

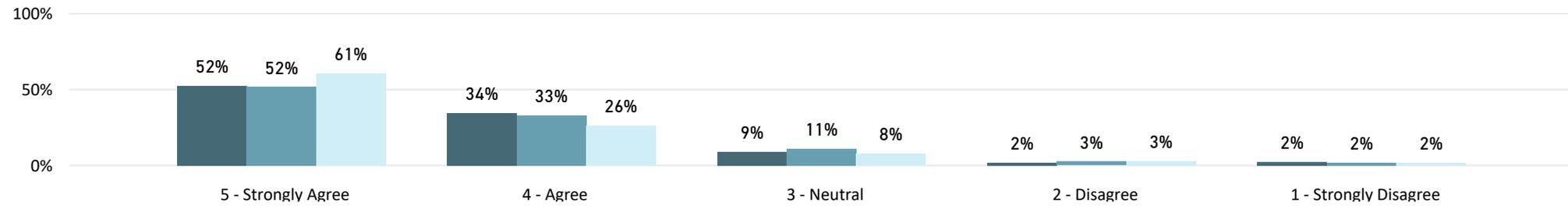


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	64	52%	61	52%	62	61%	187	55%
4 - Agree	42	34%	39	33%	27	26%	108	32%
3 - Neutral	11	9%	13	11%	8	8%	32	9%
2 - Disagree	2	2%	3	3%	3	3%	8	2%
1 - Strongly Disagree	3	2%	2	2%	2	2%	7	2%
Total	122	100%	118	100%	102	100%	342	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

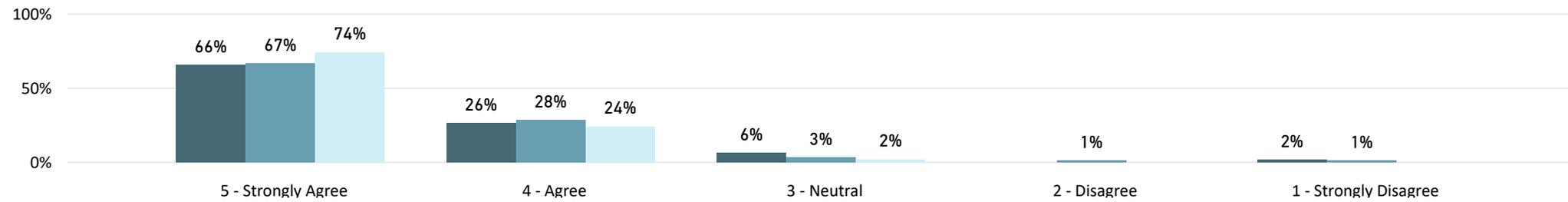


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	82	66%	82	67%	77	74%	241	68%
4 - Agree	33	26%	35	28%	25	24%	93	26%
3 - Neutral	8	6%	4	3%	2	2%	14	4%
2 - Disagree			1	1%			1	0%
1 - Strongly Disagree	2	2%	1	1%			3	1%
Total	125	100%	123	100%	104	100%	352	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

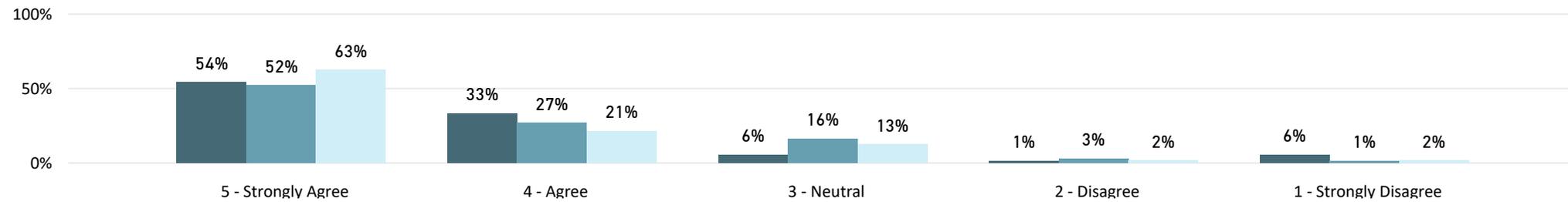


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	39	54%	35	52%	35	63%	109	56%
4 - Agree	24	33%	18	27%	12	21%	54	28%
3 - Neutral	4	6%	11	16%	7	13%	22	11%
2 - Disagree	1	1%	2	3%	1	2%	4	2%
1 - Strongly Disagree	4	6%	1	1%	1	2%	6	3%
Total	72	100%	67	100%	56	100%	195	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

