

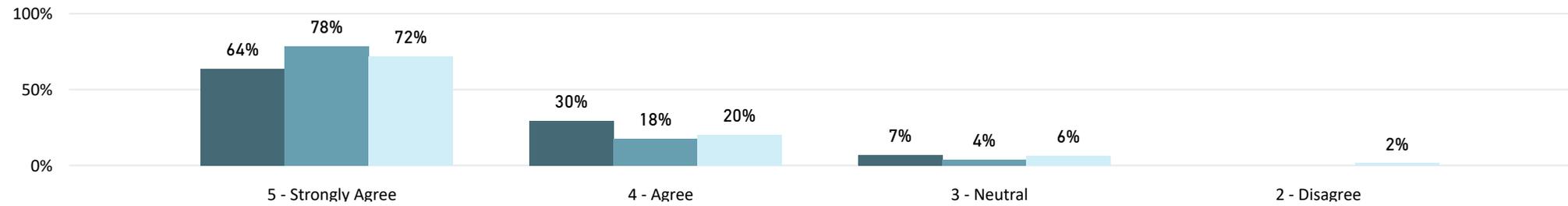


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	28	64%	40	78%	46	72%	114	72%
4 - Agree	13	30%	9	18%	13	20%	35	22%
3 - Neutral	3	7%	2	4%	4	6%	9	6%
2 - Disagree					1	2%	1	1%
Total	44	100%	51	100%	64	100%	159	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

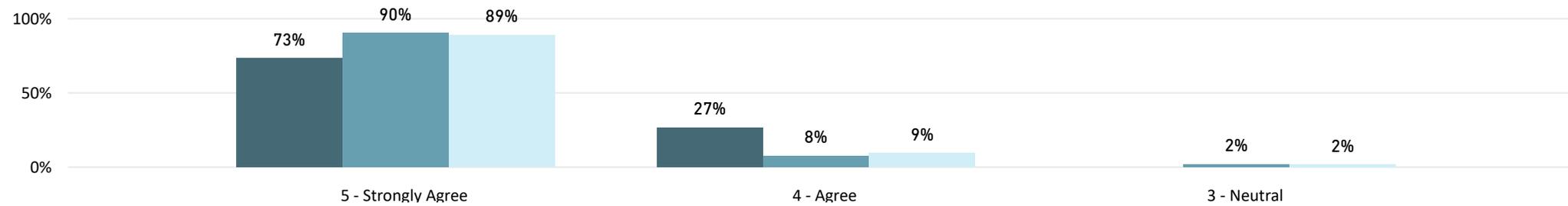


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	33	73%	47	90%	57	89%	137	85%
4 - Agree	12	27%	4	8%	6	9%	22	14%
3 - Neutral			1	2%	1	2%	2	1%
Total	45	100%	52	100%	64	100%	161	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

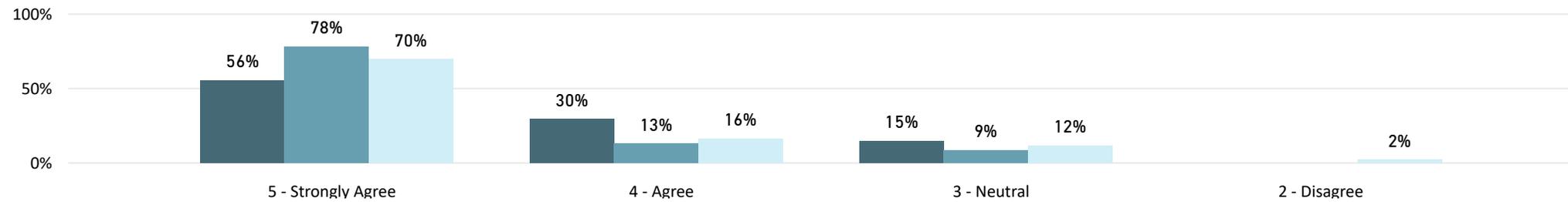


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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
5 - Strongly Agree	15	56%	18	78%	30	70%	63	68%
4 - Agree	8	30%	3	13%	7	16%	18	19%
3 - Neutral	4	15%	2	9%	5	12%	11	12%
2 - Disagree					1	2%	1	1%
Total	27	100%	23	100%	43	100%	93	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

