

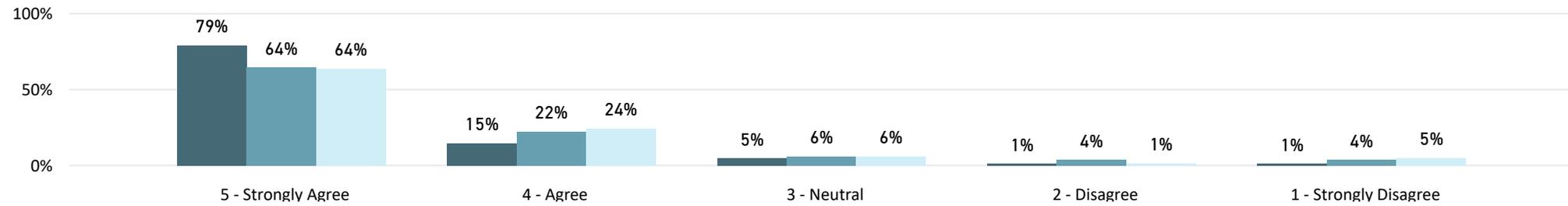


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	103	79%	89	64%	134	64%	326	68%
4 - Agree	19	15%	31	22%	51	24%	101	21%
3 - Neutral	6	5%	8	6%	12	6%	26	5%
2 - Disagree	1	1%	5	4%	3	1%	9	2%
1 - Strongly Disagree	1	1%	5	4%	10	5%	16	3%
<b>Total</b>	<b>130</b>	<b>100%</b>	<b>138</b>	<b>100%</b>	<b>210</b>	<b>100%</b>	<b>478</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 ▾

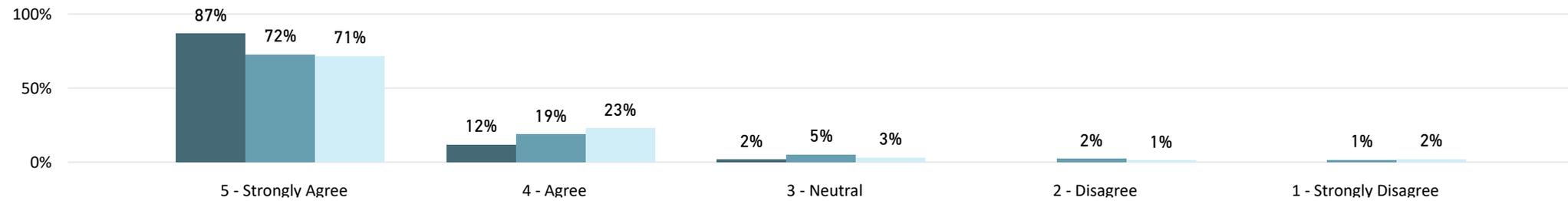


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	2015		2016		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	112	87%	100	72%	148	71%	360	76%
4 - Agree	15	12%	26	19%	47	23%	88	19%
3 - Neutral	2	2%	7	5%	6	3%	15	3%
2 - Disagree			3	2%	2	1%	5	1%
1 - Strongly Disagree			2	1%	4	2%	6	1%
<b>Total</b>	<b>129</b>	<b>100%</b>	<b>138</b>	<b>100%</b>	<b>207</b>	<b>100%</b>	<b>474</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

