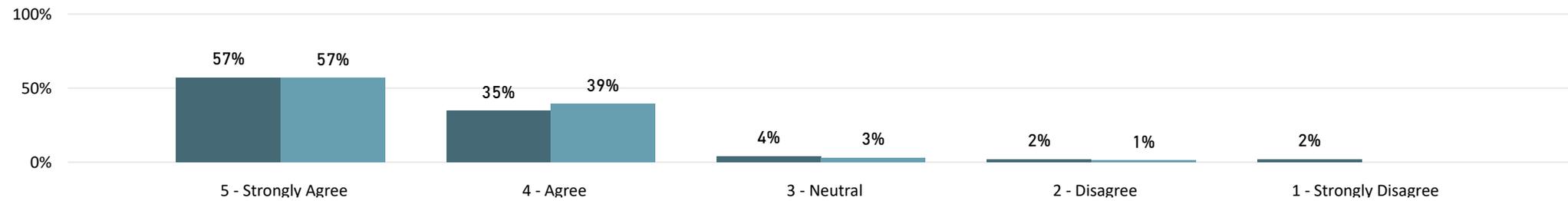


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

2. I was treated with courtesy and respect by court staff.

SurveyYear ● 2015 ● 2016



2. I was treated with courtesy and respect by court staff.

SurveyYear	2015		2016		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	28	57%	58	57%	86	57%
4 - Agree	17	35%	40	39%	57	38%
3 - Neutral	2	4%	3	3%	5	3%
2 - Disagree	1	2%	1	1%	2	1%
1 - Strongly Disagree	1	2%	0	0%	1	1%
Total	49	100%	102	100%	151	100%

County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

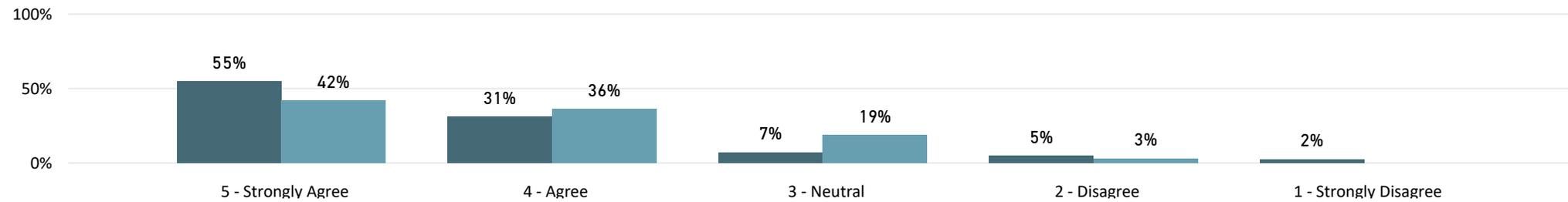


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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



3. The way the case was handled was fair.

SurveyYear	2015		2016		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	23	55%	29	42%	52	47%
4 - Agree	13	31%	25	36%	38	34%
3 - Neutral	3	7%	13	19%	16	14%
2 - Disagree	2	5%	2	3%	4	4%
1 - Strongly Disagree	1	2%	0	0%	1	1%
Total	42	100%	69	100%	111	100%

County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

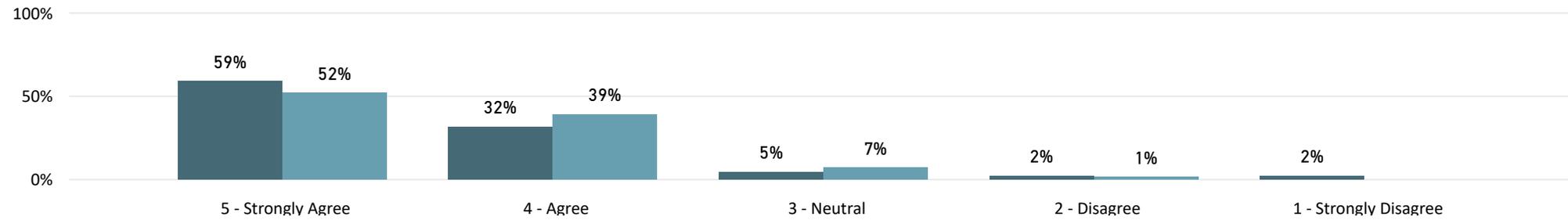


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 3 and 4 were directed to persons who attended a hearing or trial.

