

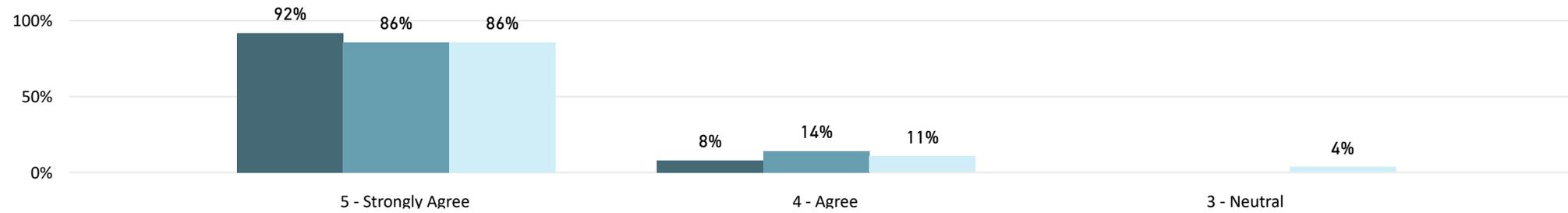


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 23 | 92% | 18 | 86% | 24 | 86% | 65 | 88% |
| 4 - Agree | 2 | 8% | 3 | 14% | 3 | 11% | 8 | 11% |
| 3 - Neutral | | | | | 1 | 4% | 1 | 1% |
| Total | 25 | 100% | 21 | 100% | 28 | 100% | 74 | 100% |

County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

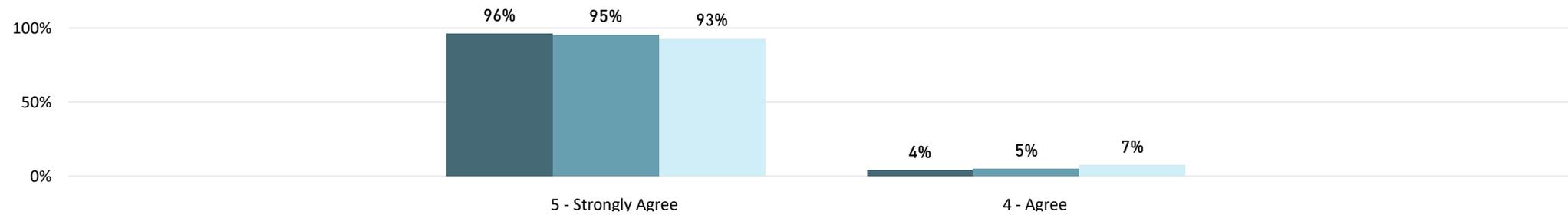


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | |
|--------------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| 5 - Strongly Agree | 25 | 96% | 20 | 95% | 25 | 93% | 70 | 95% |
| 4 - Agree | 1 | 4% | 1 | 5% | 2 | 7% | 4 | 5% |
| Total | 26 | 100% | 21 | 100% | 27 | 100% | 74 | 100% |

County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

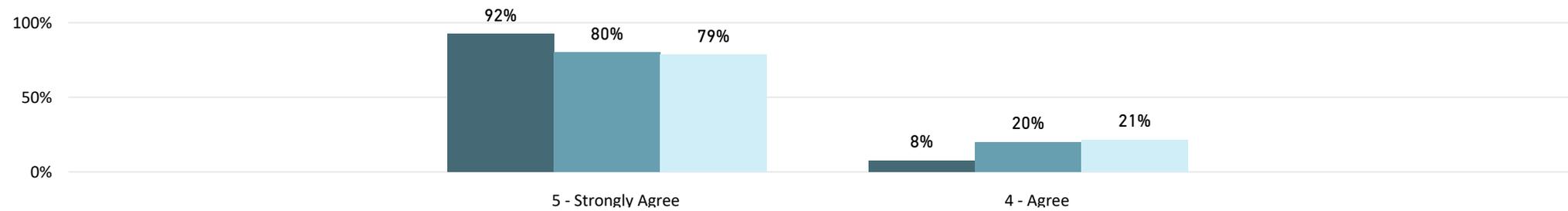


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 |
| Fair | | | | | | | | |
| 5 - Strongly Agree | 12 | 92% | 8 | 80% | 11 | 79% | 31 | 84% |
| 4 - Agree | 1 | 8% | 2 | 20% | 3 | 21% | 6 | 16% |
| Total | 13 | 100% | 10 | 100% | 14 | 100% | 37 | 100% |