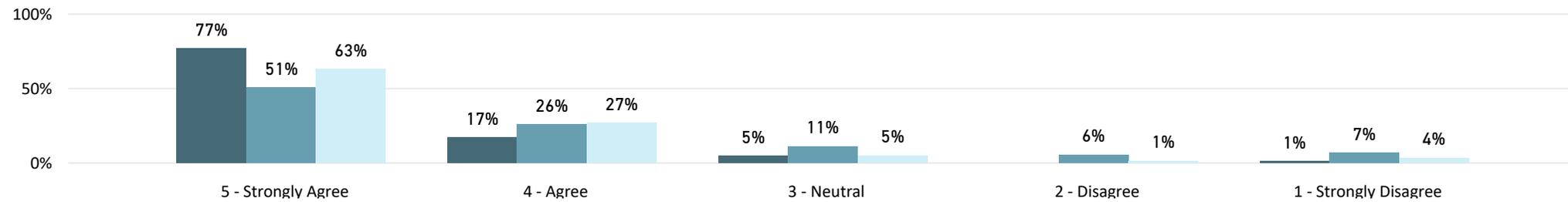


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	63	77%	45	51%	89	63%	197	63%
4 - Agree	14	17%	23	26%	38	27%	75	24%
3 - Neutral	4	5%	10	11%	7	5%	21	7%
2 - Disagree			5	6%	2	1%	7	2%
1 - Strongly Disagree	1	1%	6	7%	5	4%	12	4%
<b>Total</b>	<b>82</b>	<b>100%</b>	<b>89</b>	<b>100%</b>	<b>141</b>	<b>100%</b>	<b>312</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

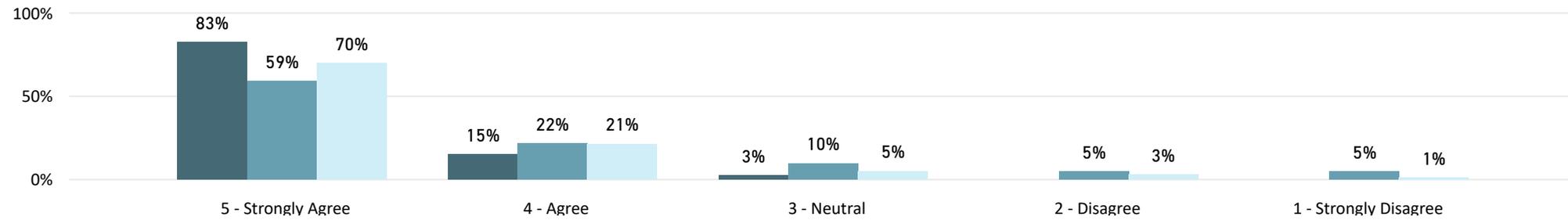


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	66	83%	49	59%	95	70%	210	70%
4 - Agree	12	15%	18	22%	29	21%	59	20%
3 - Neutral	2	3%	8	10%	7	5%	17	6%
2 - Disagree			4	5%	4	3%	8	3%
1 - Strongly Disagree			4	5%	1	1%	5	2%
<b>Total</b>	<b>80</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>136</b>	<b>100%</b>	<b>299</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

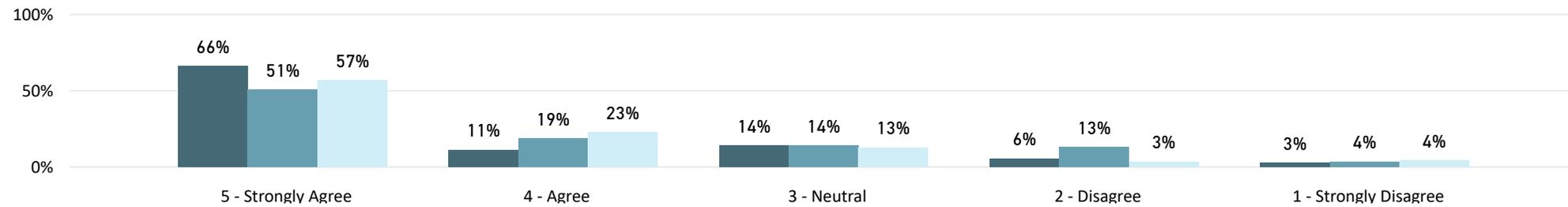


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

## 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	47	66%	43	51%	67	57%	157	57%
4 - Agree	8	11%	16	19%	27	23%	51	19%
3 - Neutral	10	14%	12	14%	15	13%	37	14%
2 - Disagree	4	6%	11	13%	4	3%	19	7%
1 - Strongly Disagree	2	3%	3	4%	5	4%	10	4%
<b>Total</b>	<b>71</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>118</b>	<b>100%</b>	<b>274</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