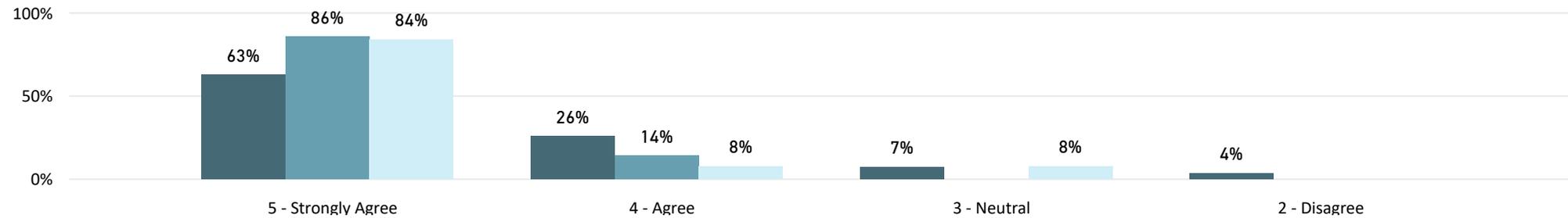


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	17	63%	18	86%	32	84%	67	78%
4 - Agree	7	26%	3	14%	3	8%	13	15%
3 - Neutral	2	7%			3	8%	5	6%
2 - Disagree	1	4%					1	1%
Total	27	100%	21	100%	38	100%	86	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

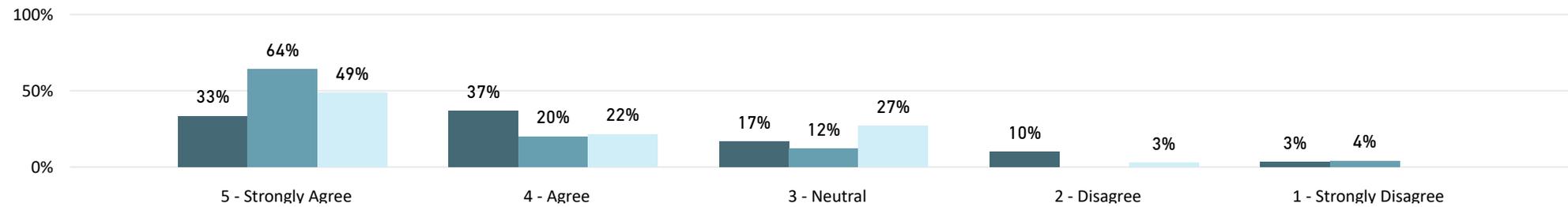


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	10	33%	16	64%	18	49%	44	48%
4 - Agree	11	37%	5	20%	8	22%	24	26%
3 - Neutral	5	17%	3	12%	10	27%	18	20%
2 - Disagree	3	10%	0	0%	1	3%	4	4%
1 - Strongly Disagree	1	3%	1	4%	0	0%	2	2%
Total	30	100%	25	100%	37	100%	92	100%

County

DELTA

Court

D94 DELTA

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

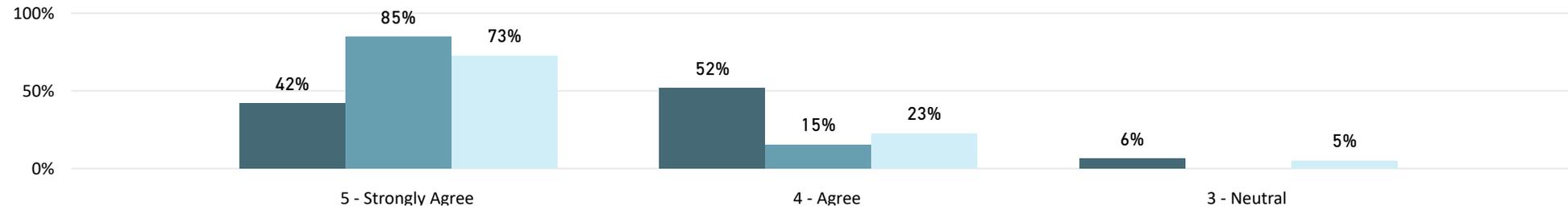


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 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	42%	22	85%	29	73%	64	66%
4 - Agree	16	52%	4	15%	9	23%	29	30%
3 - Neutral	2	6%			2	5%	4	4%
Total	31	100%	26	100%	40	100%	97	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

