

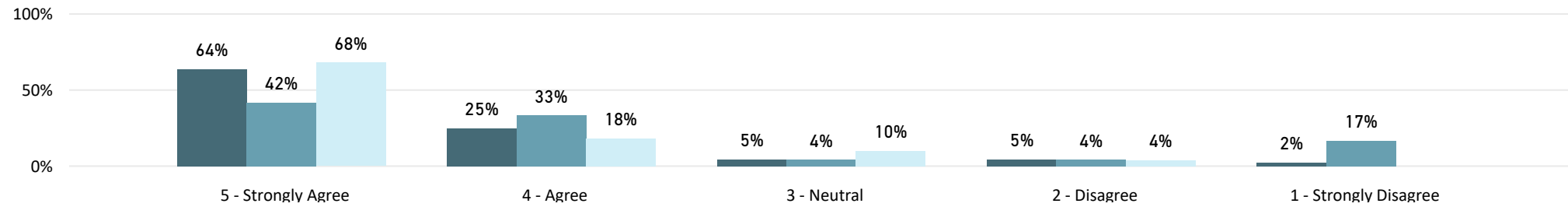


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	28	64%	10	42%	34	68%	72	61%
4 - Agree	11	25%	8	33%	9	18%	28	24%
3 - Neutral	2	5%	1	4%	5	10%	8	7%
2 - Disagree	2	5%	1	4%	2	4%	5	4%
1 - Strongly Disagree	1	2%	4	17%			5	4%
Total	44	100%	24	100%	50	100%	118	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

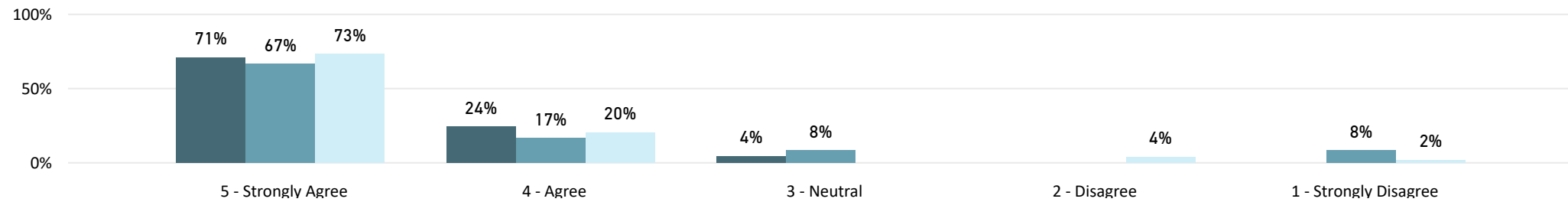


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	32	71%	16	67%	36	73%	84	71%
4 - Agree	11	24%	4	17%	10	20%	25	21%
3 - Neutral	2	4%	2	8%	0	0%	4	3%
2 - Disagree	0	0%	0	0%	2	4%	2	2%
1 - Strongly Disagree	0	0%	2	8%	1	2%	3	3%
Total	45	100%	24	100%	49	100%	118	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