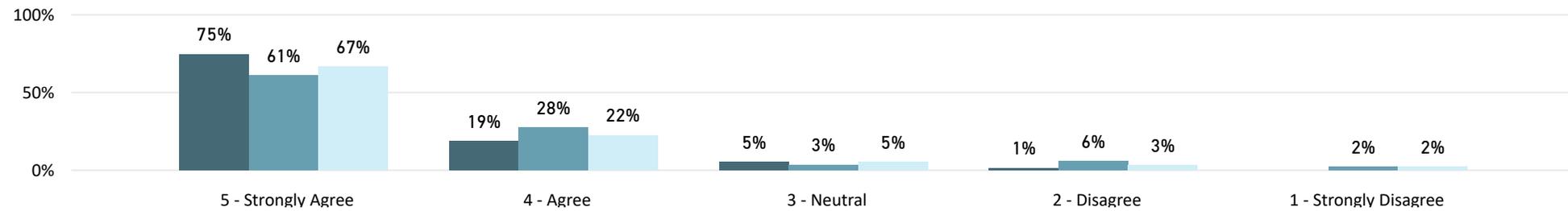


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	56	75%	53	61%	86	67%	195	67%
4 - Agree	14	19%	24	28%	29	22%	67	23%
3 - Neutral	4	5%	3	3%	7	5%	14	5%
2 - Disagree	1	1%	5	6%	4	3%	10	3%
1 - Strongly Disagree			2	2%	3	2%	5	2%
<b>Total</b>	<b>75</b>	<b>100%</b>	<b>87</b>	<b>100%</b>	<b>129</b>	<b>100%</b>	<b>291</b>	<b>100%</b>

County

GENESEEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

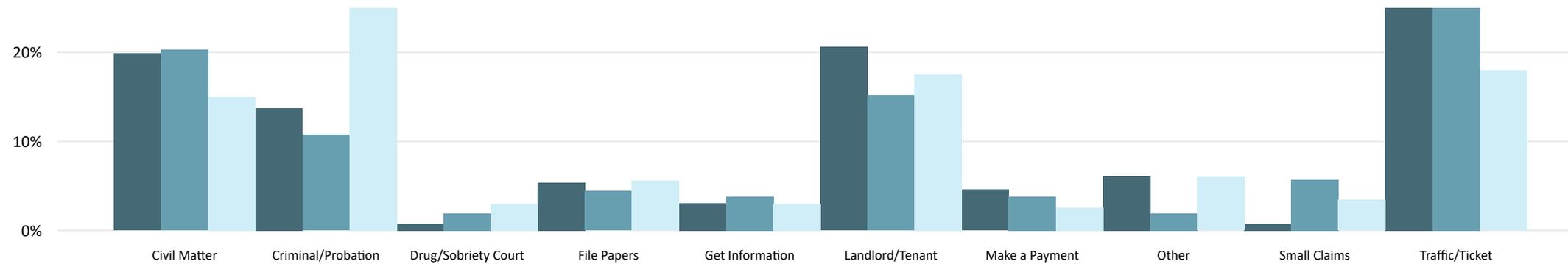
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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	26	20%	32	20%	35	15%	93	18%
Criminal/Probation	18	14%	17	11%	61	26%	96	18%
Drug/Sobriety Court	1	1%	3	2%	7	3%	11	2%
File Papers	7	5%	7	4%	13	6%	27	5%
Get Information	4	3%	6	4%	7	3%	17	3%
Landlord/Tenant	27	21%	24	15%	41	18%	92	18%
Make a Payment	6	5%	6	4%	6	3%	18	3%
Other	8	6%	3	2%	14	6%	25	5%
Small Claims	1	1%	9	6%	8	3%	18	3%
Traffic/Ticket	33	25%	51	32%	42	18%	126	24%
<b>Total</b>	<b>131</b>	<b>100%</b>	<b>158</b>	<b>100%</b>	<b>234</b>	<b>100%</b>	<b>523</b>	<b>100%</b>

