

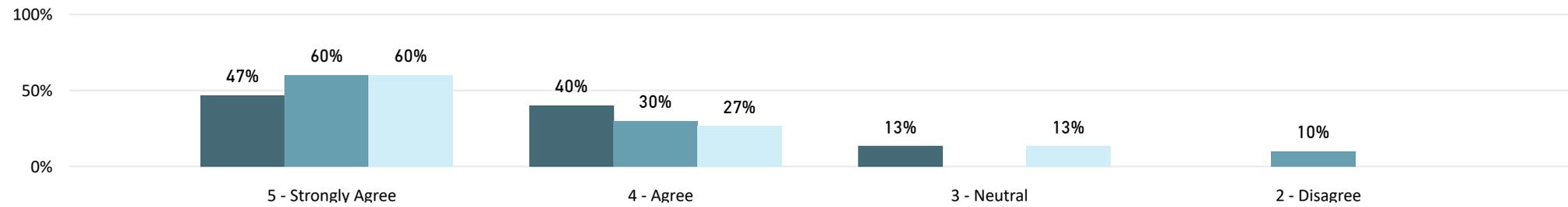


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	7	47%	6	60%	9	60%	22	55%
4 - Agree	6	40%	3	30%	4	27%	13	33%
3 - Neutral	2	13%			2	13%	4	10%
2 - Disagree			1	10%			1	3%
<b>Total</b>	<b>15</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>40</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

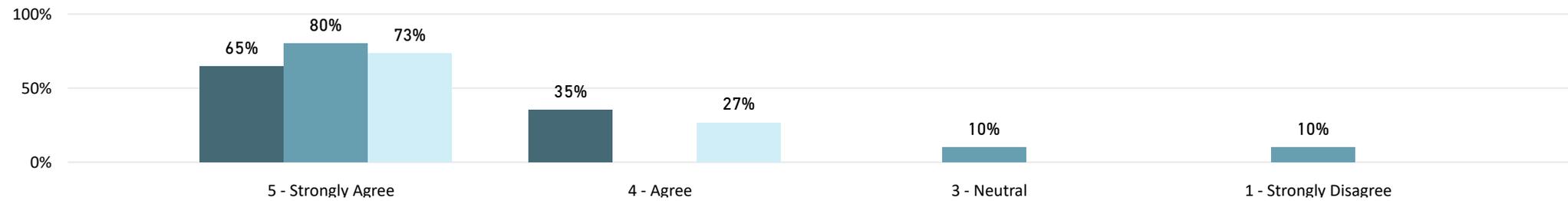


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	11	65%	8	80%	11	73%	30	71%
4 - Agree	6	35%			4	27%	10	24%
3 - Neutral			1	10%			1	2%
1 - Strongly Disagree			1	10%			1	2%
<b>Total</b>	<b>17</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>42</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

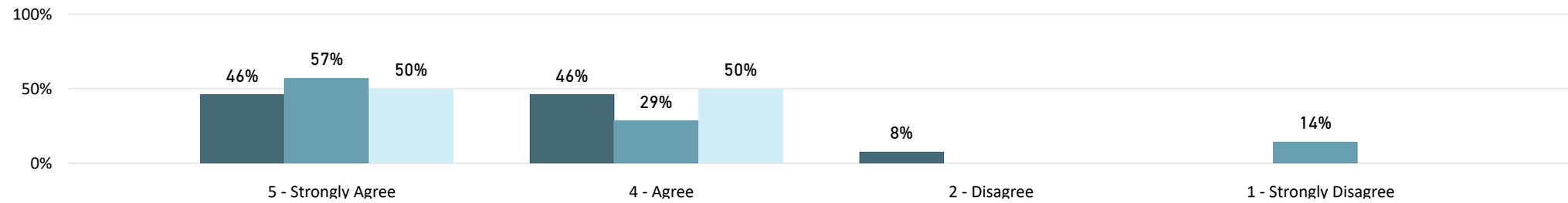


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	6	46%	4	57%	5	50%	15	50%
4 - Agree	6	46%	2	29%	5	50%	13	43%
2 - Disagree	1	8%					1	3%
1 - Strongly Disagree			1	14%			1	3%
<b>Total</b>	<b>13</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>30</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

