

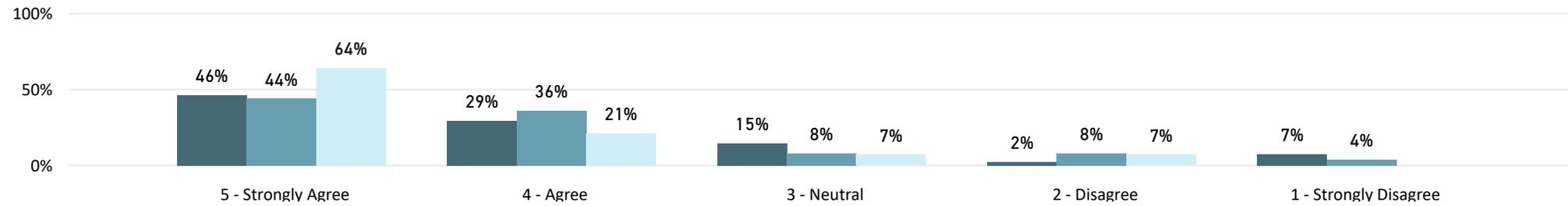


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	19	46%	11	44%	18	64%	48	51%
4 - Agree	12	29%	9	36%	6	21%	27	29%
3 - Neutral	6	15%	2	8%	2	7%	10	11%
2 - Disagree	1	2%	2	8%	2	7%	5	5%
1 - Strongly Disagree	3	7%	1	4%			4	4%
Total	41	100%	25	100%	28	100%	94	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

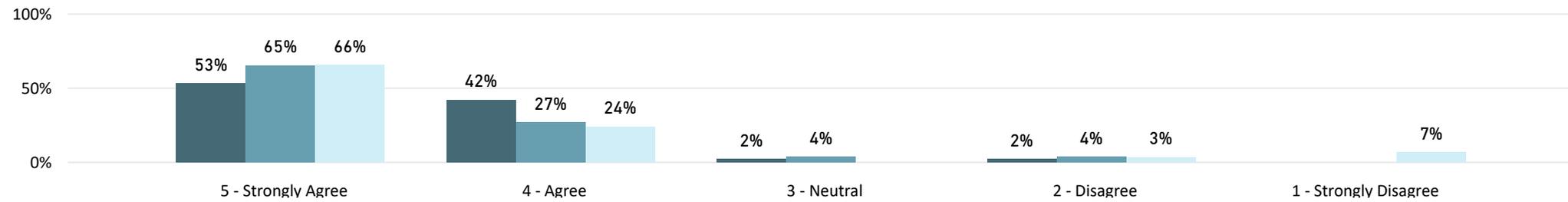


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	24	53%	17	65%	19	66%	60	60%
4 - Agree	19	42%	7	27%	7	24%	33	33%
3 - Neutral	1	2%	1	4%			2	2%
2 - Disagree	1	2%	1	4%	1	3%	3	3%
1 - Strongly Disagree					2	7%	2	2%
Total	45	100%	26	100%	29	100%	100	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