County

GENESEEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

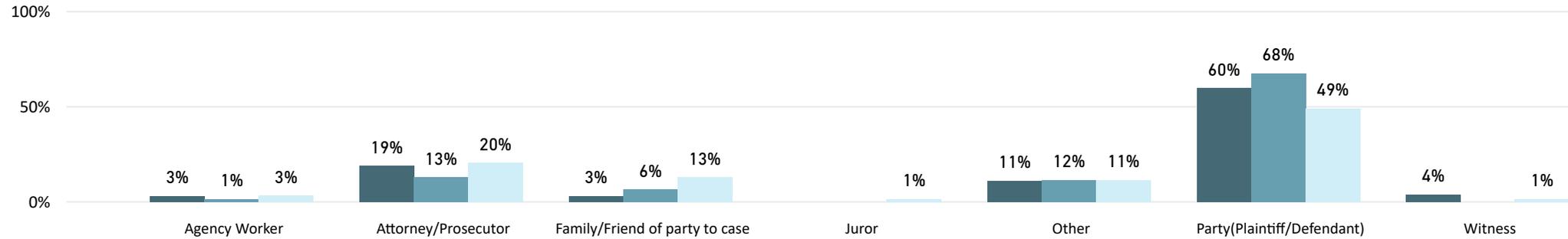
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

GENESEEE

Court

(Multiple Selections)

Subset

All

Survey Year

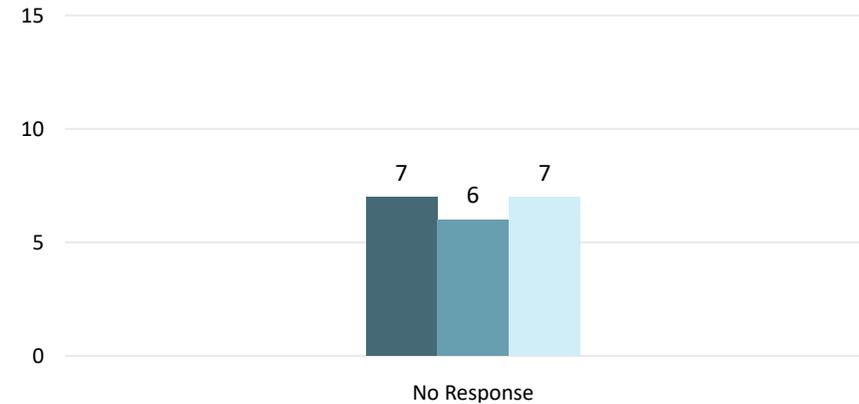
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	4	3%	2	1%	7	3%	13	3%
Attorney/Prosecutor	24	19%	18	13%	43	20%	85	18%
Family/Friend of party to case	4	3%	9	6%	27	13%	40	8%
Juror					3	1%	3	1%
Other	14	11%	16	12%	24	11%	54	11%
Party(Plaintiff/Defendant)	76	60%	94	68%	103	49%	273	57%
Witness	5	4%			3	1%	8	2%
<b>Total</b>	<b>127</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>210</b>	<b>100%</b>	<b>476</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

