

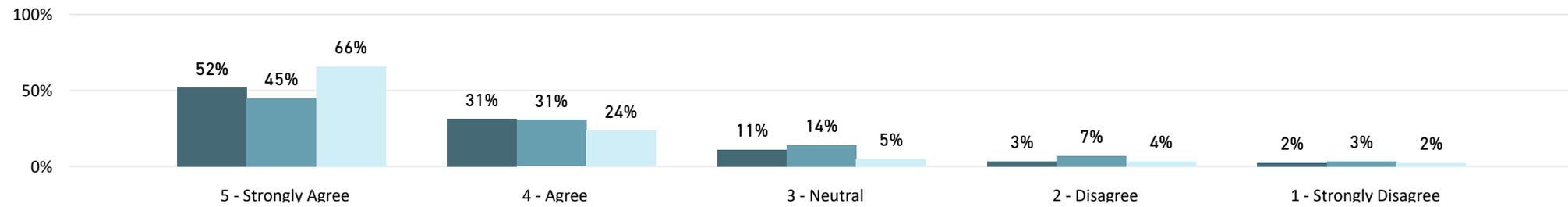


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	106	52%	79	45%	56	66%	241	52%
4 - Agree	64	31%	54	31%	20	24%	138	30%
3 - Neutral	23	11%	25	14%	4	5%	52	11%
2 - Disagree	7	3%	12	7%	3	4%	22	5%
1 - Strongly Disagree	5	2%	6	3%	2	2%	13	3%
<b>Total</b>	<b>205</b>	<b>100%</b>	<b>176</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>466</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

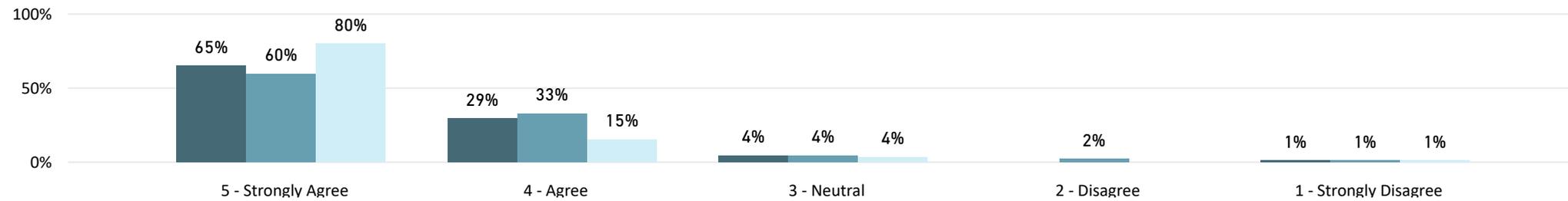


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	133	65%	107	60%	68	80%	308	66%
4 - Agree	60	29%	59	33%	13	15%	132	28%
3 - Neutral	9	4%	8	4%	3	4%	20	4%
2 - Disagree			4	2%			4	1%
1 - Strongly Disagree	2	1%	1	1%	1	1%	4	1%
<b>Total</b>	<b>204</b>	<b>100%</b>	<b>179</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>468</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

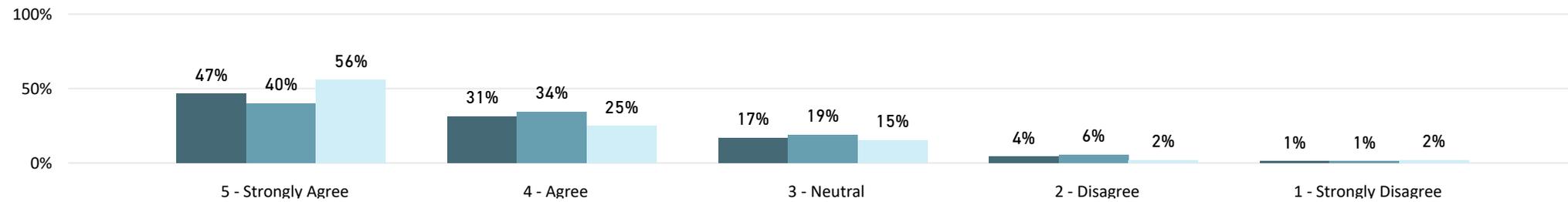


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	55	47%	36	40%	29	56%	120	46%
4 - Agree	37	31%	31	34%	13	25%	81	31%
3 - Neutral	20	17%	17	19%	8	15%	45	17%
2 - Disagree	5	4%	5	6%	1	2%	11	4%
1 - Strongly Disagree	1	1%	1	1%	1	2%	3	1%
<b>Total</b>	<b>118</b>	<b>100%</b>	<b>90</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>260</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

