

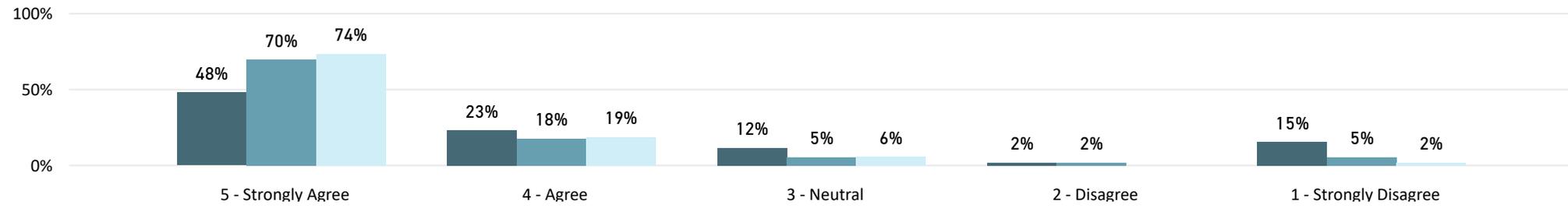


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	25	48%	39	70%	39	74%	103	64%
4 - Agree	12	23%	10	18%	10	19%	32	20%
3 - Neutral	6	12%	3	5%	3	6%	12	7%
2 - Disagree	1	2%	1	2%			2	1%
1 - Strongly Disagree	8	15%	3	5%	1	2%	12	7%
<b>Total</b>	<b>52</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>161</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

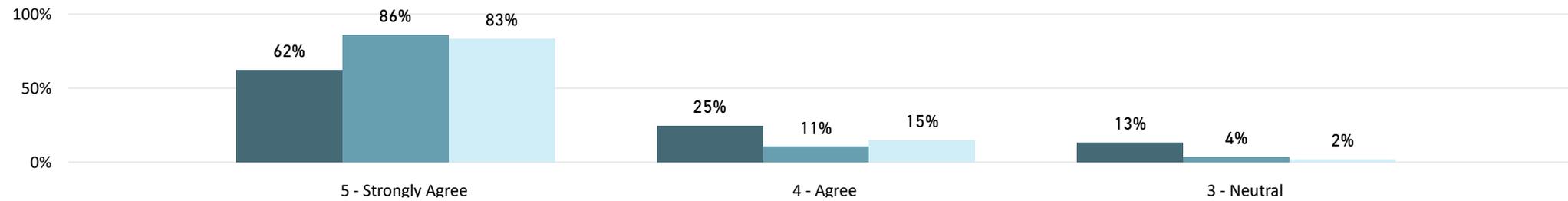


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	33	62%	49	86%	45	83%	127	77%
4 - Agree	13	25%	6	11%	8	15%	27	16%
3 - Neutral	7	13%	2	4%	1	2%	10	6%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>164</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

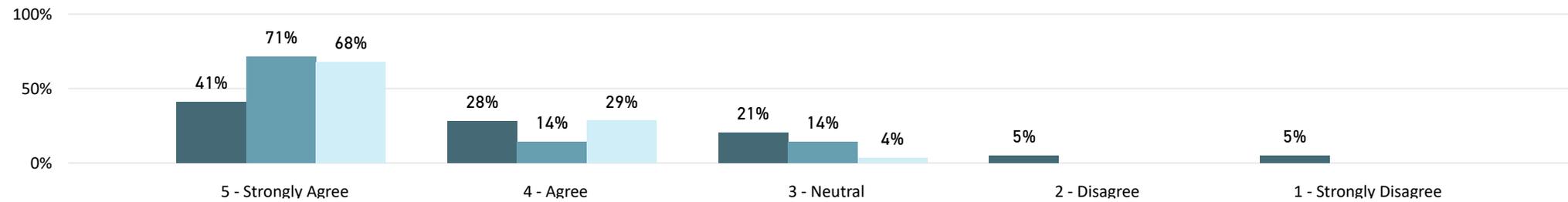


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	16	41%	25	71%	19	68%	60	59%
4 - Agree	11	28%	5	14%	8	29%	24	24%
3 - Neutral	8	21%	5	14%	1	4%	14	14%
2 - Disagree	2	5%					2	2%
1 - Strongly Disagree	2	5%					2	2%
<b>Total</b>	<b>39</b>	<b>100%</b>	<b>35</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>102</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

