

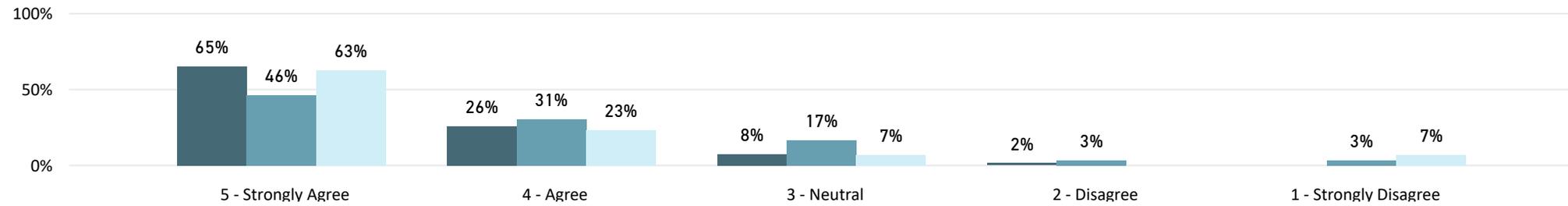


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 Time	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	43	65%	44	46%	27	63%	114	56%
4 - Agree	17	26%	29	31%	10	23%	56	27%
3 - Neutral	5	8%	16	17%	3	7%	24	12%
2 - Disagree	1	2%	3	3%	0	0%	4	2%
1 - Strongly Disagree	0	0%	3	3%	3	7%	6	3%
<b>Total</b>	<b>66</b>	<b>100%</b>	<b>95</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>204</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

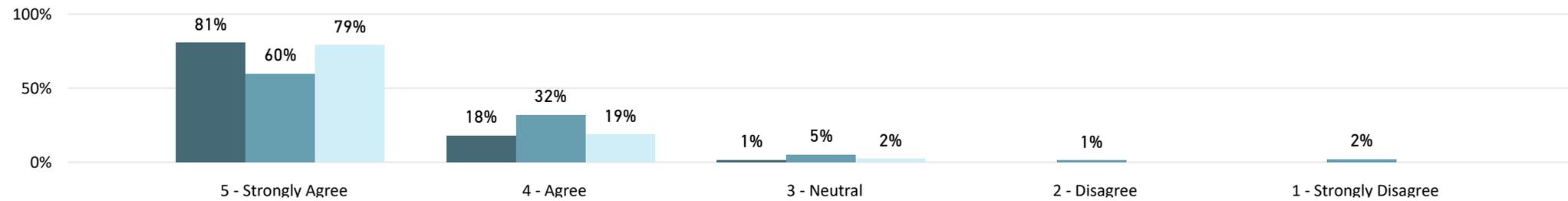


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	54	81%	58	60%	34	79%	146	71%
4 - Agree	12	18%	31	32%	8	19%	51	25%
3 - Neutral	1	1%	5	5%	1	2%	7	3%
2 - Disagree			1	1%			1	0%
1 - Strongly Disagree			2	2%			2	1%
<b>Total</b>	<b>67</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>207</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

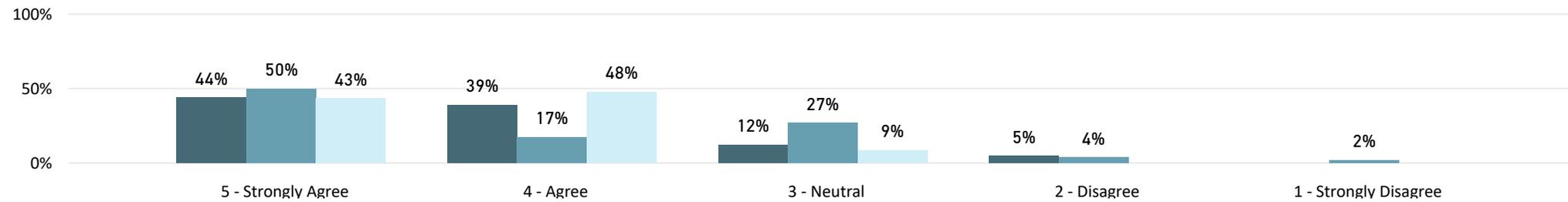


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	18	44%	26	50%	10	43%	54	47%
4 - Agree	16	39%	9	17%	11	48%	36	31%
3 - Neutral	5	12%	14	27%	2	9%	21	18%
2 - Disagree	2	5%	2	4%	0	0%	4	3%
1 - Strongly Disagree	0	0%	1	2%	0	0%	1	1%
<b>Total</b>	<b>41</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>116</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

