

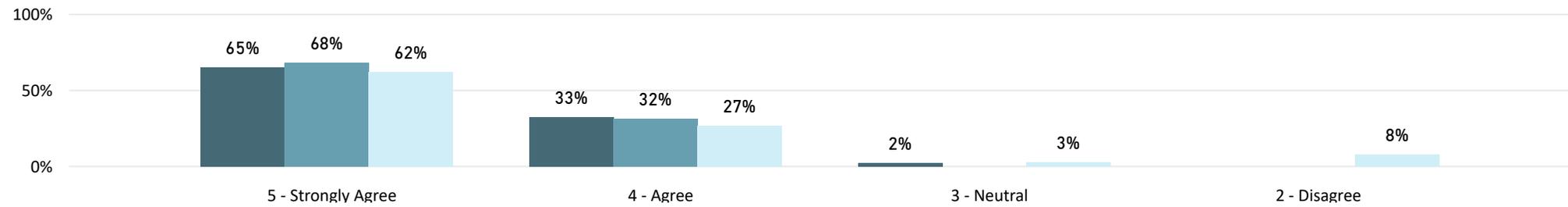


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 30 | 65% | 13 | 68% | 23 | 62% | 66 | 65% |
| 4 - Agree | 15 | 33% | 6 | 32% | 10 | 27% | 31 | 30% |
| 3 - Neutral | 1 | 2% | | | 1 | 3% | 2 | 2% |
| 2 - Disagree | | | | | 3 | 8% | 3 | 3% |
| Total | 46 | 100% | 19 | 100% | 37 | 100% | 102 | 100% |

County

DICKINSON ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

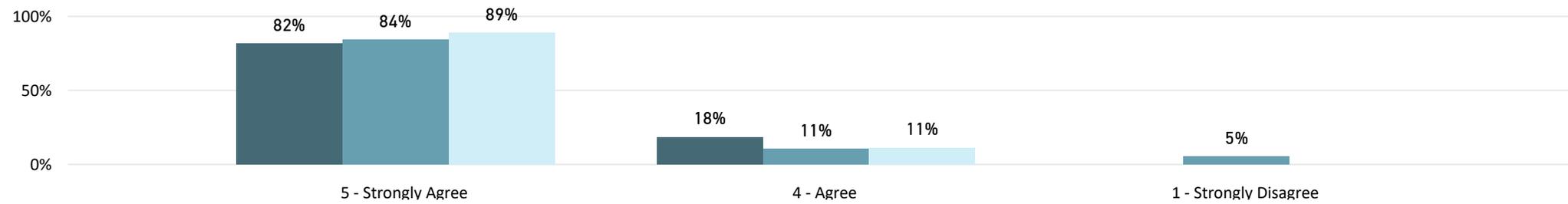


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

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

SurveyYear ● 2015 ● 2016 ● 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 | 40 | 82% | 16 | 84% | 32 | 89% | 88 | 85% |
| 4 - Agree | 9 | 18% | 2 | 11% | 4 | 11% | 15 | 14% |
| 1 - Strongly Disagree | | | 1 | 5% | | | 1 | 1% |
| Total | 49 | 100% | 19 | 100% | 36 | 100% | 104 | 100% |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

