

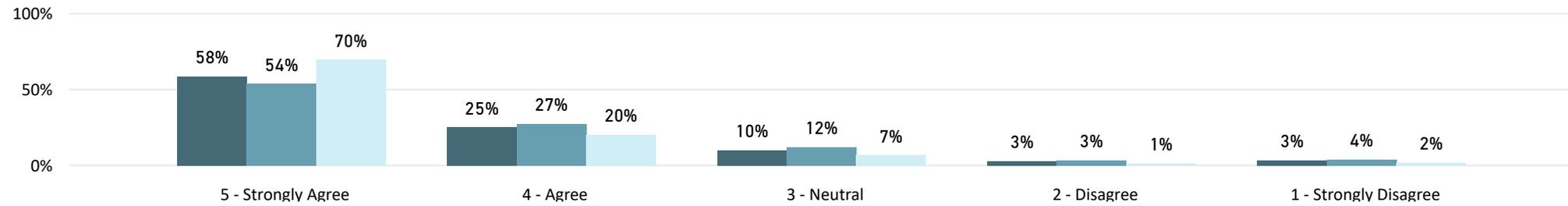


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	135	58%	130	54%	188	70%	453	61%
4 - Agree	58	25%	66	27%	55	20%	179	24%
3 - Neutral	23	10%	29	12%	18	7%	70	9%
2 - Disagree	7	3%	8	3%	4	1%	19	3%
1 - Strongly Disagree	8	3%	9	4%	5	2%	22	3%
Total	231	100%	242	100%	270	100%	743	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

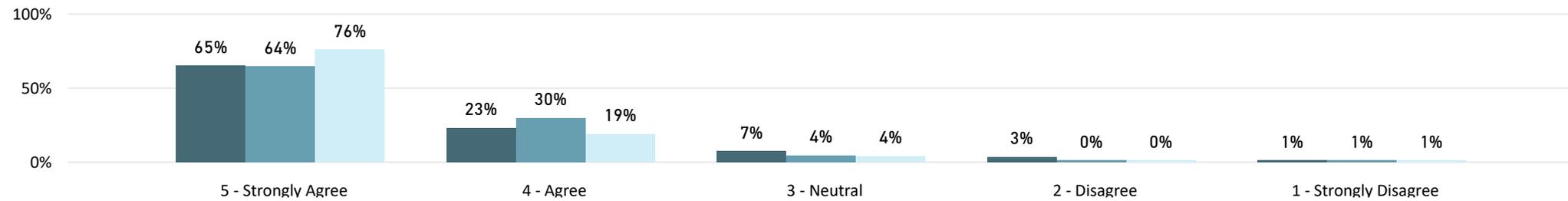


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	152	65%	158	64%	208	76%	518	69%
4 - Agree	54	23%	73	30%	52	19%	179	24%
3 - Neutral	17	7%	11	4%	11	4%	39	5%
2 - Disagree	8	3%	1	0%	1	0%	10	1%
1 - Strongly Disagree	3	1%	2	1%	2	1%	7	1%
Total	234	100%	245	100%	274	100%	753	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

