

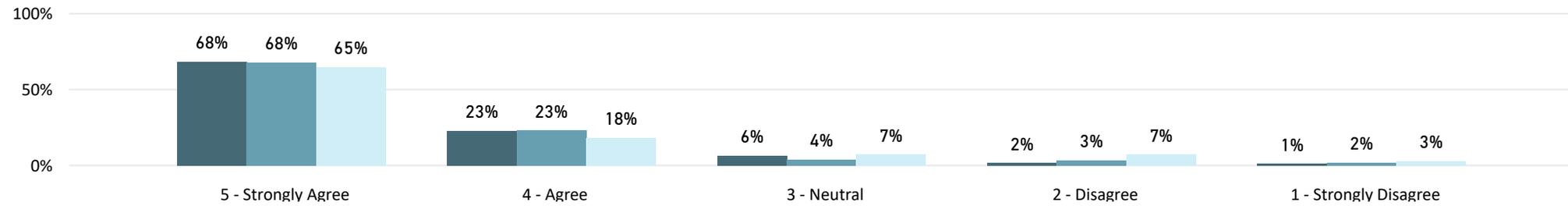


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	131	68%	103	68%	72	65%	306	67%
4 - Agree	44	23%	35	23%	20	18%	99	22%
3 - Neutral	12	6%	6	4%	8	7%	26	6%
2 - Disagree	3	2%	5	3%	8	7%	16	4%
1 - Strongly Disagree	2	1%	3	2%	3	3%	8	2%
<b>Total</b>	<b>192</b>	<b>100%</b>	<b>152</b>	<b>100%</b>	<b>111</b>	<b>100%</b>	<b>455</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

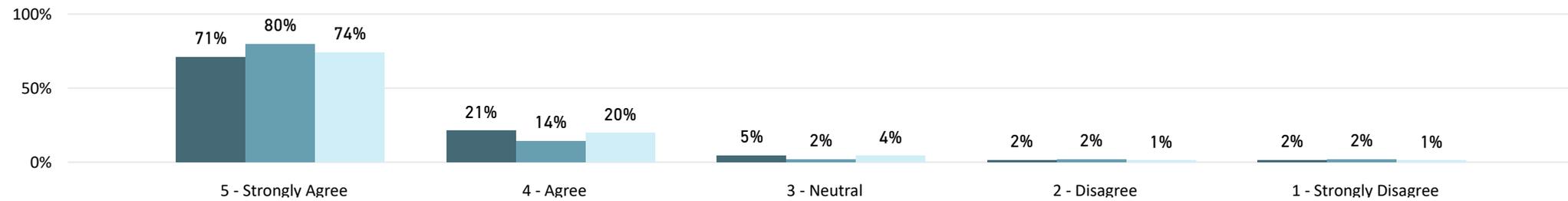


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	140	71%	123	80%	86	74%	349	75%
4 - Agree	42	21%	22	14%	23	20%	87	19%
3 - Neutral	9	5%	3	2%	5	4%	17	4%
2 - Disagree	3	2%	3	2%	1	1%	7	1%
1 - Strongly Disagree	3	2%	3	2%	1	1%	7	1%
<b>Total</b>	<b>197</b>	<b>100%</b>	<b>154</b>	<b>100%</b>	<b>116</b>	<b>100%</b>	<b>467</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

