

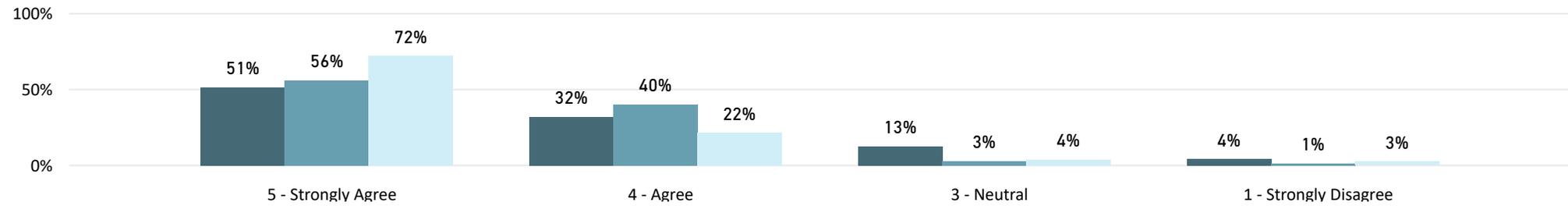


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	37	51%	42	56%	57	72%	136	60%
4 - Agree	23	32%	30	40%	17	22%	70	31%
3 - Neutral	9	13%	2	3%	3	4%	14	6%
1 - Strongly Disagree	3	4%	1	1%	2	3%	6	3%
Total	72	100%	75	100%	79	100%	226	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

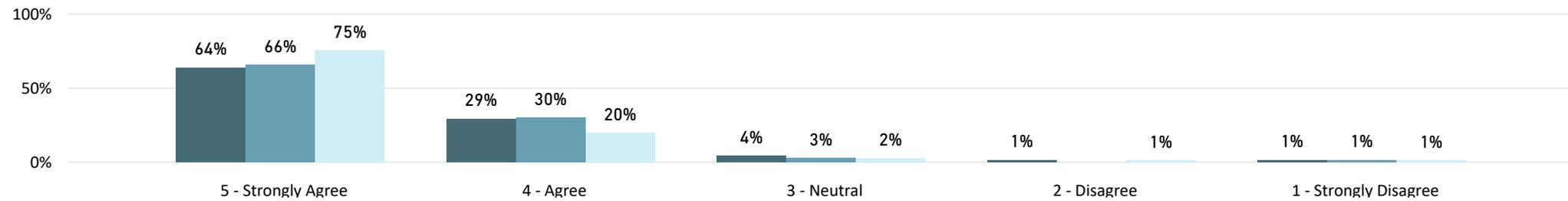


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	46	64%	48	66%	61	75%	155	69%
4 - Agree	21	29%	22	30%	16	20%	59	26%
3 - Neutral	3	4%	2	3%	2	2%	7	3%
2 - Disagree	1	1%			1	1%	2	1%
1 - Strongly Disagree	1	1%	1	1%	1	1%	3	1%
Total	72	100%	73	100%	81	100%	226	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

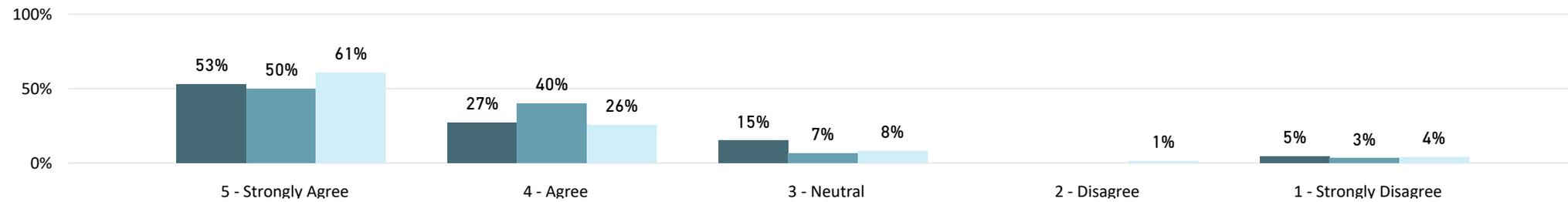


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	35	53%	30	50%	45	61%	110	55%
4 - Agree	18	27%	24	40%	19	26%	61	31%
3 - Neutral	10	15%	4	7%	6	8%	20	10%
2 - Disagree					1	1%	1	1%
1 - Strongly Disagree	3	5%	2	3%	3	4%	8	4%
Total	66	100%	60	100%	74	100%	200	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