County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

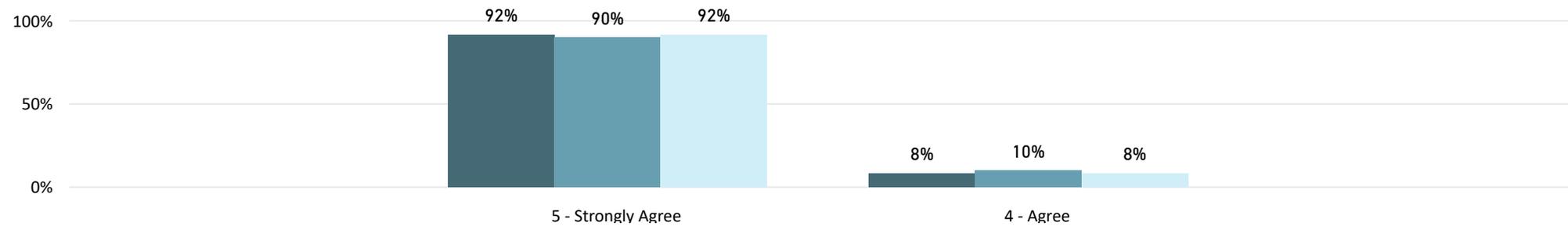


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 11 | 92% | 9 | 90% | 11 | 92% | 31 | 91% |
| 4 - Agree | 1 | 8% | 1 | 10% | 1 | 8% | 3 | 9% |
| Total | 12 | 100% | 10 | 100% | 12 | 100% | 34 | 100% |

County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

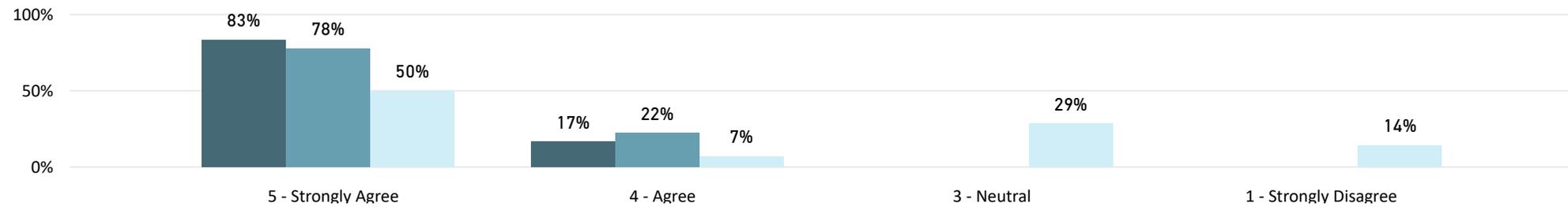


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 10 | 83% | 7 | 78% | 7 | 50% | 24 | 69% |
| 4 - Agree | 2 | 17% | 2 | 22% | 1 | 7% | 5 | 14% |
| 3 - Neutral | | | | | 4 | 29% | 4 | 11% |
| 1 - Strongly Disagree | | | | | 2 | 14% | 2 | 6% |
| Total | 12 | 100% | 9 | 100% | 14 | 100% | 35 | 100% |

