

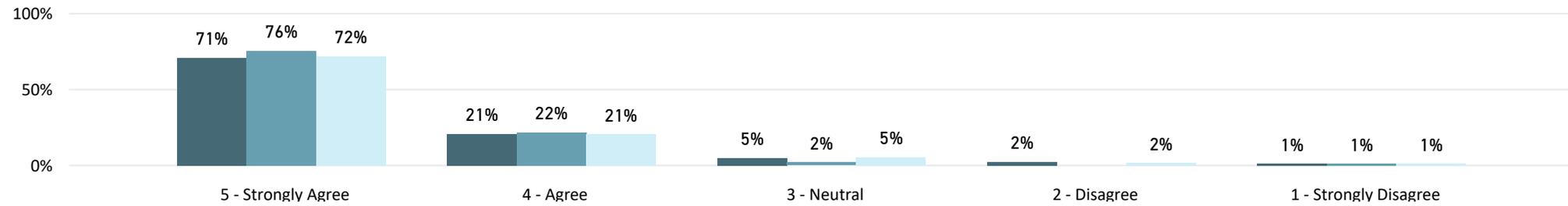


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	156	71%	149	76%	185	72%	490	73%
4 - Agree	46	21%	43	22%	53	21%	142	21%
3 - Neutral	11	5%	4	2%	14	5%	29	4%
2 - Disagree	5	2%			4	2%	9	1%
1 - Strongly Disagree	2	1%	1	1%	2	1%	5	1%
Total	220	100%	197	100%	258	100%	675	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

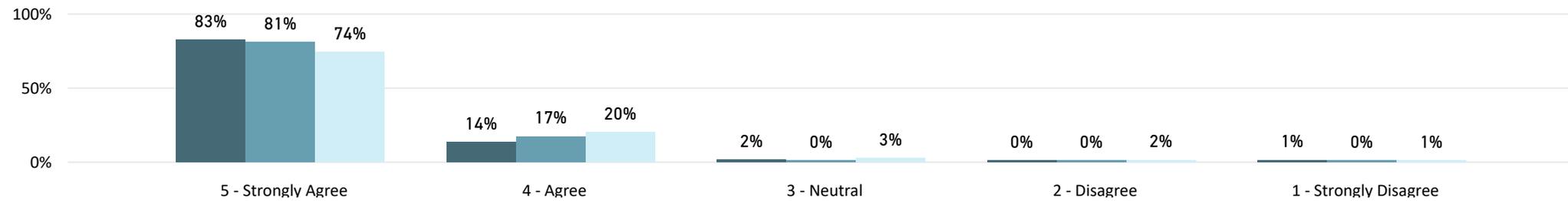


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	182	83%	167	81%	195	74%	544	79%
4 - Agree	30	14%	36	17%	53	20%	119	17%
3 - Neutral	4	2%	1	0%	7	3%	12	2%
2 - Disagree	1	0%	1	0%	4	2%	6	1%
1 - Strongly Disagree	3	1%	1	0%	3	1%	7	1%
Total	220	100%	206	100%	262	100%	688	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

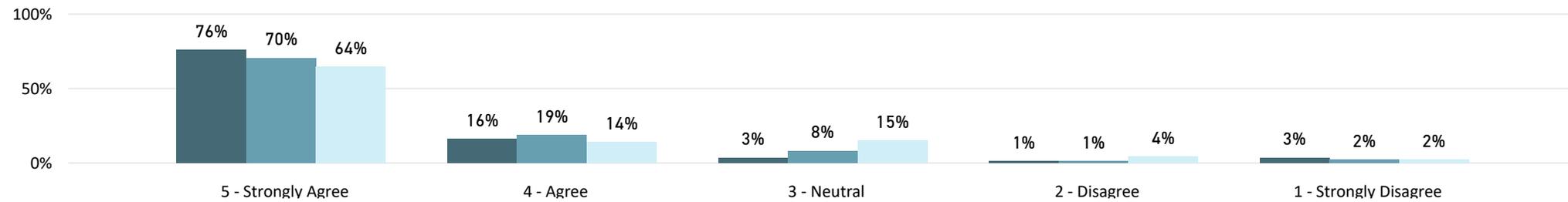


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	155	76%	129	70%	138	64%	422	70%
4 - Agree	33	16%	34	19%	30	14%	97	16%
3 - Neutral	7	3%	15	8%	32	15%	54	9%
2 - Disagree	2	1%	1	1%	9	4%	12	2%
1 - Strongly Disagree	7	3%	4	2%	5	2%	16	3%
Total	204	100%	183	100%	214	100%	601	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