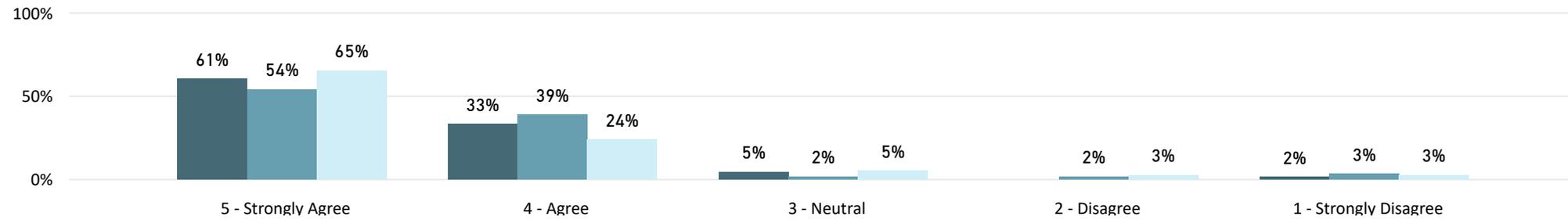


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	40	61%	32	54%	49	65%	121	61%
4 - Agree	22	33%	23	39%	18	24%	63	32%
3 - Neutral	3	5%	1	2%	4	5%	8	4%
2 - Disagree			1	2%	2	3%	3	2%
1 - Strongly Disagree	1	2%	2	3%	2	3%	5	3%
Total	66	100%	59	100%	75	100%	200	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

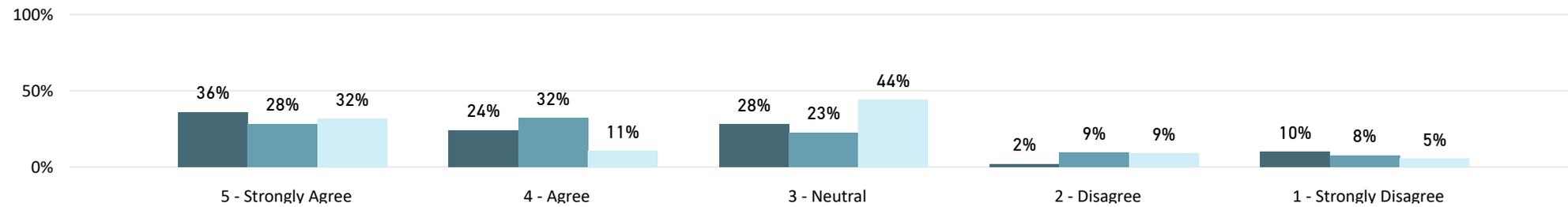


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	18	36%	15	28%	18	32%	51	32%
4 - Agree	12	24%	17	32%	6	11%	35	22%
3 - Neutral	14	28%	12	23%	25	44%	51	32%
2 - Disagree	1	2%	5	9%	5	9%	11	7%
1 - Strongly Disagree	5	10%	4	8%	3	5%	12	8%
Total	50	100%	53	100%	57	100%	160	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

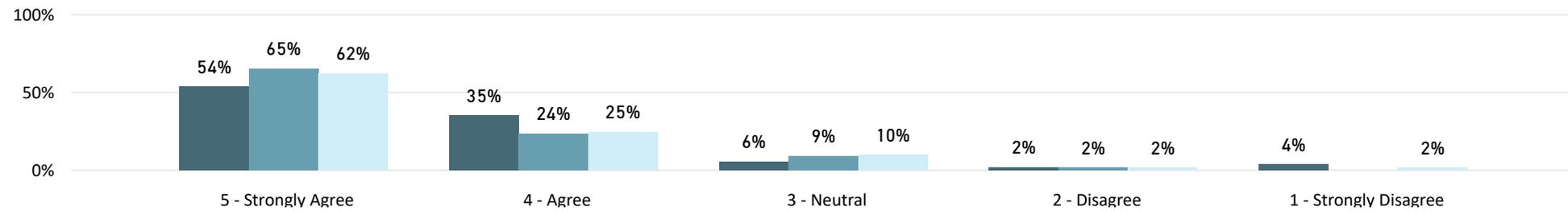


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 5 and 6 were directed to persons who were a party to the case.

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	29	54%	36	65%	38	62%	103	61%
4 - Agree	19	35%	13	24%	15	25%	47	28%
3 - Neutral	3	6%	5	9%	6	10%	14	8%
2 - Disagree	1	2%	1	2%	1	2%	3	2%
1 - Strongly Disagree	2	4%			1	2%	3	2%
Total	54	100%	55	100%	61	100%	170	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