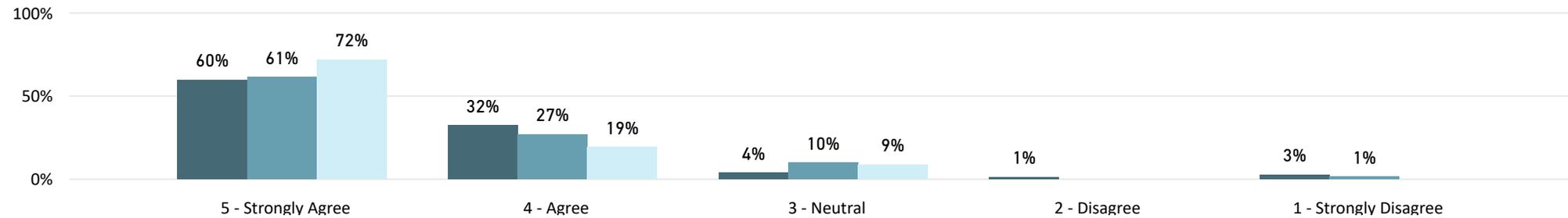


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	46	60%	43	61%	41	72%	130	64%
4 - Agree	25	32%	19	27%	11	19%	55	27%
3 - Neutral	3	4%	7	10%	5	9%	15	7%
2 - Disagree	1	1%					1	0%
1 - Strongly Disagree	2	3%	1	1%			3	1%
Total	77	100%	70	100%	57	100%	204	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

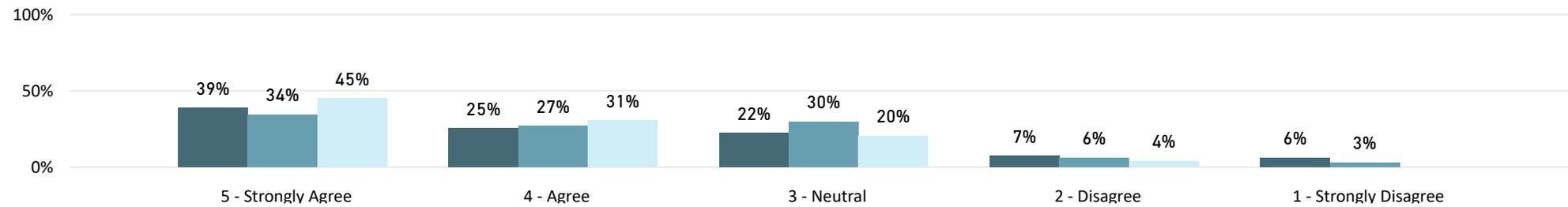


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	26	39%	23	34%	22	45%	71	39%
4 - Agree	17	25%	18	27%	15	31%	50	27%
3 - Neutral	15	22%	20	30%	10	20%	45	25%
2 - Disagree	5	7%	4	6%	2	4%	11	6%
1 - Strongly Disagree	4	6%	2	3%			6	3%
Total	67	100%	67	100%	49	100%	183	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

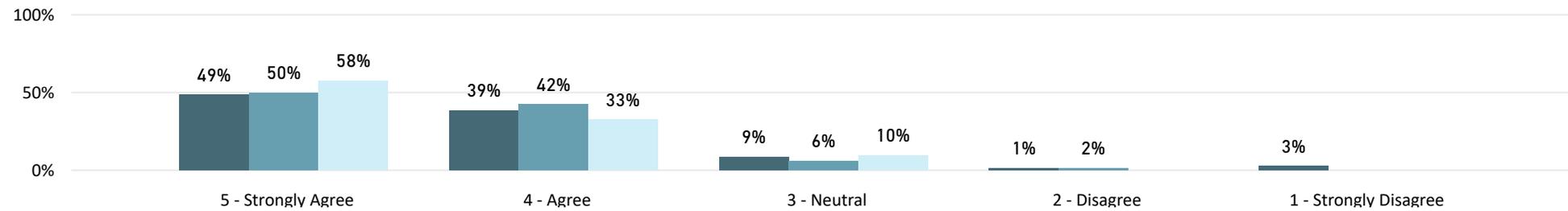


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	34	49%	33	50%	30	58%	97	52%
4 - Agree	27	39%	28	42%	17	33%	72	38%
3 - Neutral	6	9%	4	6%	5	10%	15	8%
2 - Disagree	1	1%	1	2%			2	1%
1 - Strongly Disagree	2	3%					2	1%
Total	70	100%	66	100%	52	100%	188	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