County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

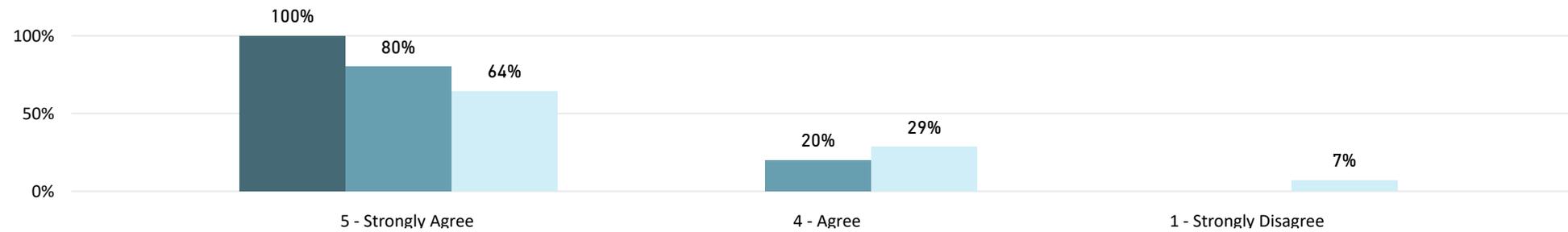


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 | 11 | 100% | 8 | 80% | 9 | 64% | 28 | 80% |
| 4 - Agree | | | 2 | 20% | 4 | 29% | 6 | 17% |
| 1 - Strongly Disagree | | | | | 1 | 7% | 1 | 3% |
| Total | 11 | 100% | 10 | 100% | 14 | 100% | 35 | 100% |

County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

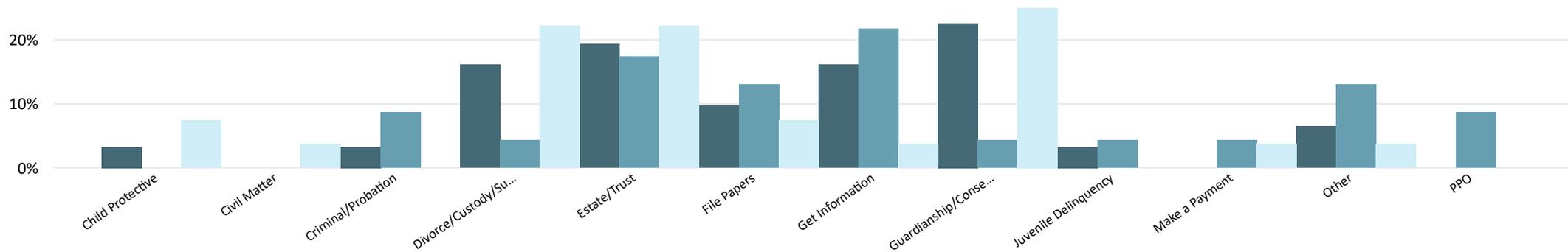
All



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 | 1 | 3% | | | 2 | 7% | 3 | 4% |
| Civil Matter | | | | | 1 | 4% | 1 | 1% |
| Criminal/Probation | 1 | 3% | 2 | 9% | | | 3 | 4% |
| Divorce/Custody/Support | 5 | 16% | 1 | 4% | 6 | 22% | 12 | 15% |
| Estate/Trust | 6 | 19% | 4 | 17% | 6 | 22% | 16 | 20% |
| File Papers | 3 | 10% | 3 | 13% | 2 | 7% | 8 | 10% |
| Get Information | 5 | 16% | 5 | 22% | 1 | 4% | 11 | 14% |
| Guardianship/Conservatorship | 7 | 23% | 1 | 4% | 7 | 26% | 15 | 19% |
| Juvenile Delinquency | 1 | 3% | 1 | 4% | | | 2 | 2% |
| Make a Payment | | | 1 | 4% | 1 | 4% | 2 | 2% |
| Other | 2 | 6% | 3 | 13% | 1 | 4% | 6 | 7% |
| PPO | | | 2 | 9% | | | 2 | 2% |
| Total | 31 | 100% | 23 | 100% | 27 | 100% | 81 | 100% |