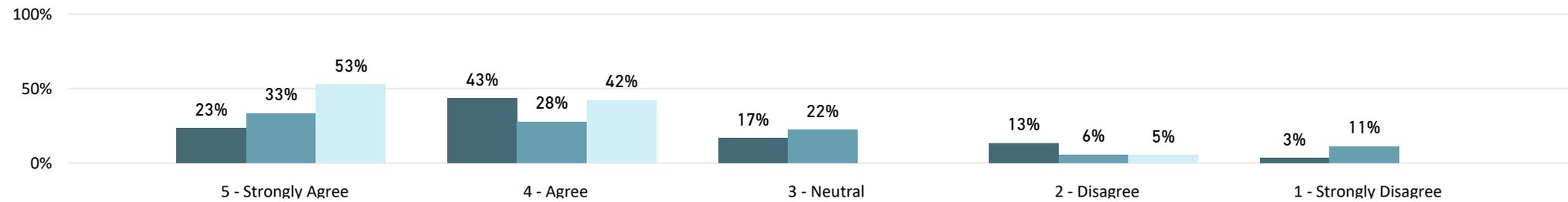


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	7	23%	6	33%	10	53%	23	34%
4 - Agree	13	43%	5	28%	8	42%	26	39%
3 - Neutral	5	17%	4	22%			9	13%
2 - Disagree	4	13%	1	6%	1	5%	6	9%
1 - Strongly Disagree	1	3%	2	11%			3	4%
Total	30	100%	18	100%	19	100%	67	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

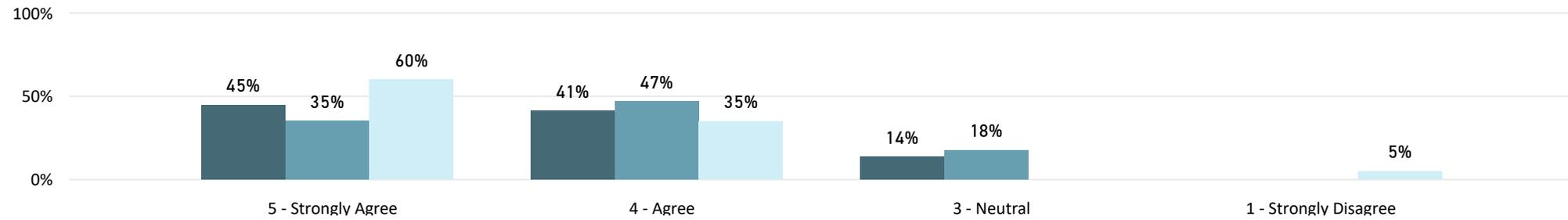


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	13	45%	6	35%	12	60%	31	47%
4 - Agree	12	41%	8	47%	7	35%	27	41%
3 - Neutral	4	14%	3	18%			7	11%
1 - Strongly Disagree					1	5%	1	2%
Total	29	100%	17	100%	20	100%	66	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

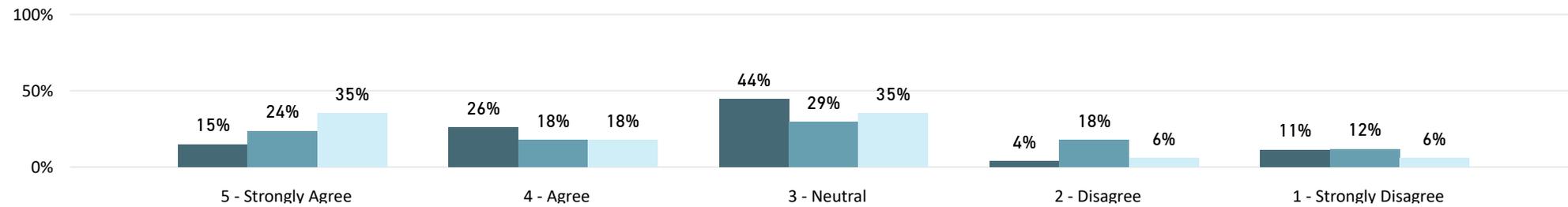


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	4	15%	4	24%	6	35%	14	23%
4 - Agree	7	26%	3	18%	3	18%	13	21%
3 - Neutral	12	44%	5	29%	6	35%	23	38%
2 - Disagree	1	4%	3	18%	1	6%	5	8%
1 - Strongly Disagree	3	11%	2	12%	1	6%	6	10%
Total	27	100%	17	100%	17	100%	61	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

