

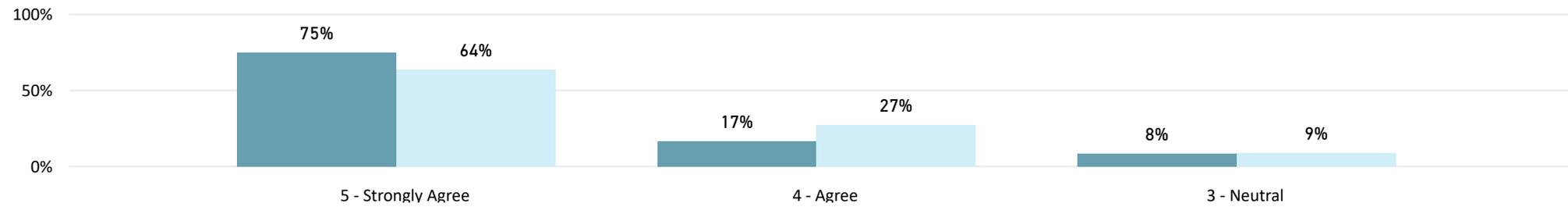


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2016 ● 2018



1. I was able to get my court business done in a reasonable amount of time today.

SurveyYear	2016		2018		Total	
Time	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	9	75%	7	64%	16	70%
4 - Agree	2	17%	3	27%	5	22%
3 - Neutral	1	8%	1	9%	2	9%
Total	12	100%	11	100%	23	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

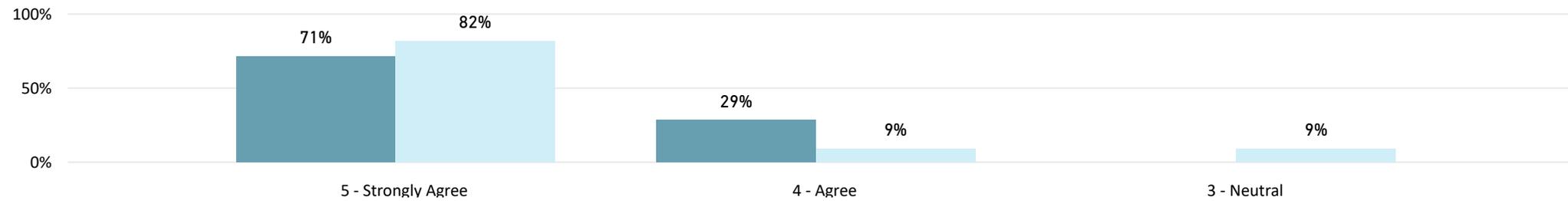


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

2. I was treated with courtesy and respect by court staff.

SurveyYear ● 2016 ● 2018



2. I was treated with courtesy and respect by court staff.

SurveyYear	2016		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	10	71%	9	82%	19	76%
4 - Agree	4	29%	1	9%	5	20%
3 - Neutral			1	9%	1	4%
Total	14	100%	11	100%	25	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

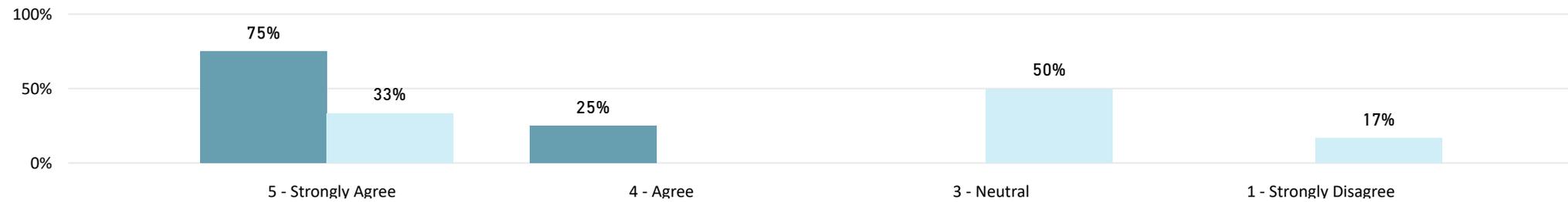


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 3 and 4 were directed to persons who attended a hearing or trial.