County

MACKINAC ▼

Court

(Multiple Selections) ▼

Subset

All ▼

Survey Year

All ▼

Role

All ▼

Gender

All ▼

Race/Ethnicity

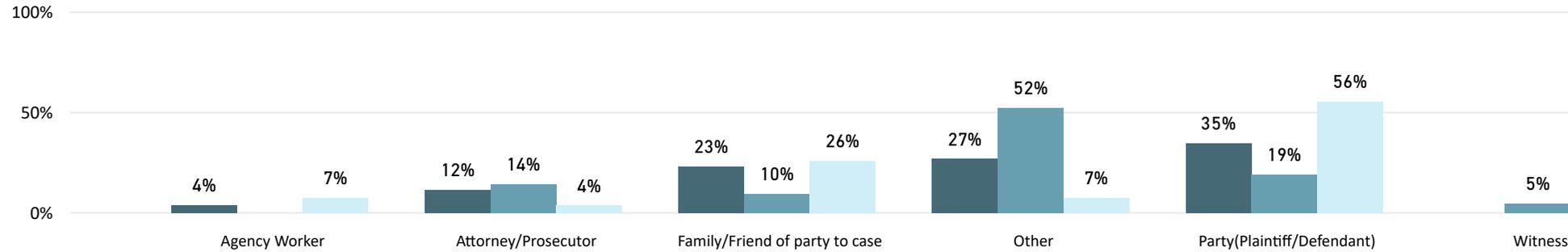
All ▼



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

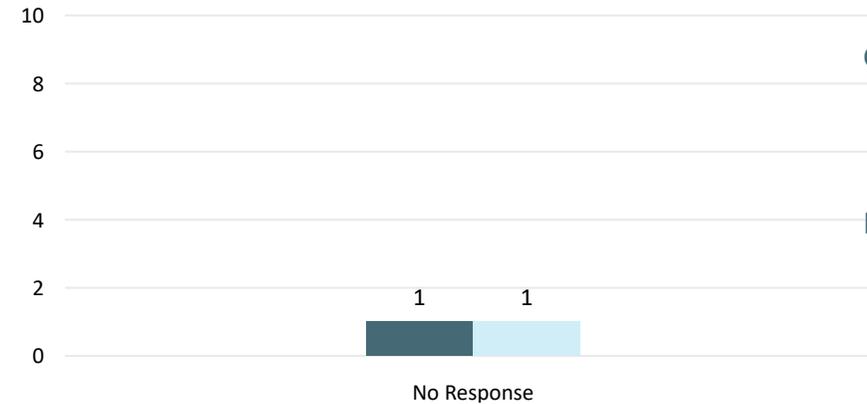


8. Who are you (All that apply)?

| SurveyYear WhoRole | 2015 | | 2016 | | 2018 | | Total | |
|--------------------------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Agency Worker | 1 | 4% | | | 2 | 7% | 3 | 4% |
| Attorney/Prosecutor | 3 | 12% | 3 | 14% | 1 | 4% | 7 | 9% |
| Family/Friend of party to case | 6 | 23% | 2 | 10% | 7 | 26% | 15 | 20% |
| Other | 7 | 27% | 11 | 52% | 2 | 7% | 20 | 27% |
| Party(Plaintiff/Defendant) | 9 | 35% | 4 | 19% | 15 | 56% | 28 | 38% |
| Witness | | | 1 | 5% | | | 1 | 1% |
| Total | 26 | 100% | 21 | 100% | 27 | 100% | 74 | 100% |

8. No Response

SurveyYear ● 2015 ● 2018



County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

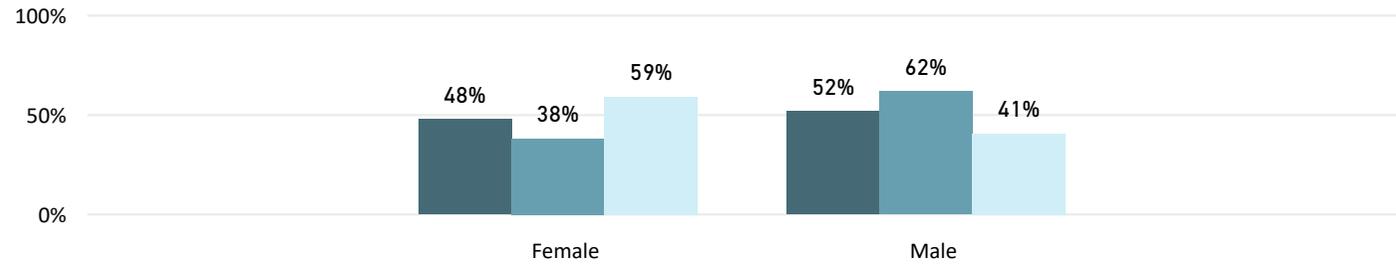
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