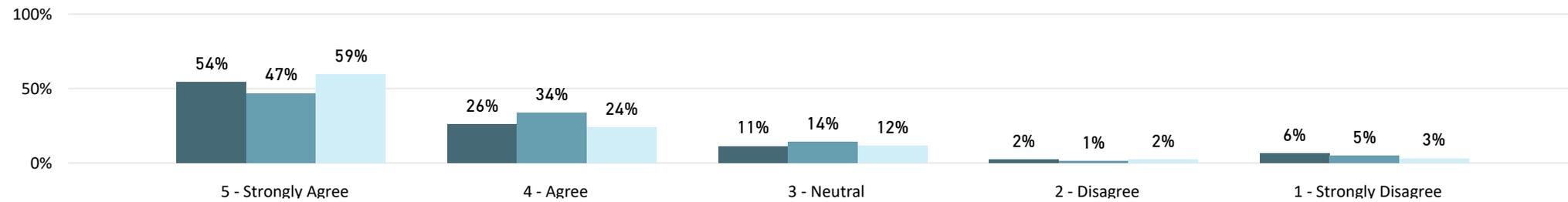


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	77	54%	57	47%	82	59%	216	54%
4 - Agree	37	26%	41	34%	33	24%	111	28%
3 - Neutral	16	11%	17	14%	16	12%	49	12%
2 - Disagree	3	2%	1	1%	3	2%	7	2%
1 - Strongly Disagree	9	6%	6	5%	4	3%	19	5%
Total	142	100%	122	100%	138	100%	402	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

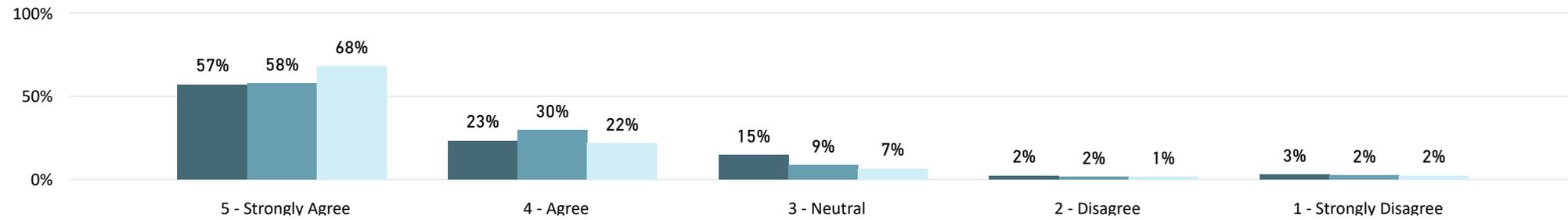


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	78	57%	74	58%	94	68%	246	61%
4 - Agree	32	23%	38	30%	30	22%	100	25%
3 - Neutral	20	15%	11	9%	9	7%	40	10%
2 - Disagree	3	2%	2	2%	2	1%	7	2%
1 - Strongly Disagree	4	3%	3	2%	3	2%	10	2%
Total	137	100%	128	100%	138	100%	403	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

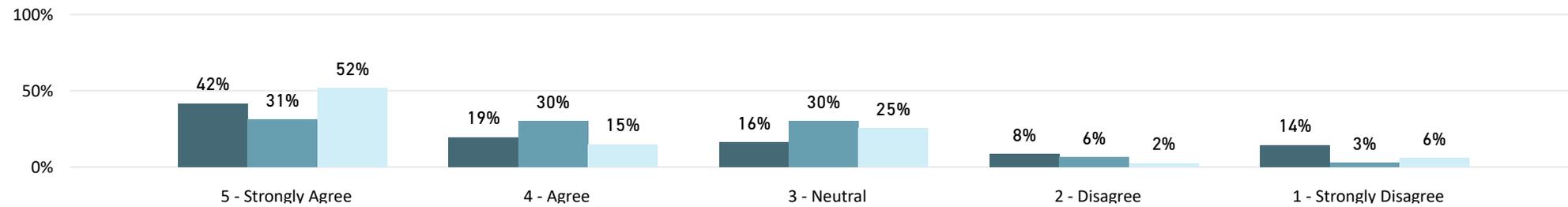


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	49	42%	35	31%	63	52%	147	42%
4 - Agree	23	19%	34	30%	18	15%	75	21%
3 - Neutral	19	16%	34	30%	31	25%	84	24%
2 - Disagree	10	8%	7	6%	3	2%	20	6%
1 - Strongly Disagree	17	14%	3	3%	7	6%	27	8%
Total	118	100%	113	100%	122	100%	353	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