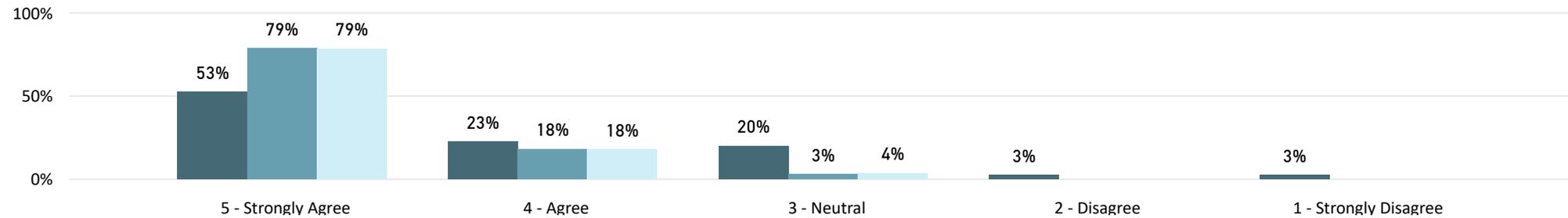


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	21	53%	26	79%	22	79%	69	68%
4 - Agree	9	23%	6	18%	5	18%	20	20%
3 - Neutral	8	20%	1	3%	1	4%	10	10%
2 - Disagree	1	3%					1	1%
1 - Strongly Disagree	1	3%					1	1%
<b>Total</b>	<b>40</b>	<b>100%</b>	<b>33</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>101</b>	<b>100%</b>

County

GLADWIN

Court

D80 - GLADWIN

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

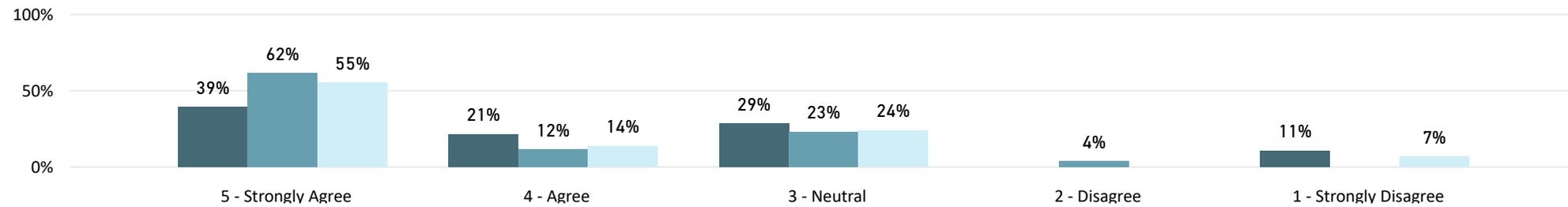


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	11	39%	16	62%	16	55%	43	52%
4 - Agree	6	21%	3	12%	4	14%	13	16%
3 - Neutral	8	29%	6	23%	7	24%	21	25%
2 - Disagree			1	4%			1	1%
1 - Strongly Disagree	3	11%			2	7%	5	6%
<b>Total</b>	<b>28</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>29</b>	<b>100%</b>	<b>83</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

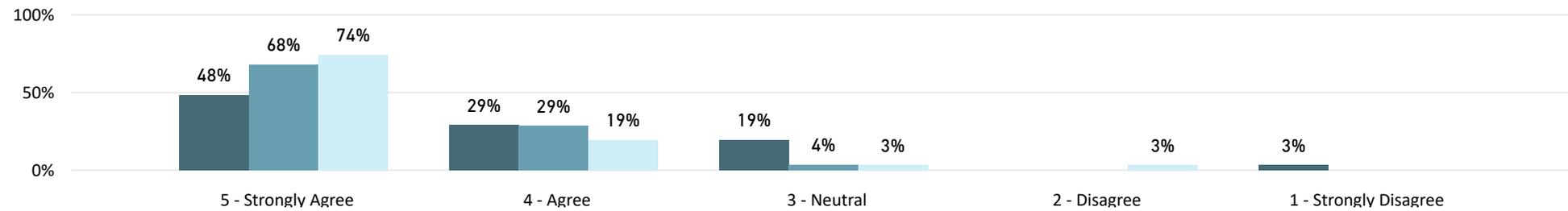


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	15	48%	19	68%	23	74%	57	63%
4 - Agree	9	29%	8	29%	6	19%	23	26%
3 - Neutral	6	19%	1	4%	1	3%	8	9%
2 - Disagree					1	3%	1	1%
1 - Strongly Disagree	1	3%					1	1%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>90</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

