

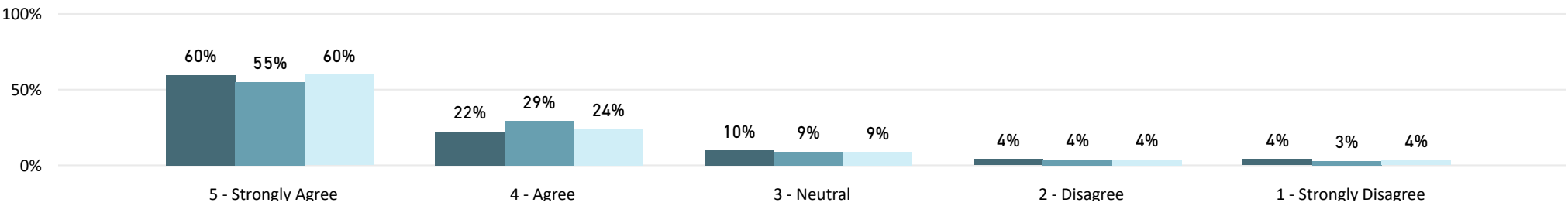


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	146	60%	177	55%	268	60%	591	58%
4 - Agree	55	22%	94	29%	108	24%	257	25%
3 - Neutral	24	10%	29	9%	39	9%	92	9%
2 - Disagree	10	4%	13	4%	17	4%	40	4%
1 - Strongly Disagree	10	4%	9	3%	16	4%	35	3%
Total	245	100%	322	100%	448	100%	1,015	100%

County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

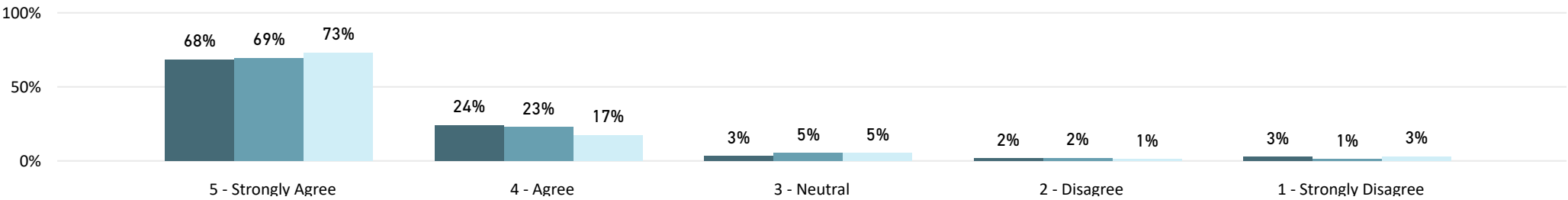


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	171	68%	223	69%	326	73%	720	71%
4 - Agree	60	24%	73	23%	78	17%	211	21%
3 - Neutral	8	3%	17	5%	24	5%	49	5%
2 - Disagree	4	2%	6	2%	5	1%	15	1%
1 - Strongly Disagree	7	3%	2	1%	13	3%	22	2%
Total	250	100%	321	100%	446	100%	1,017	100%

County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

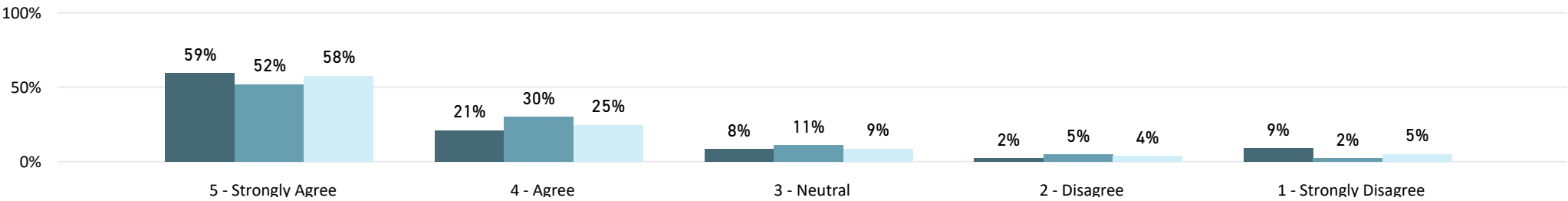


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 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	113	59%	138	52%	194	58%	445	56%
4 - Agree	40	21%	80	30%	83	25%	203	26%
3 - Neutral	16	8%	29	11%	29	9%	74	9%
2 - Disagree	4	2%	13	5%	13	4%	30	4%
1 - Strongly Disagree	17	9%	6	2%	17	5%	40	5%
Total	190	100%	266	100%	336	100%	792	100%