4. The judge/magistrate/referee treated everyone with courtesy and respect.

SurveyYear ● 2015 ● 2016



4. The judge/magistrate/referee treated everyone with courtesy and respect.

SurveyYear	2015		2016		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	26	59%	36	52%	62	55%
4 - Agree	14	32%	27	39%	41	36%
3 - Neutral	2	5%	5	7%	7	6%
2 - Disagree	1	2%	1	1%	2	2%
1 - Strongly Disagree	1	2%	0	0%	1	1%
Total	44	100%	69	100%	113	100%

County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

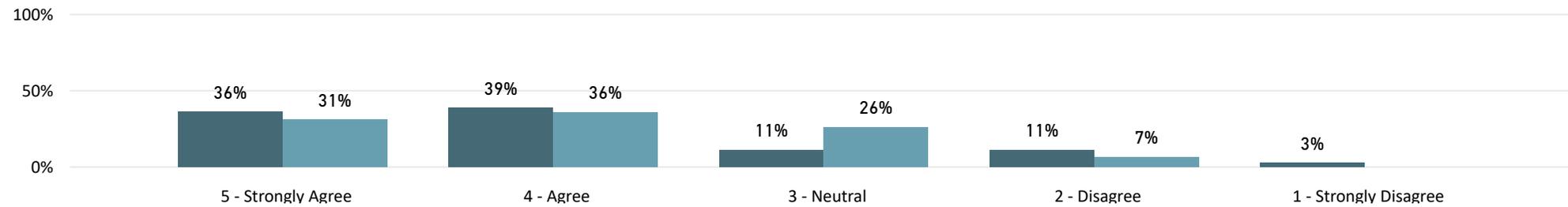


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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



5. The outcome in my case was favorable to me.

SurveyYear	2015		2016		Total	
Outcome	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	13	36%	19	31%	32	33%
4 - Agree	14	39%	22	36%	36	37%
3 - Neutral	4	11%	16	26%	20	21%
2 - Disagree	4	11%	4	7%	8	8%
1 - Strongly Disagree	1	3%	0	0%	1	1%
Total	36	100%	61	100%	97	100%

County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

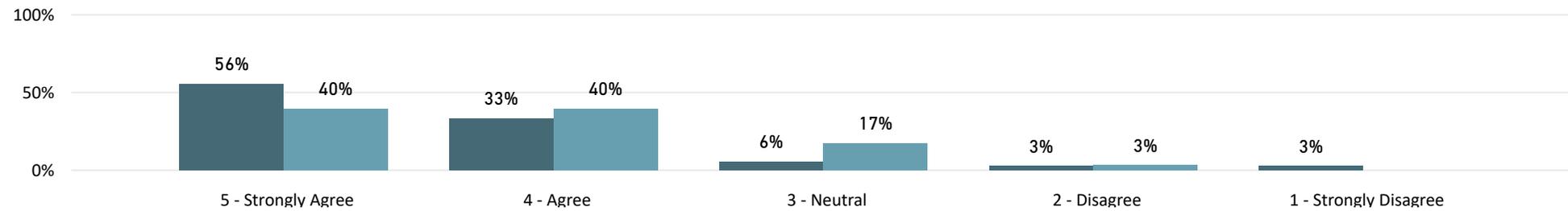


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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



6. As I leave the court, I understand what happened in my case.

SurveyYear	2015		2016		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	20	56%	25	40%	45	45%
4 - Agree	12	33%	25	40%	37	37%
3 - Neutral	2	6%	11	17%	13	13%
2 - Disagree	1	3%	2	3%	3	3%
1 - Strongly Disagree	1	3%	0	0%	1	1%
Total	36	100%	63	100%	99	100%

County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

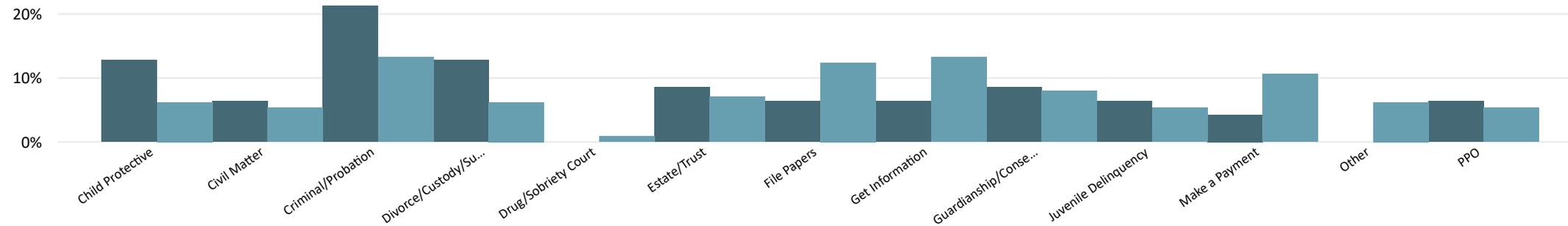
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear ● 2015 ● 2016



