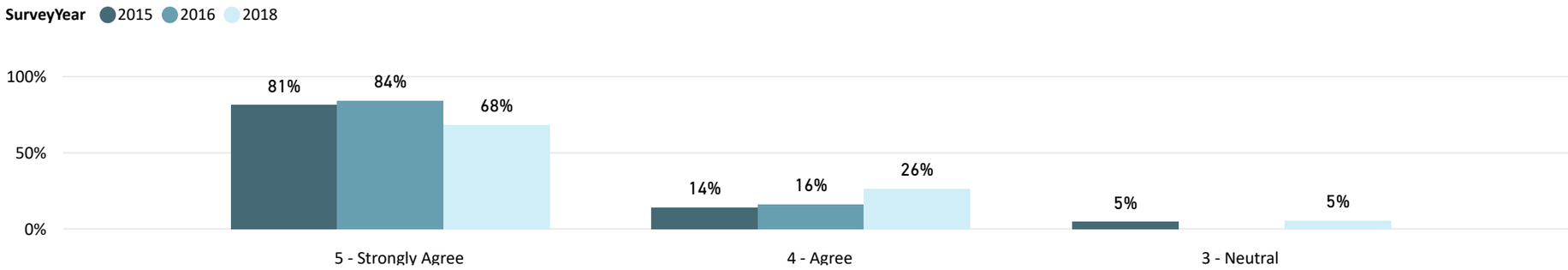
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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.



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	35	81%	21	84%	26	68%	**82**	**77%**
4 - Agree	6	14%	4	16%	10	26%	**20**	**19%**
3 - Neutral	2	5%			2	5%	**4**	**4%**
Total	**43**	**100%**	**25**	**100%**	**38**	**100%**	**106**	**100%**

County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

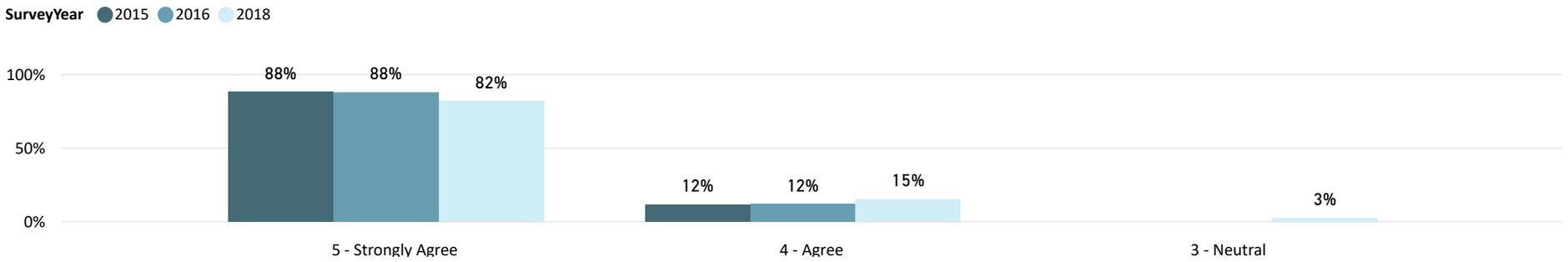
Race/Ethnicity

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.



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	38	88%	22	88%	32	82%	**92**	**86%**
4 - Agree	5	12%	3	12%	6	15%	**14**	**13%**
3 - Neutral					1	3%	**1**	**1%**
Total	**43**	**100%**	**25**	**100%**	**39**	**100%**	**107**	**100%**