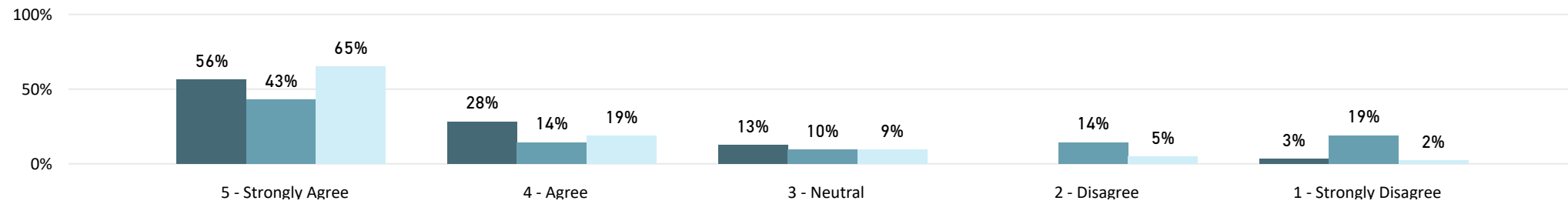


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	18	56%	9	43%	28	65%	55	57%
4 - Agree	9	28%	3	14%	8	19%	20	21%
3 - Neutral	4	13%	2	10%	4	9%	10	10%
2 - Disagree			3	14%	2	5%	5	5%
1 - Strongly Disagree	1	3%	4	19%	1	2%	6	6%
Total	32	100%	21	100%	43	100%	96	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

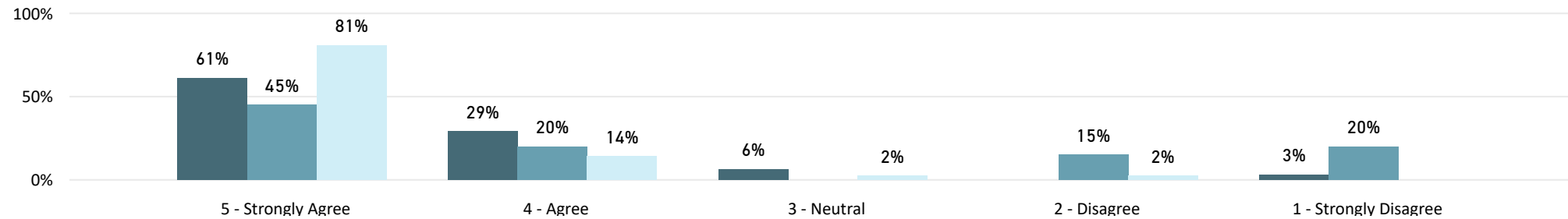


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	19	61%	9	45%	34	81%	62	67%
4 - Agree	9	29%	4	20%	6	14%	19	20%
3 - Neutral	2	6%			1	2%	3	3%
2 - Disagree			3	15%	1	2%	4	4%
1 - Strongly Disagree	1	3%	4	20%			5	5%
Total	31	100%	20	100%	42	100%	93	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

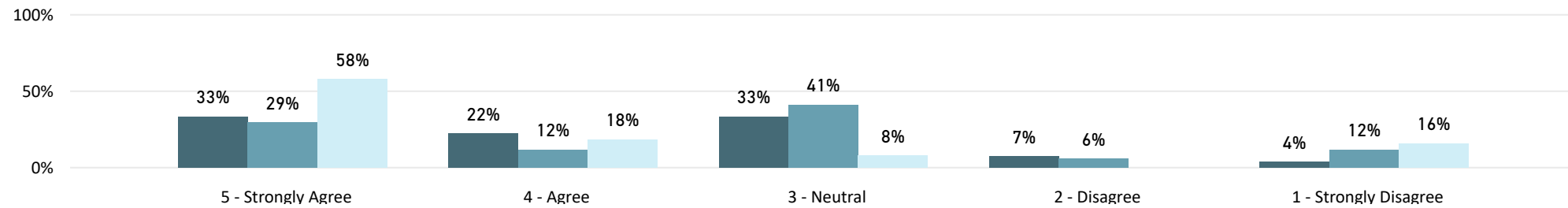


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	9	33%	5	29%	22	58%	36	44%
4 - Agree	6	22%	2	12%	7	18%	15	18%
3 - Neutral	9	33%	7	41%	3	8%	19	23%
2 - Disagree	2	7%	1	6%			3	4%
1 - Strongly Disagree	1	4%	2	12%	6	16%	9	11%
Total	27	100%	17	100%	38	100%	82	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