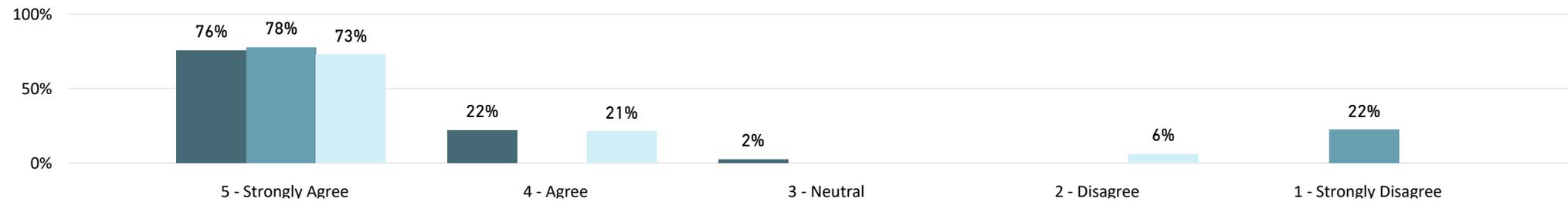


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 31 | 76% | 7 | 78% | 24 | 73% | 62 | 75% |
| 4 - Agree | 9 | 22% | | | 7 | 21% | 16 | 19% |
| 3 - Neutral | 1 | 2% | | | | | 1 | 1% |
| 2 - Disagree | | | | | 2 | 6% | 2 | 2% |
| 1 - Strongly Disagree | | | 2 | 22% | | | 2 | 2% |
| Total | 41 | 100% | 9 | 100% | 33 | 100% | 83 | 100% |

County

DICKINSON ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

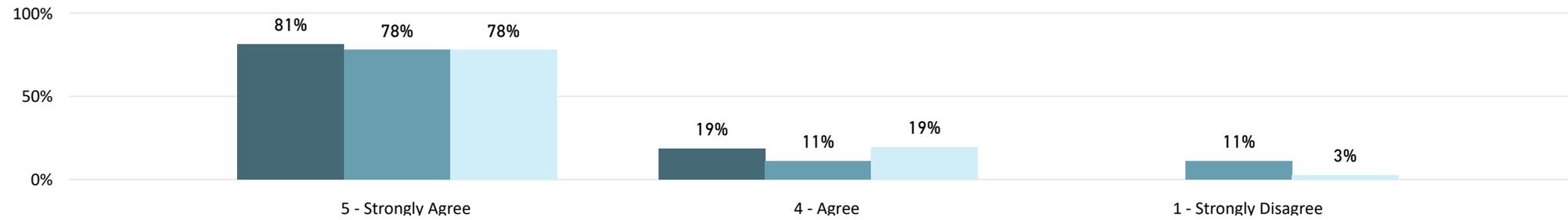


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 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 | 35 | 81% | 7 | 78% | 28 | 78% | 70 | 80% |
| 4 - Agree | 8 | 19% | 1 | 11% | 7 | 19% | 16 | 18% |
| 1 - Strongly Disagree | | | 1 | 11% | 1 | 3% | 2 | 2% |
| Total | 43 | 100% | 9 | 100% | 36 | 100% | 88 | 100% |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

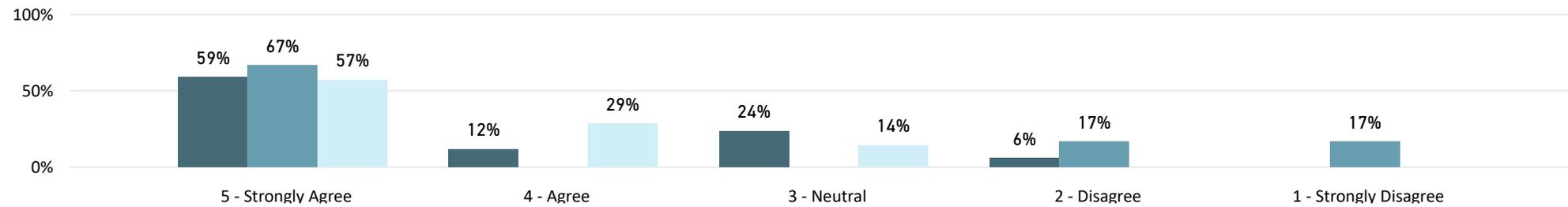


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 59% | 4 | 67% | 12 | 57% | 26 | 59% |
| 4 - Agree | 2 | 12% | | | 6 | 29% | 8 | 18% |
| 3 - Neutral | 4 | 24% | | | 3 | 14% | 7 | 16% |
| 2 - Disagree | 1 | 6% | 1 | 17% | | | 2 | 5% |
| 1 - Strongly Disagree | | | 1 | 17% | | | 1 | 2% |
| Total | 17 | 100% | 6 | 100% | 21 | 100% | 44 | 100% |

