

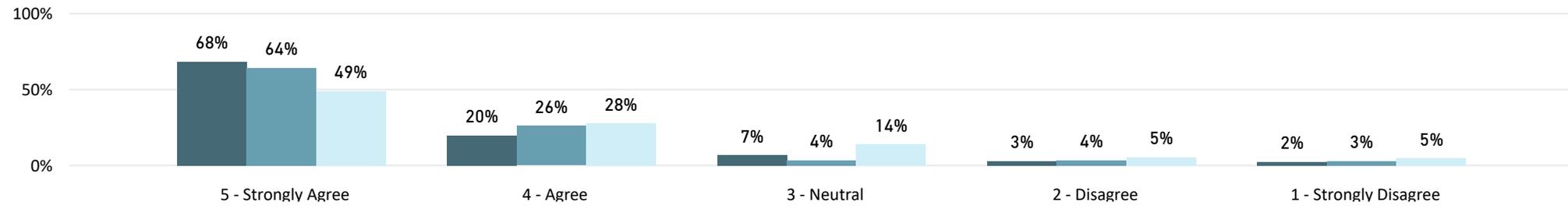


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	173	68%	91	64%	74	49%	338	62%
4 - Agree	50	20%	37	26%	42	28%	129	24%
3 - Neutral	17	7%	5	4%	21	14%	43	8%
2 - Disagree	7	3%	5	4%	8	5%	20	4%
1 - Strongly Disagree	6	2%	4	3%	7	5%	17	3%
<b>Total</b>	<b>253</b>	<b>100%</b>	<b>142</b>	<b>100%</b>	<b>152</b>	<b>100%</b>	<b>547</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

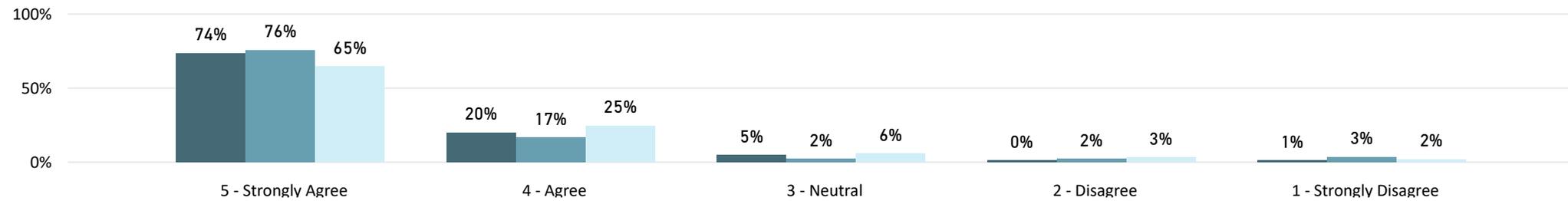


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	181	74%	109	76%	100	65%	390	72%
4 - Agree	49	20%	24	17%	38	25%	111	20%
3 - Neutral	12	5%	3	2%	9	6%	24	4%
2 - Disagree	1	0%	3	2%	5	3%	9	2%
1 - Strongly Disagree	3	1%	5	3%	3	2%	11	2%
<b>Total</b>	<b>246</b>	<b>100%</b>	<b>144</b>	<b>100%</b>	<b>155</b>	<b>100%</b>	<b>545</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