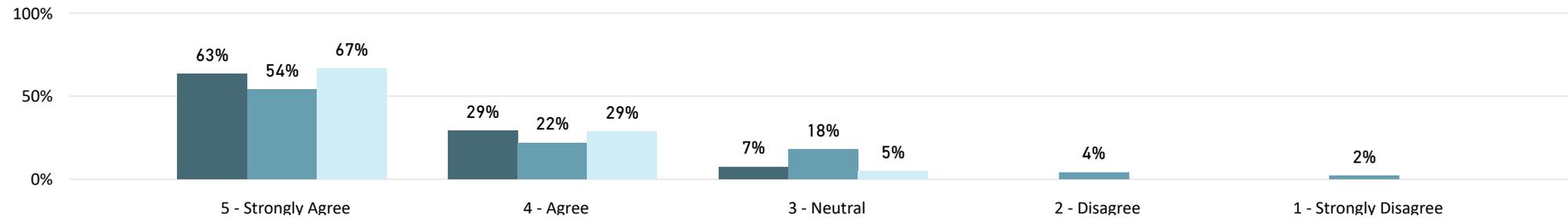


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	26	63%	27	54%	14	67%	67	60%
4 - Agree	12	29%	11	22%	6	29%	29	26%
3 - Neutral	3	7%	9	18%	1	5%	13	12%
2 - Disagree			2	4%			2	2%
1 - Strongly Disagree			1	2%			1	1%
<b>Total</b>	<b>41</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>112</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

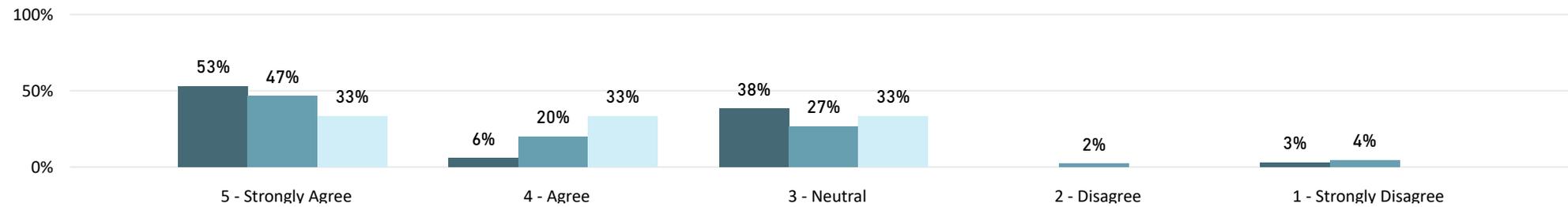


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

## 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	18	53%	21	47%	6	33%	45	46%
4 - Agree	2	6%	9	20%	6	33%	17	18%
3 - Neutral	13	38%	12	27%	6	33%	31	32%
2 - Disagree			1	2%			1	1%
1 - Strongly Disagree	1	3%	2	4%			3	3%
<b>Total</b>	<b>34</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>97</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

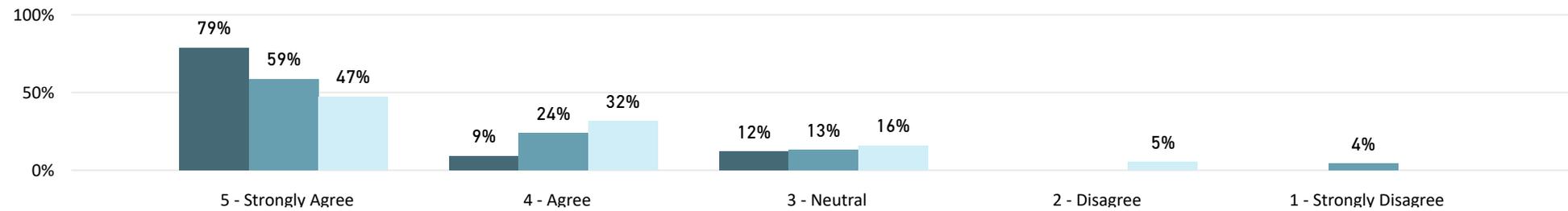


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	26	79%	27	59%	9	47%	62	63%
4 - Agree	3	9%	11	24%	6	32%	20	20%
3 - Neutral	4	12%	6	13%	3	16%	13	13%
2 - Disagree					1	5%	1	1%
1 - Strongly Disagree			2	4%			2	2%
<b>Total</b>	<b>33</b>	<b>100%</b>	<b>46</b>	<b>100%</b>	<b>19</b>	<b>100%</b>	<b>98</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

