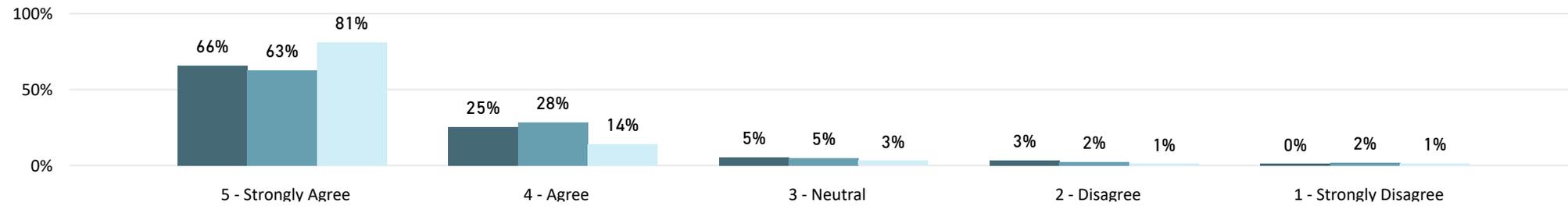# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	161	66%	142	63%	133	81%	436	69%
4 - Agree	62	25%	64	28%	23	14%	149	23%
3 - Neutral	13	5%	11	5%	5	3%	29	5%
2 - Disagree	8	3%	5	2%	1	1%	14	2%
1 - Strongly Disagree	1	0%	4	2%	2	1%	7	1%
Total	245	100%	226	100%	164	100%	635	100%

County

MIDLAND ⌄

Court

(Multiple Selections) ⌄

Subset

All ⌄

Survey Year

All ⌄

Role

All ⌄

Type of Case

All ⌄
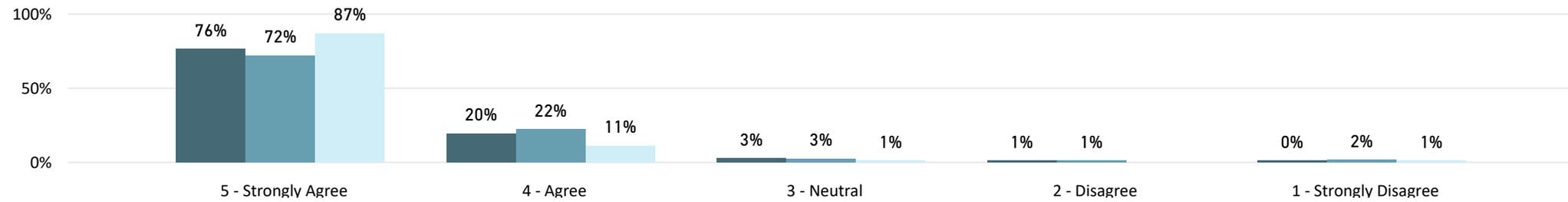
Gender

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	
CourtesyStaff ▾	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	188	76%	168	72%	148	87%	**504**	**78%**
4 - Agree	48	20%	52	22%	19	11%	**119**	**18%**
3 - Neutral	7	3%	6	3%	2	1%	**15**	**2%**
2 - Disagree	2	1%	3	1%			**5**	**1%**
1 - Strongly Disagree	1	0%	4	2%	1	1%	**6**	**1%**
Total	**246**	**100%**	**233**	**100%**	**170**	**100%**	**649**	**100%**