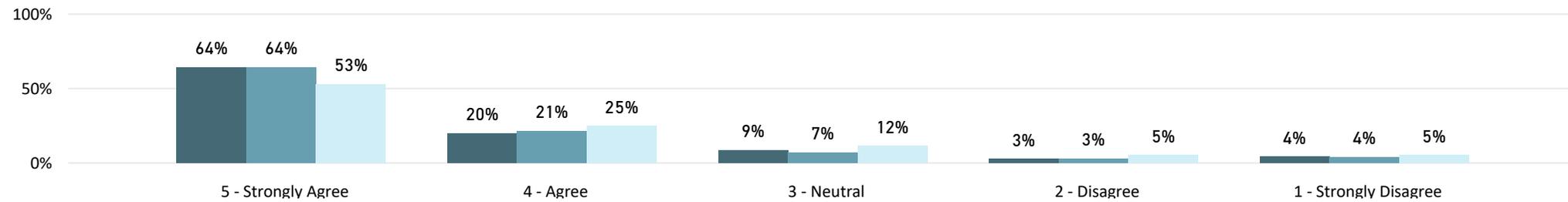


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	90	64%	63	64%	60	53%	213	61%
4 - Agree	28	20%	21	21%	28	25%	77	22%
3 - Neutral	12	9%	7	7%	13	12%	32	9%
2 - Disagree	4	3%	3	3%	6	5%	13	4%
1 - Strongly Disagree	6	4%	4	4%	6	5%	16	5%
<b>Total</b>	<b>140</b>	<b>100%</b>	<b>98</b>	<b>100%</b>	<b>113</b>	<b>100%</b>	<b>351</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

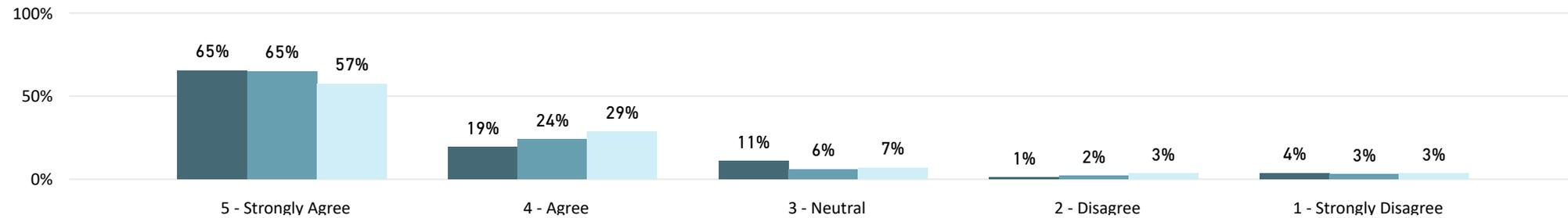


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	91	65%	65	65%	66	57%	222	63%
4 - Agree	27	19%	24	24%	33	29%	84	24%
3 - Neutral	15	11%	6	6%	8	7%	29	8%
2 - Disagree	1	1%	2	2%	4	3%	7	2%
1 - Strongly Disagree	5	4%	3	3%	4	3%	12	3%
<b>Total</b>	<b>139</b>	<b>100%</b>	<b>100</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>354</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

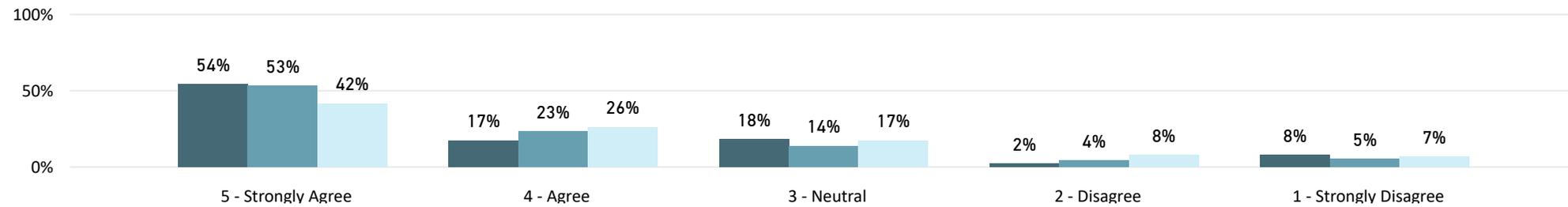


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	75	54%	50	53%	43	42%	168	50%
4 - Agree	24	17%	22	23%	27	26%	73	22%
3 - Neutral	25	18%	13	14%	18	17%	56	17%
2 - Disagree	3	2%	4	4%	8	8%	15	4%
1 - Strongly Disagree	11	8%	5	5%	7	7%	23	7%
<b>Total</b>	<b>138</b>	<b>100%</b>	<b>94</b>	<b>100%</b>	<b>103</b>	<b>100%</b>	<b>335</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