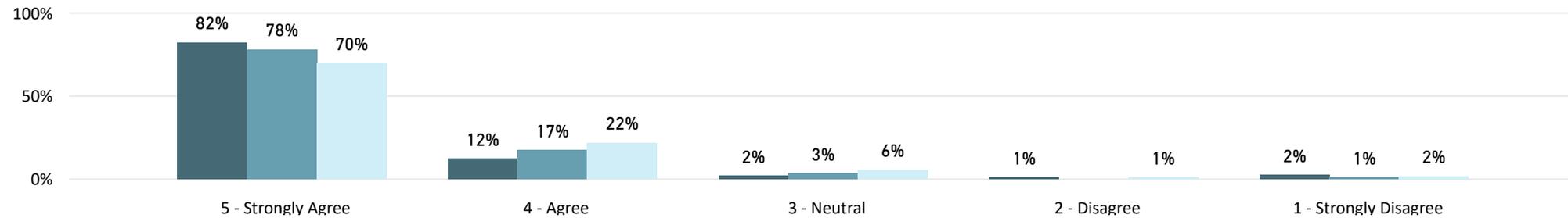


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	166	82%	139	78%	150	70%	455	76%
4 - Agree	25	12%	31	17%	47	22%	103	17%
3 - Neutral	4	2%	6	3%	12	6%	22	4%
2 - Disagree	2	1%			2	1%	4	1%
1 - Strongly Disagree	5	2%	2	1%	4	2%	11	2%
Total	202	100%	178	100%	215	100%	595	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

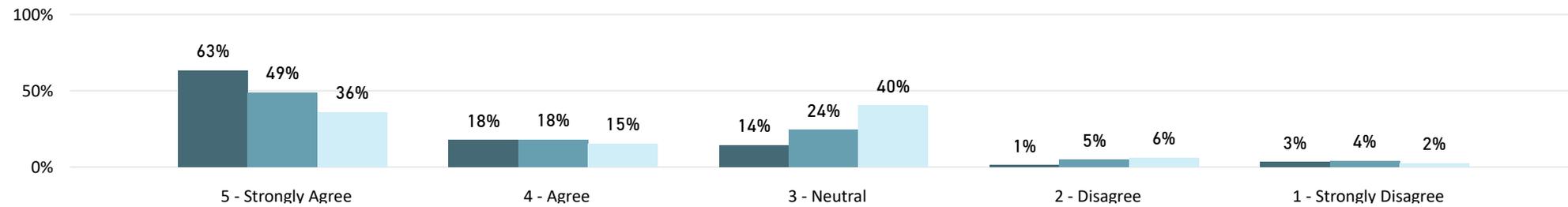


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	97	63%	60	49%	59	36%	216	49%
4 - Agree	27	18%	22	18%	25	15%	74	17%
3 - Neutral	22	14%	30	24%	66	40%	118	27%
2 - Disagree	2	1%	6	5%	10	6%	18	4%
1 - Strongly Disagree	5	3%	5	4%	4	2%	14	3%
Total	153	100%	123	100%	164	100%	440	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

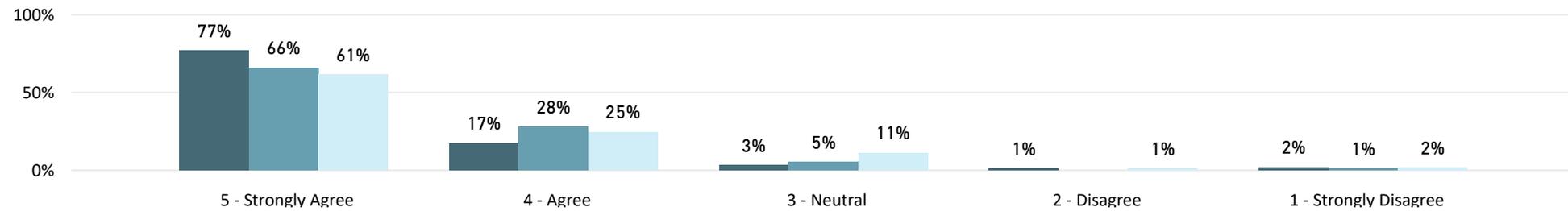


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	120	77%	85	66%	105	61%	310	68%
4 - Agree	27	17%	36	28%	42	25%	105	23%
3 - Neutral	5	3%	7	5%	19	11%	31	7%
2 - Disagree	1	1%			2	1%	3	1%
1 - Strongly Disagree	3	2%	1	1%	3	2%	7	2%
Total	156	100%	129	100%	171	100%	456	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