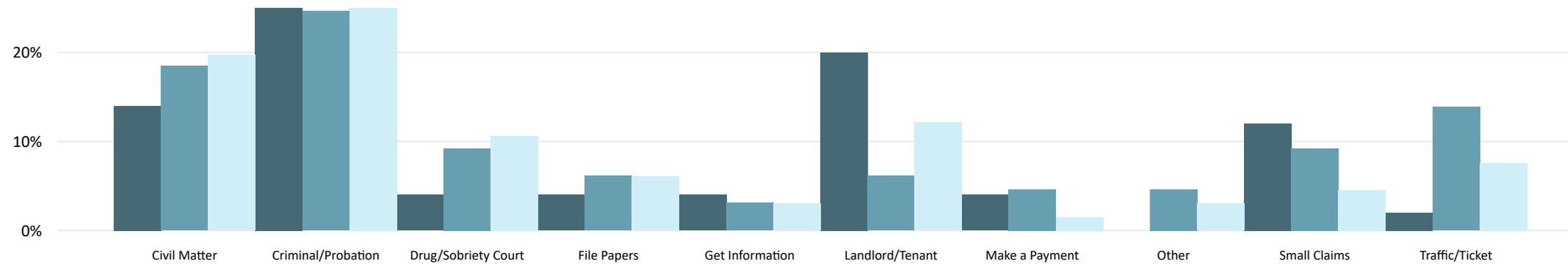
Race/Ethnicity



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
Civil Matter	7	14%	12	18%	13	20%	32	18%
Criminal/Probation	18	36%	16	25%	21	32%	55	30%
Drug/Sobriety Court	2	4%	6	9%	7	11%	15	8%
File Papers	2	4%	4	6%	4	6%	10	6%
Get Information	2	4%	2	3%	2	3%	6	3%
Landlord/Tenant	10	20%	4	6%	8	12%	22	12%
Make a Payment	2	4%	3	5%	1	2%	6	3%
Other			3	5%	2	3%	5	3%
Small Claims	6	12%	6	9%	3	5%	15	8%
Traffic/Ticket	1	2%	9	14%	5	8%	15	8%
Total	50	100%	65	100%	66	100%	181	100%

County

Court

Subset

Survey Year

Role

Gender

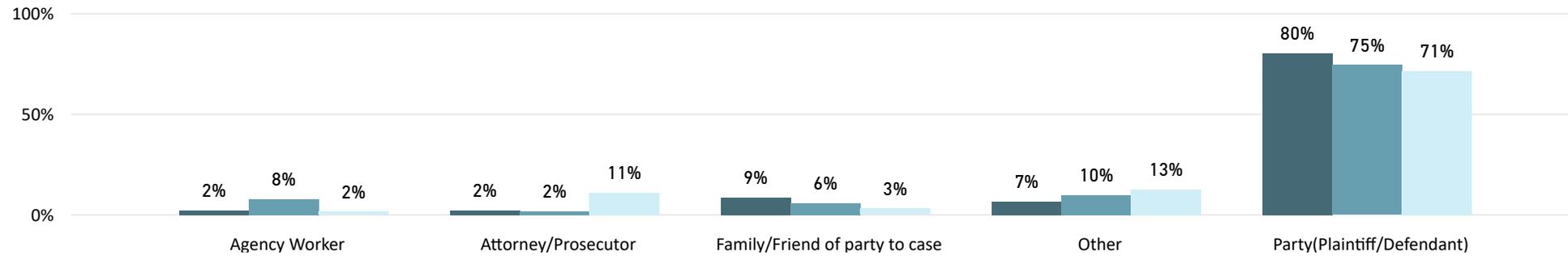
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

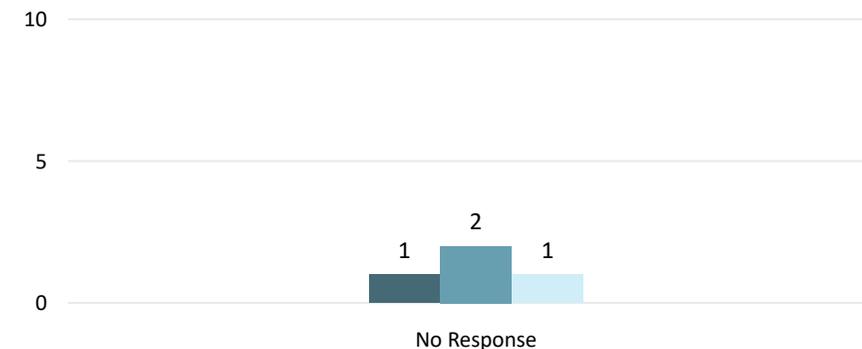


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	2%	4	8%	1	2%	6	4%
Attorney/Prosecutor	1	2%	1	2%	7	11%	9	6%
Family/Friend of party to case	4	9%	3	6%	2	3%	9	6%
Other	3	7%	5	10%	8	13%	16	10%
Party(Plaintiff/Defendant)	37	80%	38	75%	45	71%	120	75%
Total	46	100%	51	100%	63	100%	160	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