3. The way the case was handled was fair.

SurveyYear ● 2016 ● 2018



3. The way the case was handled was fair.

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	3	75%	2	33%	5	50%
4 - Agree	1	25%	0	0%	1	10%
3 - Neutral	0	0%	3	50%	3	30%
1 - Strongly Disagree	0	0%	1	17%	1	10%
Total	4	100%	6	100%	10	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

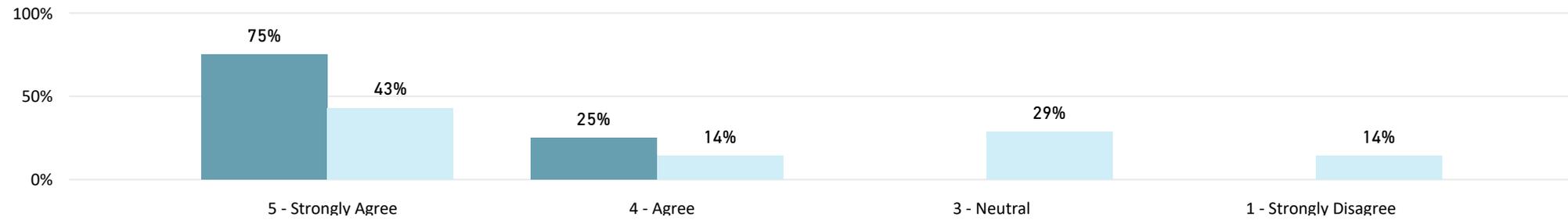


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2016 ● 2018



4. The judge/magistrate/referee treated everyone with courtesy and respect.

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	3	75%	3	43%	6	55%
4 - Agree	1	25%	1	14%	2	18%
3 - Neutral			2	29%	2	18%
1 - Strongly Disagree			1	14%	1	9%
Total	4	100%	7	100%	11	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

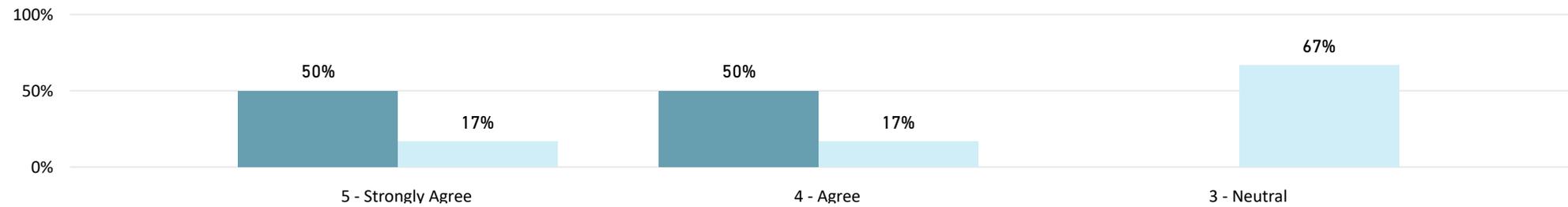


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2016 ● 2018



5. The outcome in my case was favorable to me.

SurveyYear	2016		2018		Total	
Outcome	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	1	50%	1	17%	2	25%
4 - Agree	1	50%	1	17%	2	25%
3 - Neutral	0	0%	4	67%	4	50%
Total	2	100%	6	100%	8	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