County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

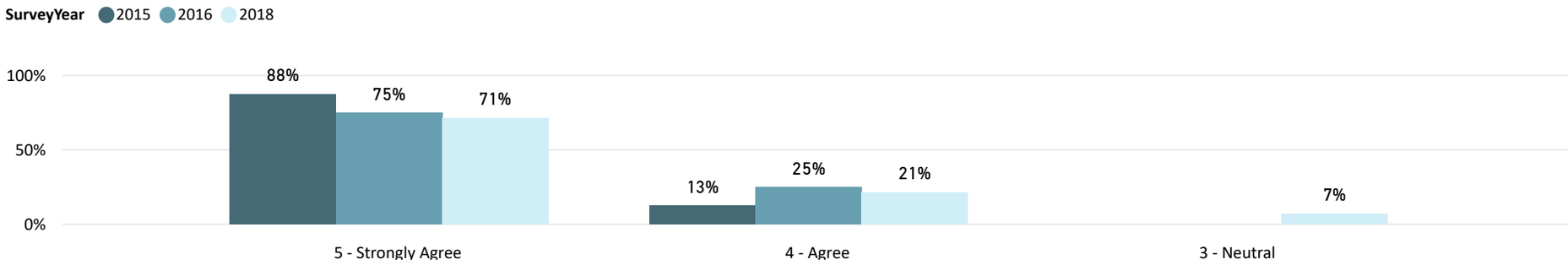
Race/Ethnicity

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.



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	28	88%	9	75%	10	71%	**47**	**81%**
4 - Agree	4	13%	3	25%	3	21%	**10**	**17%**
3 - Neutral					1	7%	**1**	**2%**
Total	**32**	**100%**	**12**	**100%**	**14**	**100%**	**58**	**100%**

County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

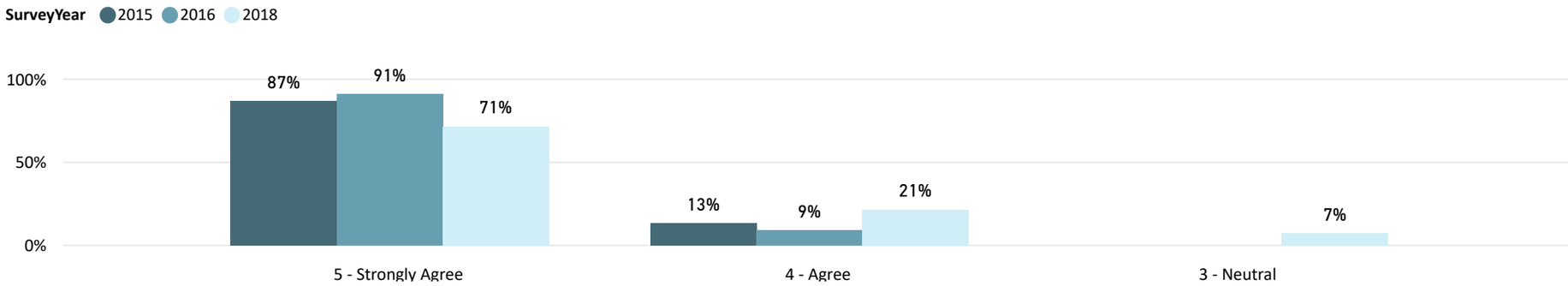
Race/Ethnicity

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.



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	26	87%	10	91%	10	71%	**46**	**84%**
4 - Agree	4	13%	1	9%	3	21%	**8**	**15%**
3 - Neutral					1	7%	**1**	**2%**
Total	**30**	**100%**	**11**	**100%**	**14**	**100%**	**55**	**100%**

