

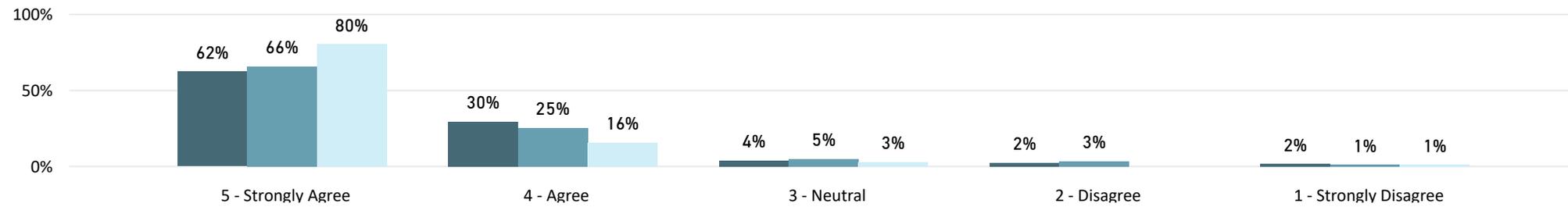


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	78	62%	124	66%	82	80%	284	68%
4 - Agree	37	30%	48	25%	16	16%	101	24%
3 - Neutral	5	4%	9	5%	3	3%	17	4%
2 - Disagree	3	2%	6	3%	0	0%	9	2%
1 - Strongly Disagree	2	2%	2	1%	1	1%	5	1%
Total	125	100%	189	100%	102	100%	416	100%

County

MONROE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

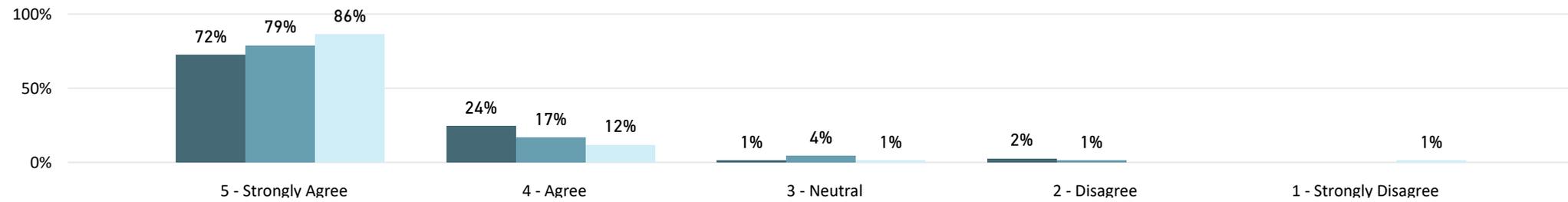


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	92	72%	152	79%	88	86%	332	79%
4 - Agree	31	24%	32	17%	12	12%	75	18%
3 - Neutral	1	1%	8	4%	1	1%	10	2%
2 - Disagree	3	2%	1	1%			4	1%
1 - Strongly Disagree					1	1%	1	0%
Total	127	100%	193	100%	102	100%	422	100%

County

MONROE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

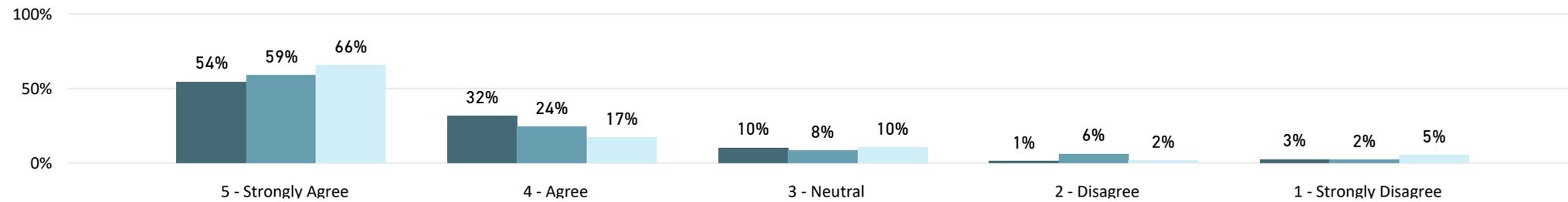


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	43	54%	77	59%	38	66%	158	59%
4 - Agree	25	32%	32	24%	10	17%	67	25%
3 - Neutral	8	10%	11	8%	6	10%	25	9%
2 - Disagree	1	1%	8	6%	1	2%	10	4%
1 - Strongly Disagree	2	3%	3	2%	3	5%	8	3%
Total	79	100%	131	100%	58	100%	268	100%