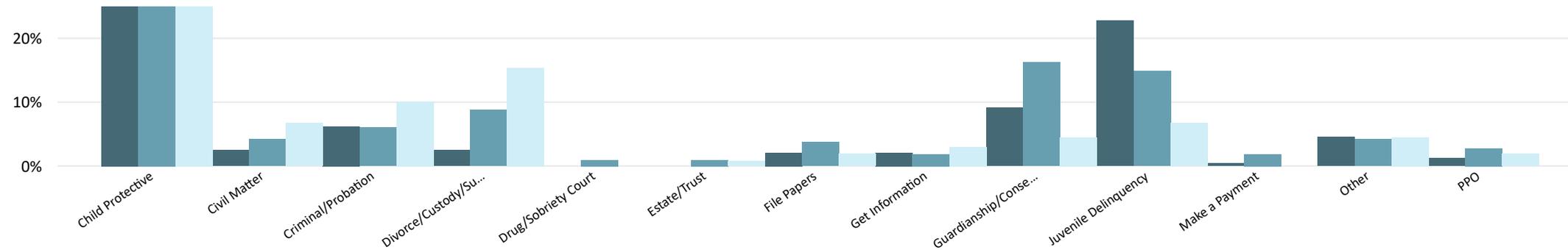
Race/Ethnicity



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	113	47%	73	34%	119	45%	305	42%
Civil Matter	6	2%	9	4%	18	7%	33	5%
Criminal/Probation	15	6%	13	6%	27	10%	55	8%
Divorce/Custody/Support	6	2%	19	9%	41	15%	66	9%
Drug/Sobriety Court			2	1%			2	0%
Estate/Trust			2	1%	2	1%	4	1%
File Papers	5	2%	8	4%	5	2%	18	2%
Get Information	5	2%	4	2%	8	3%	17	2%
Guardianship/Conservatorship	22	9%	35	16%	12	4%	69	10%
Juvenile Delinquency	55	23%	32	15%	18	7%	105	14%
Make a Payment	1	0%	4	2%			5	1%
Other	11	5%	9	4%	12	4%	32	4%
PPO	3	1%	6	3%	5	2%	14	2%
Total	242	100%	216	100%	267	100%	725	100%

County

IONIA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

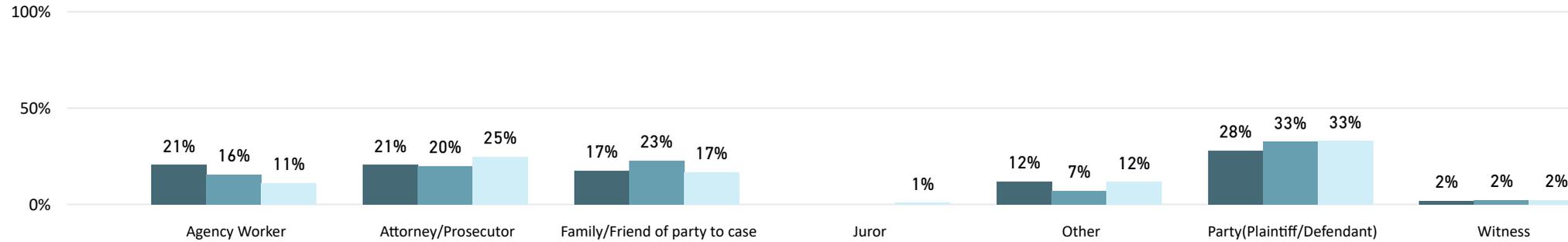
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

IONIA

Court

(Multiple Selections)

Subset

All

Survey Year

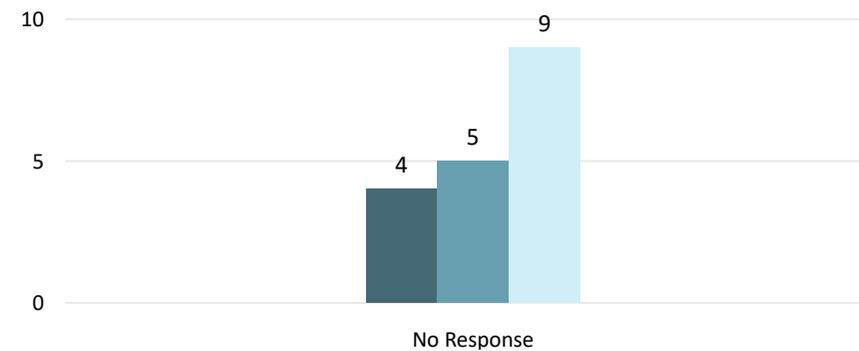
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	47	21%	33	16%	29	11%	109	15%
Attorney/Prosecutor	47	21%	42	20%	65	25%	154	22%
Family/Friend of party to case	40	17%	48	23%	44	17%	132	19%
Juror					2	1%	2	0%
Other	27	12%	15	7%	31	12%	73	10%
Party(Plaintiff/Defendant)	64	28%	69	33%	87	33%	220	31%
Witness	4	2%	5	2%	6	2%	15	2%
Total	229	100%	212	100%	264	100%	705	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