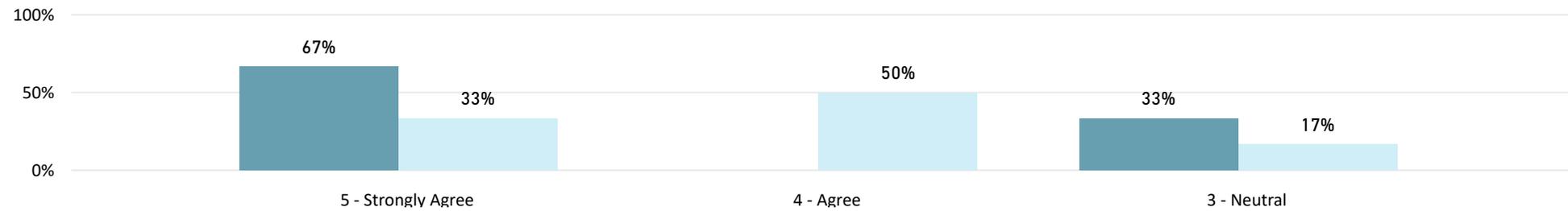


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2016 ● 2018



6. As I leave the court, I understand what happened in my case.

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	2	67%	2	33%	4	44%
4 - Agree			3	50%	3	33%
3 - Neutral	1	33%	1	17%	2	22%
Total	3	100%	6	100%	9	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

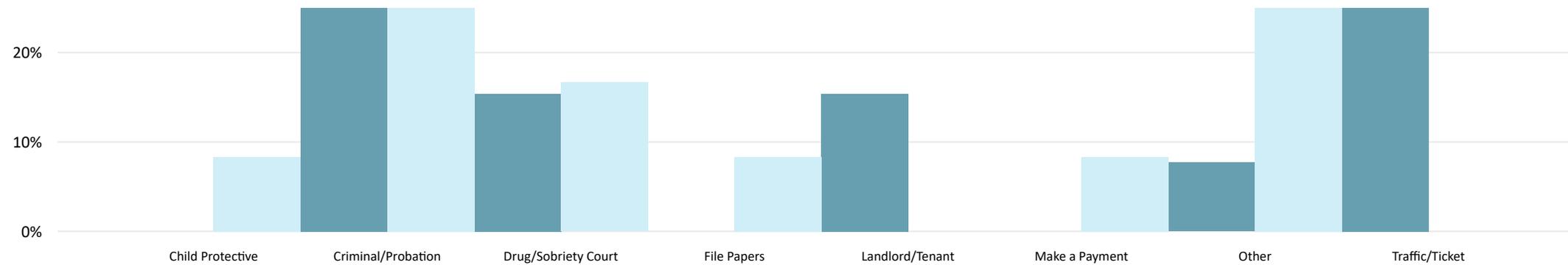
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear ● 2016 ● 2018



7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear TypeOfCase	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
Child Protective			1	8%	1	4%
Criminal/Probation	4	31%	3	25%	7	28%
Drug/Sobriety Court	2	15%	2	17%	4	16%
File Papers			1	8%	1	4%
Landlord/Tenant	2	15%			2	8%
Make a Payment			1	8%	1	4%
Other	1	8%	4	33%	5	20%
Traffic/Ticket	4	31%			4	16%
Total	13	100%	12	100%	25	100%

County

KALKASKA

Court

D87B - KALKASKA

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

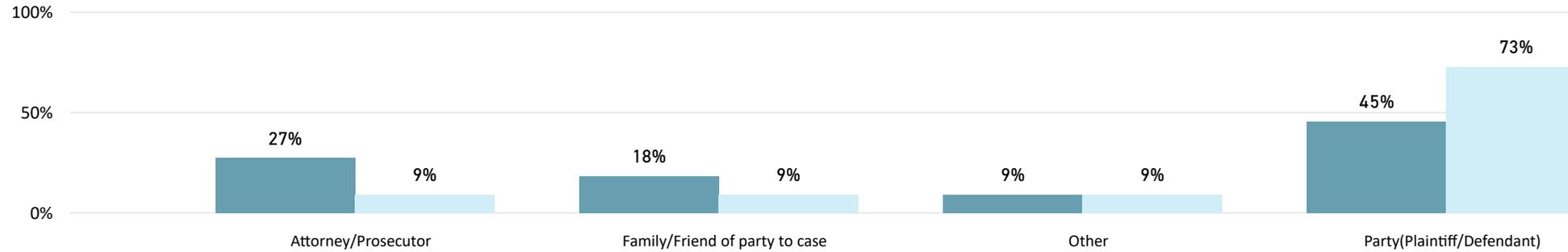
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2016 ● 2018

