

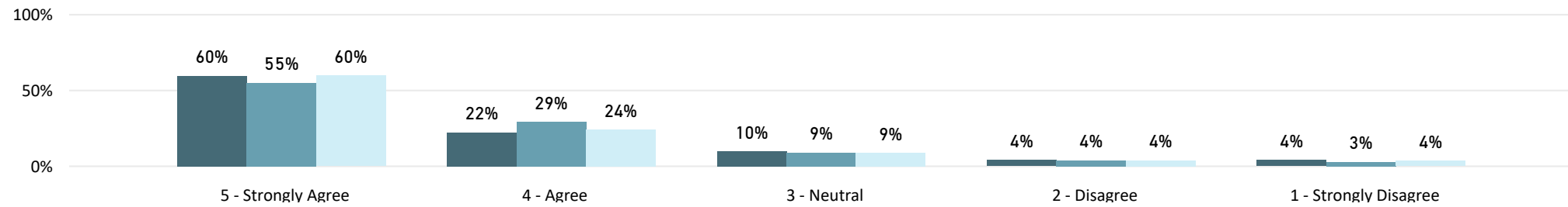


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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%
<b>Total</b>	<b>245</b>	<b>100%</b>	<b>322</b>	<b>100%</b>	<b>448</b>	<b>100%</b>	<b>1,015</b>	<b>100%</b>

County

GENESEEE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

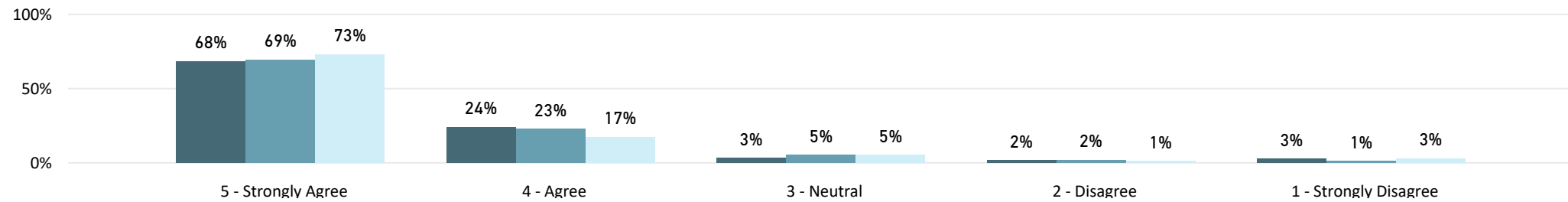


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 CourtesyStaff	2015		2016		2018		Total	
	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%
<b>Total</b>	<b>250</b>	<b>100%</b>	<b>321</b>	<b>100%</b>	<b>446</b>	<b>100%</b>	<b>1,017</b>	<b>100%</b>

County

GENESEEE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

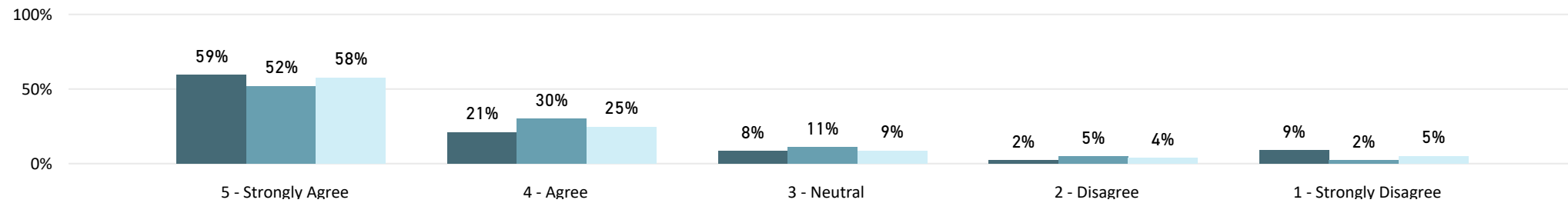


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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%
<b>Total</b>	<b>190</b>	<b>100%</b>	<b>266</b>	<b>100%</b>	<b>336</b>	<b>100%</b>	<b>792</b>	<b>100%</b>