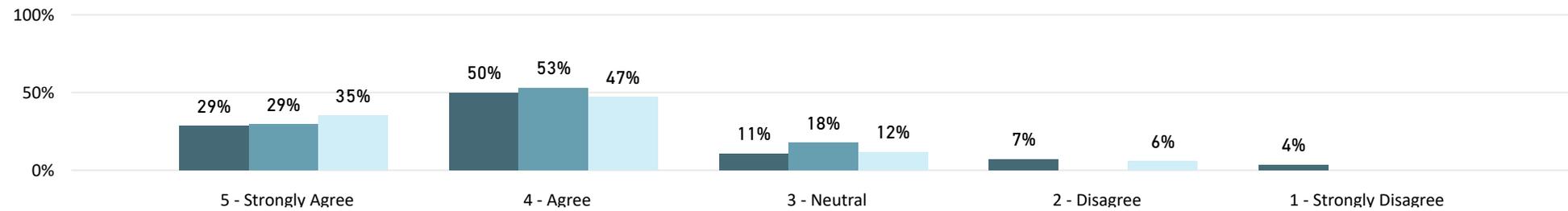


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	8	29%	5	29%	6	35%	19	31%
4 - Agree	14	50%	9	53%	8	47%	31	50%
3 - Neutral	3	11%	3	18%	2	12%	8	13%
2 - Disagree	2	7%			1	6%	3	5%
1 - Strongly Disagree	1	4%					1	2%
Total	28	100%	17	100%	17	100%	62	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

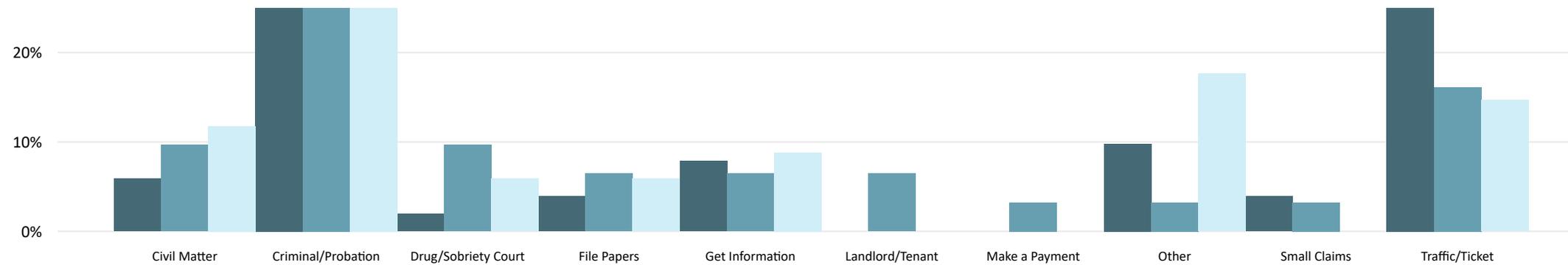
Race/Ethnicity



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
Civil Matter	3	6%	3	10%	4	12%	10	9%
Criminal/Probation	15	29%	11	35%	12	35%	38	33%
Drug/Sobriety Court	1	2%	3	10%	2	6%	6	5%
File Papers	2	4%	2	6%	2	6%	6	5%
Get Information	4	8%	2	6%	3	9%	9	8%
Landlord/Tenant			2	6%			2	2%
Make a Payment			1	3%			1	1%
Other	5	10%	1	3%	6	18%	12	10%
Small Claims	2	4%	1	3%			3	3%
Traffic/Ticket	19	37%	5	16%	5	15%	29	25%
Total	51	100%	31	100%	34	100%	116	100%