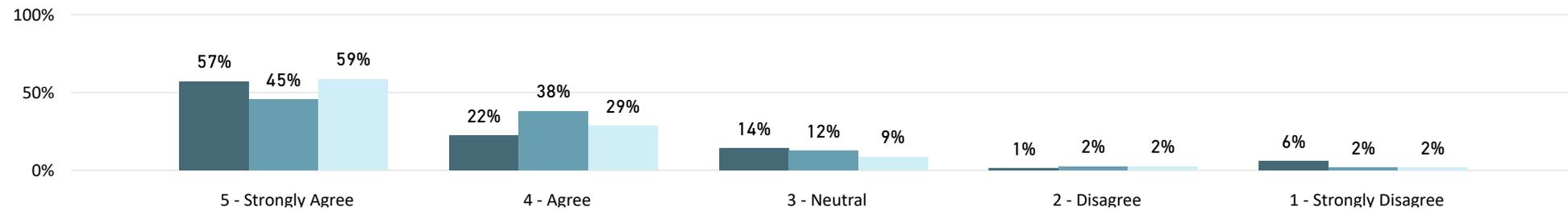


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	69	57%	55	45%	74	59%	198	54%
4 - Agree	27	22%	46	38%	36	29%	109	30%
3 - Neutral	17	14%	15	12%	11	9%	43	12%
2 - Disagree	1	1%	3	2%	3	2%	7	2%
1 - Strongly Disagree	7	6%	2	2%	2	2%	11	3%
Total	121	100%	121	100%	126	100%	368	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

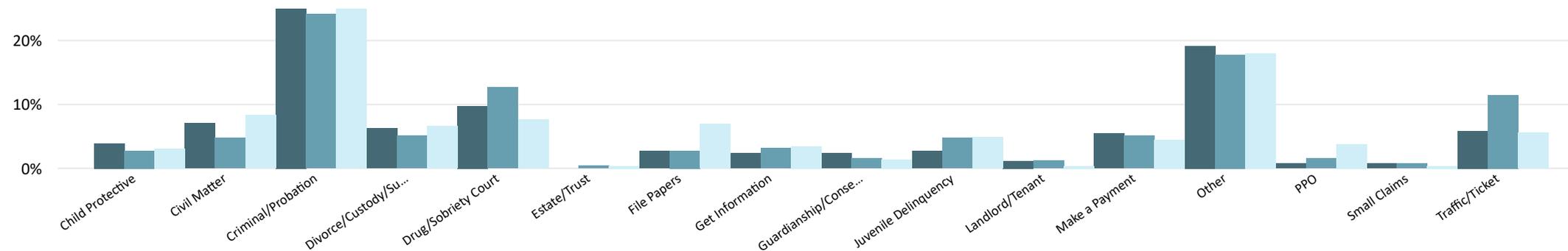
Race/Ethnicity



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	10	4%	7	3%	9	3%	26	3%
Civil Matter	18	7%	12	5%	24	8%	54	7%
Criminal/Probation	76	30%	61	24%	72	25%	209	26%
Divorce/Custody/Support	16	6%	13	5%	19	7%	48	6%
Drug/Sobriety Court	25	10%	32	13%	22	8%	79	10%
Estate/Trust			1	0%	1	0%	2	0%
File Papers	7	3%	7	3%	20	7%	34	4%
Get Information	6	2%	8	3%	10	3%	24	3%
Guardianship/Conservatorship	6	2%	4	2%	4	1%	14	2%
Juvenile Delinquency	7	3%	12	5%	14	5%	33	4%
Landlord/Tenant	3	1%	3	1%	1	0%	7	1%
Make a Payment	14	5%	13	5%	13	4%	40	5%
Other	49	19%	45	18%	52	18%	146	18%
PPO	2	1%	4	2%	11	4%	17	2%
Small Claims	2	1%	2	1%	1	0%	5	1%
Traffic/Ticket	15	6%	29	11%	16	6%	60	8%
Total	256	100%	253	100%	289	100%	798	100%