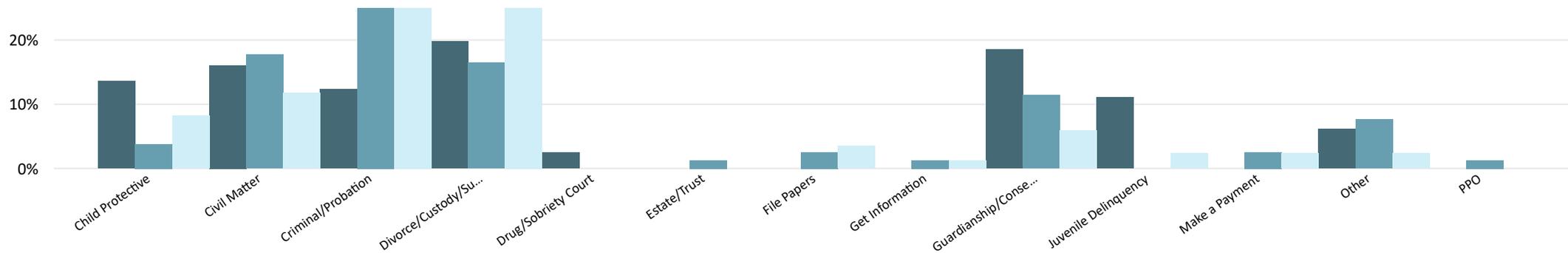
Race/Ethnicity



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
Child Protective	11	14%	3	4%	7	8%	21	9%
Civil Matter	13	16%	14	18%	10	12%	37	15%
Criminal/Probation	10	12%	27	34%	25	29%	62	25%
Divorce/Custody/Support	16	20%	13	16%	28	33%	57	23%
Drug/Sobriety Court	2	2%					2	1%
Estate/Trust			1	1%			1	0%
File Papers			2	3%	3	4%	5	2%
Get Information			1	1%	1	1%	2	1%
Guardianship/Conservatorship	15	19%	9	11%	5	6%	29	12%
Juvenile Delinquency	9	11%			2	2%	11	4%
Make a Payment			2	3%	2	2%	4	2%
Other	5	6%	6	8%	2	2%	13	5%
PPO			1	1%			1	0%
Total	81	100%	79	100%	85	100%	245	100%

County

Court

Subset

Survey Year

Role

Gender

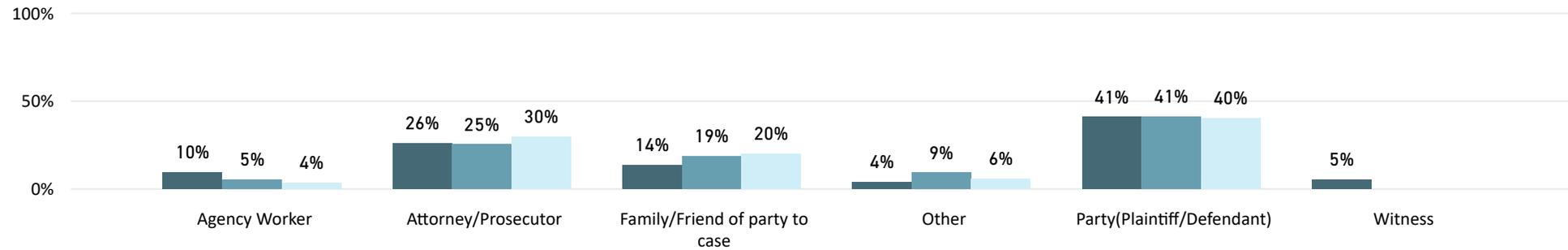
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

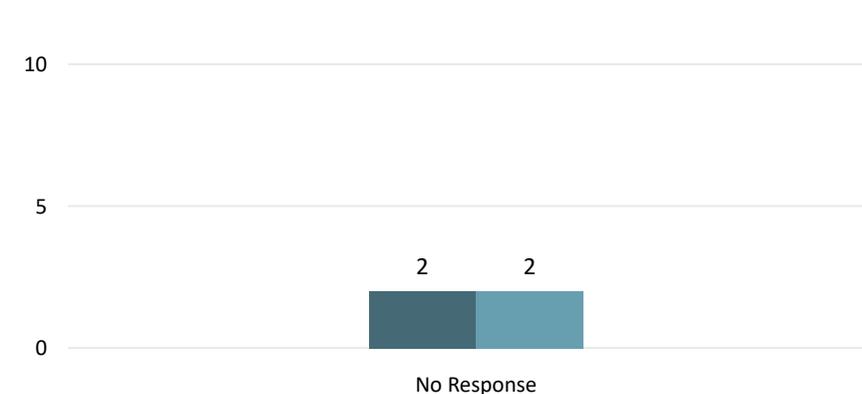


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	7	10%	4	5%	3	4%	14	6%
Attorney/Prosecutor	19	26%	19	25%	25	30%	63	27%
Family/Friend of party to case	10	14%	14	19%	17	20%	41	18%
Other	3	4%	7	9%	5	6%	15	6%
Party(Plaintiff/Defendant)	30	41%	31	41%	34	40%	95	41%
Witness	4	5%					4	2%
Total	73	100%	75	100%	84	100%	232	100%

