

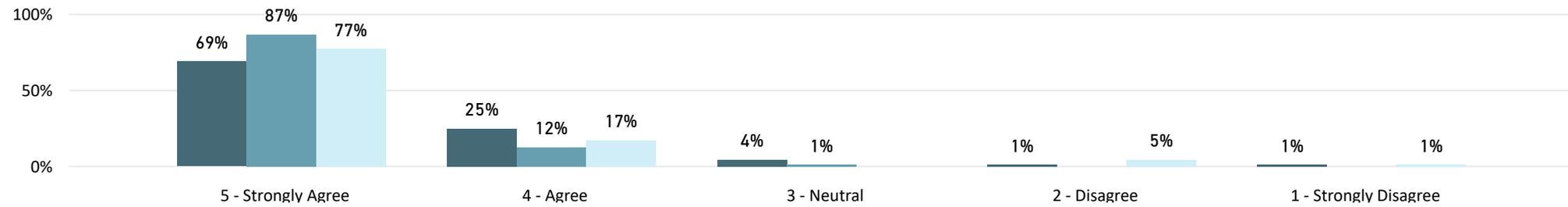


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	78	69%	98	87%	85	77%	261	78%
4 - Agree	28	25%	14	12%	19	17%	61	18%
3 - Neutral	5	4%	1	1%			6	2%
2 - Disagree	1	1%			5	5%	6	2%
1 - Strongly Disagree	1	1%			1	1%	2	1%
Total	113	100%	113	100%	110	100%	336	100%

County

HURON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

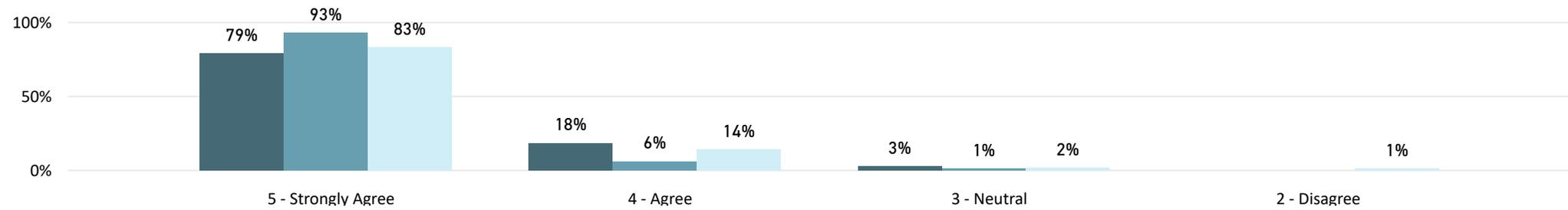


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	90	79%	107	93%	94	83%	291	85%
4 - Agree	21	18%	7	6%	16	14%	44	13%
3 - Neutral	3	3%	1	1%	2	2%	6	2%
2 - Disagree					1	1%	1	0%
Total	114	100%	115	100%	113	100%	342	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

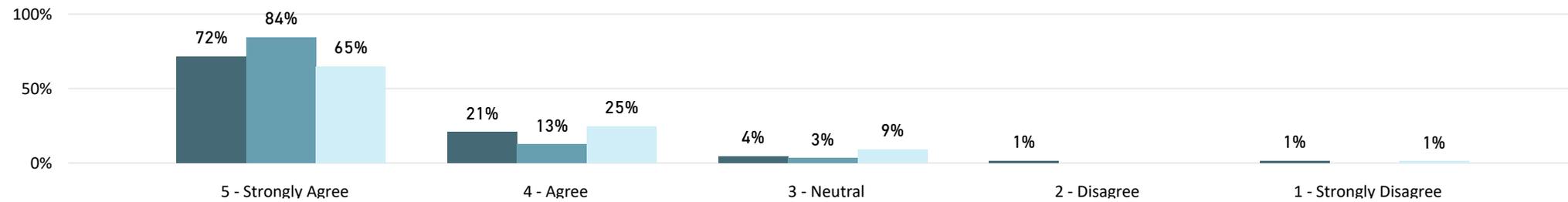


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	48	72%	54	84%	50	65%	152	73%
4 - Agree	14	21%	8	13%	19	25%	41	20%
3 - Neutral	3	4%	2	3%	7	9%	12	6%
2 - Disagree	1	1%	0	0%	0	0%	1	0%
1 - Strongly Disagree	1	1%	0	0%	1	1%	2	1%
Total	67	100%	64	100%	77	100%	208	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