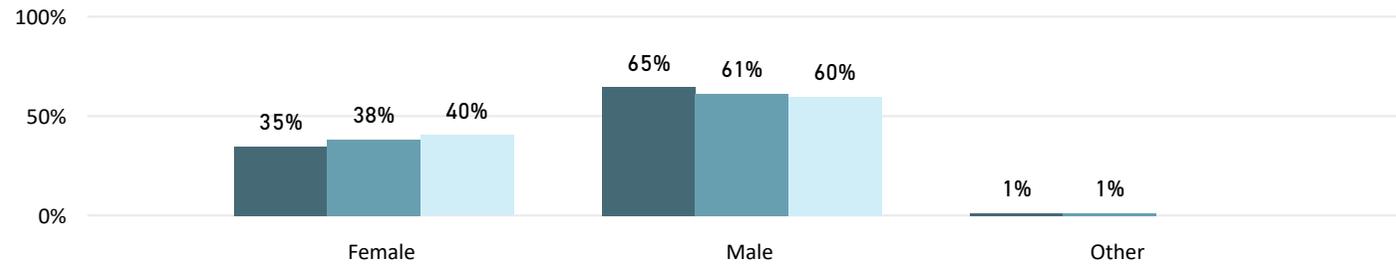
All



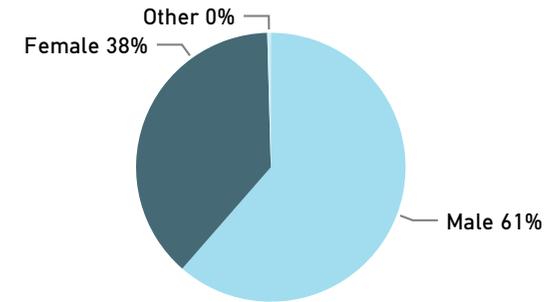
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

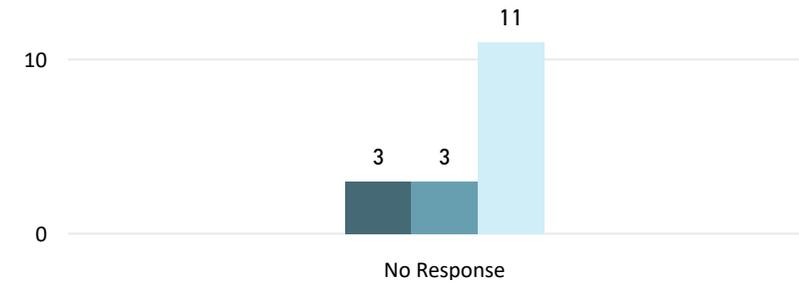


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	44	35%	53	38%	82	40%	179	38%
Male	82	65%	85	61%	121	60%	288	61%
Other	1	1%	1	1%			2	0%
<b>Total</b>	<b>127</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>203</b>	<b>100%</b>	<b>469</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

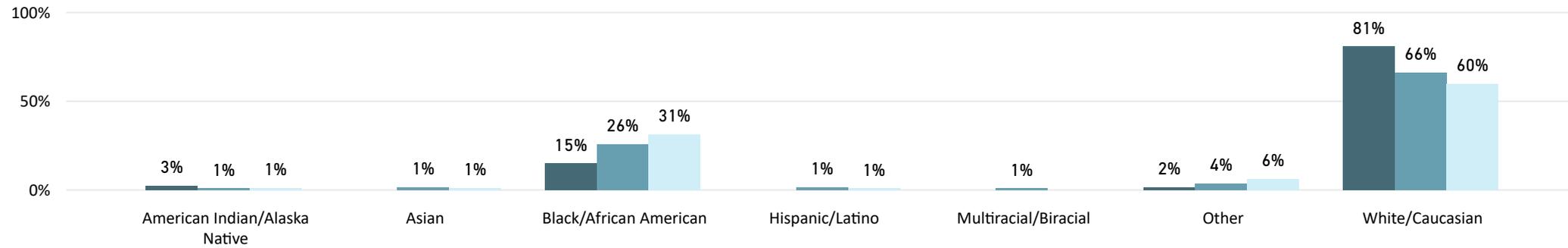
All

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	3	3%	1	1%	2	1%	6	1%
Asian			2	1%	2	1%	4	1%
Black/African American	18	15%	36	26%	60	31%	114	25%
Hispanic/Latino			2	1%	1	1%	3	1%
Multiracial/Biracial			1	1%			1	0%
Other	2	2%	5	4%	12	6%	19	4%
White/Caucasian	97	81%	92	66%	115	60%	304	67%
<b>Total</b>	<b>120</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>192</b>	<b>100%</b>	<b>451</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