County

GENESEEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

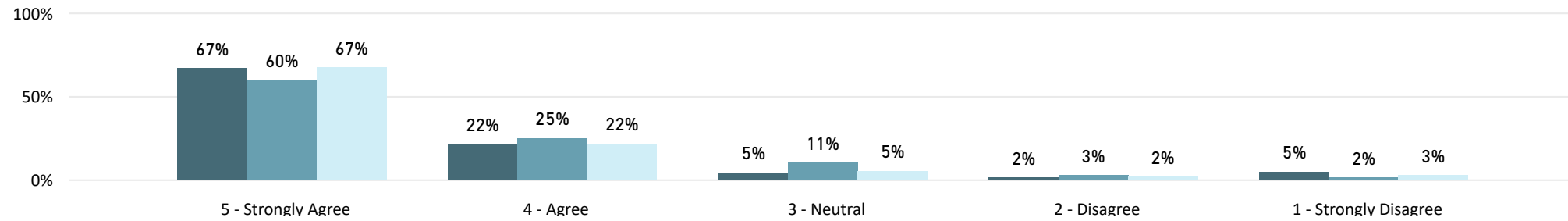


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	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%
<b>Total</b>	<b>198</b>	<b>100%</b>	<b>266</b>	<b>100%</b>	<b>332</b>	<b>100%</b>	<b>796</b>	<b>100%</b>

County

GENESEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

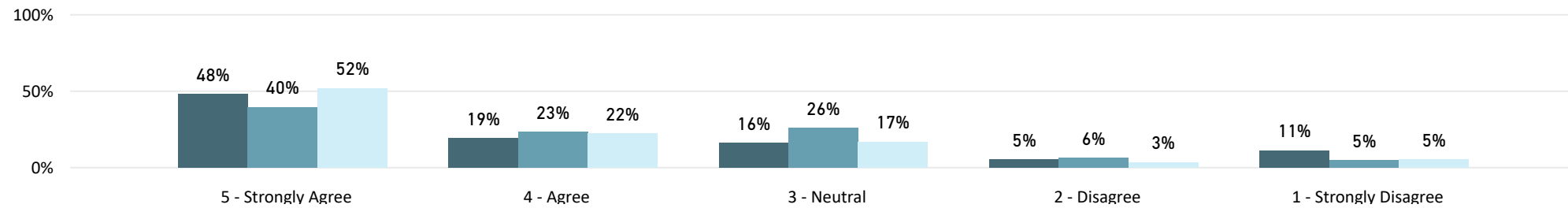


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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%
<b>Total</b>	<b>150</b>	<b>100%</b>	<b>205</b>	<b>100%</b>	<b>260</b>	<b>100%</b>	<b>615</b>	<b>100%</b>

County

GENESEEE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

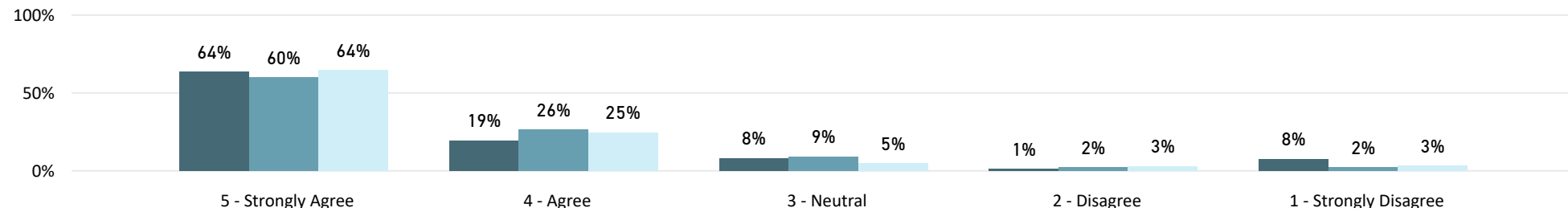


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	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%
<b>Total</b>	<b>159</b>	<b>100%</b>	<b>219</b>	<b>100%</b>	<b>276</b>	<b>100%</b>	<b>654</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