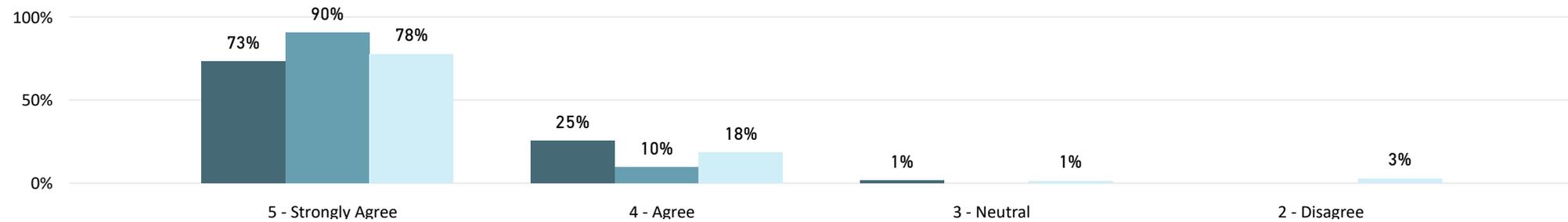


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
CourtesyJudge	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	49	73%	57	90%	59	78%	165	80%
4 - Agree	17	25%	6	10%	14	18%	37	18%
3 - Neutral	1	1%			1	1%	2	1%
2 - Disagree					2	3%	2	1%
Total	67	100%	63	100%	76	100%	206	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

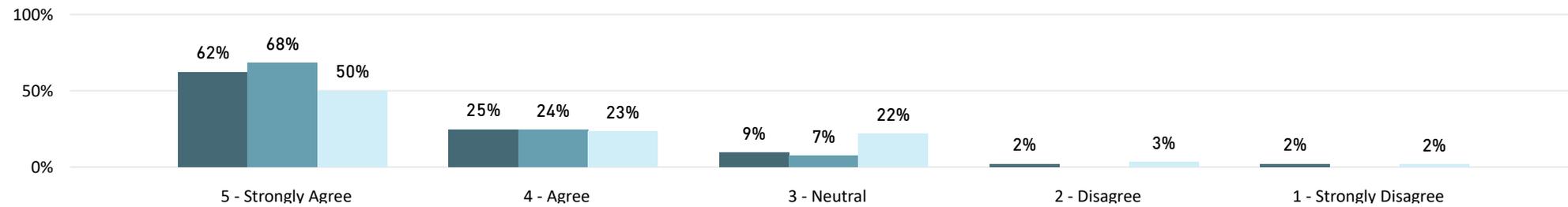


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	33	62%	28	68%	32	50%	93	59%
4 - Agree	13	25%	10	24%	15	23%	38	24%
3 - Neutral	5	9%	3	7%	14	22%	22	14%
2 - Disagree	1	2%			2	3%	3	2%
1 - Strongly Disagree	1	2%			1	2%	2	1%
Total	53	100%	41	100%	64	100%	158	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

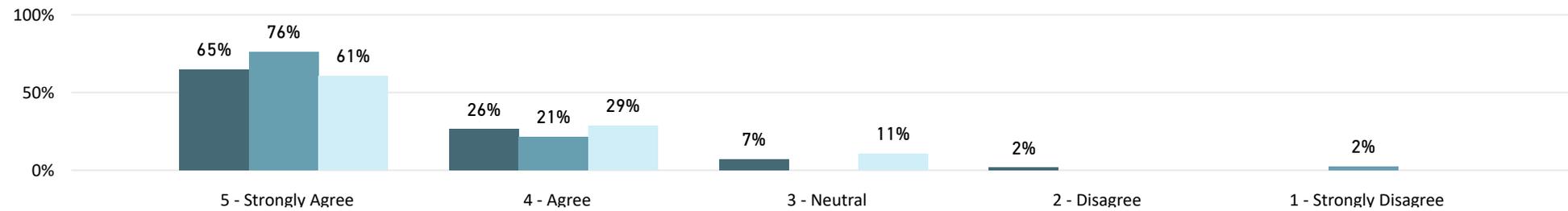


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	37	65%	32	76%	40	61%	109	66%
4 - Agree	15	26%	9	21%	19	29%	43	26%
3 - Neutral	4	7%			7	11%	11	7%
2 - Disagree	1	2%					1	1%
1 - Strongly Disagree			1	2%			1	1%
Total	57	100%	42	100%	66	100%	165	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