8. No Response

SurveyYear ● 2015 ● 2016



County

Court

Subset

Survey Year

Type of Case

Gender

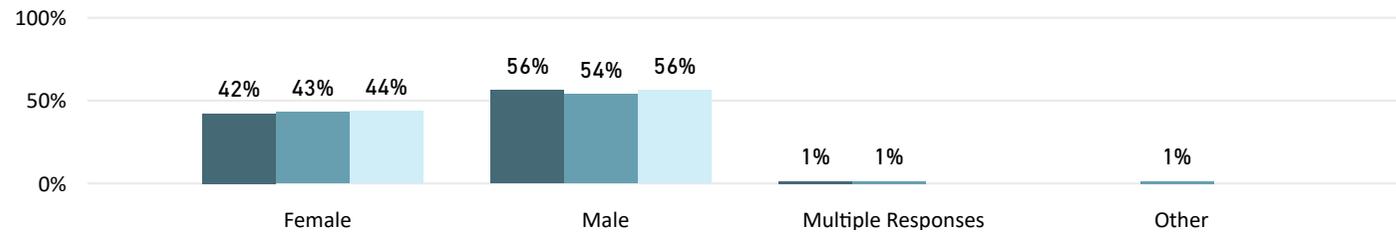
Race/Ethnicity



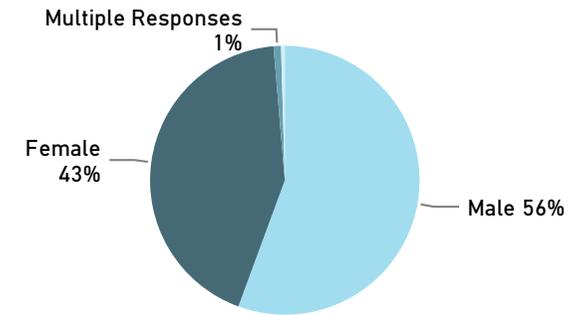
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

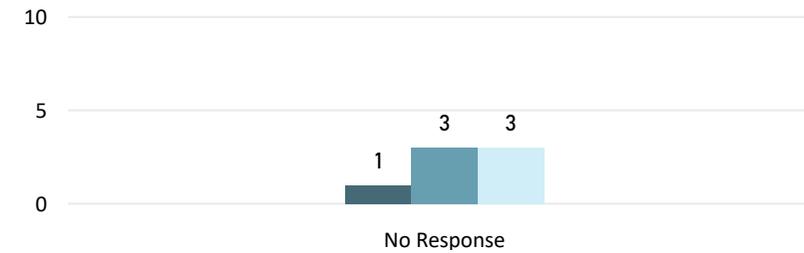


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	30	42%	32	43%	34	44%	96	43%
Male	40	56%	40	54%	44	56%	124	56%
Multiple Responses	1	1%	1	1%			2	1%
Other			1	1%			1	0%
Total	71	100%	74	100%	78	100%	223	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

EMMET

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

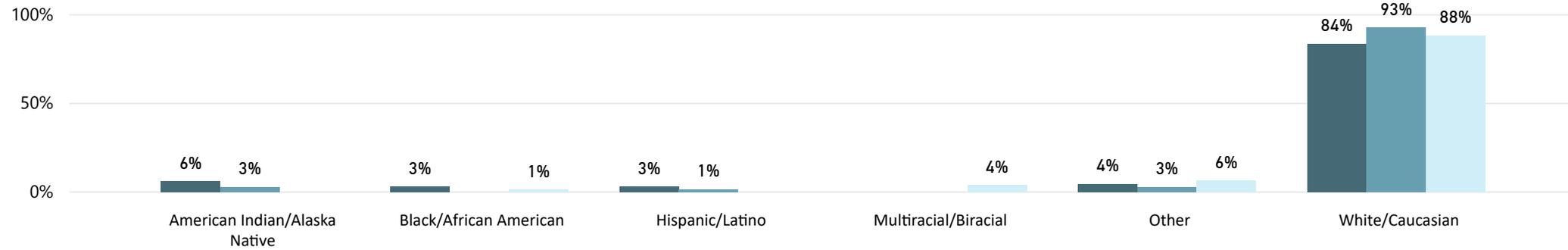
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	4	6%	2	3%	6	3%	6	3%
Black/African American	2	3%	1	1%	3	1%	3	1%
Hispanic/Latino	2	3%	1	1%	3	1%	3	1%
Multiracial/Biracial	3	4%	2	3%	5	6%	10	5%
Other	3	4%	2	3%	5	6%	10	5%
White/Caucasian	56	84%	64	93%	69	88%	189	88%
Total	67	100%	69	100%	78	100%	214	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