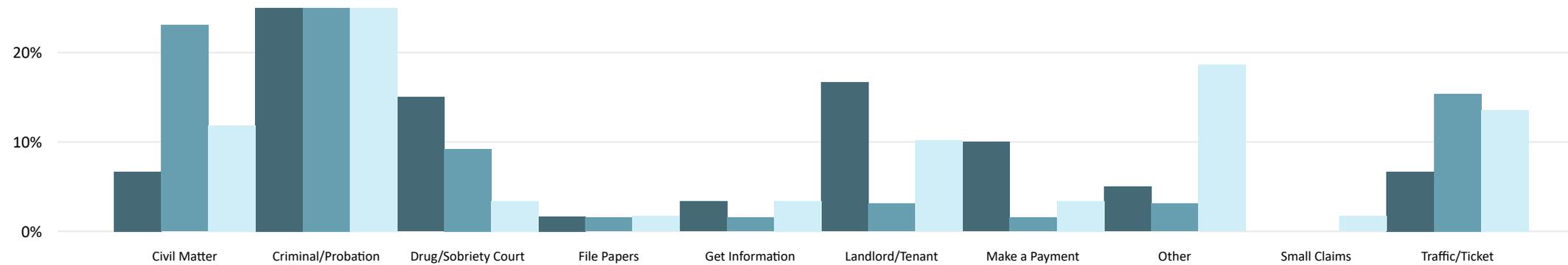
Race/Ethnicity



# 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
Civil Matter	4	7%	15	23%	7	12%	26	14%
Criminal/Probation	21	35%	27	42%	19	32%	67	36%
Drug/Sobriety Court	9	15%	6	9%	2	3%	17	9%
File Papers	1	2%	1	2%	1	2%	3	2%
Get Information	2	3%	1	2%	2	3%	5	3%
Landlord/Tenant	10	17%	2	3%	6	10%	18	10%
Make a Payment	6	10%	1	2%	2	3%	9	5%
Other	3	5%	2	3%	11	19%	16	9%
Small Claims					1	2%	1	1%
Traffic/Ticket	4	7%	10	15%	8	14%	22	12%
<b>Total</b>	<b>60</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>184</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

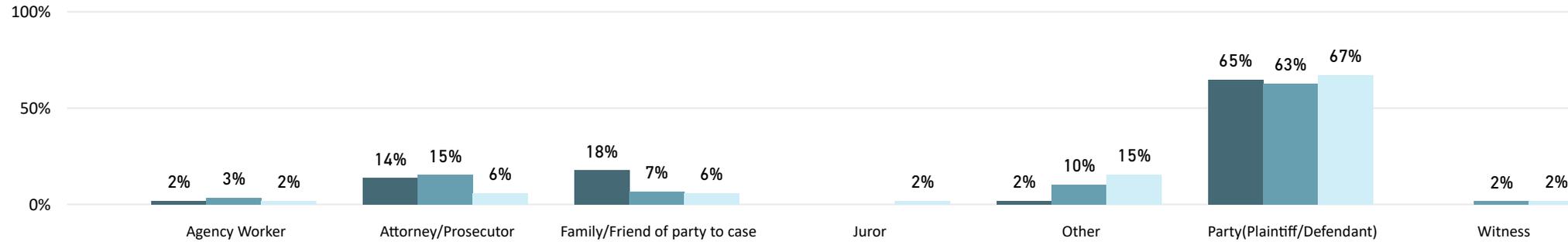
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

GLADWIN

Court

D80 - GLADWIN

Subset

All

Survey Year

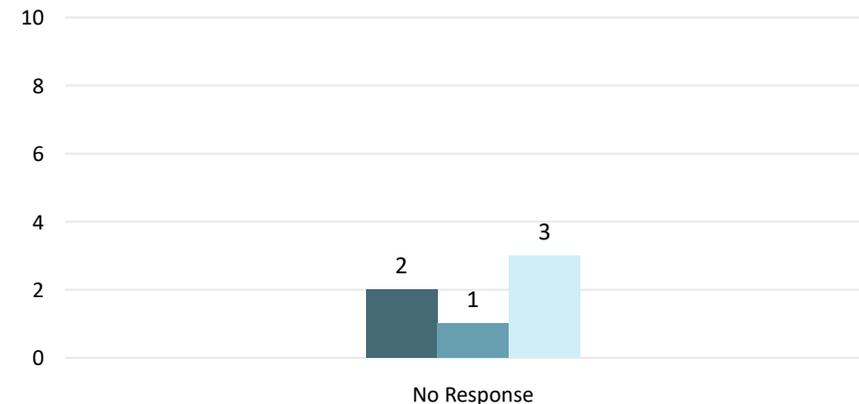
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	2%	2	3%	1	2%	4	2%
Attorney/Prosecutor	7	14%	9	15%	3	6%	19	12%
Family/Friend of party to case	9	18%	4	7%	3	6%	16	10%
Juror					1	2%	1	1%
Other	1	2%	6	10%	8	15%	15	9%
Party(Plaintiff/Defendant)	33	65%	37	63%	35	67%	105	65%
Witness			1	2%	1	2%	2	1%
<b>Total</b>	<b>51</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>162</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