County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

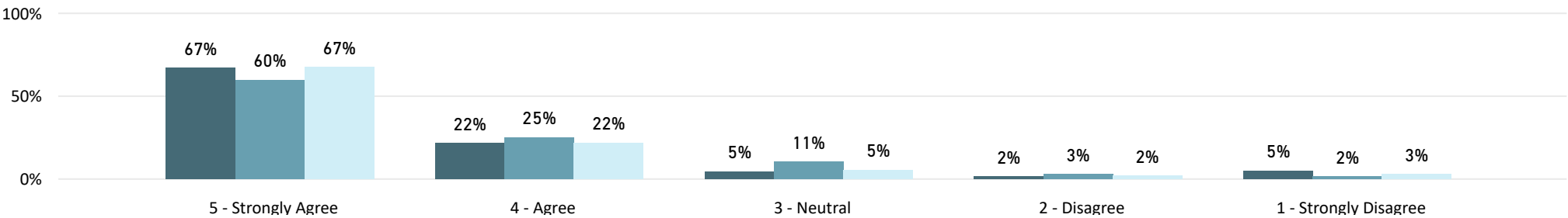


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	133	67%	159	60%	224	67%	516	65%
4 - Agree	43	22%	67	25%	73	22%	183	23%
3 - Neutral	9	5%	28	11%	18	5%	55	7%
2 - Disagree	3	2%	8	3%	7	2%	18	2%
1 - Strongly Disagree	10	5%	4	2%	10	3%	24	3%
Total	198	100%	266	100%	332	100%	796	100%

County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

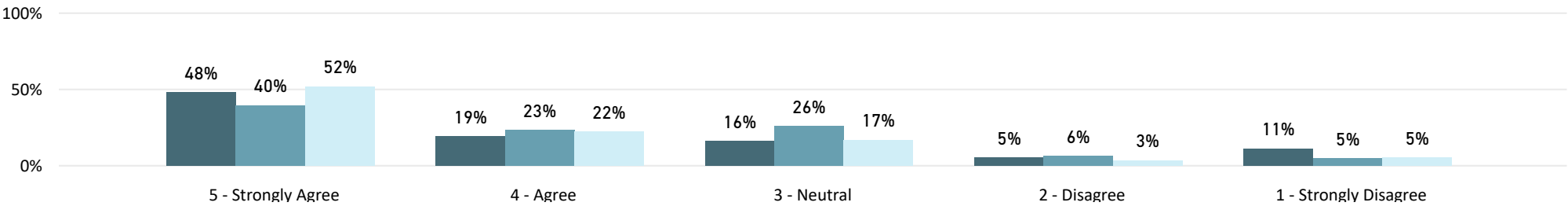


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 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	72	48%	81	40%	135	52%	288	47%
4 - Agree	29	19%	48	23%	58	22%	135	22%
3 - Neutral	24	16%	53	26%	44	17%	121	20%
2 - Disagree	8	5%	13	6%	9	3%	30	5%
1 - Strongly Disagree	17	11%	10	5%	14	5%	41	7%
Total	150	100%	205	100%	260	100%	615	100%