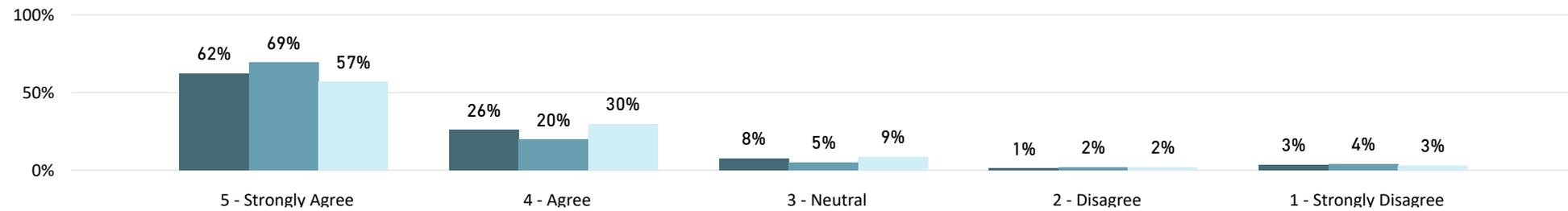


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	89	62%	70	69%	59	57%	218	63%
4 - Agree	37	26%	20	20%	31	30%	88	25%
3 - Neutral	11	8%	5	5%	9	9%	25	7%
2 - Disagree	1	1%	2	2%	2	2%	5	1%
1 - Strongly Disagree	5	3%	4	4%	3	3%	12	3%
<b>Total</b>	<b>143</b>	<b>100%</b>	<b>101</b>	<b>100%</b>	<b>104</b>	<b>100%</b>	<b>348</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

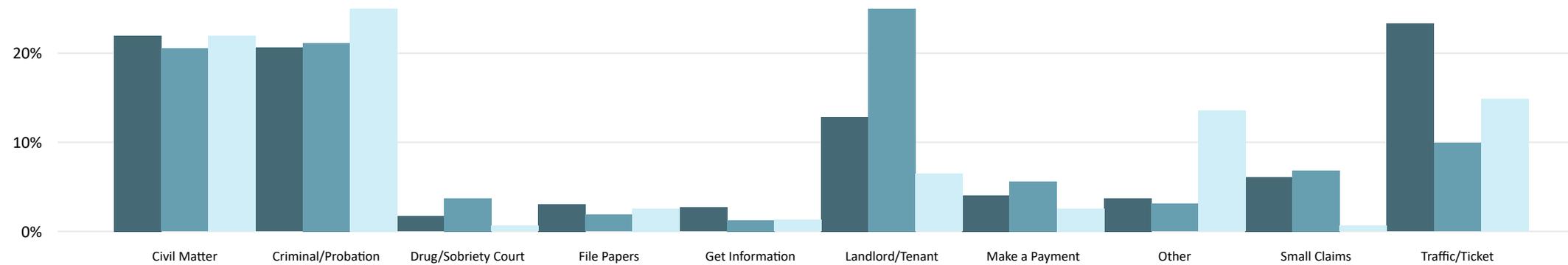
Race/Ethnicity



# 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	65	22%	33	20%	34	22%	132	22%
Criminal/Probation	61	21%	34	21%	55	35%	150	25%
Drug/Sobriety Court	5	2%	6	4%	1	1%	12	2%
File Papers	9	3%	3	2%	4	3%	16	3%
Get Information	8	3%	2	1%	2	1%	12	2%
Landlord/Tenant	38	13%	42	26%	10	6%	90	15%
Make a Payment	12	4%	9	6%	4	3%	25	4%
Other	11	4%	5	3%	21	14%	37	6%
Small Claims	18	6%	11	7%	1	1%	30	5%
Traffic/Ticket	69	23%	16	10%	23	15%	108	18%
<b>Total</b>	<b>296</b>	<b>100%</b>	<b>161</b>	<b>100%</b>	<b>155</b>	<b>100%</b>	<b>612</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