County

MIDLAND	⌄

Court

(Multiple Selections)	⌄

Subset

All	⌄

Survey Year

All	⌄

Role

All	⌄

Type of Case

All	⌄

Gender

All	⌄

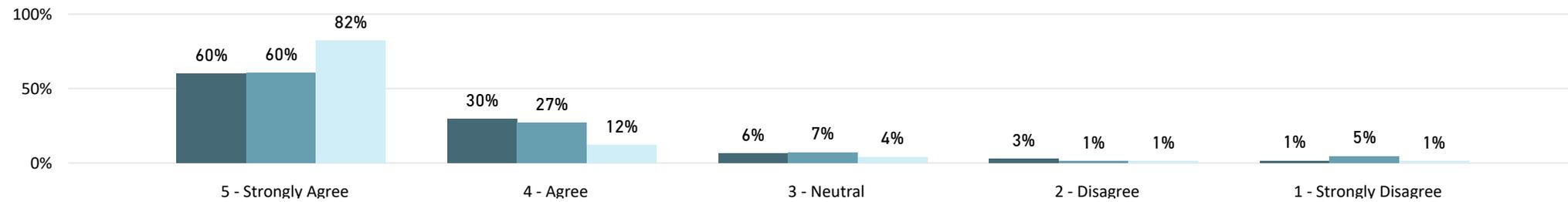Race/Ethnicity

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	
Fair ▼	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	85	60%	67	60%	83	82%	235	66%
4 - Agree	42	30%	30	27%	12	12%	84	24%
3 - Neutral	9	6%	8	7%	4	4%	21	6%
2 - Disagree	4	3%	1	1%	1	1%	6	2%
1 - Strongly Disagree	2	1%	5	5%	1	1%	8	2%
Total	142	100%	111	100%	101	100%	354	100%

County

MIDLAND ⌄

Court

(Multiple Selections) ⌄

Subset

All ⌄

Survey Year

All ⌄

Role

All ⌄

Type of Case

All ⌄

Gender

All ⌄
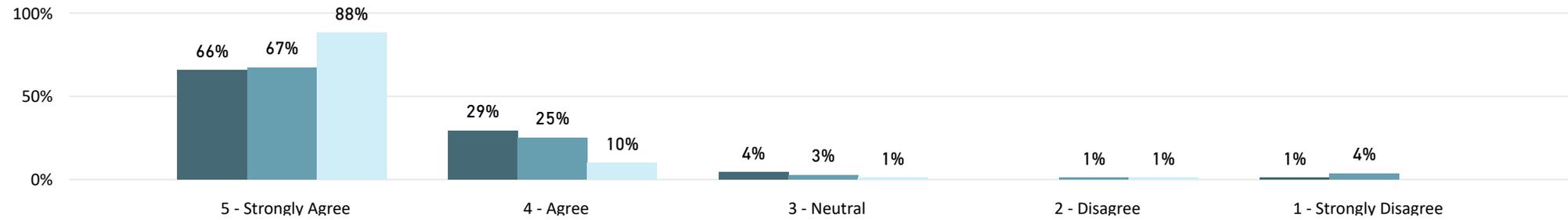
Race/Ethnicity

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	
CourtesyJudge ▼	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	92	66%	72	67%	89	88%	253	73%
4 - Agree	41	29%	27	25%	10	10%	78	22%
3 - Neutral	6	4%	3	3%	1	1%	10	3%
2 - Disagree			1	1%	1	1%	2	1%
1 - Strongly Disagree	1	1%	4	4%			5	1%
Total	140	100%	107	100%	101	100%	348	100%

County

MIDLAND ⌄

Court

(Multiple Selections) ⌄

Subset

All ⌄

Survey Year

All ⌄

Role

All ⌄

Type of Case

All ⌄

Gender
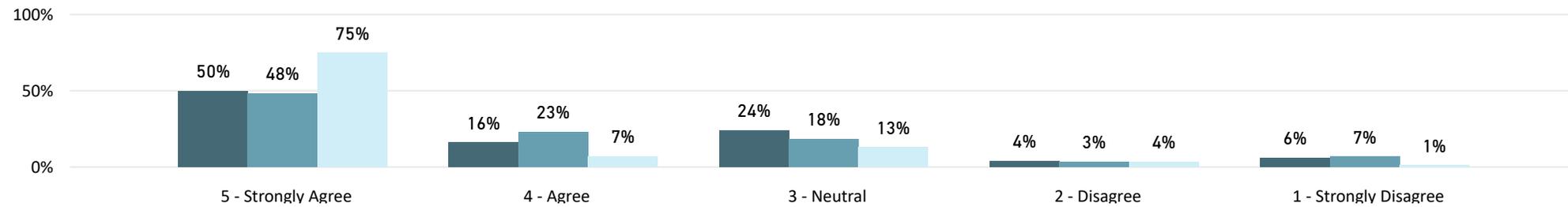
All ⌄

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 Outcome	2015 Count	2015 Percent	2016 Count	2016 Percent	2018 Count	2018 Percent	Total Count	Total Percent
5 - Strongly Agree	50	50%	42	48%	63	75%	**155**	**57%**
4 - Agree	16	16%	20	23%	6	7%	**42**	**15%**
3 - Neutral	24	24%	16	18%	11	13%	**51**	**19%**
2 - Disagree	4	4%	3	3%	3	4%	**10**	**4%**
1 - Strongly Disagree	6	6%	6	7%	1	1%	**13**	**5%**
Total	**100**	**100%**	**87**	**100%**	**84**	**100%**	**271**	**100%**