County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

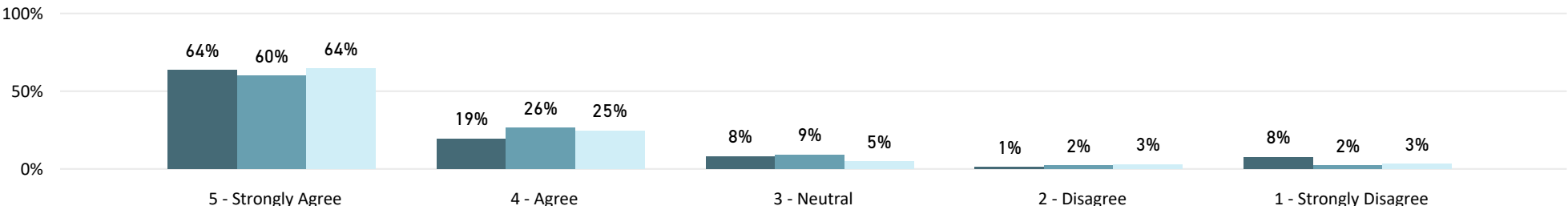


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
Understand	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	101	64%	131	60%	178	64%	410	63%
4 - Agree	31	19%	58	26%	68	25%	157	24%
3 - Neutral	13	8%	20	9%	13	5%	46	7%
2 - Disagree	2	1%	5	2%	8	3%	15	2%
1 - Strongly Disagree	12	8%	5	2%	9	3%	26	4%
Total	159	100%	219	100%	276	100%	654	100%

County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

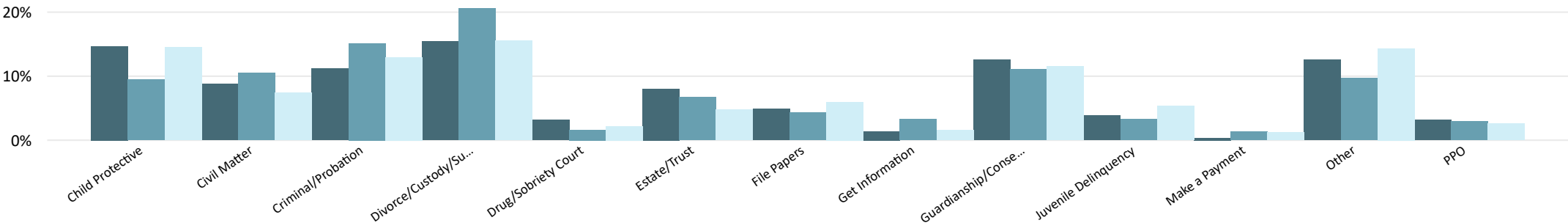
All



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	2015		2016		2018		Total	
TypeOfCase	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Child Protective	42	15%	35	9%	73	15%	150	13%
Civil Matter	25	9%	39	11%	37	7%	101	9%
Criminal/Probation	32	11%	56	15%	65	13%	153	13%
Divorce/Custody/Support	44	15%	76	21%	78	16%	198	17%
Drug/Sobriety Court	9	3%	6	2%	11	2%	26	2%
Estate/Trust	23	8%	25	7%	24	5%	72	6%
File Papers	14	5%	16	4%	30	6%	60	5%
Get Information	4	1%	12	3%	8	2%	24	2%
Guardianship/Conservatorship	36	13%	41	11%	58	12%	135	12%
Juvenile Delinquency	11	4%	12	3%	27	5%	50	4%
Make a Payment	1	0%	5	1%	6	1%	12	1%
Other	36	13%	36	10%	72	14%	144	12%
PPO	9	3%	11	3%	13	3%	33	3%
Total	286	100%	370	100%	502	100%	1,158	100%

County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

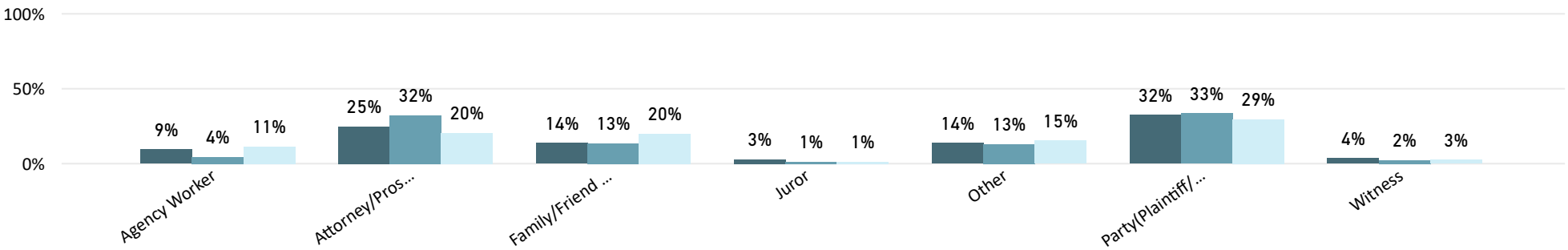
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