County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

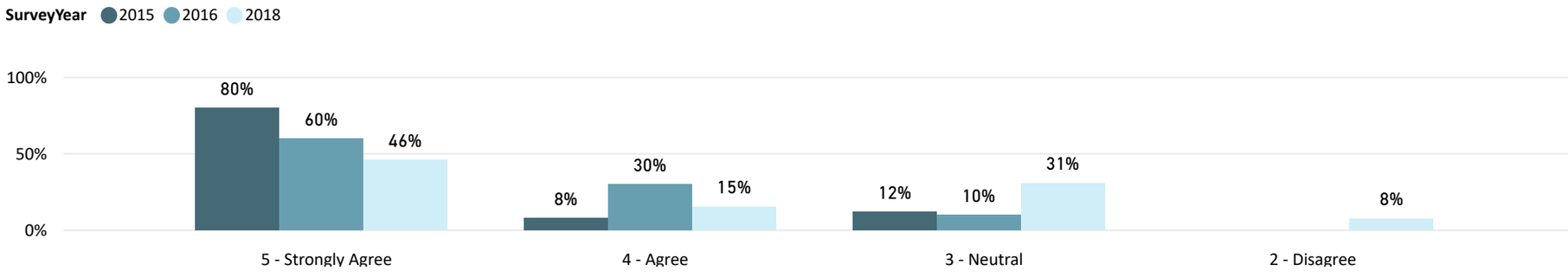
Race/Ethnicity

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.



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	20	80%	6	60%	6	46%	**32**	**67%**
4 - Agree	2	8%	3	30%	2	15%	**7**	**15%**
3 - Neutral	3	12%	1	10%	4	31%	**8**	**17%**
2 - Disagree					1	8%	**1**	**2%**
Total	**25**	**100%**	**10**	**100%**	**13**	**100%**	**48**	**100%**

County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

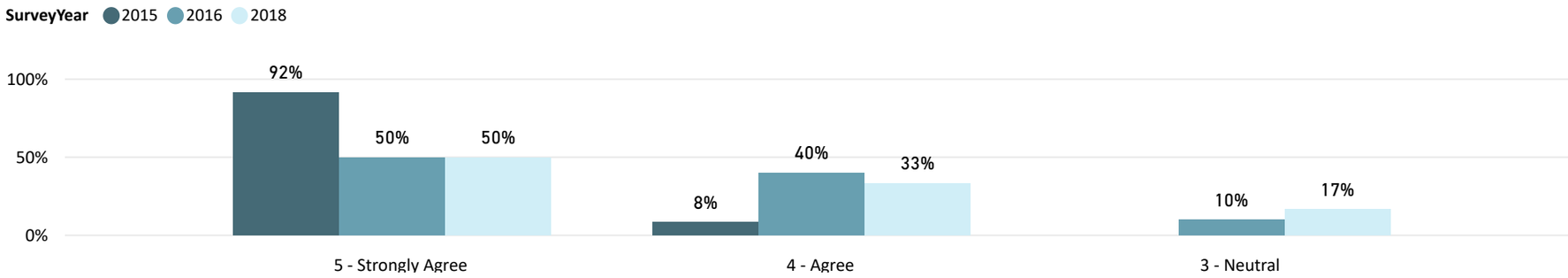
Race/Ethnicity

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.



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	22	92%	5	50%	6	50%	**33**	**72%**
4 - Agree	2	8%	4	40%	4	33%	**10**	**22%**
3 - Neutral			1	10%	2	17%	**3**	**7%**
Total	**24**	**100%**	**10**	**100%**	**12**	**100%**	**46**	**100%**