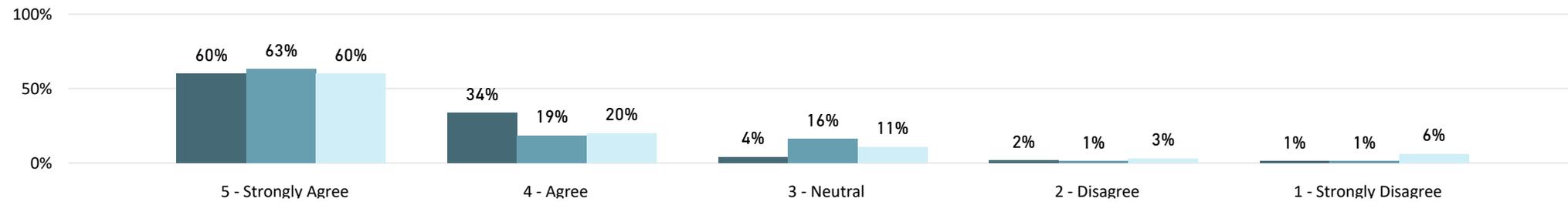


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	73	60%	51	63%	39	60%	163	61%
4 - Agree	41	34%	15	19%	13	20%	69	26%
3 - Neutral	5	4%	13	16%	7	11%	25	9%
2 - Disagree	2	2%	1	1%	2	3%	5	2%
1 - Strongly Disagree	1	1%	1	1%	4	6%	6	2%
<b>Total</b>	<b>122</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>268</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

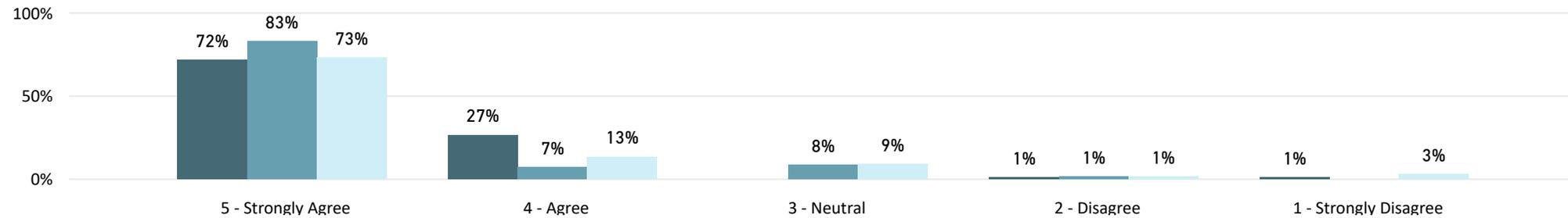


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	86	72%	59	83%	49	73%	194	75%
4 - Agree	32	27%	5	7%	9	13%	46	18%
3 - Neutral			6	8%	6	9%	12	5%
2 - Disagree	1	1%	1	1%	1	1%	3	1%
1 - Strongly Disagree	1	1%			2	3%	3	1%
<b>Total</b>	<b>120</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>258</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

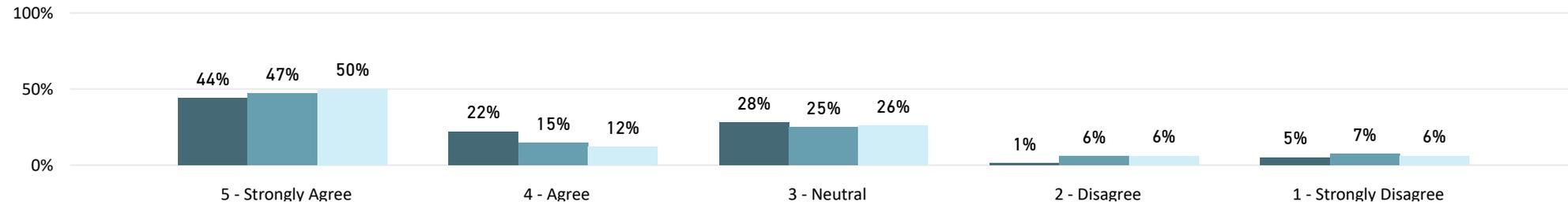


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	44	44%	32	47%	25	50%	101	46%
4 - Agree	22	22%	10	15%	6	12%	38	17%
3 - Neutral	28	28%	17	25%	13	26%	58	27%
2 - Disagree	1	1%	4	6%	3	6%	8	4%
1 - Strongly Disagree	5	5%	5	7%	3	6%	13	6%
<b>Total</b>	<b>100</b>	<b>100%</b>	<b>68</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>218</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