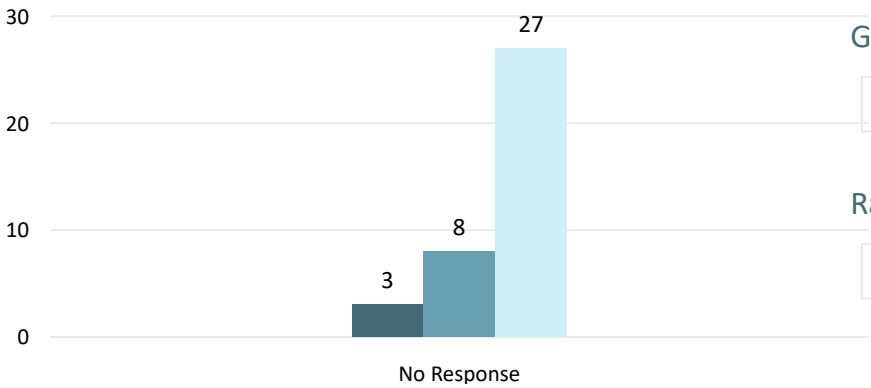


8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		Total	
WhoRole	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	24	9%	15	4%	51	11%	90	9%
Attorney/Prosecutor	63	25%	110	32%	92	20%	265	25%
Family/Friend of party to case	35	14%	46	13%	90	20%	171	16%
Juror	7	3%	4	1%	4	1%	15	1%
Other	35	14%	44	13%	70	15%	149	14%
Party(Plaintiff/Defendant)	83	32%	114	33%	133	29%	330	31%
Witness	9	4%	8	2%	12	3%	29	3%
Total	256	100%	341	100%	452	100%	1,049	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

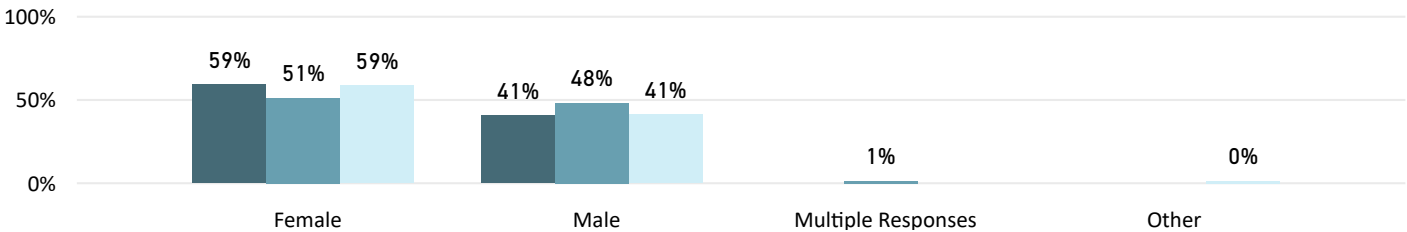
All



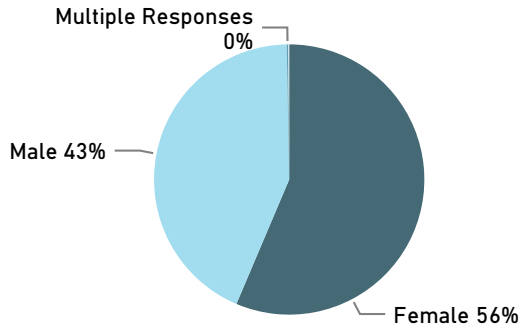
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: 2015 2016 2018