County

MIDLAND ⌄

Court

(Multiple Selections) ⌄

Subset

All ⌄

Survey Year

All ⌄

Role

All ⌄

Type of Case

All ⌄

Gender

All ⌄
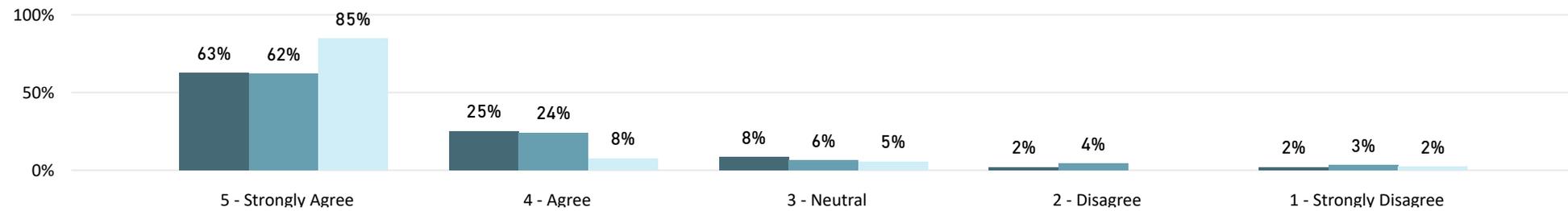
Race/Ethnicity

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	
Understand ▼	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	67	63%	59	62%	77	85%	203	69%
4 - Agree	27	25%	23	24%	7	8%	57	19%
3 - Neutral	9	8%	6	6%	5	5%	20	7%
2 - Disagree	2	2%	4	4%			6	2%
1 - Strongly Disagree	2	2%	3	3%	2	2%	7	2%
Total	107	100%	95	100%	91	100%	293	100%

County

MIDLAND ⌄

Court

(Multiple Selections) ⌄

Subset

All ⌄

Survey Year

All ⌄

Role

All ⌄

Type of Case

All ⌄

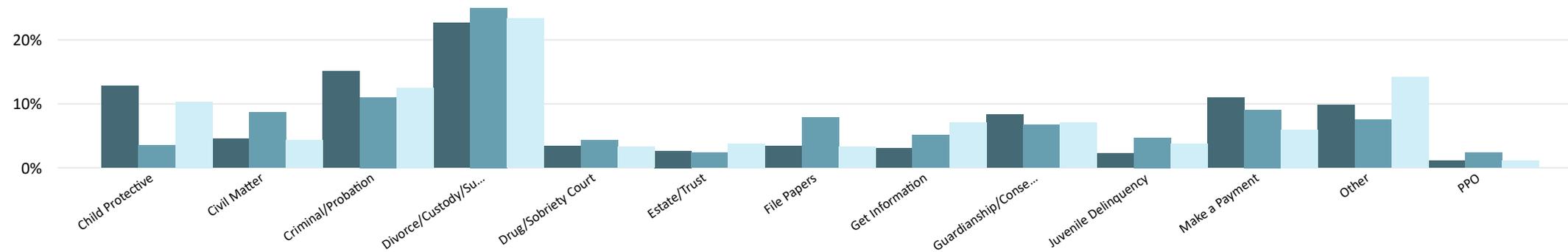Gender

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	2015		2016		2018		Total	
TypeOfCase	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Child Protective	34	13%	9	4%	19	10%	62	9%
Civil Matter	12	5%	22	9%	8	4%	42	6%
Criminal/Probation	40	15%	28	11%	23	13%	91	13%
Divorce/Custody/Support	60	23%	68	27%	43	23%	171	24%
Drug/Sobriety Court	9	3%	11	4%	6	3%	26	4%
Estate/Trust	7	3%	6	2%	7	4%	20	3%
File Papers	9	3%	20	8%	6	3%	35	5%
Get Information	8	3%	13	5%	13	7%	34	5%
Guardianship/Conservatorship	22	8%	17	7%	13	7%	52	7%
Juvenile Delinquency	6	2%	12	5%	7	4%	25	4%
Make a Payment	29	11%	23	9%	11	6%	63	9%
Other	26	10%	19	7%	26	14%	71	10%
PPO	3	1%	6	2%	2	1%	11	2%
Total	**265**	**100%**	**254**	**100%**	**184**	**100%**	**703**	**100%**