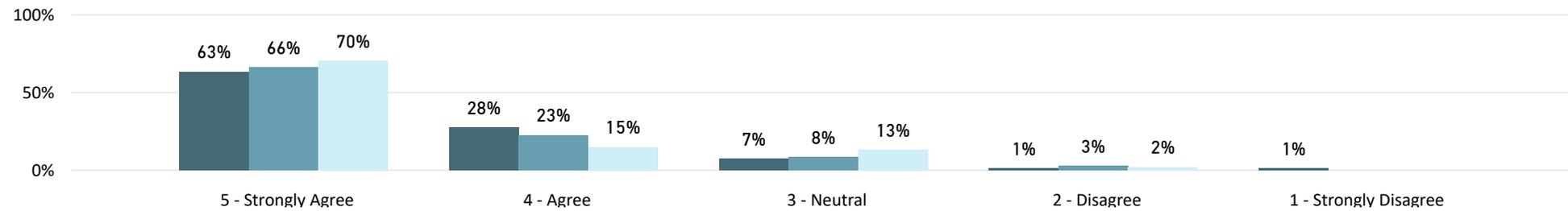


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	69	63%	47	66%	38	70%	154	66%
4 - Agree	30	28%	16	23%	8	15%	54	23%
3 - Neutral	8	7%	6	8%	7	13%	21	9%
2 - Disagree	1	1%	2	3%	1	2%	4	2%
1 - Strongly Disagree	1	1%	0	0%	0	0%	1	0%
<b>Total</b>	<b>109</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>234</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

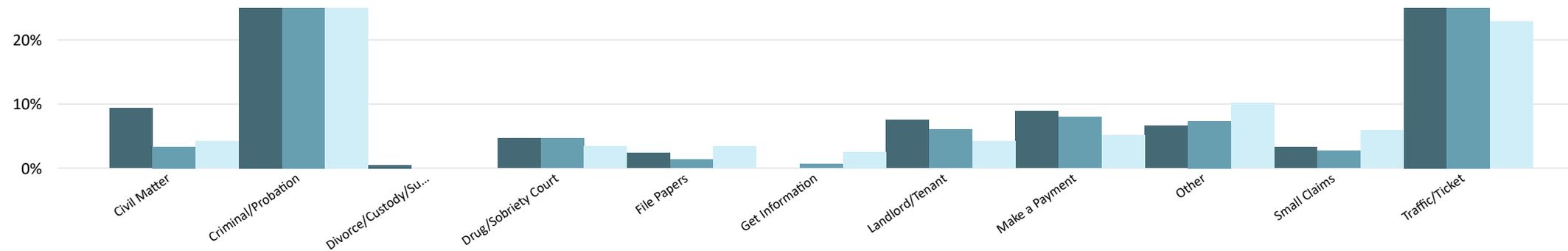
Race/Ethnicity



# 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	20	9%	5	3%	5	4%	30	6%
Criminal/Probation	65	31%	61	41%	45	38%	171	36%
Divorce/Custody/Support	1	0%					1	0%
Drug/Sobriety Court	10	5%	7	5%	4	3%	21	4%
File Papers	5	2%	2	1%	4	3%	11	2%
Get Information			1	1%	3	3%	4	1%
Landlord/Tenant	16	8%	9	6%	5	4%	30	6%
Make a Payment	19	9%	12	8%	6	5%	37	8%
Other	14	7%	11	7%	12	10%	37	8%
Small Claims	7	3%	4	3%	7	6%	18	4%
Traffic/Ticket	56	26%	38	25%	27	23%	121	25%
<b>Total</b>	<b>213</b>	<b>100%</b>	<b>150</b>	<b>100%</b>	<b>118</b>	<b>100%</b>	<b>481</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MIDLAND