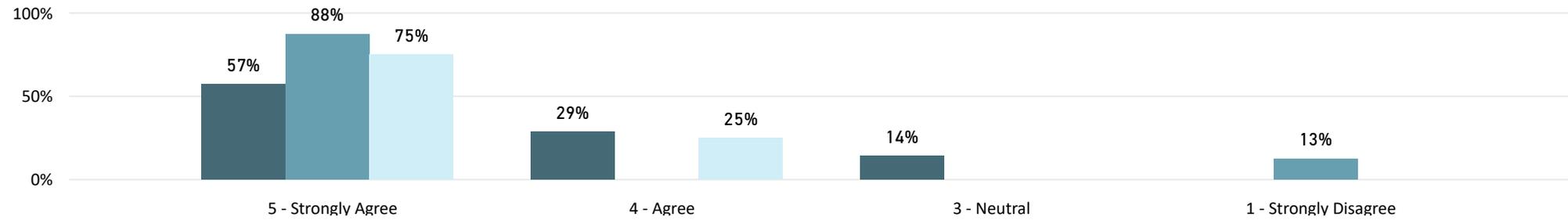


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	8	57%	7	88%	6	75%	21	70%
4 - Agree	4	29%			2	25%	6	20%
3 - Neutral	2	14%					2	7%
1 - Strongly Disagree			1	13%			1	3%
<b>Total</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>30</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

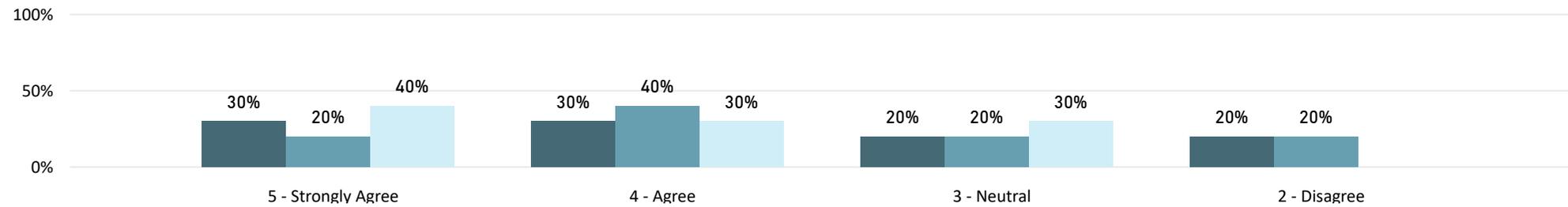


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	3	30%	1	20%	4	40%	8	32%
4 - Agree	3	30%	2	40%	3	30%	8	32%
3 - Neutral	2	20%	1	20%	3	30%	6	24%
2 - Disagree	2	20%	1	20%	0	0%	3	12%
<b>Total</b>	<b>10</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>25</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

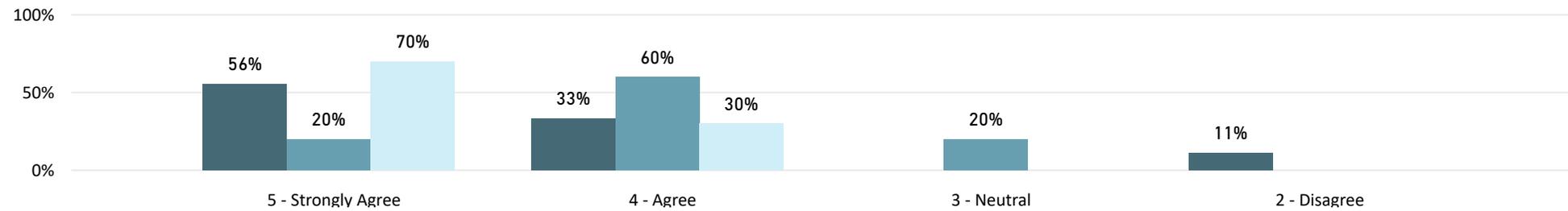


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	5	56%	1	20%	7	70%	13	54%
4 - Agree	3	33%	3	60%	3	30%	9	38%
3 - Neutral			1	20%			1	4%
2 - Disagree	1	11%					1	4%
<b>Total</b>	<b>9</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>24</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	4	20%	1	10%	2	13%	7	15%
Criminal/Probation	7	35%	6	60%	5	31%	18	39%
Drug/Sobriety Court	3	15%	1	10%	3	19%	7	15%
File Papers					1	6%	1	2%
Get Information			1	10%	1	6%	2	4%
Make a Payment			1	10%			1	2%
Other	3	15%					3	7%
Traffic/Ticket	3	15%			4	25%	7	15%
<b>Total</b>	<b>20</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>16</b>	<b>100%</b>	<b>46</b>	<b>100%</b>