7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear TypeOfCase	2015		2016		Total	
	Count	Percent	Count	Percent	Count	Percent
Child Protective	6	13%	7	6%	13	8%
Civil Matter	3	6%	6	5%	9	6%
Criminal/Probation	10	21%	15	13%	25	16%
Divorce/Custody/Support	6	13%	7	6%	13	8%
Drug/Sobriety Court			1	1%	1	1%
Estate/Trust	4	9%	8	7%	12	8%
File Papers	3	6%	14	12%	17	11%
Get Information	3	6%	15	13%	18	11%
Guardianship/Conservatorship	4	9%	9	8%	13	8%
Juvenile Delinquency	3	6%	6	5%	9	6%
Make a Payment	2	4%	12	11%	14	9%
Other			7	6%	7	4%
PPO	3	6%	6	5%	9	6%
Total	47	100%	113	100%	160	100%

County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

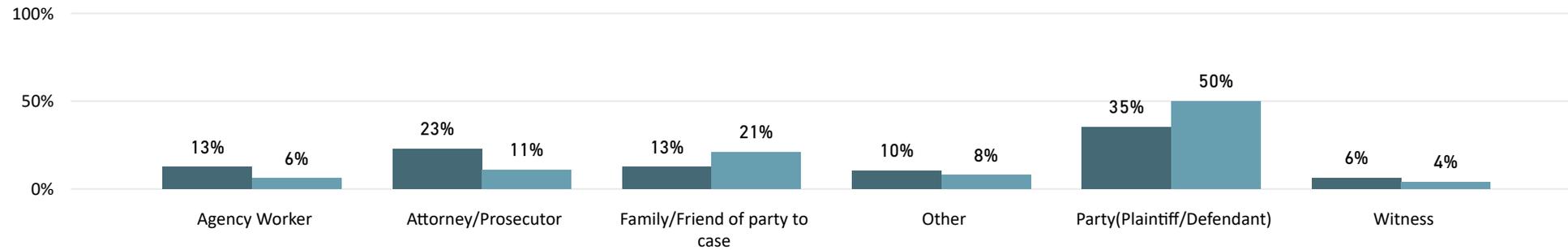
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016

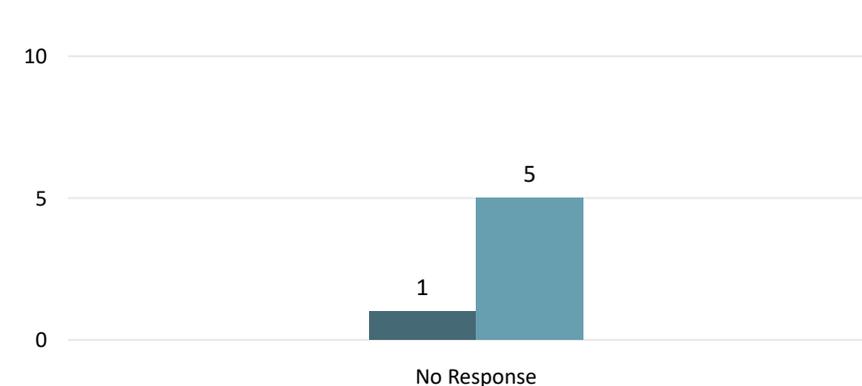


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		Total	
	Count	Percent	Count	Percent	Count	Percent
Agency Worker	6	13%	6	6%	12	8%
Attorney/Prosecutor	11	23%	11	11%	22	15%
Family/Friend of party to case	6	13%	21	21%	27	18%
Other	5	10%	8	8%	13	9%
Party(Plaintiff/Defendant)	17	35%	50	50%	67	45%
Witness	3	6%	4	4%	7	5%
Total	48	100%	100	100%	148	100%