Court

D75 MIDLAND

Subset

All

Survey Year

All

Type of Case

All

Gender

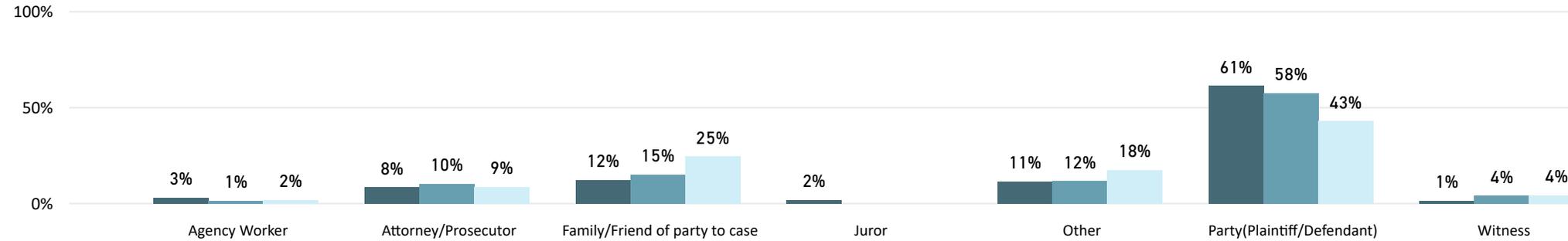
All

Race/Ethnicity

All

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

SurveyYear ● 2015 ● 2016 ● 2018

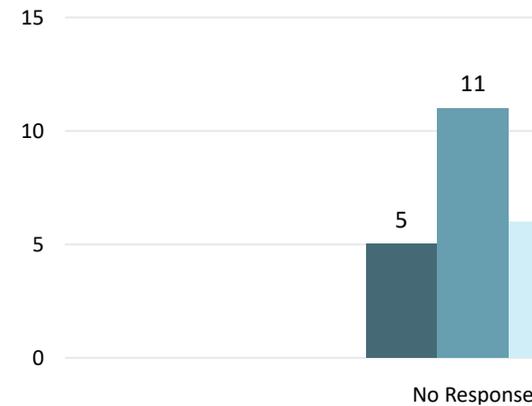


## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	6	3%	2	1%	2	2%	10	2%
Attorney/Prosecutor	17	8%	15	10%	10	9%	42	9%
Family/Friend of party to case	25	12%	22	15%	28	25%	75	16%
Juror	4	2%					4	1%
Other	23	11%	17	12%	20	18%	60	13%
Party(Plaintiff/Defendant)	124	61%	84	58%	49	43%	257	56%
Witness	3	1%	6	4%	5	4%	14	3%
<b>Total</b>	<b>202</b>	<b>100%</b>	<b>146</b>	<b>100%</b>	<b>114</b>	<b>100%</b>	<b>462</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