County

MACKINAC

Court

D92 MACKINAC

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

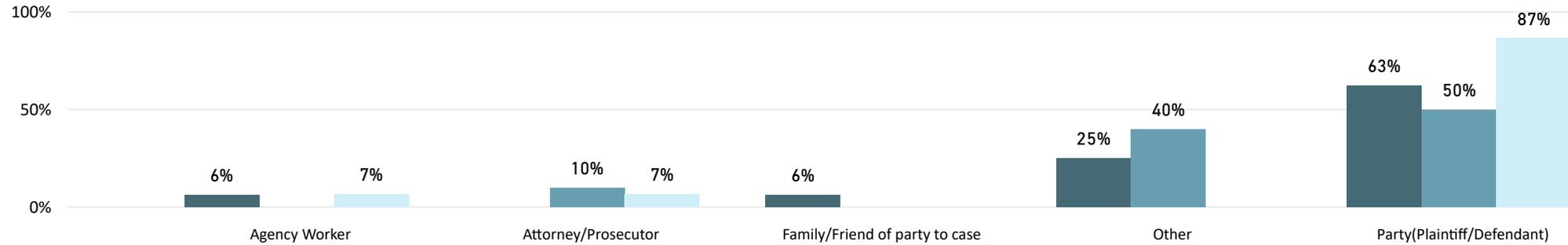
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

MACKINAC

Court

D92 MACKINAC

Subset

All

Survey Year

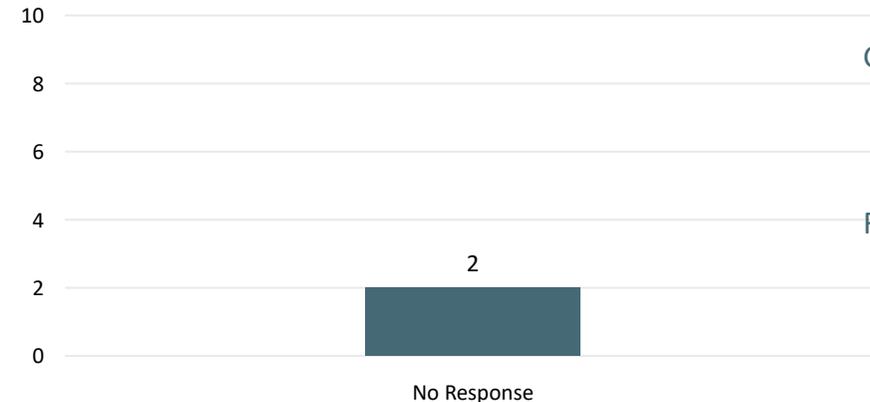
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	6%			1	7%	2	5%
Attorney/Prosecutor			1	10%	1	7%	2	5%
Family/Friend of party to case	1	6%					1	2%
Other	4	25%	4	40%			8	20%
Party (Plaintiff/Defendant)	10	63%	5	50%	13	87%	28	68%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>41</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015