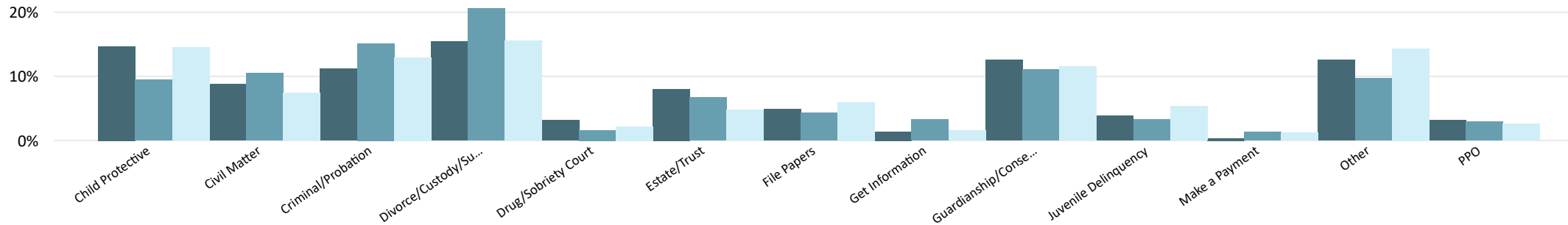
Race/Ethnicity



# 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
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%
<b>Total</b>	<b>286</b>	<b>100%</b>	<b>370</b>	<b>100%</b>	<b>502</b>	<b>100%</b>	<b>1,158</b>	<b>100%</b>

County

GENESEEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

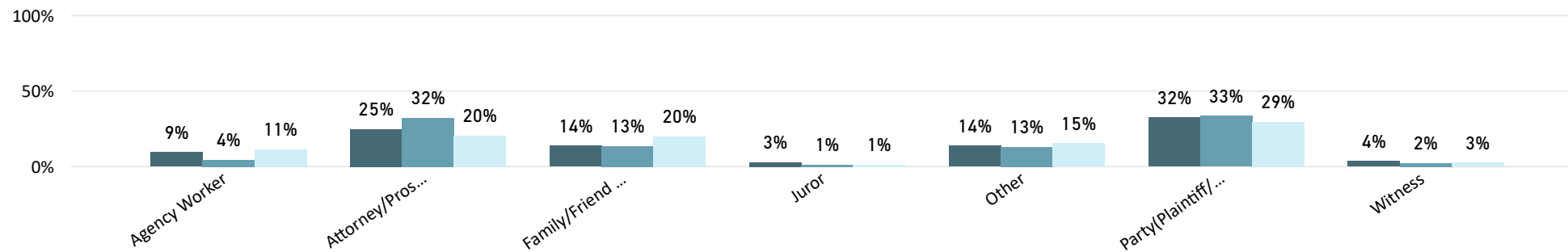
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018

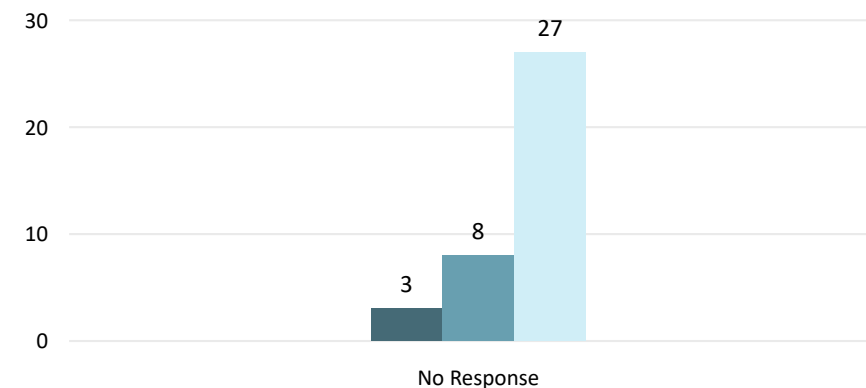


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	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%
<b>Total</b>	<b>256</b>	<b>100%</b>	<b>341</b>	<b>100%</b>	<b>452</b>	<b>100%</b>	<b>1,049</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

GENESEEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

All

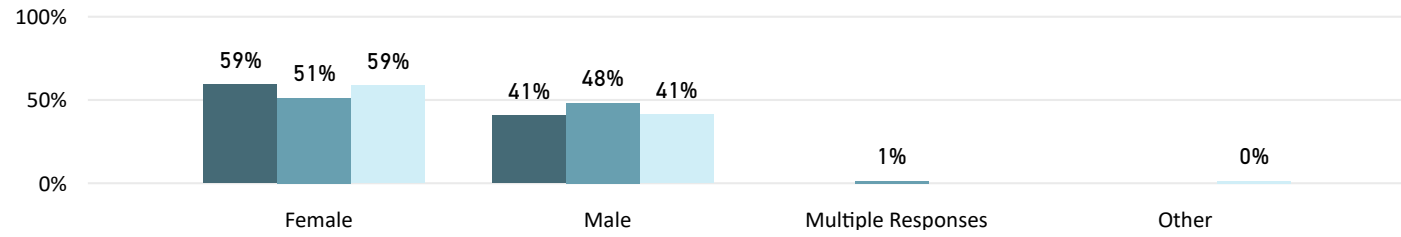




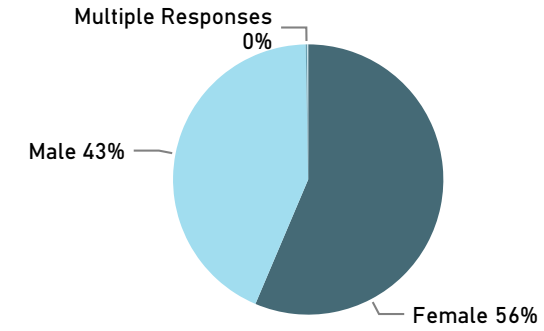
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

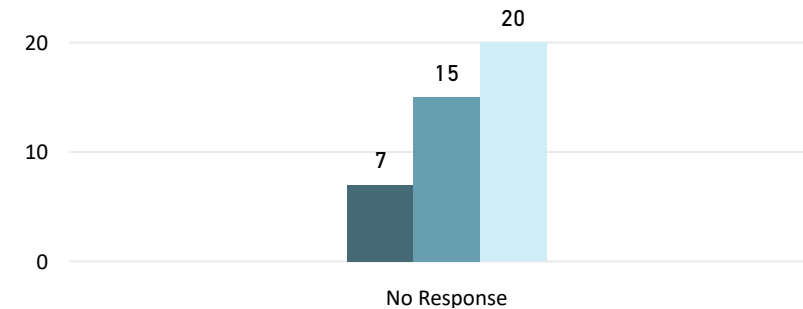


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	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%
<b>Total</b>	<b>248</b>	<b>100%</b>	<b>321</b>	<b>100%</b>	<b>449</b>	<b>100%</b>	<b>1,018</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

GENESEEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

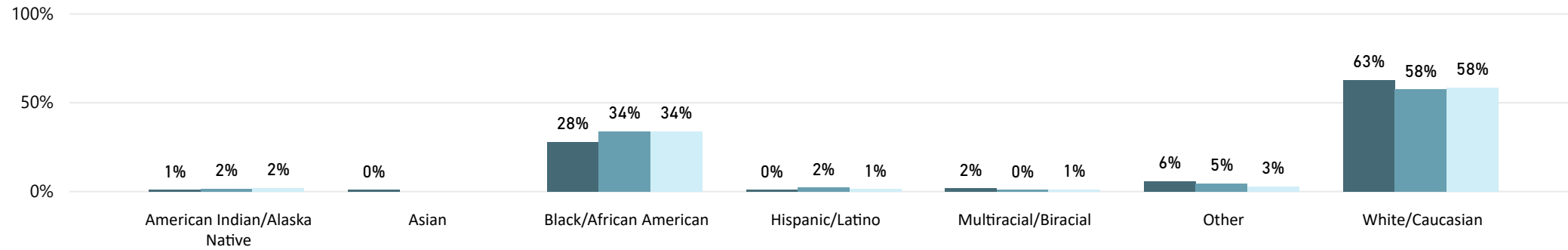
All

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	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%
<b>Total</b>	<b>229</b>	<b>100%</b>	<b>311</b>	<b>100%</b>	<b>438</b>	<b>100%</b>	<b>978</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