County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

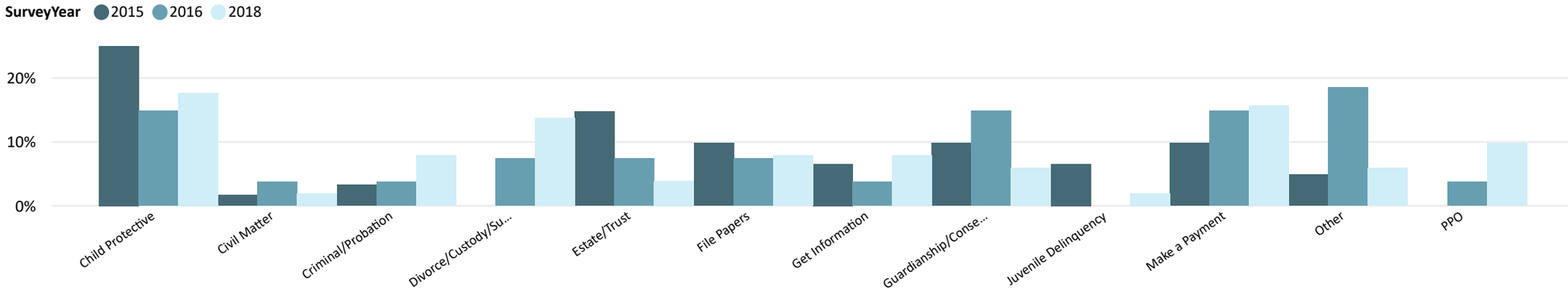
All

Race/Ethnicity

All

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

7. What type of case brought you to the courthouse today (All that apply)?



County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

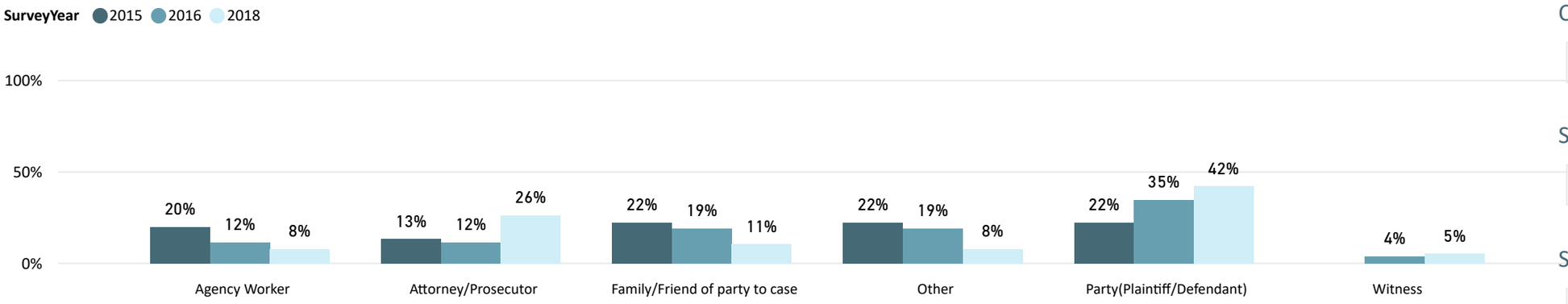
All

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	20	33%	4	15%	9	18%	**33**	**24%**
Civil Matter	1	2%	1	4%	1	2%	**3**	**2%**
Criminal/Probation	2	3%	1	4%	4	8%	**7**	**5%**
Divorce/Custody/Support			2	7%	7	14%	**9**	**6%**
Estate/Trust	9	15%	2	7%	2	4%	**13**	**9%**
File Papers	6	10%	2	7%	4	8%	**12**	**9%**
Get Information	4	7%	1	4%	4	8%	**9**	**6%**
Guardianship/Conservatorship	6	10%	4	15%	3	6%	**13**	**9%**
Juvenile Delinquency	4	7%			1	2%	**5**	**4%**
Make a Payment	6	10%	4	15%	8	16%	**18**	**13%**
Other	3	5%	5	19%	3	6%	**11**	**8%**
PPO			1	4%	5	10%	**6**	**4%**
Total	**61**	**100%**	**27**	**100%**	**51**	**100%**	**139**	**100%**

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

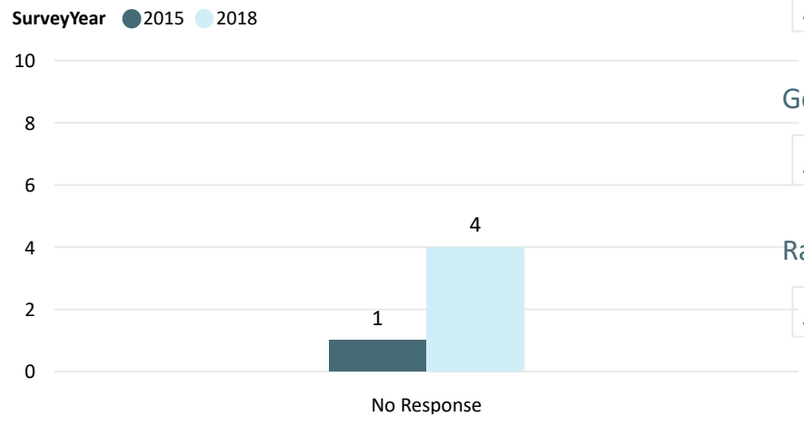
8. Who are you (All that apply)?