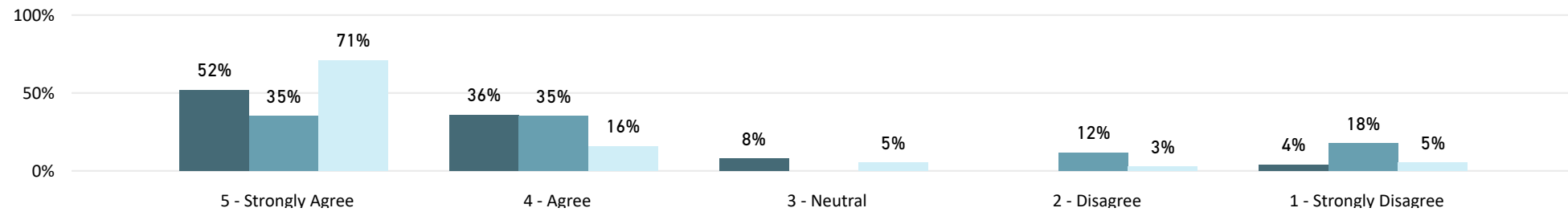


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	13	52%	6	35%	27	71%	46	58%
4 - Agree	9	36%	6	35%	6	16%	21	26%
3 - Neutral	2	8%			2	5%	4	5%
2 - Disagree			2	12%	1	3%	3	4%
1 - Strongly Disagree	1	4%	3	18%	2	5%	6	8%
Total	25	100%	17	100%	38	100%	80	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

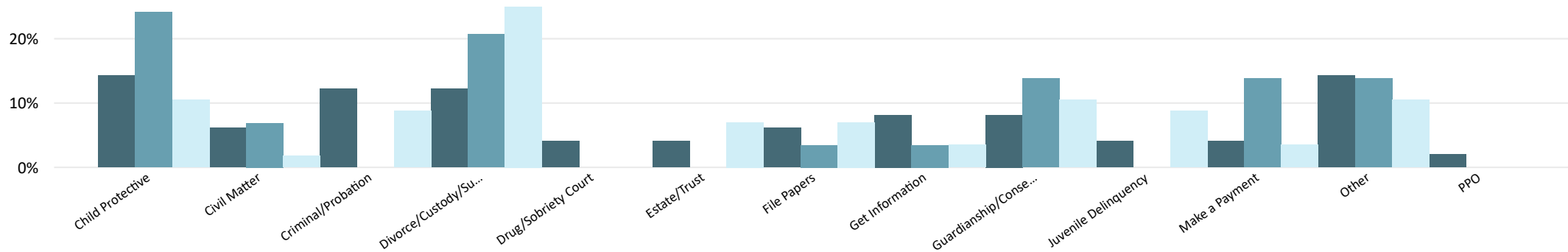
Race/Ethnicity



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
Child Protective	7	14%	7	24%	6	11%	20	15%
Civil Matter	3	6%	2	7%	1	2%	6	4%
Criminal/Probation	6	12%			5	9%	11	8%
Divorce/Custody/Support	6	12%	6	21%	16	28%	28	21%
Drug/Sobriety Court	2	4%					2	1%
Estate/Trust	2	4%			4	7%	6	4%
File Papers	3	6%	1	3%	4	7%	8	6%
Get Information	4	8%	1	3%	2	4%	7	5%
Guardianship/Conservatorship	4	8%	4	14%	6	11%	14	10%
Juvenile Delinquency	2	4%			5	9%	7	5%
Make a Payment	2	4%	4	14%	2	4%	8	6%
Other	7	14%	4	14%	6	11%	17	13%
PPO	1	2%					1	1%
Total	49	100%	29	100%	57	100%	135	100%