County

DICKINSON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

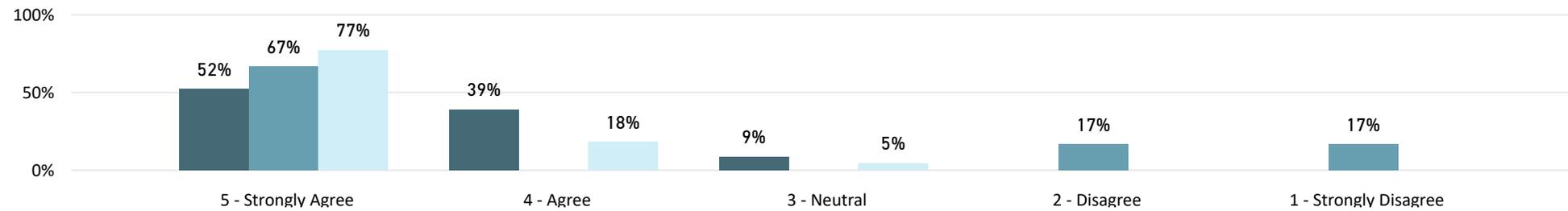


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 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 | 12 | 52% | 4 | 67% | 17 | 77% | 33 | 65% |
| 4 - Agree | 9 | 39% | | | 4 | 18% | 13 | 25% |
| 3 - Neutral | 2 | 9% | | | 1 | 5% | 3 | 6% |
| 2 - Disagree | | | 1 | 17% | | | 1 | 2% |
| 1 - Strongly Disagree | | | 1 | 17% | | | 1 | 2% |
| Total | 23 | 100% | 6 | 100% | 22 | 100% | 51 | 100% |

County

DICKINSON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

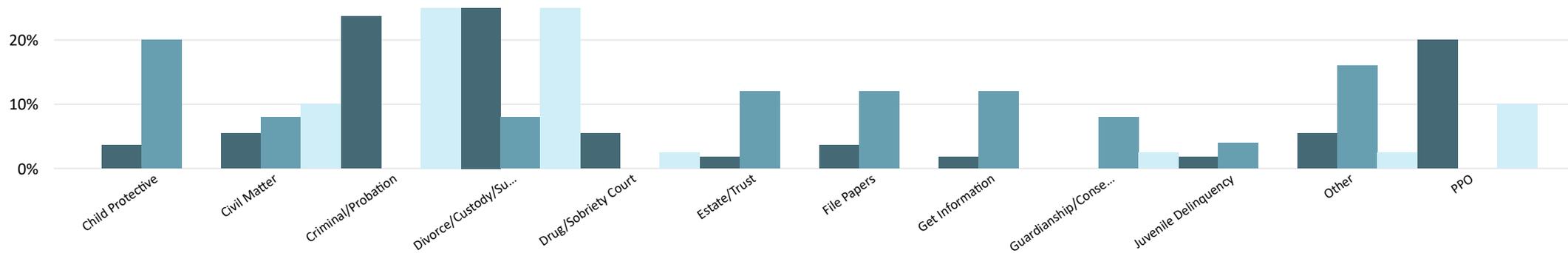
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 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 | 2 | 4% | 5 | 20% | | | 7 | 6% |
| Civil Matter | 3 | 5% | 2 | 8% | 4 | 10% | 9 | 8% |
| Criminal/Probation | 13 | 24% | | | 18 | 45% | 31 | 26% |
| Divorce/Custody/Support | 15 | 27% | 2 | 8% | 11 | 28% | 28 | 23% |
| Drug/Sobriety Court | 3 | 5% | | | 1 | 3% | 4 | 3% |
| Estate/Trust | 1 | 2% | 3 | 12% | | | 4 | 3% |
| File Papers | 2 | 4% | 3 | 12% | | | 5 | 4% |
| Get Information | 1 | 2% | 3 | 12% | | | 4 | 3% |
| Guardianship/Conservatorship | | | 2 | 8% | 1 | 3% | 3 | 3% |
| Juvenile Delinquency | 1 | 2% | 1 | 4% | | | 2 | 2% |
| Other | 3 | 5% | 4 | 16% | 1 | 3% | 8 | 7% |
| PPO | 11 | 20% | | | 4 | 10% | 15 | 13% |
| Total | 55 | 100% | 25 | 100% | 40 | 100% | 120 | 100% |