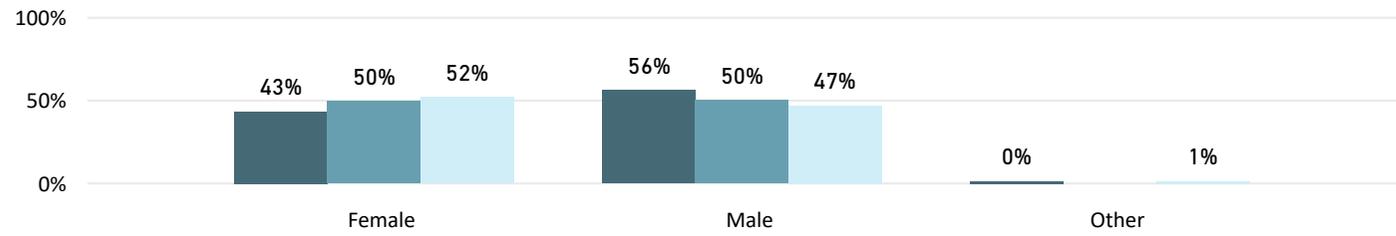




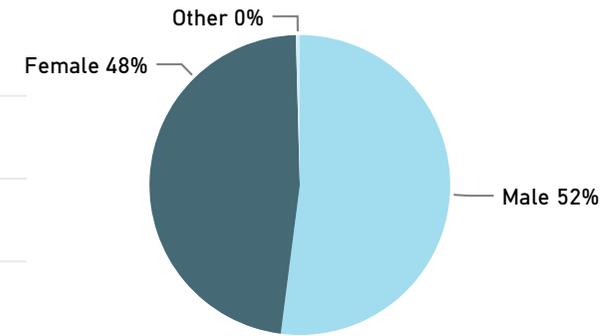
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

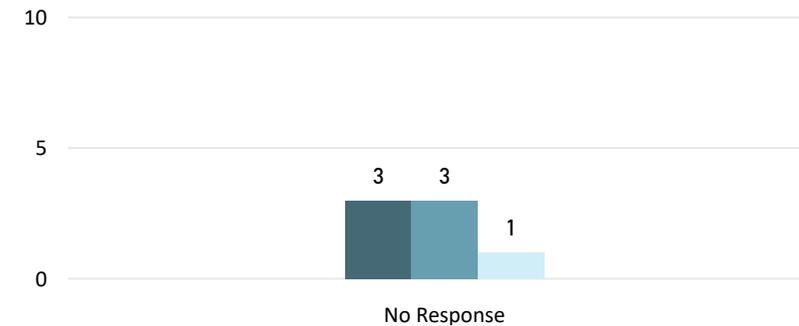


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	87	43%	75	50%	61	52%	223	48%
Male	113	56%	76	50%	55	47%	244	52%
Other	1	0%	0	0%	1	1%	2	0%
<b>Total</b>	<b>201</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>469</b>	<b>100%</b>

## 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  
MIDLAND

Court  
D75 MIDLAND

Subset  
All

Survey Year  
All

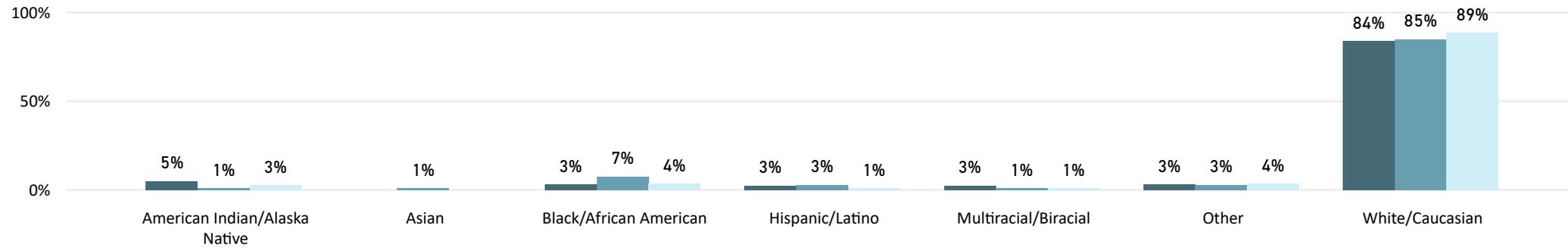
Role  
All

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	10	5%	1	1%	3	3%	14	3%
Asian			1	1%			1	0%
Black/African American	6	3%	11	7%	4	4%	21	5%
Hispanic/Latino	5	3%	4	3%	1	1%	10	2%
Multiracial/Biracial	5	3%	1	1%	1	1%	7	2%
Other	6	3%	4	3%	4	4%	14	3%
White/Caucasian	166	84%	125	85%	101	89%	392	85%
<b>Total</b>	<b>198</b>	<b>100%</b>	<b>147</b>	<b>100%</b>	<b>114</b>	<b>100%</b>	<b>459</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