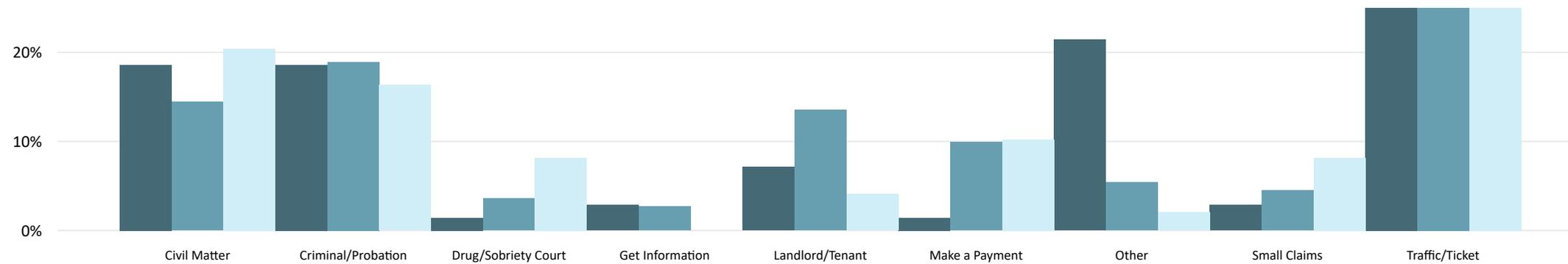
Race/Ethnicity



# 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	13	19%	16	14%	10	20%	39	17%
Criminal/Probation	13	19%	21	19%	8	16%	42	18%
Drug/Sobriety Court	1	1%	4	4%	4	8%	9	4%
Get Information	2	3%	3	3%			5	2%
Landlord/Tenant	5	7%	15	14%	2	4%	22	10%
Make a Payment	1	1%	11	10%	5	10%	17	7%
Other	15	21%	6	5%	1	2%	22	10%
Small Claims	2	3%	5	5%	4	8%	11	5%
Traffic/Ticket	18	26%	30	27%	15	31%	63	27%
<b>Total</b>	<b>70</b>	<b>100%</b>	<b>111</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>230</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

HILLSDALE

Court

D02B HILLSDALE

Subset

All

Survey Year

All

Type of Case

All

Gender

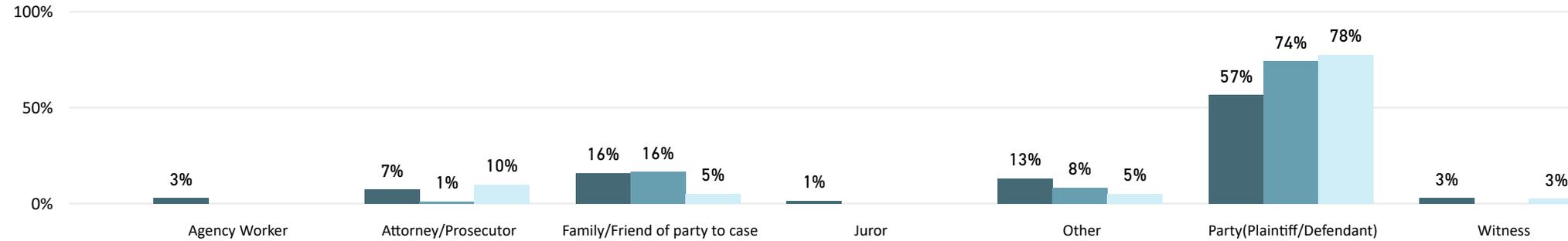
All

Race/Ethnicity

All

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

SurveyYear ● 2015 ● 2016 ● 2018

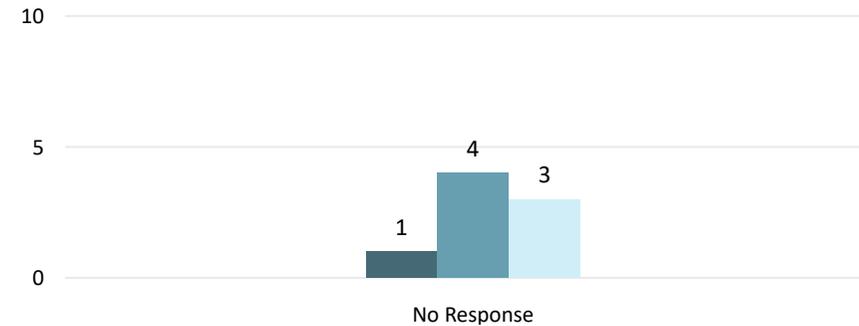


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	3%					2	1%
Attorney/Prosecutor	5	7%	1	1%	4	10%	10	5%
Family/Friend of party to case	11	16%	16	16%	2	5%	29	14%
Juror	1	1%					1	0%
Other	9	13%	8	8%	2	5%	19	9%
Party(Plaintiff/Defendant)	39	57%	72	74%	31	78%	142	69%
Witness	2	3%			1	3%	3	1%
<b>Total</b>	<b>69</b>	<b>100%</b>	<b>97</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>206</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