8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		**Total**	
WhoRole	Count	Percent	Count	Percent	Count	Percent	**Count**	**Percent**
Agency Worker	9	20%	3	12%	3	8%	**15**	**14%**
Attorney/Prosecutor	6	13%	3	12%	10	26%	**19**	**17%**
Family/Friend of party to case	10	22%	5	19%	4	11%	**19**	**17%**
Other	10	22%	5	19%	3	8%	**18**	**17%**
Party(Plaintiff/Defendant)	10	22%	9	35%	16	42%	**35**	**32%**
Witness			1	4%	2	5%	**3**	**3%**
Total	**45**	**100%**	**26**	**100%**	**38**	**100%**	**109**	**100%**

8. No Response



County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

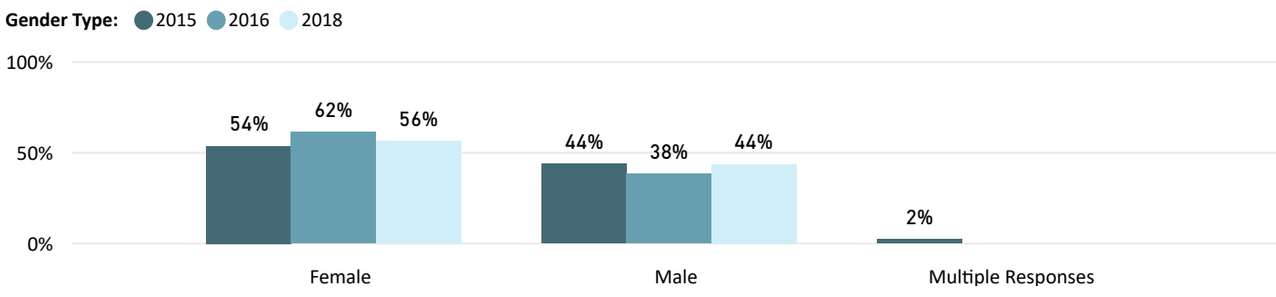
All

Race/Ethnicity

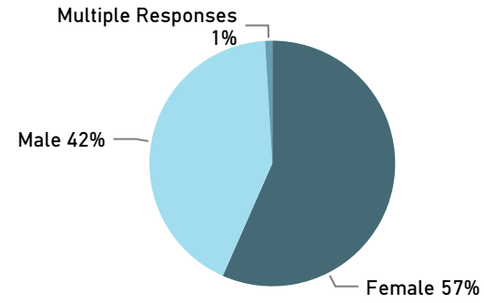
All

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?



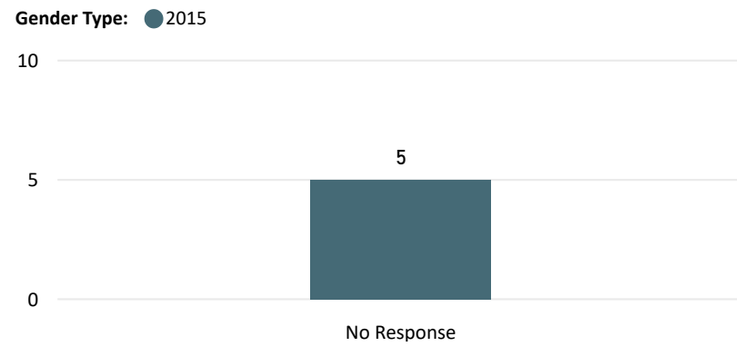
9. What is your gender?