County

DICKINSON ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

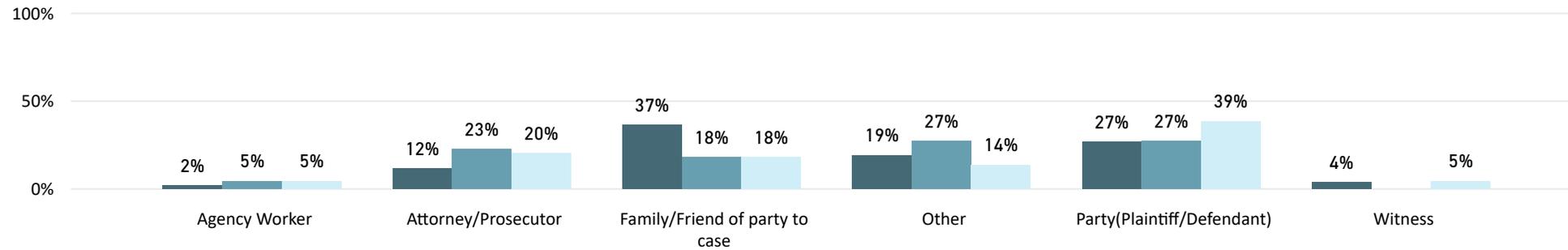
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

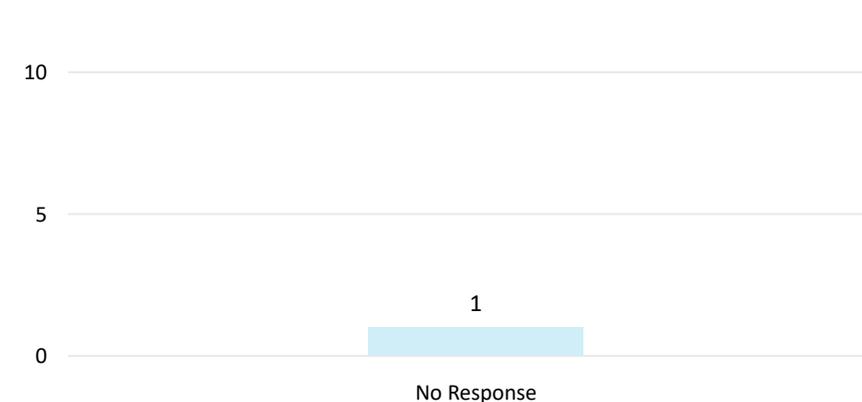


8. Who are you (All that apply)?

| SurveyYear WhoRole | 2015 | | 2016 | | 2018 | | Total | |
|--------------------------------|-----------|-------------|-----------|-------------|-----------|-------------|------------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Agency Worker | 1 | 2% | 1 | 5% | 2 | 5% | 4 | 3% |
| Attorney/Prosecutor | 6 | 12% | 5 | 23% | 9 | 20% | 20 | 17% |
| Family/Friend of party to case | 19 | 37% | 4 | 18% | 8 | 18% | 31 | 26% |
| Other | 10 | 19% | 6 | 27% | 6 | 14% | 22 | 19% |
| Party(Plaintiff/Defendant) | 14 | 27% | 6 | 27% | 17 | 39% | 37 | 31% |
| Witness | 2 | 4% | | | 2 | 5% | 4 | 3% |
| Total | 52 | 100% | 22 | 100% | 44 | 100% | 118 | 100% |