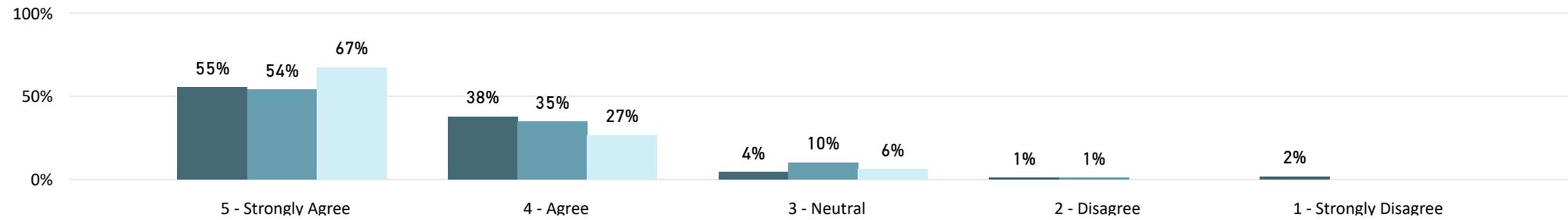


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	63	55%	48	54%	33	67%	144	57%
4 - Agree	43	38%	31	35%	13	27%	87	35%
3 - Neutral	5	4%	9	10%	3	6%	17	7%
2 - Disagree	1	1%	1	1%			2	1%
1 - Strongly Disagree	2	2%					2	1%
<b>Total</b>	<b>114</b>	<b>100%</b>	<b>89</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>252</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

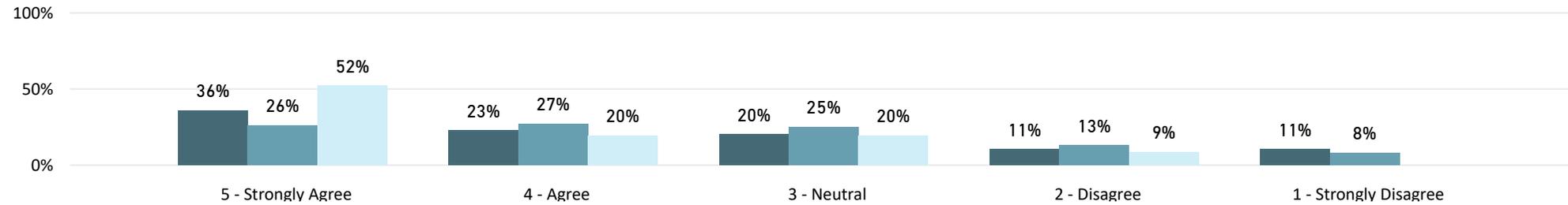


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	41	36%	26	26%	24	52%	91	35%
4 - Agree	26	23%	27	27%	9	20%	62	24%
3 - Neutral	23	20%	25	25%	9	20%	57	22%
2 - Disagree	12	11%	13	13%	4	9%	29	11%
1 - Strongly Disagree	12	11%	8	8%			20	8%
<b>Total</b>	<b>114</b>	<b>100%</b>	<b>99</b>	<b>100%</b>	<b>46</b>	<b>100%</b>	<b>259</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

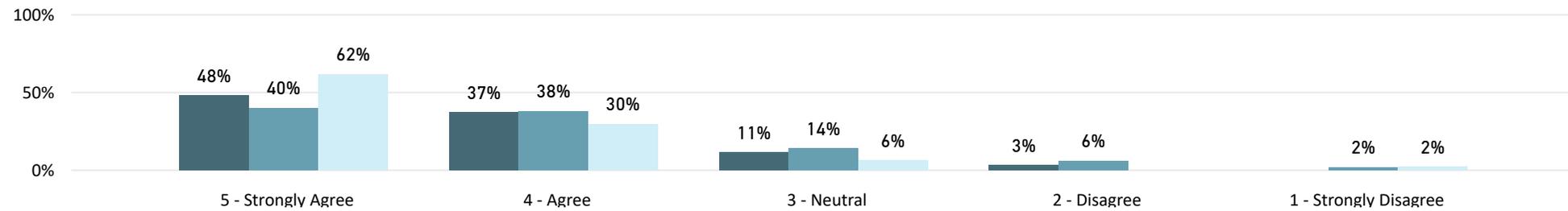


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	59	48%	40	40%	29	62%	128	47%
4 - Agree	46	37%	38	38%	14	30%	98	36%
3 - Neutral	14	11%	14	14%	3	6%	31	11%
2 - Disagree	4	3%	6	6%			10	4%
1 - Strongly Disagree			2	2%	1	2%	3	1%
<b>Total</b>	<b>123</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>270</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