9. What is your gender?

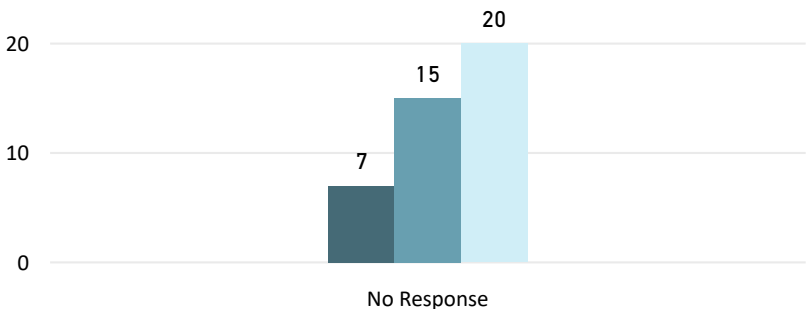


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	147	59%	164	51%	263	59%	574	56%
Male	101	41%	155	48%	185	41%	441	43%
Multiple Responses			2	1%			2	0%
Other					1	0%	1	0%
Total	248	100%	321	100%	449	100%	1,018	100%

9. No Responses

Gender Type: 2015 2016 2018



County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

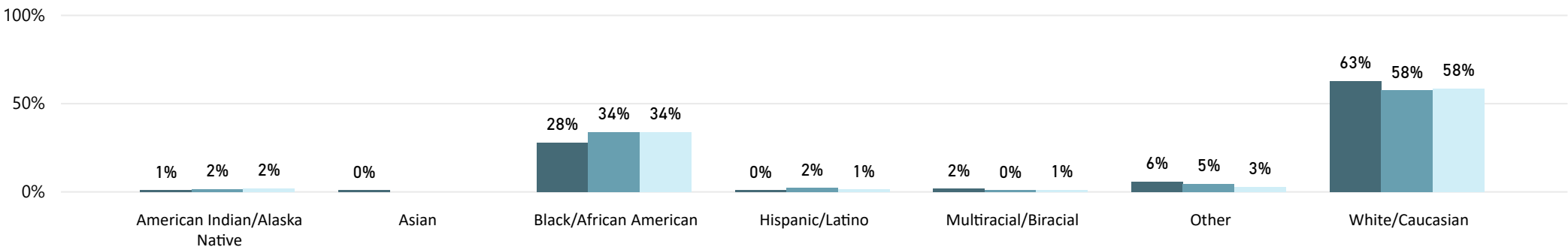
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

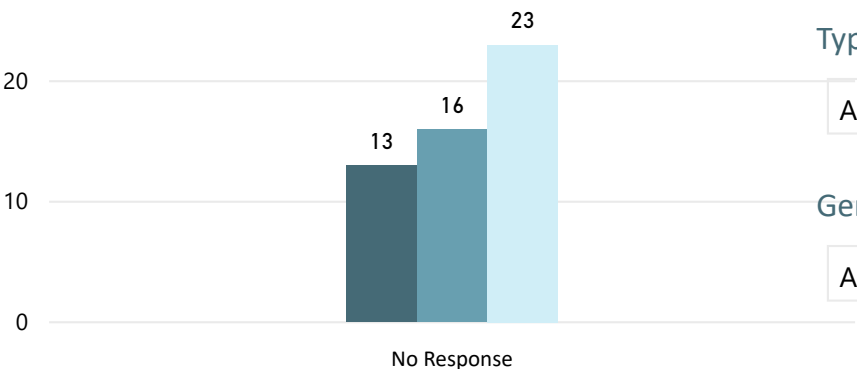


10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
RaceIdentity	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	2	1%	5	2%	9	2%	16	2%
Asian	1	0%					1	0%
Black/African American	64	28%	105	34%	149	34%	318	33%
Hispanic/Latino	1	0%	7	2%	6	1%	14	1%
Multiracial/Biracial	4	2%	1	0%	5	1%	10	1%
Other	13	6%	14	5%	13	3%	40	4%
White/Caucasian	144	63%	179	58%	256	58%	579	59%
Total	229	100%	311	100%	438	100%	978	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018



County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All