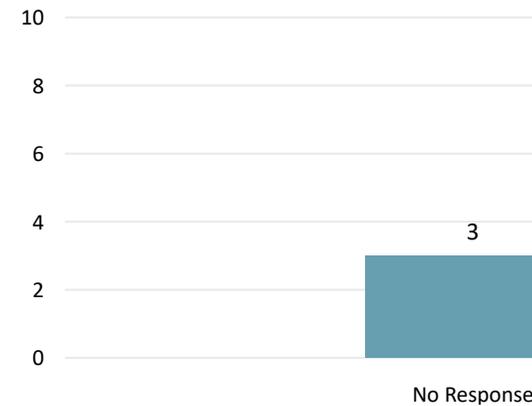


8. Who are you (All that apply)?

SurveyYear WhoRole	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
Attorney/Prosecutor	3	27%	1	9%	4	18%
Family/Friend of party to case	2	18%	1	9%	3	14%
Other	1	9%	1	9%	2	9%
Party(Plaintiff/Defendant)	5	45%	8	73%	13	59%
Total	11	100%	11	100%	22	100%

8. No Response

SurveyYear ● 2016



County

KALKASKA

Court

D87B - KALKASKA

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

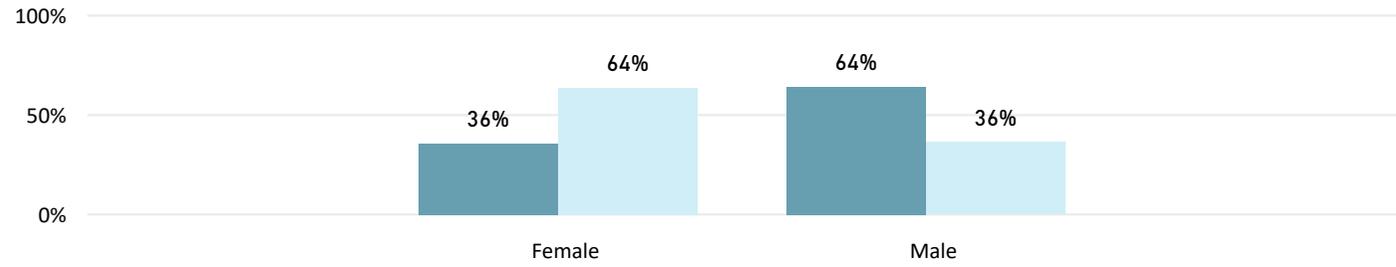
All



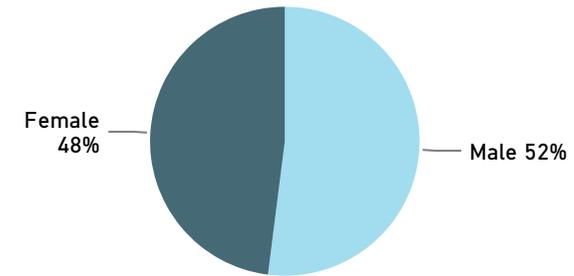
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2016 ● 2018