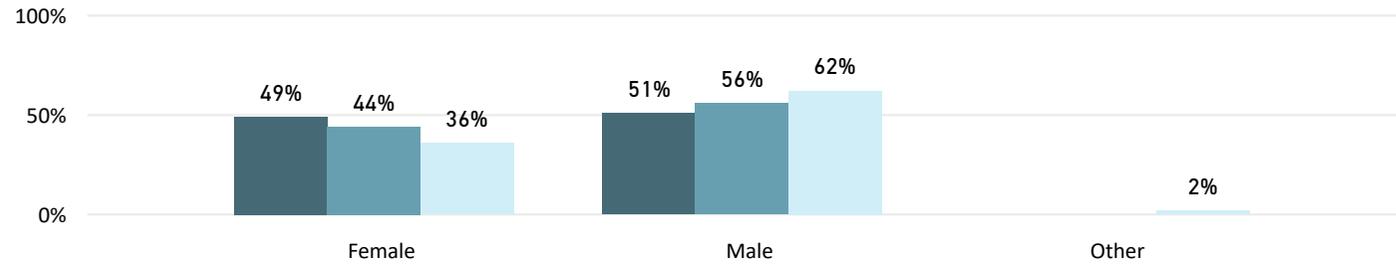
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

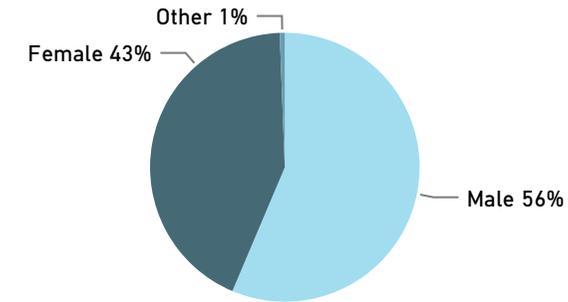
Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

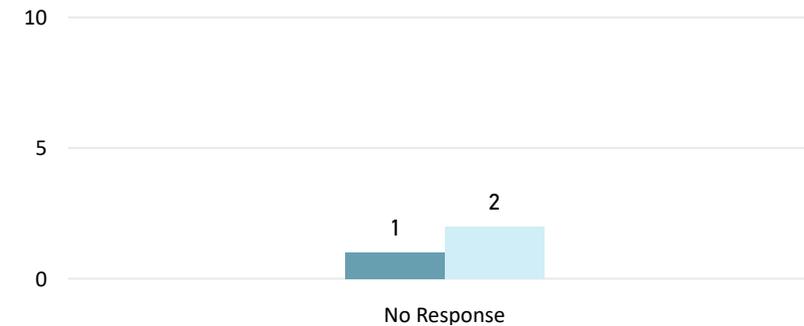
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	26	49%	26	44%	19	36%	71	43%
Male	27	51%	33	56%	33	62%	93	56%
Other					1	2%	1	1%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>59</b>	<b>100%</b>	<b>53</b>	<b>100%</b>	<b>165</b>	<b>100%</b>

## 9. What is your gender?



## 9. No Responses

Gender Type: ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

GLADWIN

Court

D80 - GLADWIN

Subset

All

Survey Year

All

Role

All

Type of Case

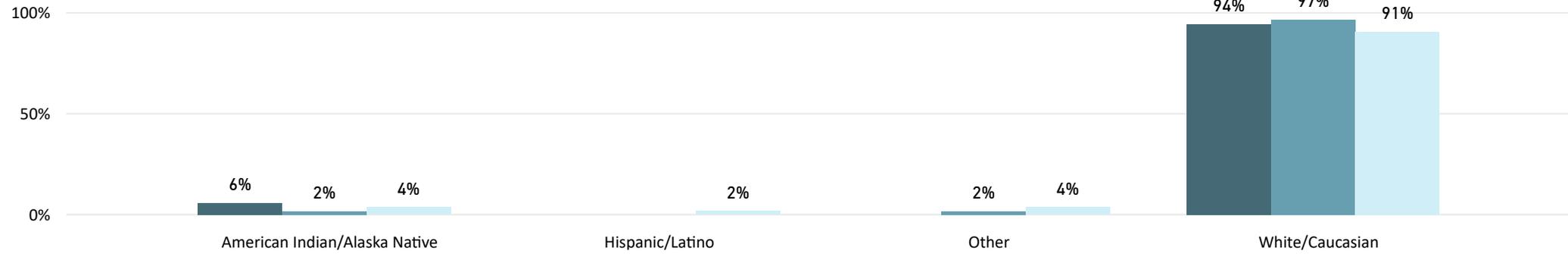
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	3	6%	1	2%	2	4%	6	4%
Hispanic/Latino					1	2%	1	1%
Other			1	2%	2	4%	3	2%
White/Caucasian	50	94%	56	97%	49	91%	155	94%
<b>Total</b>	<b>53</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>165</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2016 ● 2018