INGHAM

Court

D54A INGHAM

Subset

All

Survey Year

All

Type of Case

All

Gender

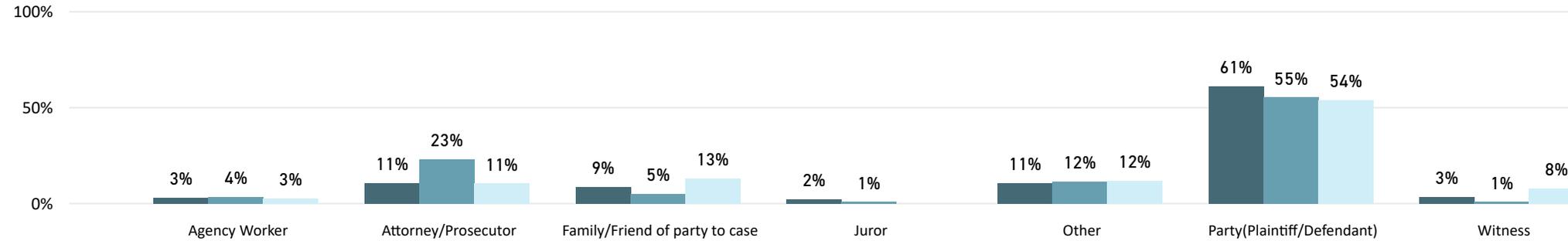
All

Race/Ethnicity

All

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

SurveyYear ● 2015 ● 2016 ● 2018

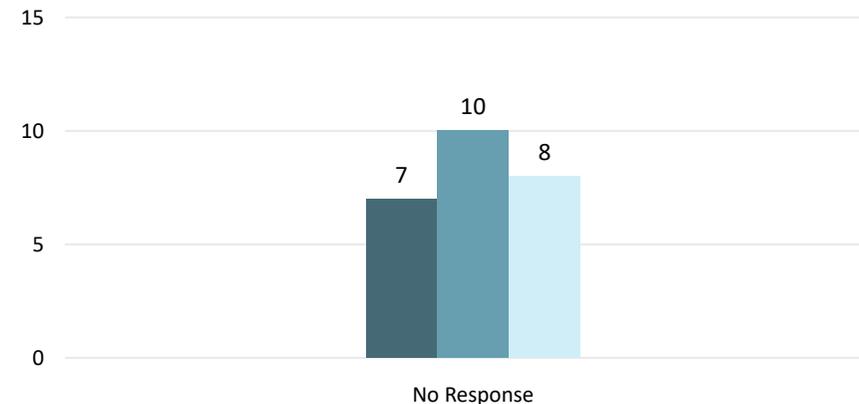


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	8	3%	5	4%	4	3%	17	3%
Attorney/Prosecutor	28	11%	32	23%	16	11%	76	14%
Family/Friend of party to case	23	9%	7	5%	20	13%	50	9%
Juror	6	2%	1	1%			7	1%
Other	28	11%	16	12%	18	12%	62	11%
Party(Plaintiff/Defendant)	160	61%	77	55%	82	54%	319	58%
Witness	9	3%	1	1%	12	8%	22	4%
<b>Total</b>	<b>262</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>152</b>	<b>100%</b>	<b>553</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