DELTA

Court

D94 DELTA

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

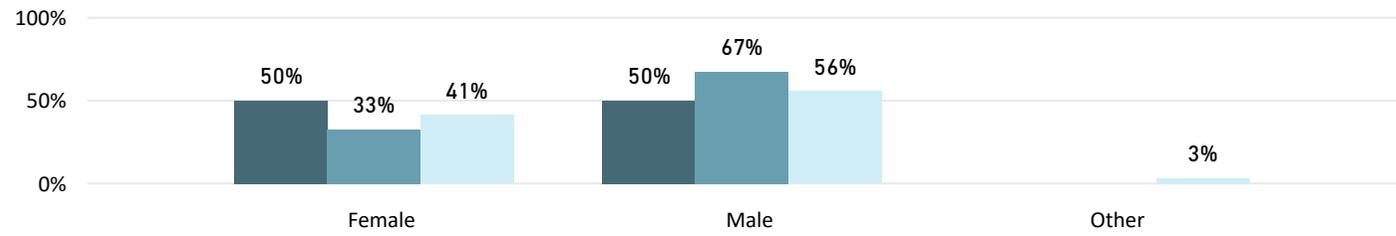
All



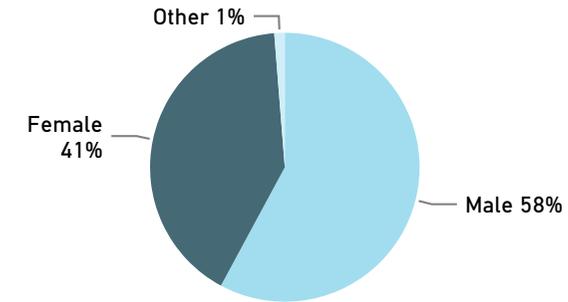
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

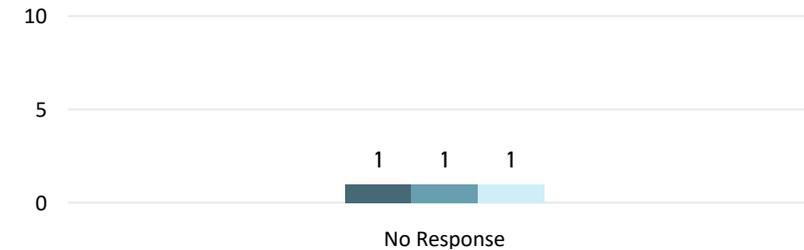


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	22	50%	17	33%	26	41%	65	41%
Male	22	50%	35	67%	35	56%	92	58%
Other					2	3%	2	1%
Total	44	100%	52	100%	63	100%	159	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

DELTA

Court

D94 DELTA

Subset

All

Survey Year

All

Role

All

Type of Case

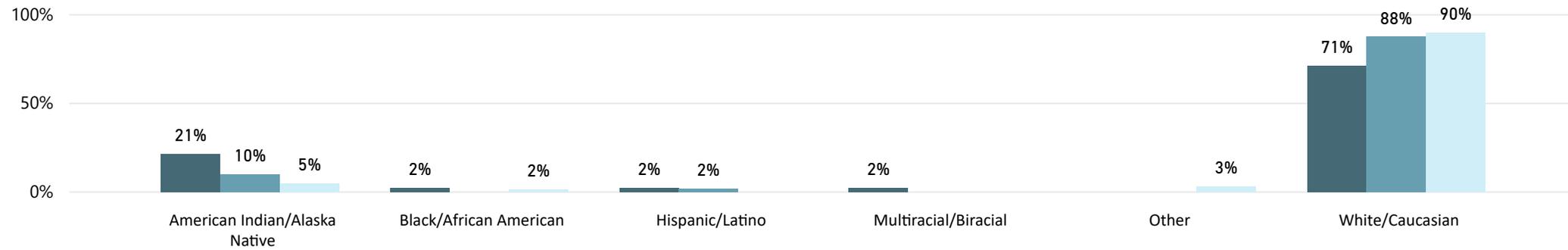
All

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	9	21%	5	10%	3	5%	17	11%
Black/African American	1	2%			1	2%	2	1%
Hispanic/Latino	1	2%	1	2%			2	1%
Multiracial/Biracial	1	2%					1	1%
Other					2	3%	2	1%
White/Caucasian	30	71%	43	88%	54	90%	127	84%
Total	42	100%	49	100%	60	100%	151	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