County

Court

Subset

Survey Year

Role

Gender

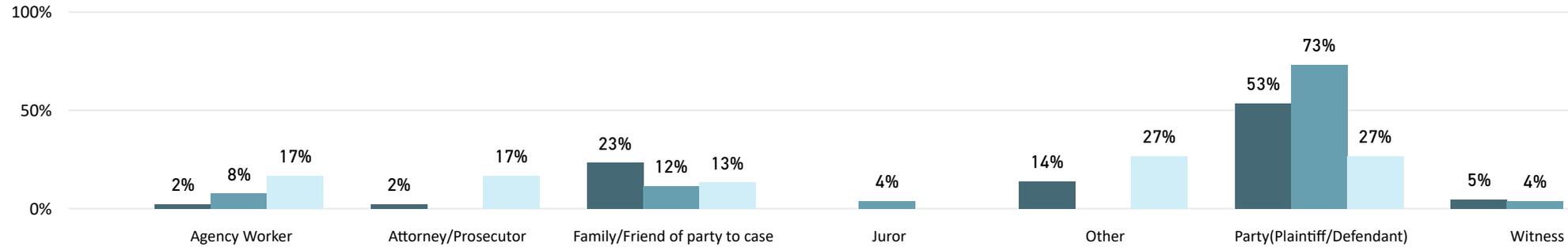
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

OGEMAW

Court

D82 OGEMAW

Subset

All

Survey Year

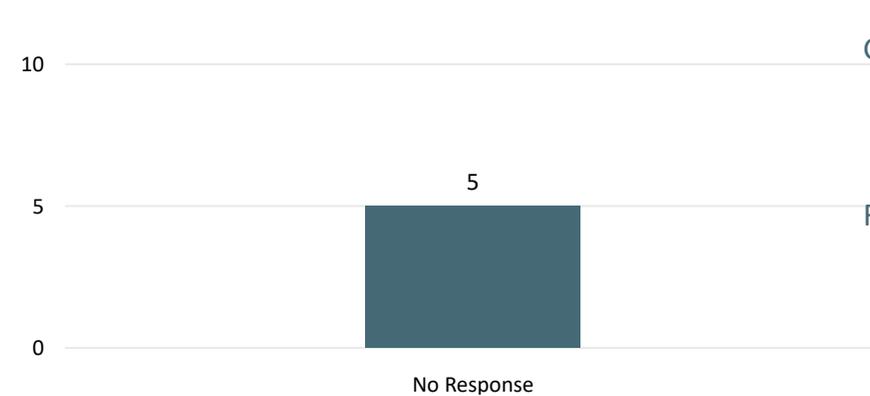
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	2%	2	8%	5	17%	8	8%
Attorney/Prosecutor	1	2%			5	17%	6	6%
Family/Friend of party to case	10	23%	3	12%	4	13%	17	17%
Juror			1	4%			1	1%
Other	6	14%			8	27%	14	14%
Party (Plaintiff/Defendant)	23	53%	19	73%	8	27%	50	51%
Witness	2	5%	1	4%			3	3%
Total	43	100%	26	100%	30	100%	99	100%

8. No Response

SurveyYear ● 2015



Type of Case

All

Gender

All

Race/Ethnicity

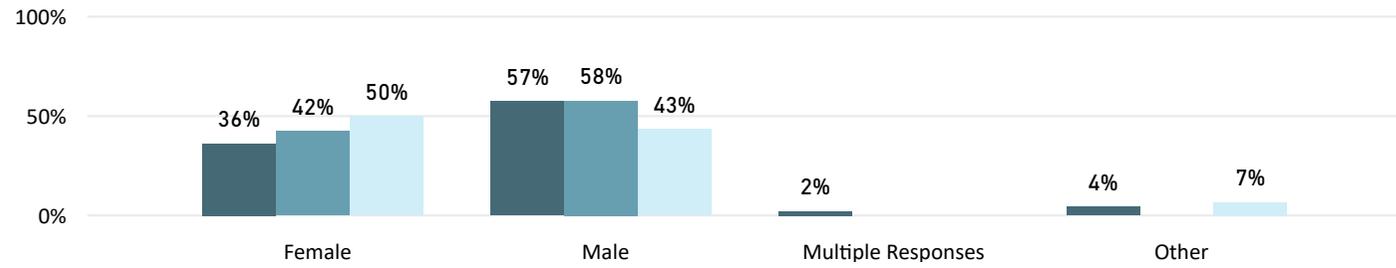
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