County

MONROE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

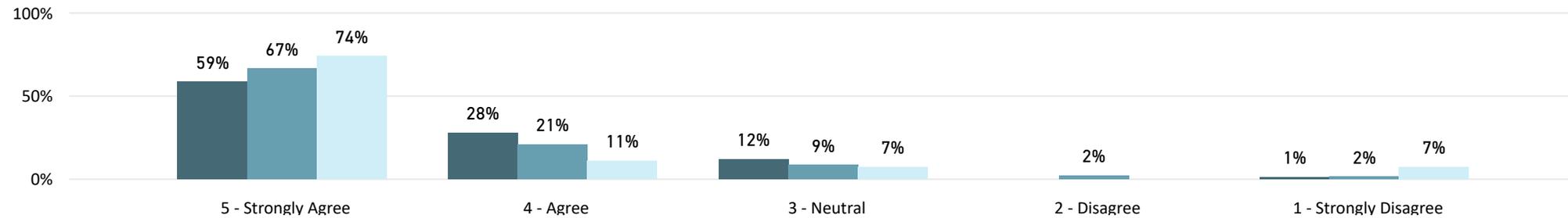


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	44	59%	86	67%	40	74%	170	66%
4 - Agree	21	28%	27	21%	6	11%	54	21%
3 - Neutral	9	12%	11	9%	4	7%	24	9%
2 - Disagree			3	2%			3	1%
1 - Strongly Disagree	1	1%	2	2%	4	7%	7	3%
Total	75	100%	129	100%	54	100%	258	100%

County

MONROE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

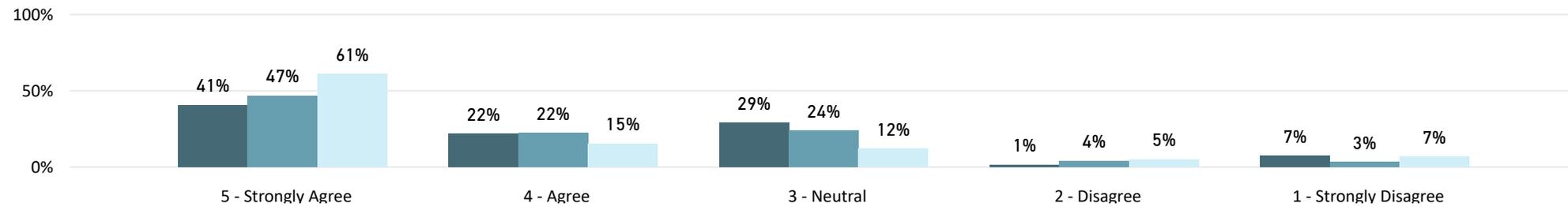


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	28	41%	59	47%	36	61%	123	48%
4 - Agree	15	22%	28	22%	9	15%	52	20%
3 - Neutral	20	29%	30	24%	7	12%	57	22%
2 - Disagree	1	1%	5	4%	3	5%	9	4%
1 - Strongly Disagree	5	7%	4	3%	4	7%	13	5%
Total	69	100%	126	100%	59	100%	254	100%

County

MONROE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

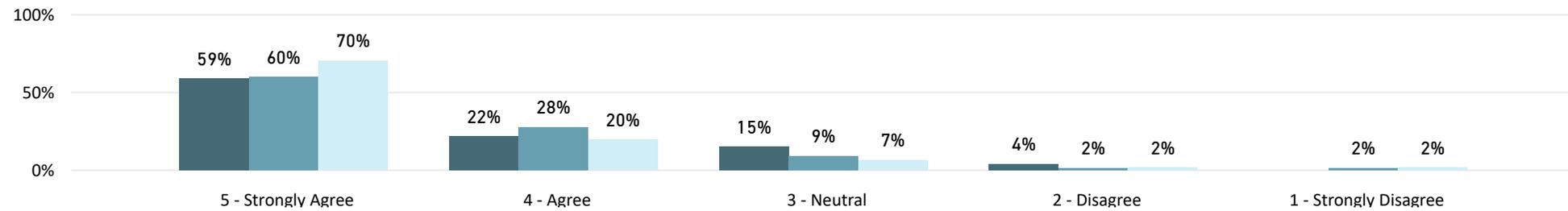


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	43	59%	78	60%	43	70%	164	62%
4 - Agree	16	22%	36	28%	12	20%	64	24%
3 - Neutral	11	15%	12	9%	4	7%	27	10%
2 - Disagree	3	4%	2	2%	1	2%	6	2%
1 - Strongly Disagree			2	2%	1	2%	3	1%
Total	73	100%	130	100%	61	100%	264	100%