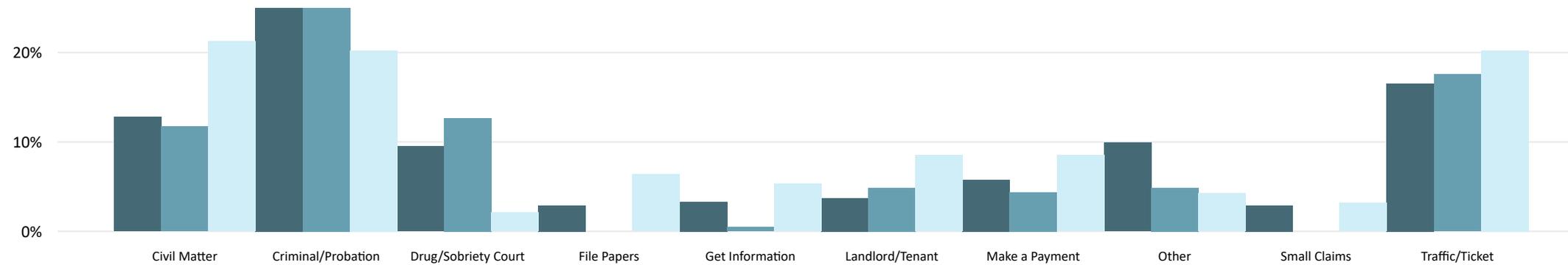
Race/Ethnicity



# 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	31	13%	24	12%	20	21%	75	14%
Criminal/Probation	79	33%	89	43%	19	20%	187	35%
Drug/Sobriety Court	23	10%	26	13%	2	2%	51	9%
File Papers	7	3%			6	6%	13	2%
Get Information	8	3%	1	0%	5	5%	14	3%
Landlord/Tenant	9	4%	10	5%	8	9%	27	5%
Make a Payment	14	6%	9	4%	8	9%	31	6%
Other	24	10%	10	5%	4	4%	38	7%
Small Claims	7	3%			3	3%	10	2%
Traffic/Ticket	40	17%	36	18%	19	20%	95	18%
<b>Total</b>	<b>242</b>	<b>100%</b>	<b>205</b>	<b>100%</b>	<b>94</b>	<b>100%</b>	<b>541</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

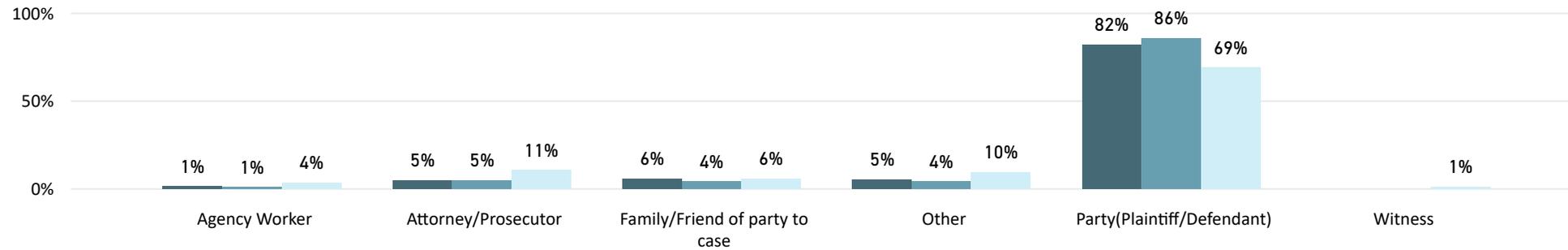
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018

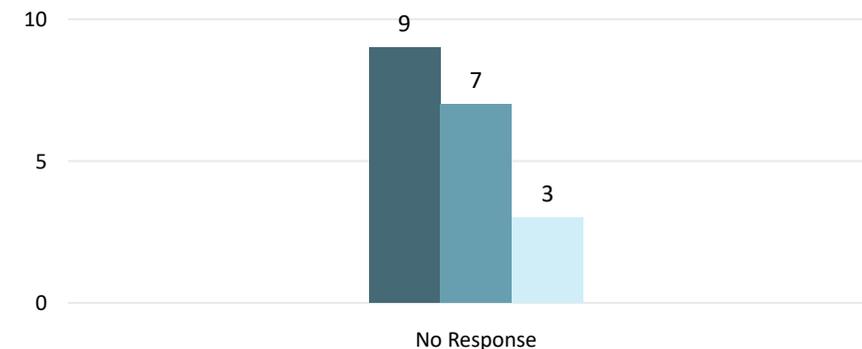


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	3	1%	1	1%	3	4%	7	1%
Attorney/Prosecutor	10	5%	9	5%	9	11%	28	6%
Family/Friend of party to case	12	6%	8	4%	5	6%	25	5%
Other	11	5%	8	4%	8	10%	27	6%
Party(Plaintiff/Defendant)	167	82%	159	86%	58	69%	384	81%
Witness					1	1%	1	0%
<b>Total</b>	<b>203</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>472</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