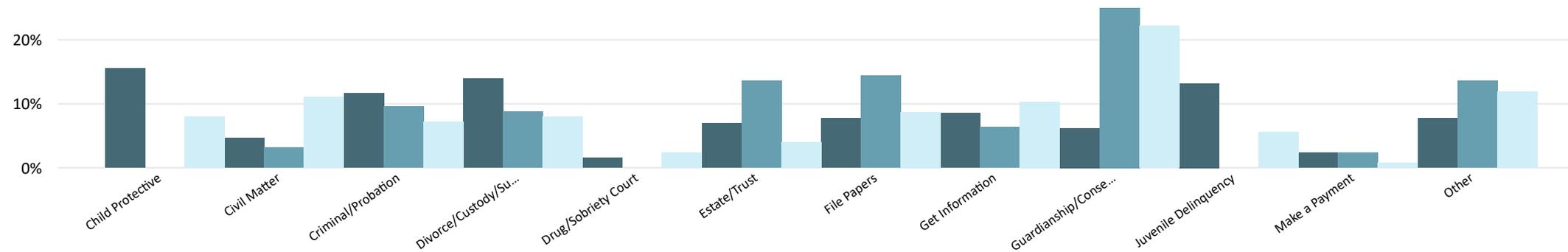
Race/Ethnicity



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	20	16%			10	8%	30	8%
Civil Matter	6	5%	4	3%	14	11%	24	6%
Criminal/Probation	15	12%	12	10%	9	7%	36	9%
Divorce/Custody/Support	18	14%	11	9%	10	8%	39	10%
Drug/Sobriety Court	2	2%			3	2%	5	1%
Estate/Trust	9	7%	17	14%	5	4%	31	8%
File Papers	10	8%	18	14%	11	9%	39	10%
Get Information	11	9%	8	6%	13	10%	32	8%
Guardianship/Conservatorship	8	6%	35	28%	28	22%	71	19%
Juvenile Delinquency	17	13%			7	6%	24	6%
Make a Payment	3	2%	3	2%	1	1%	7	2%
Other	10	8%	17	14%	15	12%	42	11%
Total	129	100%	125	100%	126	100%	380	100%

County

HURON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

HURON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

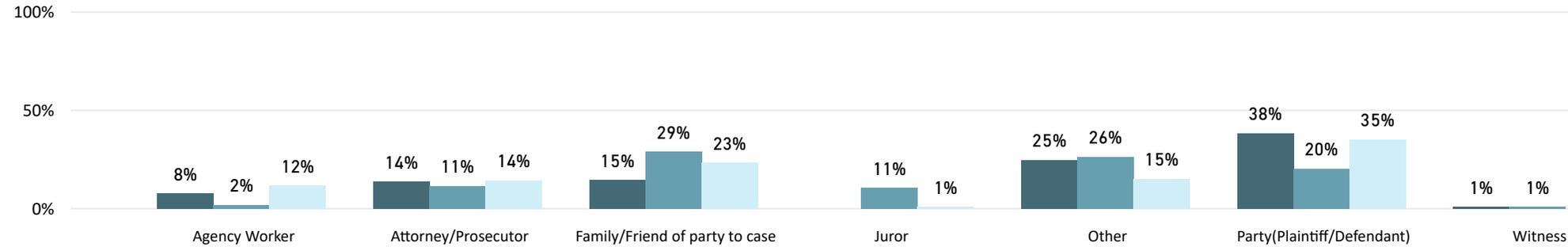
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

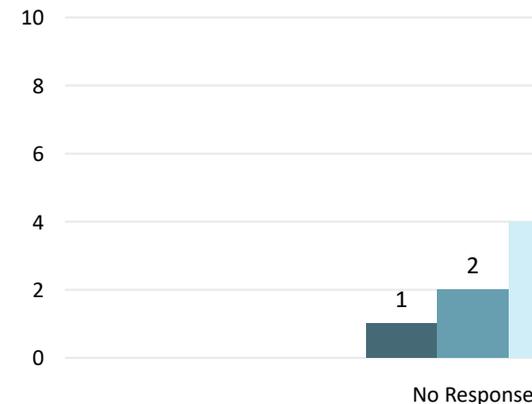


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	9	8%	2	2%	14	12%	25	7%
Attorney/Prosecutor	16	14%	13	11%	17	14%	46	13%
Family/Friend of party to case	17	15%	33	29%	28	23%	78	22%
Juror			12	11%	1	1%	13	4%
Other	29	25%	30	26%	18	15%	77	22%
Party(Plaintiff/Defendant)	45	38%	23	20%	42	35%	110	31%
Witness	1	1%	1	1%			2	1%
Total	117	100%	114	100%	120	100%	351	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