County

MONROE ▾

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	19	13%	27	12%	5	5%	51	11%
Civil Matter	8	5%	11	5%	3	3%	22	5%
Criminal/Probation	4	3%	3	1%	2	2%	9	2%
Divorce/Custody/Support	40	27%	50	23%	31	29%	121	26%
Drug/Sobriety Court	1	1%					1	0%
Estate/Trust	4	3%	16	7%	1	1%	21	4%
File Papers	11	7%	5	2%	6	6%	22	5%
Get Information	6	4%	6	3%	4	4%	16	3%
Guardianship/Conservatorship	21	14%	36	16%	10	9%	67	14%
Juvenile Delinquency	4	3%	3	1%	1	1%	8	2%
Make a Payment	8	5%	33	15%	23	21%	64	14%
Other	18	12%	20	9%	16	15%	54	11%
PPO	3	2%	9	4%	5	5%	17	4%
Total	147	100%	219	100%	107	100%	473	100%

County

MONROE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

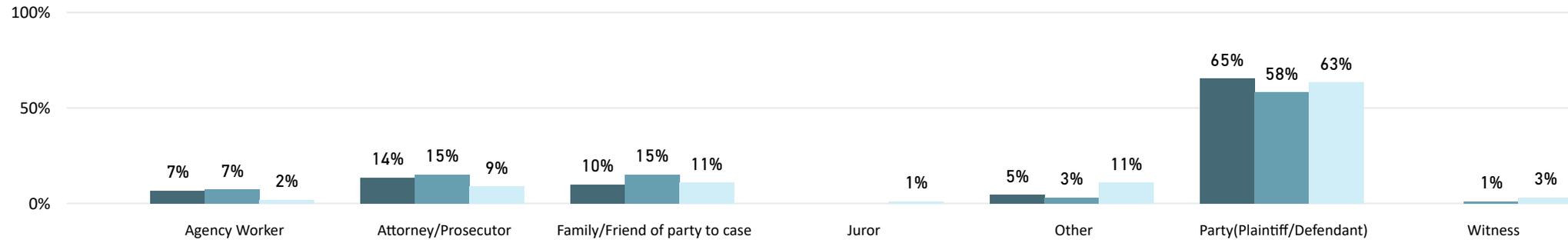
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County
MONROE

Court
(Multiple Selections)

Subset
All

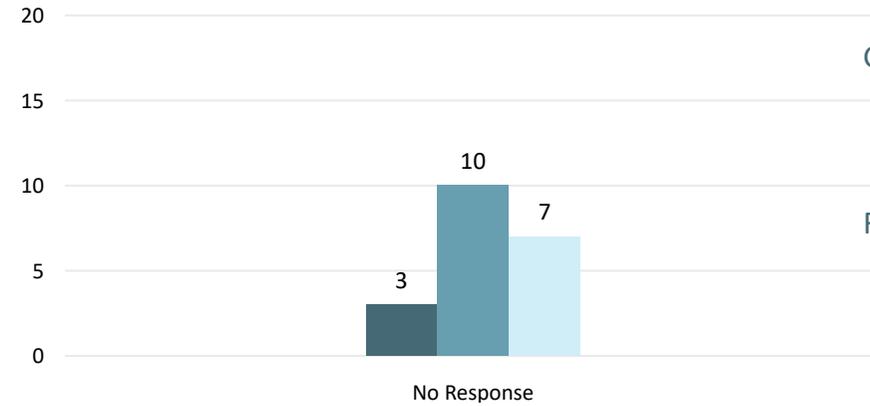
Survey Year
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	9	7%	14	7%	2	2%	25	6%
Attorney/Prosecutor	18	14%	29	15%	9	9%	56	13%
Family/Friend of party to case	13	10%	29	15%	11	11%	53	12%
Juror					1	1%	1	0%
Other	6	5%	6	3%	11	11%	23	5%
Party (Plaintiff/Defendant)	87	65%	111	58%	64	63%	262	62%
Witness			2	1%	3	3%	5	1%
Total	133	100%	191	100%	101	100%	425	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case
All