8. No Response

SurveyYear ● 2015 ● 2016



County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

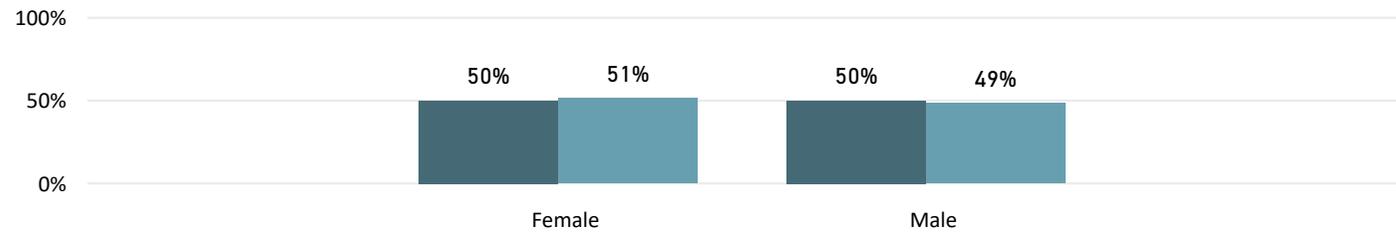
All



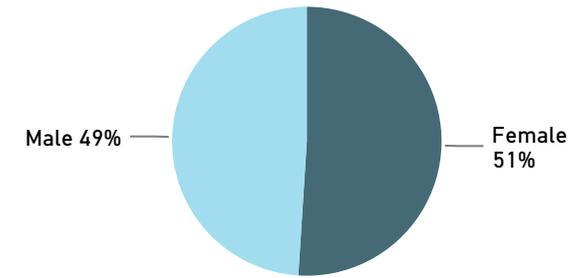
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016



9. What is your gender?

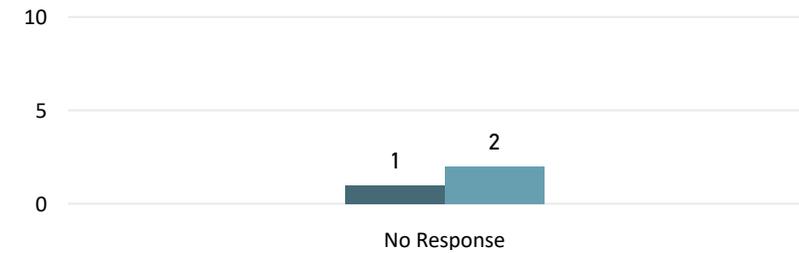


9. What is your gender?

SurveyYear	2015		2016		Total	
	Count	Percent	Count	Percent	Count	Percent
Female	24	50%	52	51%	76	51%
Male	24	50%	49	49%	73	49%
Total	48	100%	101	100%	149	100%

9. No Responses

Gender Type: ● 2015 ● 2016



County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

DELTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

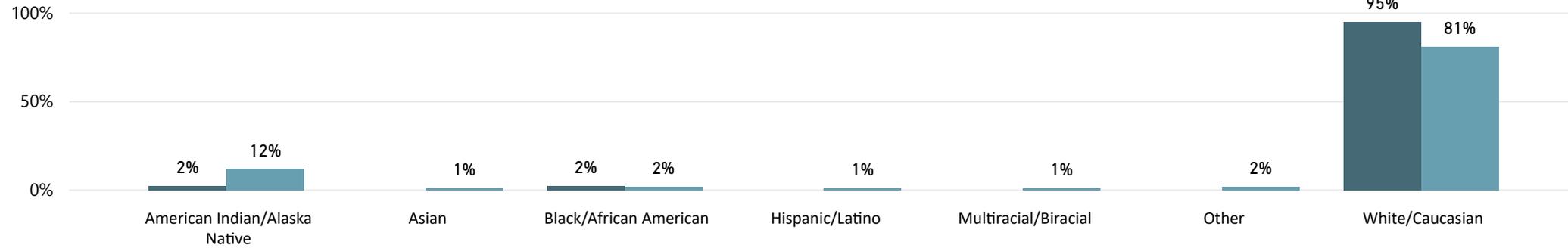
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016



10. How do you identify yourself?

SurveyYear Race/ethnicity	2015		2016		Total	
	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	2%	12	12%	13	9%
Asian			1	1%	1	1%
Black/African American	1	2%	2	2%	3	2%
Hispanic/Latino			1	1%	1	1%
Multiracial/Biracial			1	1%	1	1%
Other			2	2%	2	1%
White/Caucasian	40	95%	81	81%	121	85%
Total	42	100%	100	100%	142	100%

10. No Responses.

SurveyYear ● 2015 ● 2016