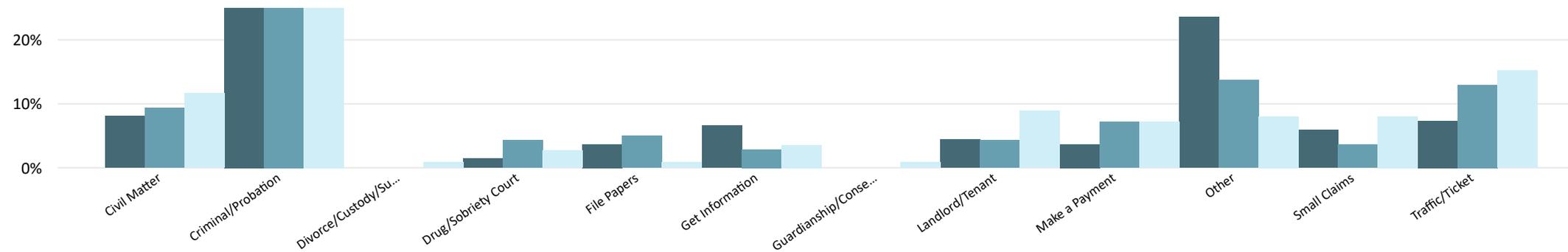
Race/Ethnicity



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
Civil Matter	11	8%	13	9%	13	12%	37	10%
Criminal/Probation	48	35%	51	37%	36	32%	135	35%
Divorce/Custody/Support					1	1%	1	0%
Drug/Sobriety Court	2	1%	6	4%	3	3%	11	3%
File Papers	5	4%	7	5%	1	1%	13	3%
Get Information	9	7%	4	3%	4	4%	17	4%
Guardianship/Conservatorship					1	1%	1	0%
Landlord/Tenant	6	4%	6	4%	10	9%	22	6%
Make a Payment	5	4%	10	7%	8	7%	23	6%
Other	32	24%	19	14%	9	8%	60	16%
Small Claims	8	6%	5	4%	9	8%	22	6%
Traffic/Ticket	10	7%	18	13%	17	15%	45	12%
Total	136	100%	139	100%	112	100%	387	100%

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

HURON

Court

D73B HURON

Subset

All

Survey Year

All

Type of Case

All

Gender

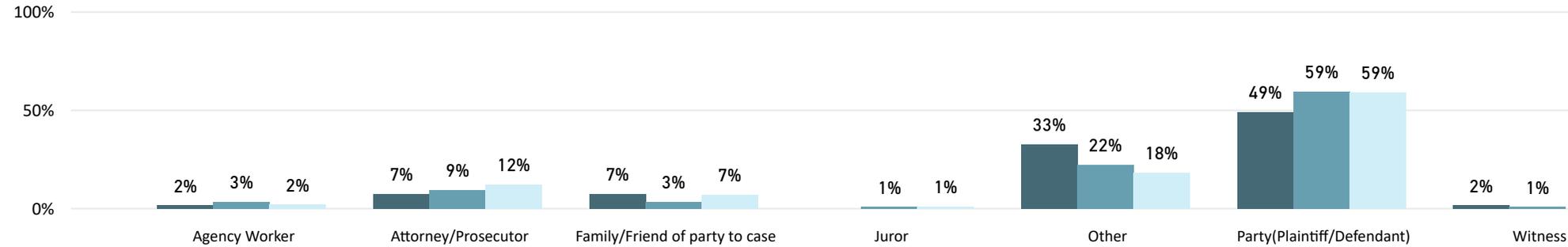
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

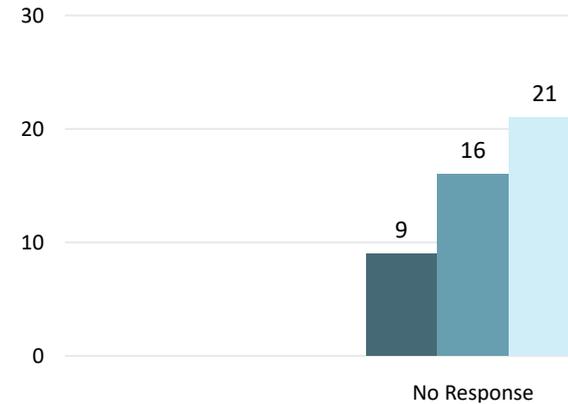


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	2%	4	3%	2	2%	8	2%
Attorney/Prosecutor	9	7%	11	9%	12	12%	32	10%
Family/Friend of party to case	9	7%	4	3%	7	7%	20	6%
Juror			1	1%	1	1%	2	1%
Other	40	33%	26	22%	18	18%	84	25%
Party(Plaintiff/Defendant)	60	49%	69	59%	58	59%	187	56%
Witness	2	2%	1	1%			3	1%
Total	122	100%	116	100%	98	100%	336	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