County

OGEMAW

Court

C34-P65 - OGEMAW

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

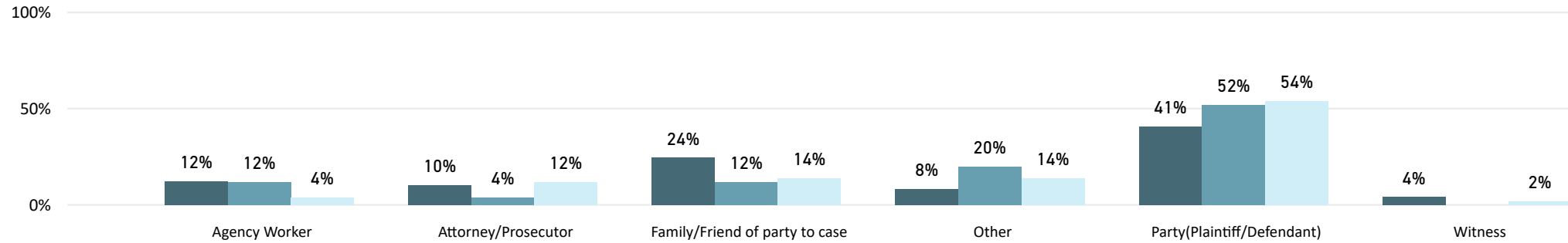
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

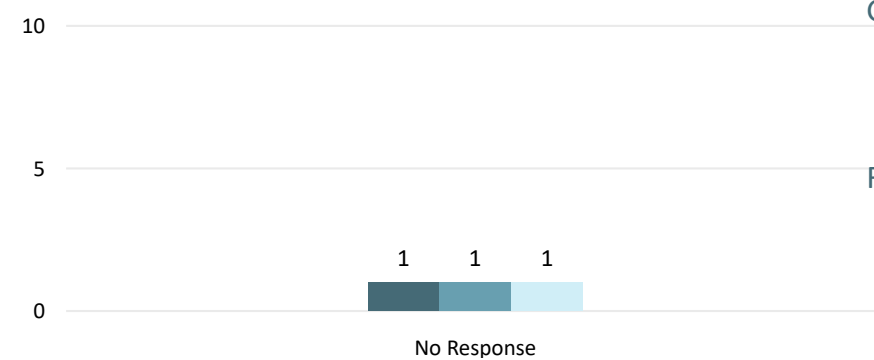


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	6	12%	3	12%	2	4%	11	9%
Attorney/Prosecutor	5	10%	1	4%	6	12%	12	10%
Family/Friend of party to case	12	24%	3	12%	7	14%	22	18%
Other	4	8%	5	20%	7	14%	16	13%
Party(Plaintiff/Defendant)	20	41%	13	52%	27	54%	60	48%
Witness	2	4%			1	2%	3	2%
Total	49	100%	25	100%	50	100%	124	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