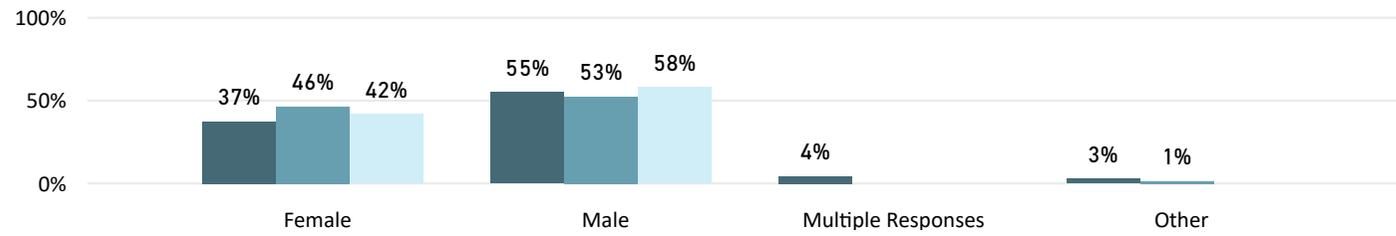




# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

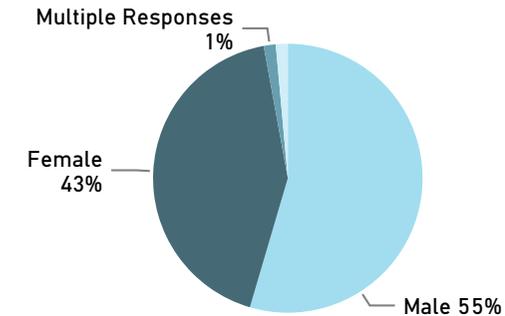
Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

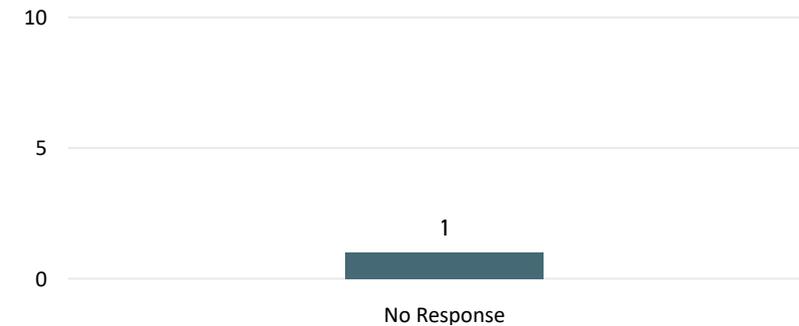
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	25	37%	46	46%	18	42%	89	43%
Male	37	55%	52	53%	25	58%	114	55%
Multiple Responses	3	4%					3	1%
Other	2	3%	1	1%			3	1%
<b>Total</b>	<b>67</b>	<b>100%</b>	<b>99</b>	<b>100%</b>	<b>43</b>	<b>100%</b>	<b>209</b>	<b>100%</b>

## 9. What is your gender?



## 9. No Responses

Gender Type: ● 2015



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

HILLSDALE

Court

D02B HILLSDALE

Subset

All

Survey Year

All

Role

All

Type of Case

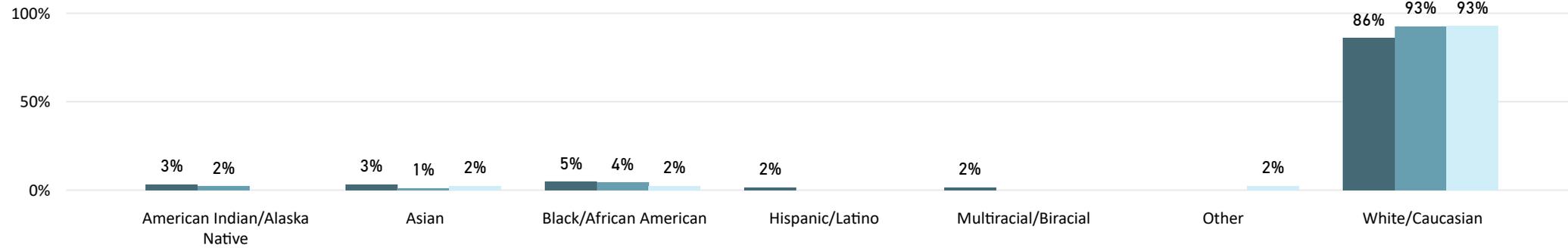
All

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	3%	2	2%			4	2%
Asian	2	3%	1	1%	1	2%	4	2%
Black/African American	3	5%	4	4%	1	2%	8	4%
Hispanic/Latino	1	2%					1	1%
Multiracial/Biracial	1	2%					1	1%
Other					1	2%	1	1%
White/Caucasian	55	86%	87	93%	39	93%	181	91%
<b>Total</b>	<b>64</b>	<b>100%</b>	<b>94</b>	<b>100%</b>	<b>42</b>	<b>100%</b>	<b>200</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2016