9. What is your gender?

SurveyYear	2015		2016		2018		**Total**	
Gender	Count	Percent	Count	Percent	Count	Percent	**Count**	**Percent**
Female	22	54%	16	62%	22	56%	**60**	**57%**
Male	18	44%	10	38%	17	44%	**45**	**42%**
Multiple Responses	1	2%					**1**	**1%**
Total	**41**	**100%**	**26**	**100%**	**39**	**100%**	**106**	**100%**

9. No Responses



County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

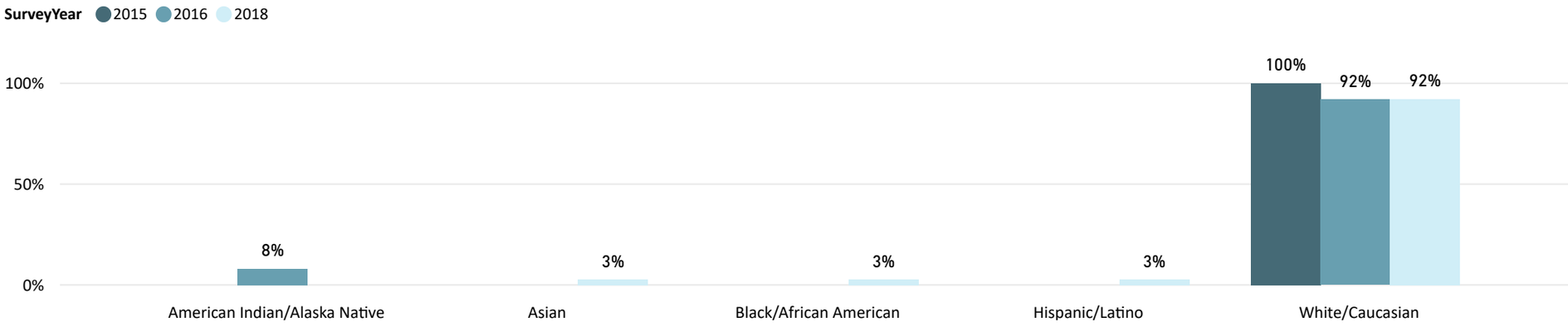
All

Race/Ethnicity

All

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

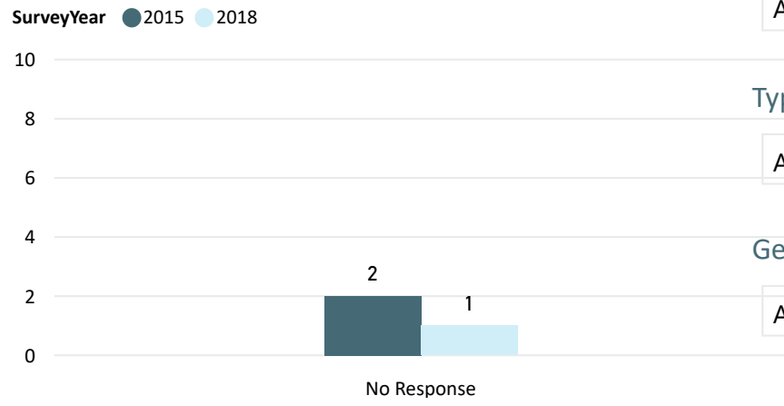
10. How do you identify yourself?



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	8%			**2**	**2%**
Asian					1	3%	**1**	**1%**
Black/African American					1	3%	**1**	**1%**
Hispanic/Latino					1	3%	**1**	**1%**
White/Caucasian	39	100%	23	92%	35	92%	**97**	**95%**
Total	**39**	**100%**	**25**	**100%**	**38**	**100%**	**102**	**100%**

10. No Responses.



County

GLADWIN

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All