County

MIDLAND

Court

(Multiple Selections)

Subset

All
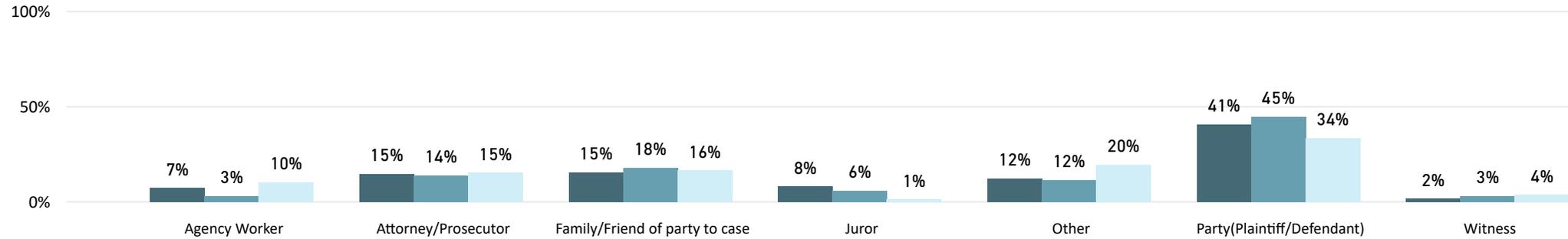
Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MIDLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity
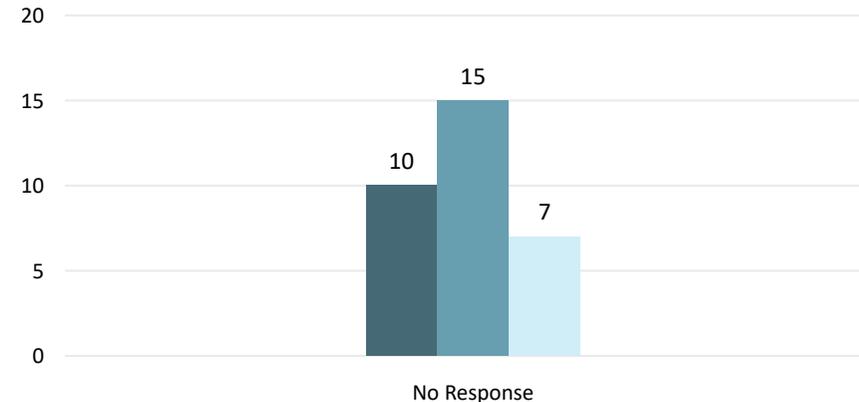
All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		Total	
WhoRole	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	18	7%	7	3%	17	10%	42	7%
Attorney/Prosecutor	36	15%	31	14%	25	15%	92	15%
Family/Friend of party to case	38	15%	40	18%	27	16%	105	17%
Juror	20	8%	13	6%	2	1%	35	6%
Other	30	12%	26	12%	32	20%	88	14%
Party(Plaintiff/Defendant)	100	41%	100	45%	55	34%	255	40%
Witness	4	2%	7	3%	6	4%	17	3%
Total	**246**	**100%**	**224**	**100%**	**164**	**100%**	**634**	**100%**

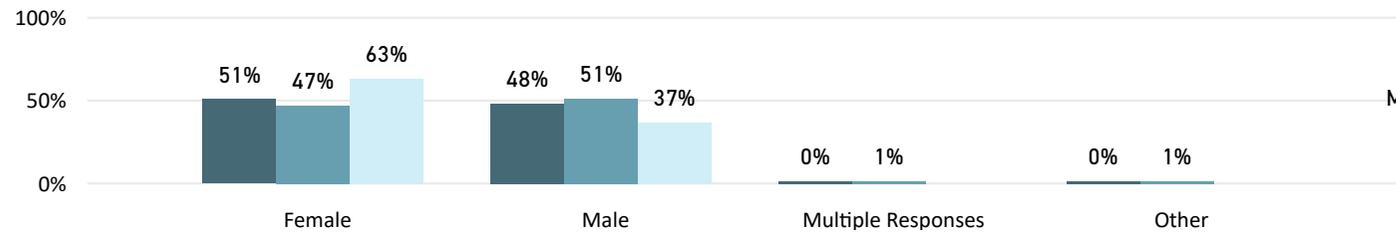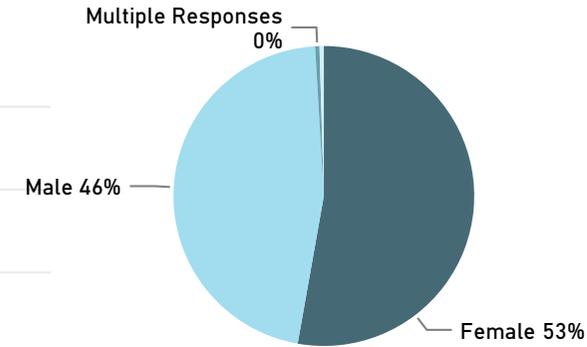## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