Type of Case

All

Gender

All

Race/Ethnicity

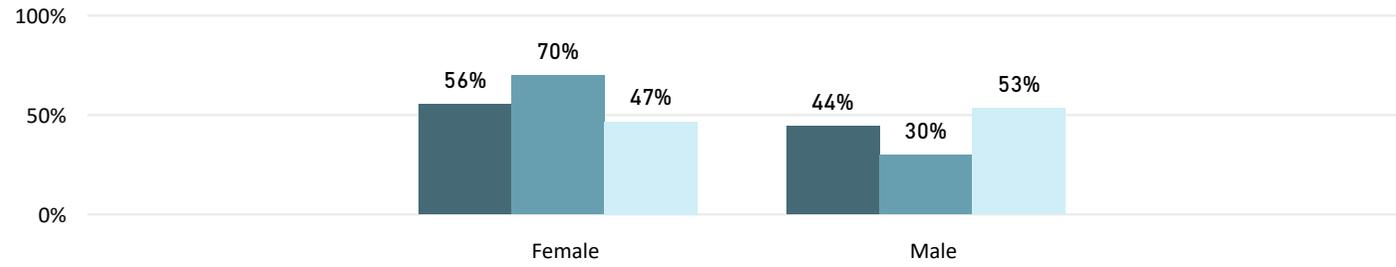
All



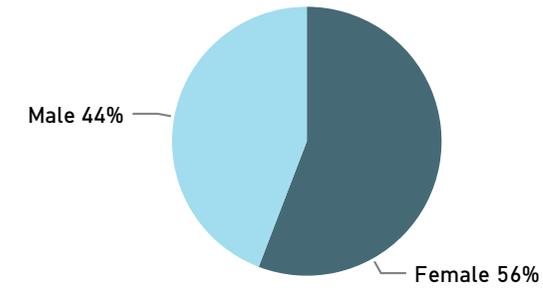
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



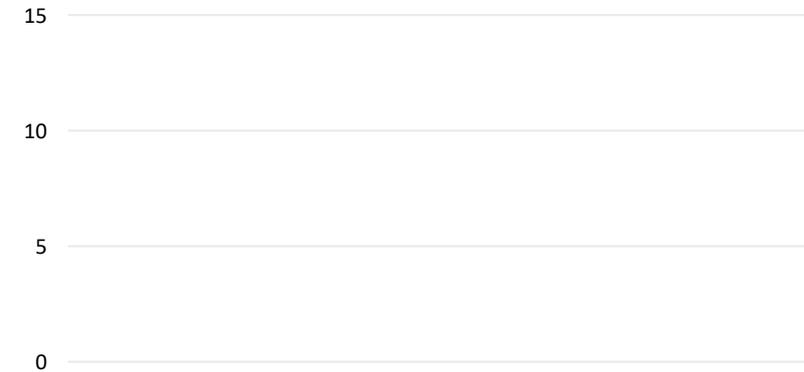
## 9. What is your gender?



## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	10	56%	7	70%	7	47%	24	56%
Male	8	44%	3	30%	8	53%	19	44%
<b>Total</b>	<b>18</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>43</b>	<b>100%</b>

## 9. No Responses



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MACKINAC

Court

D92 MACKINAC

Subset

All

Survey Year

All

Role

All

Type of Case

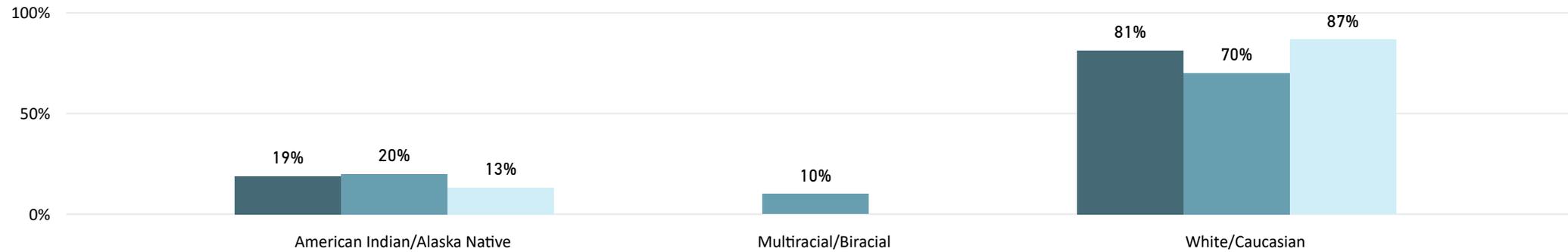
All

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	3	19%	2	20%	2	13%	7	17%
Multiracial/Biracial			1	10%			1	2%
White/Caucasian	13	81%	7	70%	13	87%	33	80%
<b>Total</b>	<b>16</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>41</b>	<b>100%</b>

## 10. No Responses.