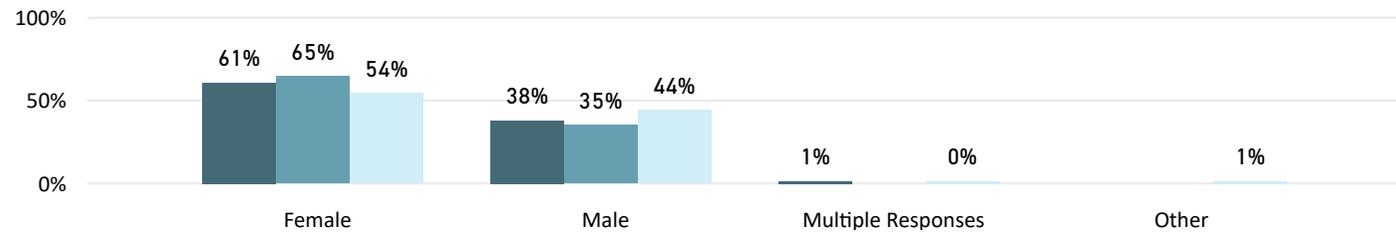
Role

Type of Case

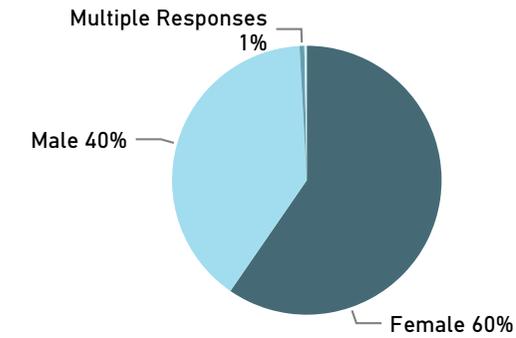
Race/Ethnicity

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

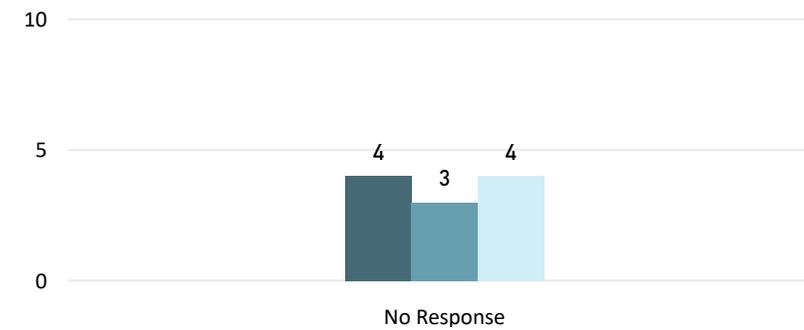


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	136	61%	136	65%	141	54%	413	60%
Male	85	38%	74	35%	115	44%	274	40%
Multiple Responses	3	1%			1	0%	4	1%
Other					2	1%	2	0%
Total	224	100%	210	100%	259	100%	693	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018





MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

IONIA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

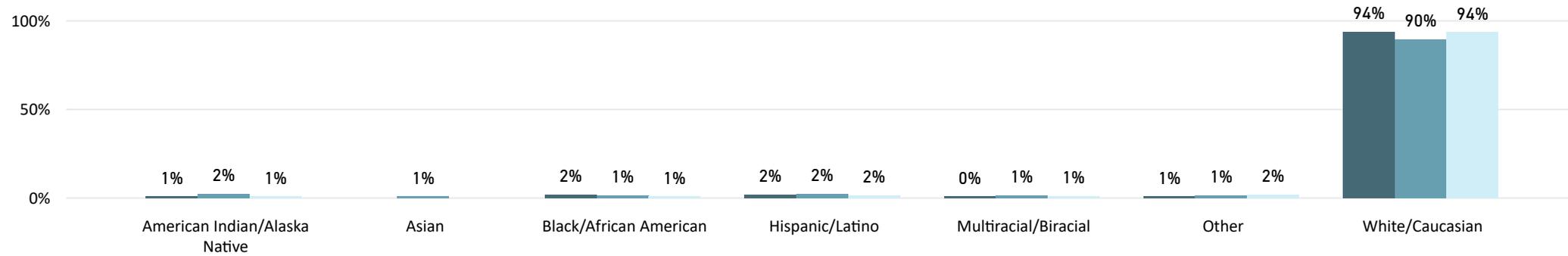
All

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	2	1%	5	2%	2	1%	9	1%
Asian			2	1%			2	0%
Black/African American	4	2%	3	1%	2	1%	9	1%
Hispanic/Latino	4	2%	5	2%	4	2%	13	2%
Multiracial/Biracial	1	0%	3	1%	3	1%	7	1%
Other	2	1%	3	1%	5	2%	10	1%
White/Caucasian	203	94%	183	90%	236	94%	622	93%
Total	216	100%	204	100%	252	100%	672	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