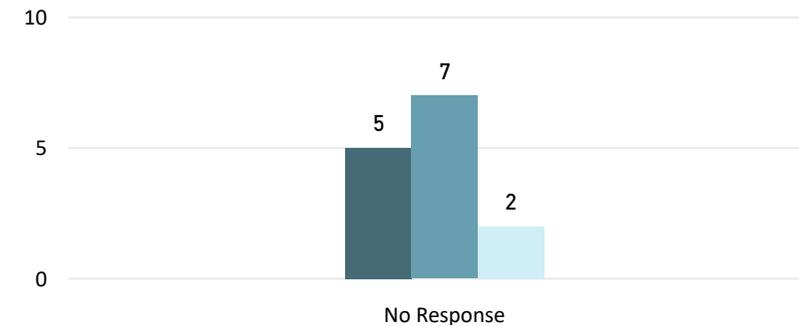Gender Type: ● 2015 ● 2016 ● 2018

9. What is your gender?

- Multiple Responses 0%
- Male 46%
- Female 53%

9. What is your gender?

SurveyYear	2015		2016		2018		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	**Count**	**Percent**
Female	126	51%	108	47%	107	63%	**341**	**53%**
Male	119	48%	118	51%	62	37%	**299**	**46%**
Multiple Responses	1	0%	2	1%			**3**	**0%**
Other	1	0%	2	1%			**3**	**0%**
Total	**247**	**100%**	**230**	**100%**	**169**	**100%**	**646**	**100%**

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018

No Response

County

MIDLAND ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Race/Ethnicity

All ▾

MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MIDLAND

Court

(Multiple Selections)

Subset

All

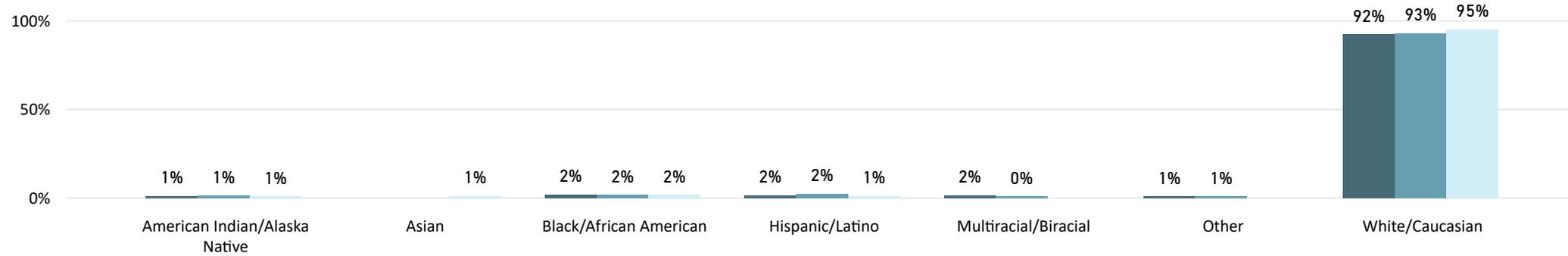**Survey Year**

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	
RaceIdentity	Count	Percent	Count	Percent	Count	Percent	**Count**	**Percent**
American Indian/Alaska Native	3	1%	3	1%	1	1%	**7**	**1%**
Asian					2	1%	**2**	**0%**
Black/African American	5	2%	4	2%	3	2%	**12**	**2%**
Hispanic/Latino	4	2%	5	2%	2	1%	**11**	**2%**
Multiracial/Biracial	4	2%	1	0%			**5**	**1%**
Other	2	1%	2	1%			**4**	**1%**
White/Caucasian	220	92%	203	93%	157	95%	**580**	**93%**
Total	**238**	**100%**	**218**	**100%**	**165**	**100%**	**621**	**100%**

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018