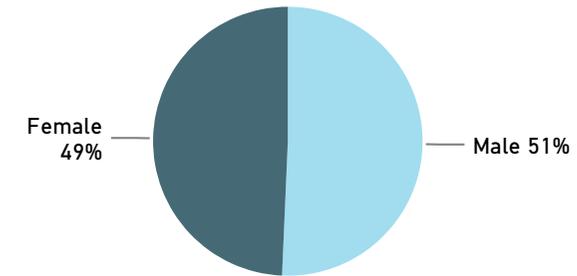
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

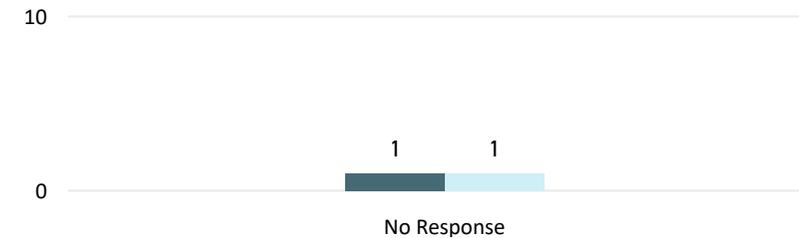
| SurveyYear | 2015 | | 2016 | | 2018 | | Total | |
|--------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Female | 12 | 48% | 8 | 38% | 16 | 59% | 36 | 49% |
| Male | 13 | 52% | 13 | 62% | 11 | 41% | 37 | 51% |
| Total | 25 | 100% | 21 | 100% | 27 | 100% | 73 | 100% |

9. What is your gender?



9. No Responses

Gender Type: ● 2015 ● 2018



County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MACKINAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

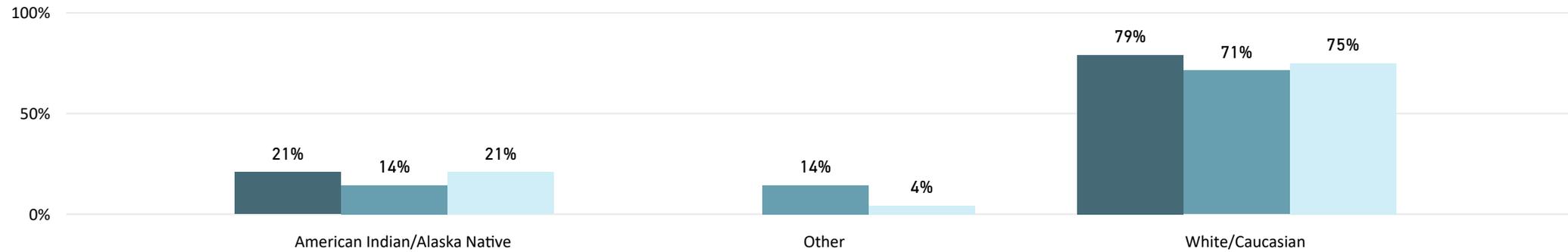
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

| SurveyYear | 2015 | | 2016 | | 2018 | | Total | |
|-------------------------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| American Indian/Alaska Native | 5 | 21% | 3 | 14% | 5 | 21% | 13 | 19% |
| Other | | | 3 | 14% | 1 | 4% | 4 | 6% |
| White/Caucasian | 19 | 79% | 15 | 71% | 18 | 75% | 52 | 75% |
| Total | 24 | 100% | 21 | 100% | 24 | 100% | 69 | 100% |

10. No Responses.

SurveyYear ● 2015