OGEMAW

Court

C34-P65 - OGEMAW

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

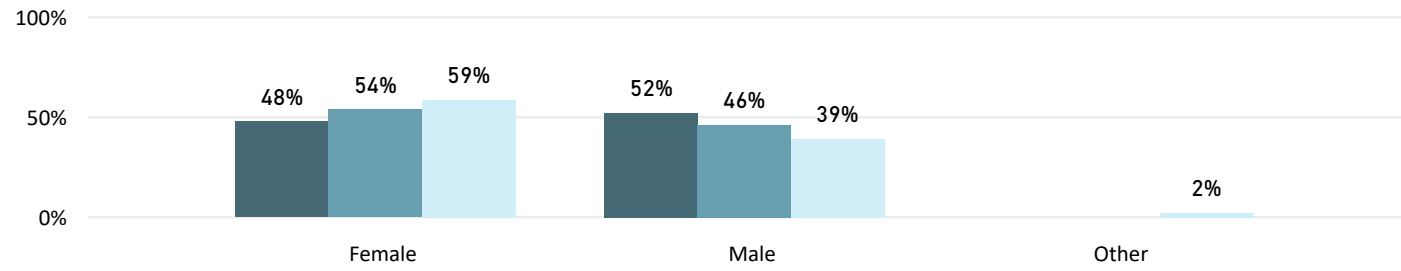
All



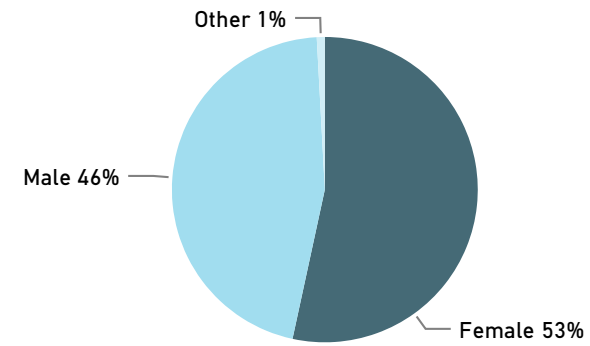
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

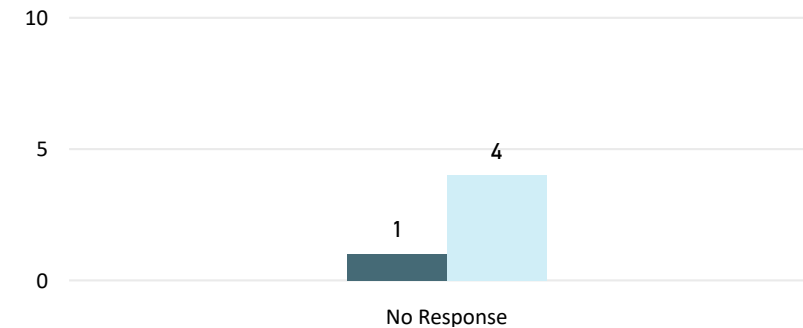


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	22	48%	14	54%	27	59%	63	53%
Male	24	52%	12	46%	18	39%	54	46%
Other					1	2%	1	1%
Total	46	100%	26	100%	46	100%	118	100%

9. No Responses

Gender Type: ● 2015 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

OGEMAW

Court

C34-P65 - OGEMAW

Subset

All

Survey Year

All

Role

All

Type of Case

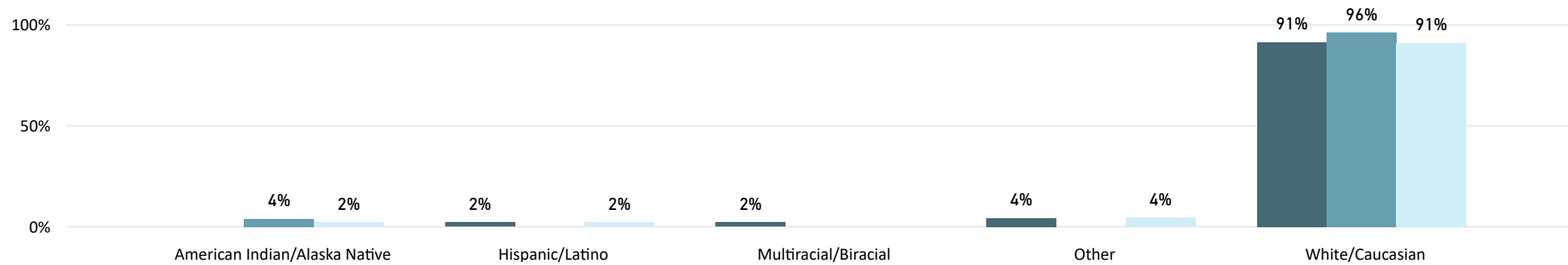
All

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			1	4%	1	2%	2	2%
Hispanic/Latino	1	2%			1	2%	2	2%
Multiracial/Biracial	1	2%					1	1%
Other	2	4%			2	4%	4	3%
White/Caucasian	42	91%	25	96%	41	91%	108	92%
Total	46	100%	26	100%	45	100%	117	100%

10. No Responses.

SurveyYear ● 2015 ● 2018