8. No Response

SurveyYear ● 2018



County

DICKINSON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

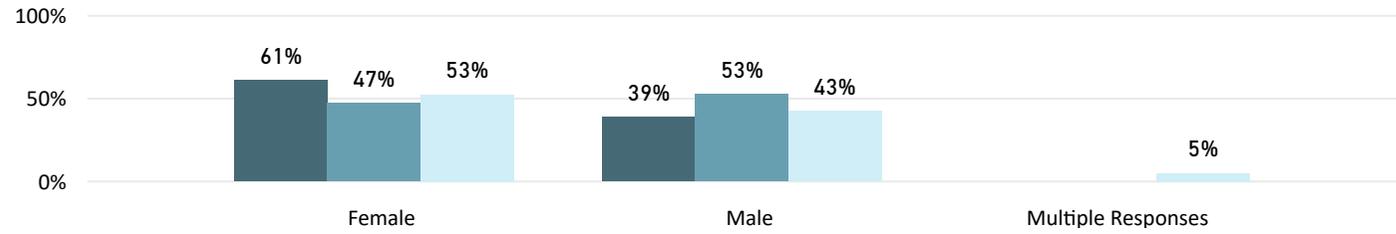
All



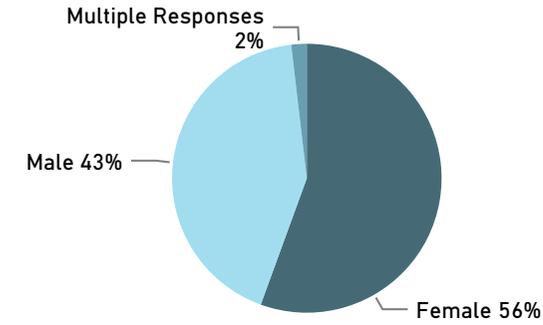
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

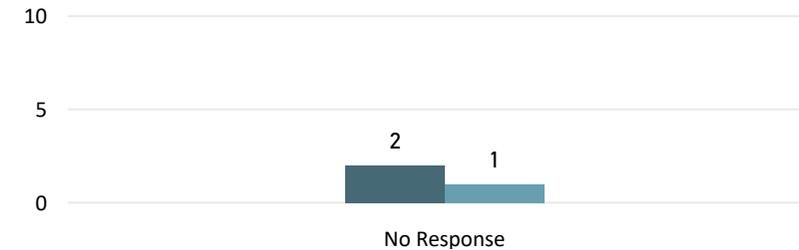


9. What is your gender?

| SurveyYear | 2015 | | 2016 | | 2018 | | Total | |
|--------------------|-----------|-------------|-----------|-------------|-----------|-------------|------------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Female | 30 | 61% | 9 | 47% | 21 | 53% | 60 | 56% |
| Male | 19 | 39% | 10 | 53% | 17 | 43% | 46 | 43% |
| Multiple Responses | | | | | 2 | 5% | 2 | 2% |
| Total | 49 | 100% | 19 | 100% | 40 | 100% | 108 | 100% |

9. No Responses

Gender Type: ● 2015 ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

DICKINSON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

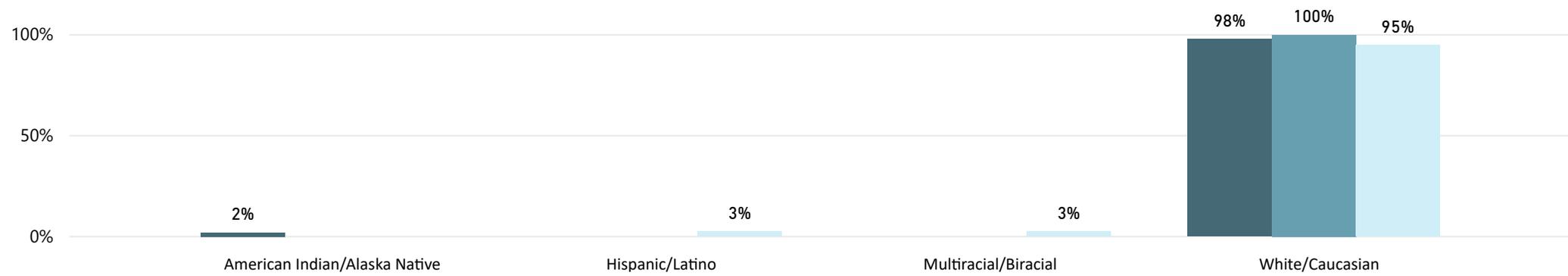
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

| SurveyYear | 2015 | | 2016 | | 2018 | | Total | |
|-------------------------------|-----------|-------------|-----------|-------------|-----------|-------------|------------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| American Indian/Alaska Native | 1 | 2% | | | | | 1 | 1% |
| Hispanic/Latino | | | | | 1 | 3% | 1 | 1% |
| Multiracial/Biracial | | | | | 1 | 3% | 1 | 1% |
| White/Caucasian | 47 | 98% | 19 | 100% | 38 | 95% | 104 | 97% |
| Total | 48 | 100% | 19 | 100% | 40 | 100% | 107 | 100% |

10. No Responses.

SurveyYear ● 2015 ● 2016