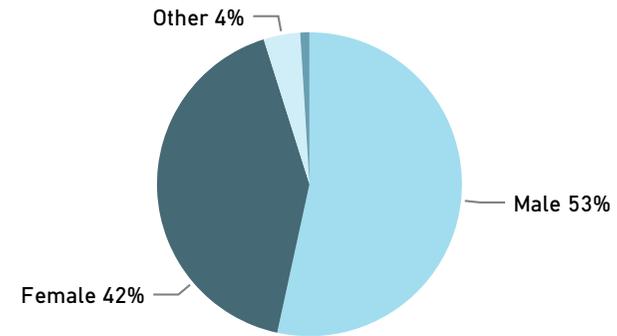
Gender Type: ● 2015 ● 2016 ● 2018



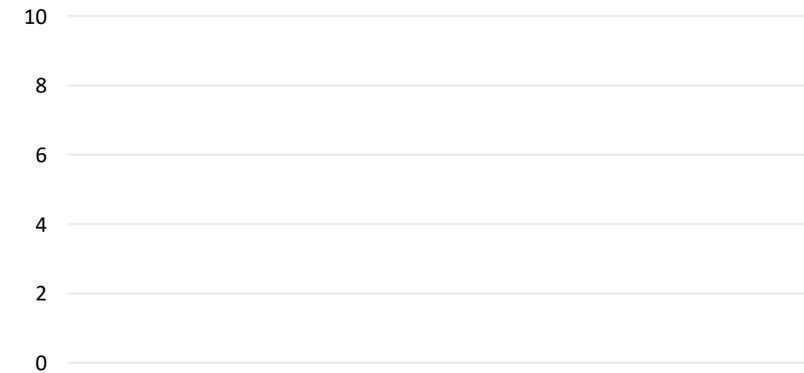
9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	17	36%	11	42%	15	50%	43	42%
Male	27	57%	15	58%	13	43%	55	53%
Multiple Responses	1	2%					1	1%
Other	2	4%			2	7%	4	4%
Total	47	100%	26	100%	30	100%	103	100%

9. What is your gender?



9. No Responses



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

OGEMAW

Court

D82 OGEMAW

Subset

All

Survey Year

All

Role

All

Type of Case

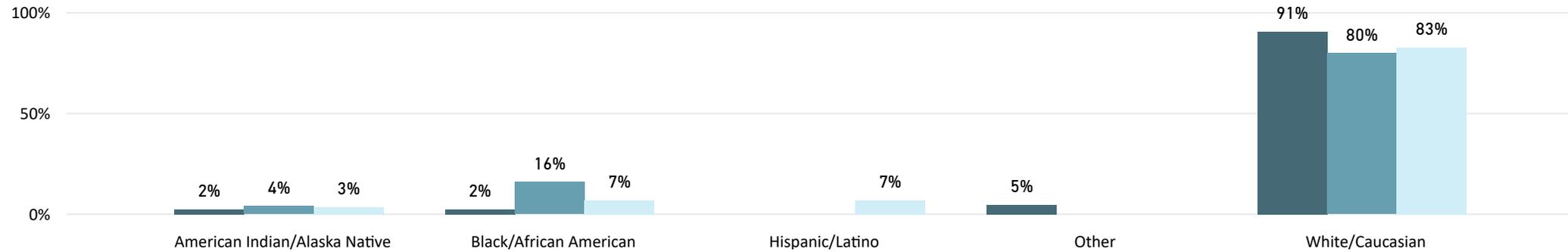
All

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	2%	1	4%	1	3%	3	3%
Black/African American	1	2%	4	16%	2	7%	7	7%
Hispanic/Latino					2	7%	2	2%
Other	2	5%					2	2%
White/Caucasian	39	91%	20	80%	24	83%	83	86%
Total	43	100%	25	100%	29	100%	97	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