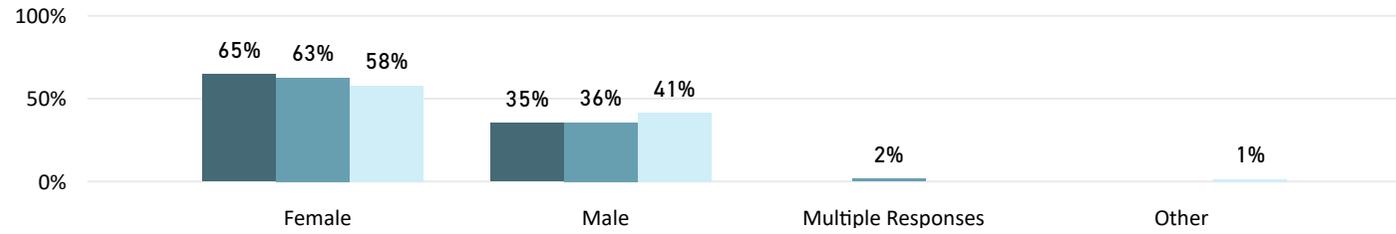




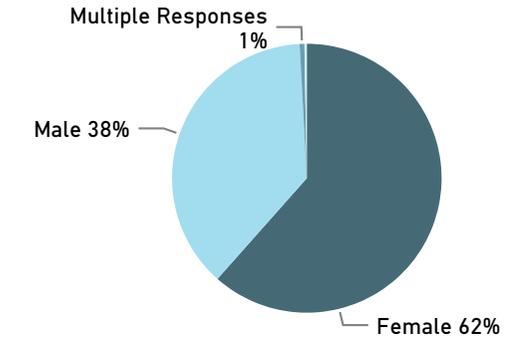
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

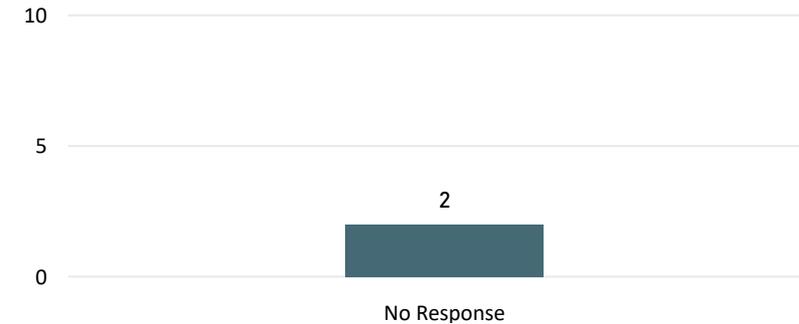


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	73	65%	72	63%	71	58%	216	62%
Male	40	35%	41	36%	51	41%	132	38%
Multiple Responses			2	2%			2	1%
Other					1	1%	1	0%
Total	113	100%	115	100%	123	100%	351	100%

9. No Responses

Gender Type: ● 2015



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

HURON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

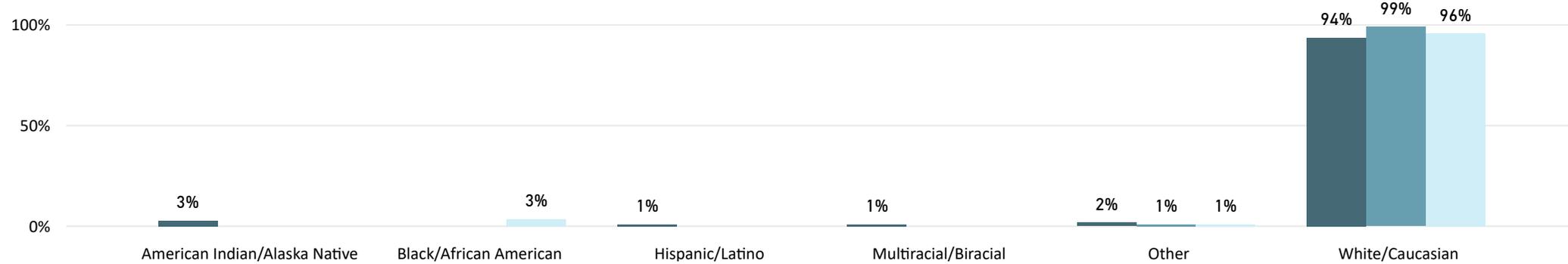
All

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%					3	1%
Black/African American					4	3%	4	1%
Hispanic/Latino	1	1%					1	0%
Multiracial/Biracial	1	1%					1	0%
Other	2	2%	1	1%	1	1%	4	1%
White/Caucasian	103	94%	113	99%	113	96%	329	96%
Total	110	100%	114	100%	118	100%	342	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