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

ISABELLA

Court

UTC04 - ISABELLA

Subset

All

Survey Year

All

Type of Case

All

Gender

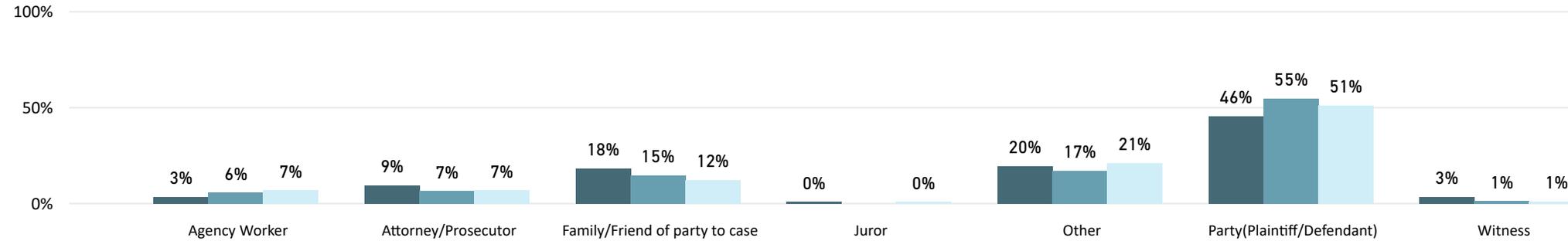
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

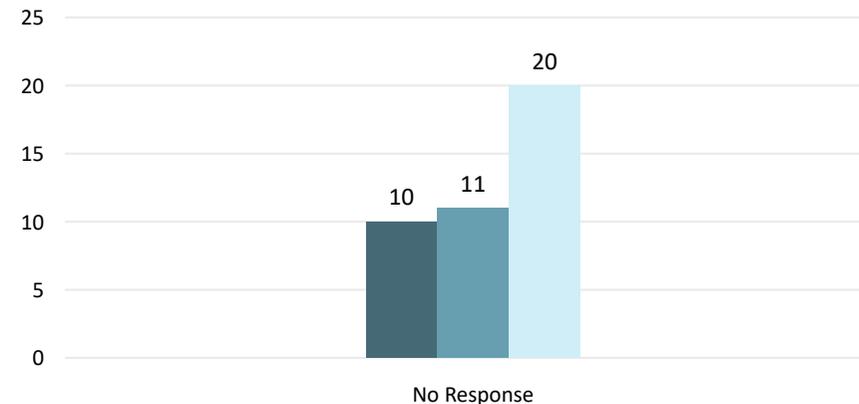


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	8	3%	14	6%	19	7%	41	5%
Attorney/Prosecutor	22	9%	16	7%	19	7%	57	8%
Family/Friend of party to case	43	18%	36	15%	34	12%	113	15%
Juror	1	0%			1	0%	2	0%
Other	46	20%	42	17%	58	21%	146	19%
Party(Plaintiff/Defendant)	107	46%	135	55%	141	51%	383	51%
Witness	8	3%	3	1%	3	1%	14	2%
Total	235	100%	246	100%	275	100%	756	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