Gender
All

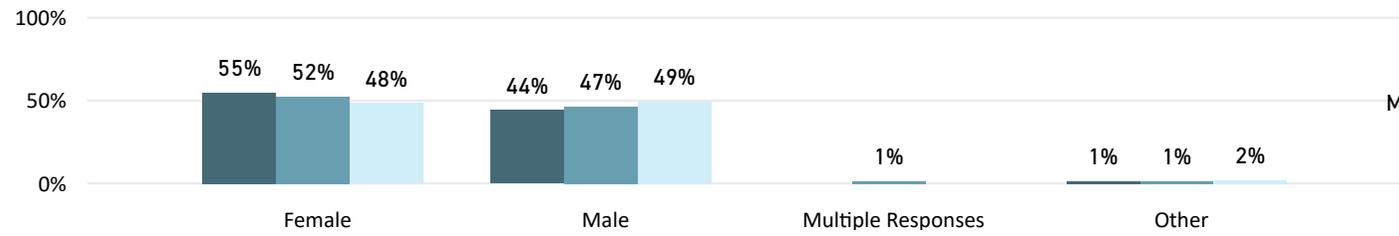
Race/Ethnicity
All



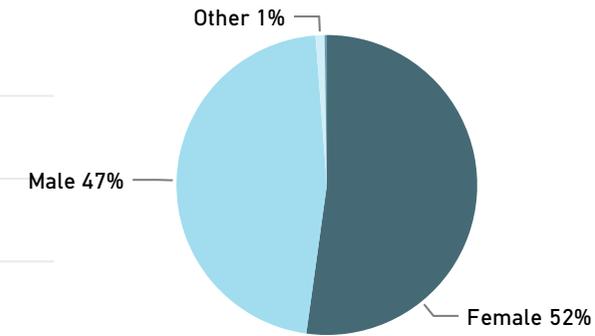
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

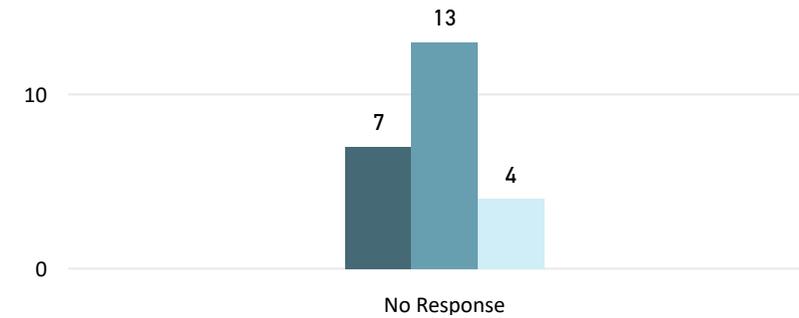


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	69	55%	98	52%	48	48%	215	52%
Male	56	44%	87	47%	49	49%	192	47%
Multiple Responses			1	1%			1	0%
Other	1	1%	1	1%	2	2%	4	1%
Total	126	100%	187	100%	99	100%	412	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

MONROE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MONROE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

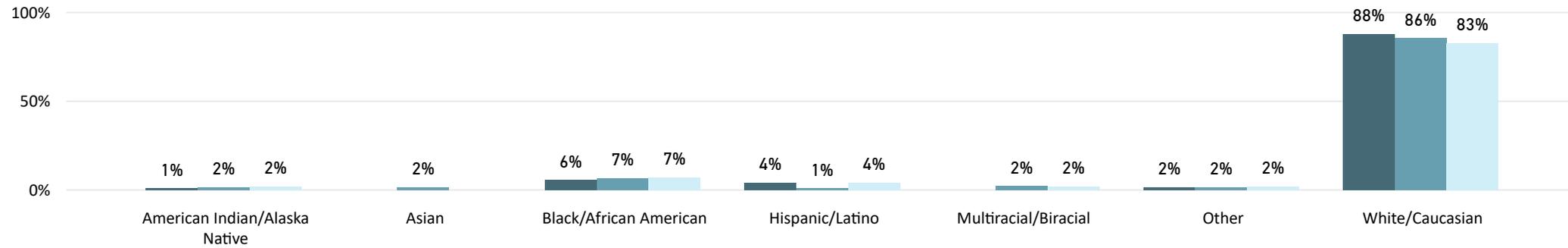
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	1%	3	2%	2	2%	6	1%
Asian			3	2%			3	1%
Black/African American	7	6%	12	7%	7	7%	26	6%
Hispanic/Latino	5	4%	1	1%	4	4%	10	2%
Multiracial/Biracial			4	2%	2	2%	6	1%
Other	2	2%	3	2%	2	2%	7	2%
White/Caucasian	109	88%	155	86%	82	83%	346	86%
Total	124	100%	181	100%	99	100%	404	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