Court

Subset

Survey Year

Type of Case

Gender

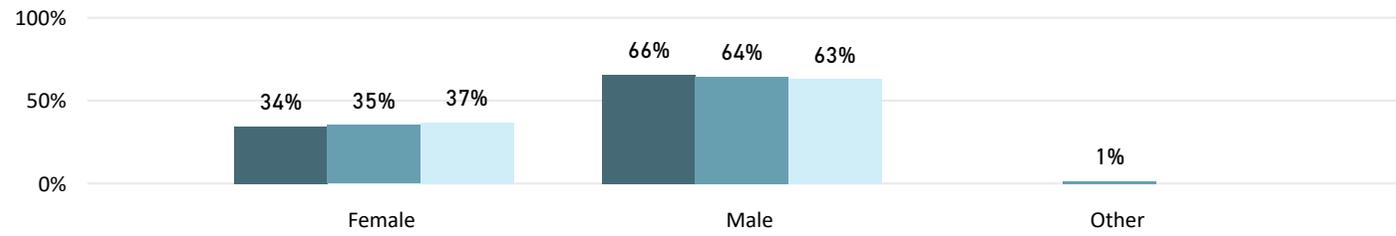
Race/Ethnicity



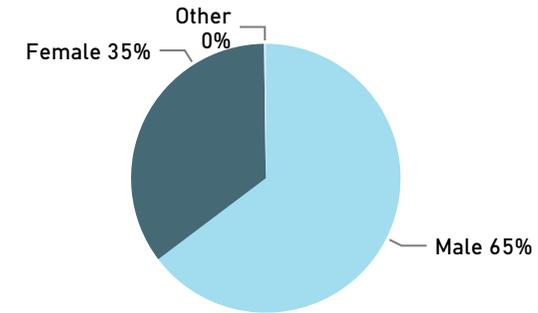
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

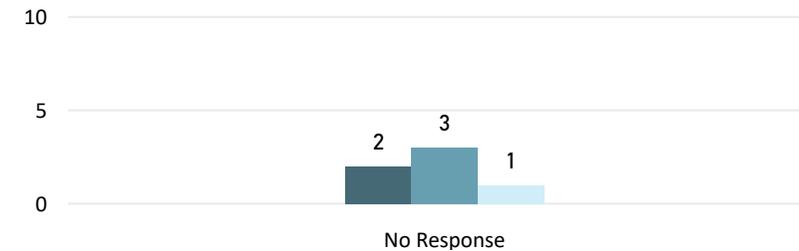


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	71	34%	65	35%	31	37%	167	35%
Male	136	66%	119	64%	53	63%	308	65%
Other			1	1%			1	0%
<b>Total</b>	<b>207</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>476</b>	<b>100%</b>

## 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

Court

Subset

Survey Year

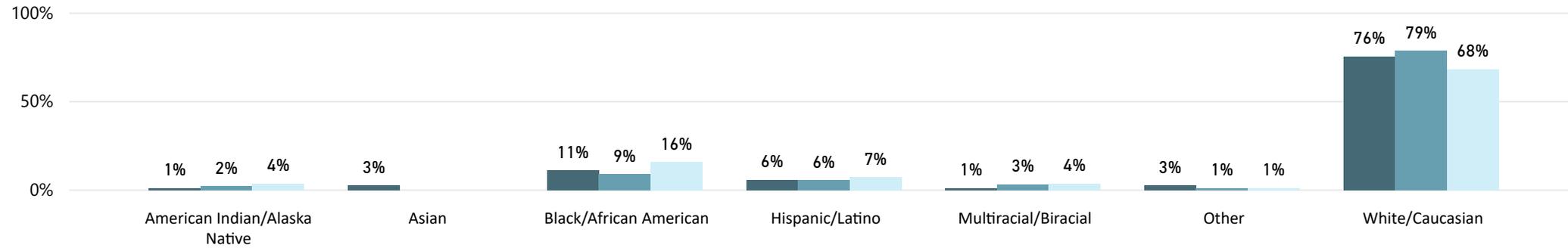
Role

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	2	1%	4	2%	3	4%	9	2%
Asian	5	3%					5	1%
Black/African American	21	11%	16	9%	13	16%	50	11%
Hispanic/Latino	11	6%	10	6%	6	7%	27	6%
Multiracial/Biracial	2	1%	6	3%	3	4%	11	2%
Other	5	3%	2	1%	1	1%	8	2%
White/Caucasian	143	76%	141	79%	56	68%	340	76%
<b>Total</b>	<b>189</b>	<b>100%</b>	<b>179</b>	<b>100%</b>	<b>82</b>	<b>100%</b>	<b>450</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