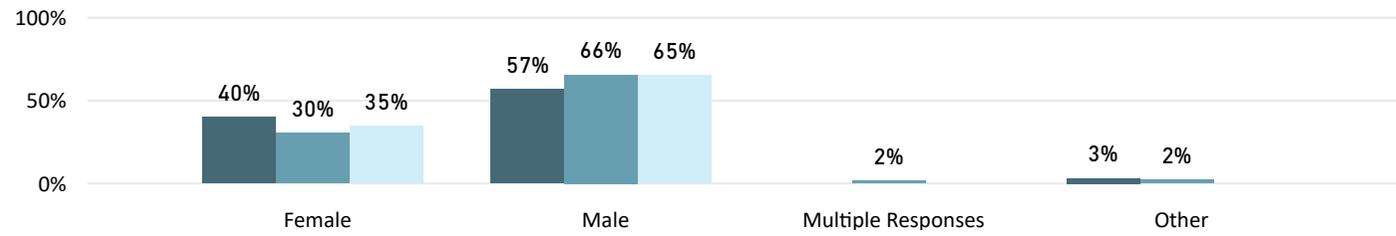




MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

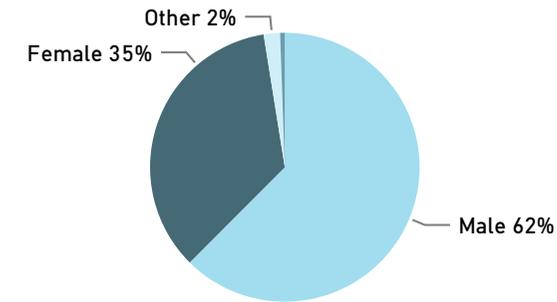
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

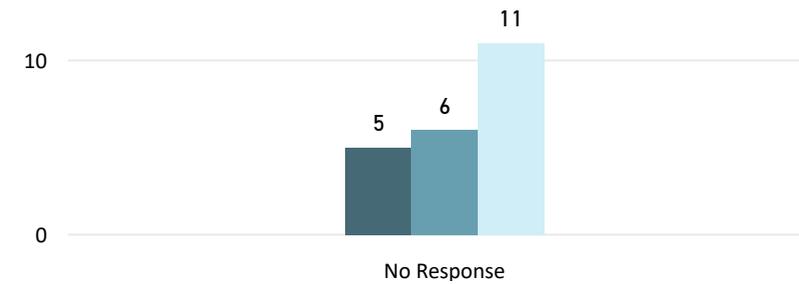
SurveyYear	2015		2016		2018		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	50	40%	38	30%	37	35%	125	35%
Male	71	57%	82	66%	70	65%	223	62%
Multiple Responses			2	2%			2	1%
Other	4	3%	3	2%			7	2%
Total	125	100%	125	100%	107	100%	357	100%

9. What is your gender?



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

HURON

Court

D73B HURON

Subset

All

Survey Year

All

Role

All

Type of Case

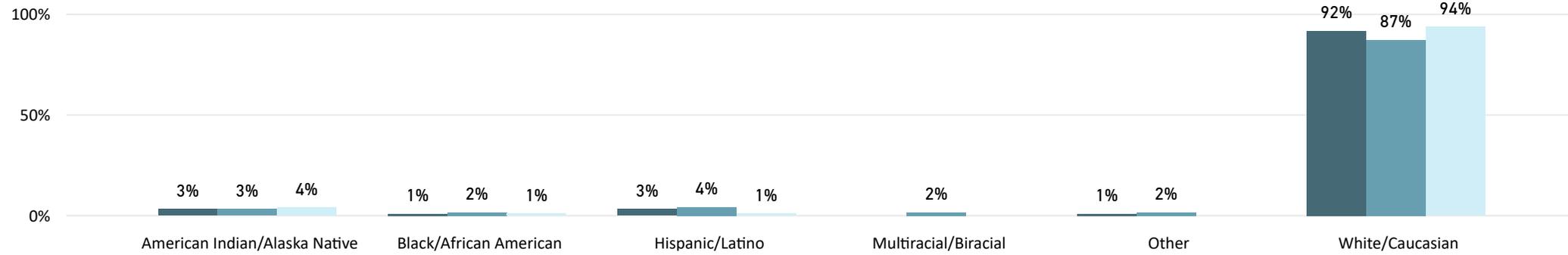
All

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	4	3%	4	3%	4	4%	12	4%
Black/African American	1	1%	2	2%	1	1%	4	1%
Hispanic/Latino	4	3%	5	4%	1	1%	10	3%
Multiracial/Biracial			2	2%			2	1%
Other	1	1%	2	2%			3	1%
White/Caucasian	111	92%	104	87%	92	94%	307	91%
Total	121	100%	119	100%	98	100%	338	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