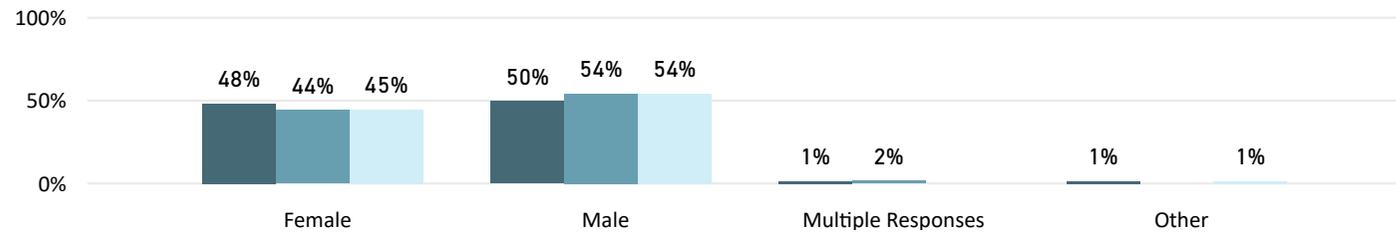




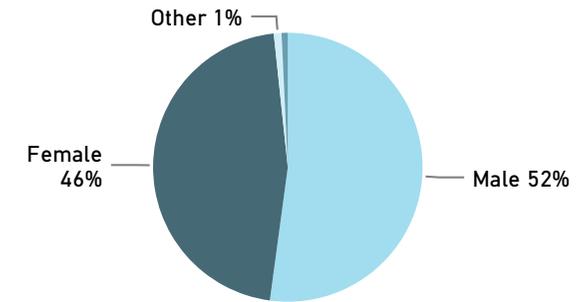
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

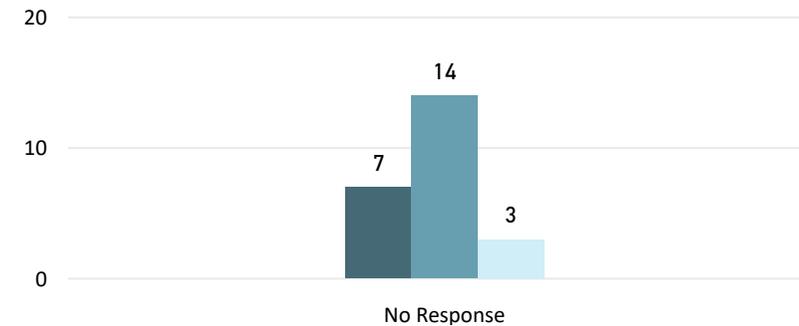


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	122	48%	58	44%	69	45%	249	46%
Male	126	50%	71	54%	84	54%	281	52%
Multiple Responses	2	1%	2	2%			4	1%
Other	3	1%			2	1%	5	1%
<b>Total</b>	<b>253</b>	<b>100%</b>	<b>131</b>	<b>100%</b>	<b>155</b>	<b>100%</b>	<b>539</b>	<b>100%</b>

## 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

Court

Subset

Survey Year

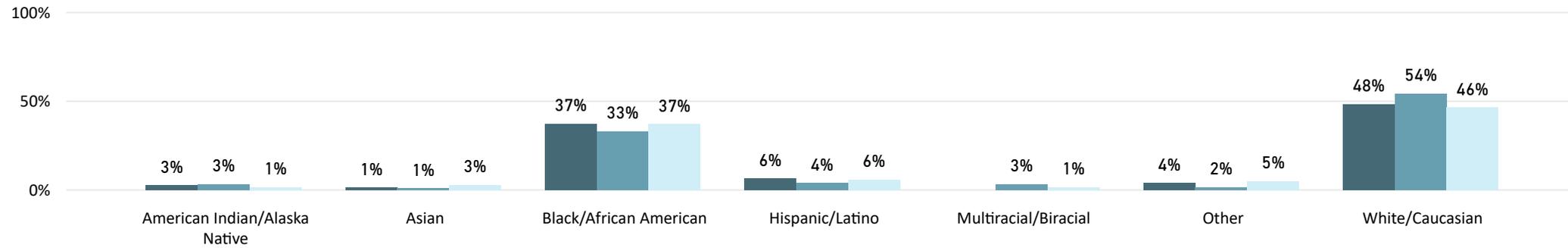
Role

Type of Case

Gender

## 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	6	3%	4	3%	2	1%	12	2%
Asian	3	1%	1	1%	4	3%	8	2%
Black/African American	86	37%	42	33%	52	37%	180	36%
Hispanic/Latino	15	6%	5	4%	8	6%	28	6%
Multiracial/Biracial			4	3%	2	1%	6	1%
Other	9	4%	2	2%	7	5%	18	4%
White/Caucasian	112	48%	69	54%	65	46%	246	49%
<b>Total</b>	<b>231</b>	<b>100%</b>	<b>127</b>	<b>100%</b>	<b>140</b>	<b>100%</b>	<b>498</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