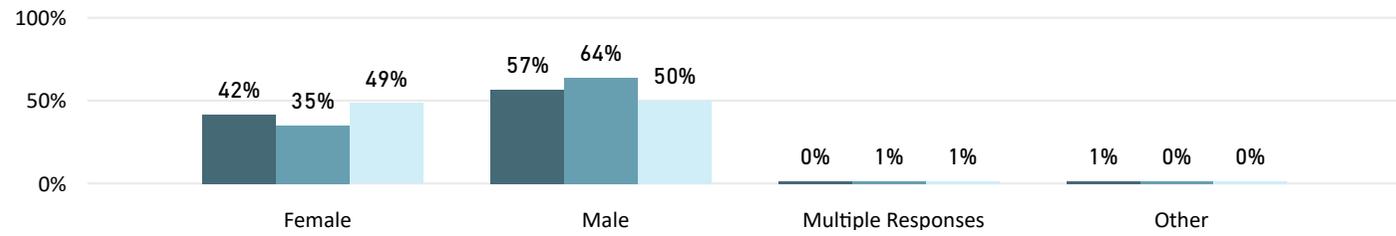




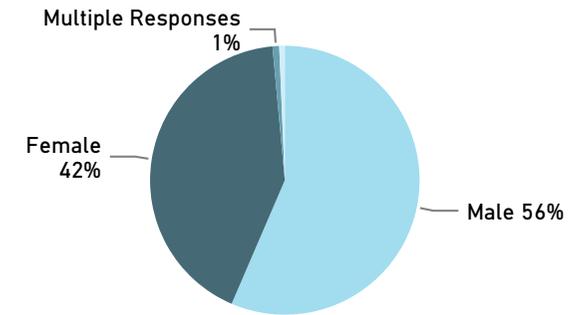
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

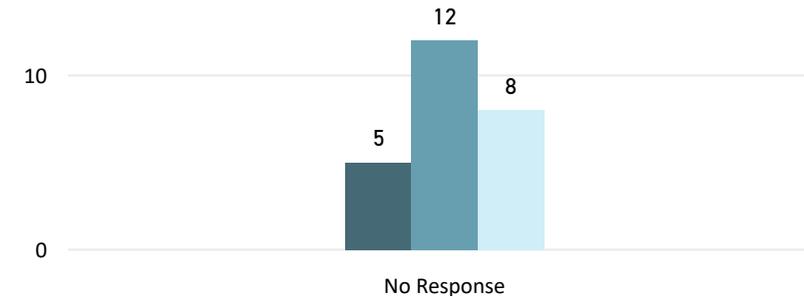


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	98	42%	83	35%	135	49%	316	42%
Male	133	57%	152	64%	139	50%	424	56%
Multiple Responses	1	0%	2	1%	3	1%	6	1%
Other	3	1%	1	0%	1	0%	5	1%
Total	235	100%	238	100%	278	100%	751	100%

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

ISABELLA

Court

UTC04 - ISABELLA

Subset

All

Survey Year

All

Role

All

Type of Case

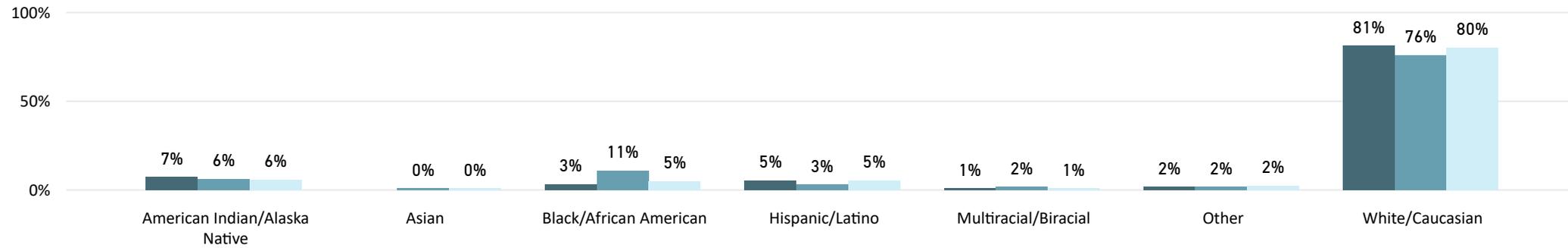
All

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	16	7%	14	6%	15	6%	45	6%
Asian			1	0%	1	0%	2	0%
Black/African American	7	3%	25	11%	13	5%	45	6%
Hispanic/Latino	12	5%	7	3%	14	5%	33	5%
Multiracial/Biracial	2	1%	4	2%	2	1%	8	1%
Other	4	2%	4	2%	6	2%	14	2%
White/Caucasian	178	81%	174	76%	206	80%	558	79%
Total	219	100%	229	100%	257	100%	705	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