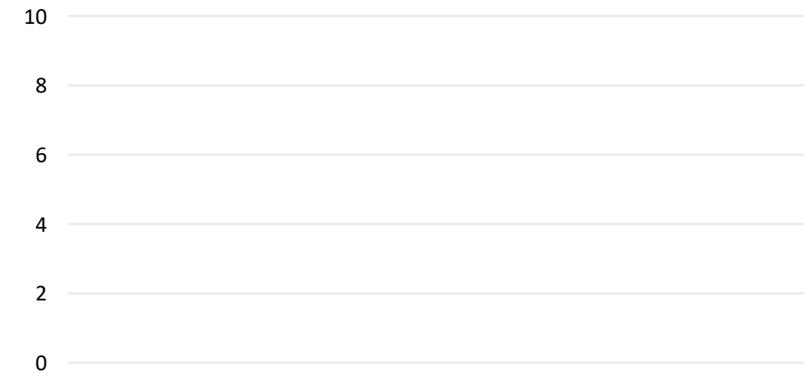
9. What is your gender?



9. What is your gender?

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
Female	5	36%	7	64%	12	48%
Male	9	64%	4	36%	13	52%
Total	14	100%	11	100%	25	100%

9. No Responses



County

Court

Subset

Survey Year

Role

Type of Case

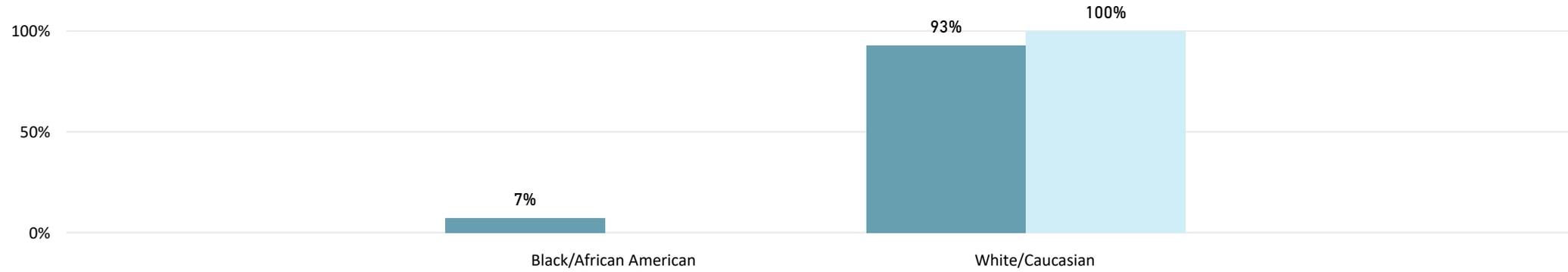
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

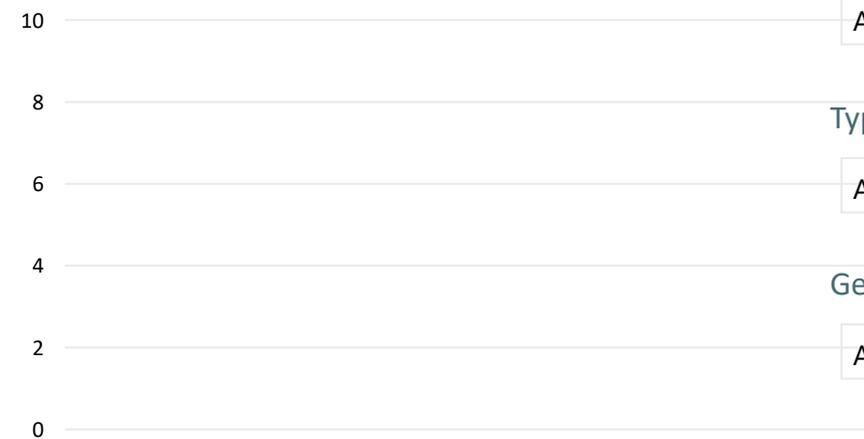
SurveyYear ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
Black/African American	1	7%	0	0%	1	4%
White/Caucasian	13	93%	11	100%	24	96%
Total	14	100%	11	100%	25	100%

10. No Responses.



County

KALKASKA

Court

D87B - KALKASKA

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All