

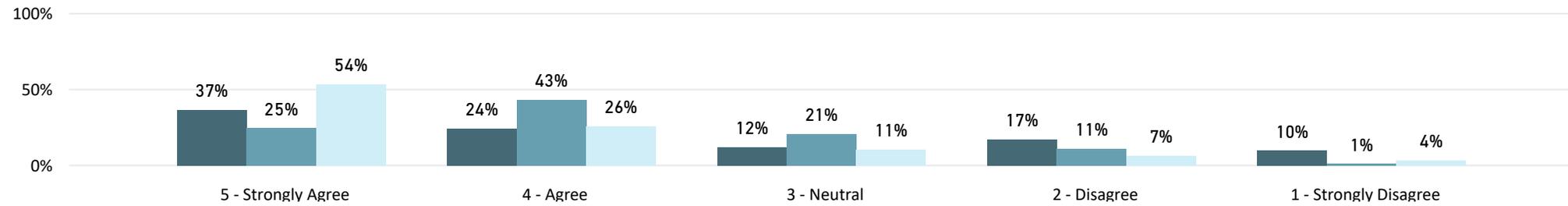


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 15        | 37%         | 43         | 25%         | 122        | 54%         | 180        | 41%         |
| 4 - Agree             | 10        | 24%         | 76         | 43%         | 59         | 26%         | 145        | 33%         |
| 3 - Neutral           | 5         | 12%         | 36         | 21%         | 24         | 11%         | 65         | 15%         |
| 2 - Disagree          | 7         | 17%         | 19         | 11%         | 15         | 7%          | 41         | 9%          |
| 1 - Strongly Disagree | 4         | 10%         | 1          | 1%          | 8          | 4%          | 13         | 3%          |
| <b>Total</b>          | <b>41</b> | <b>100%</b> | <b>175</b> | <b>100%</b> | <b>228</b> | <b>100%</b> | <b>444</b> | <b>100%</b> |

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

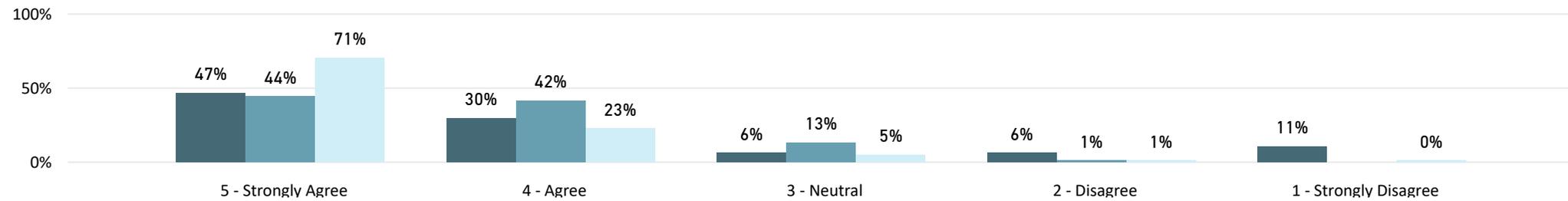


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 22        | 47%         | 80         | 44%         | 170        | 71%         | 272        | 58%         |
| 4 - Agree             | 14        | 30%         | 75         | 42%         | 55         | 23%         | 144        | 31%         |
| 3 - Neutral           | 3         | 6%          | 24         | 13%         | 12         | 5%          | 39         | 8%          |
| 2 - Disagree          | 3         | 6%          | 1          | 1%          | 3          | 1%          | 7          | 1%          |
| 1 - Strongly Disagree | 5         | 11%         |            |             | 1          | 0%          | 6          | 1%          |
| <b>Total</b>          | <b>47</b> | <b>100%</b> | <b>180</b> | <b>100%</b> | <b>241</b> | <b>100%</b> | <b>468</b> | <b>100%</b> |

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

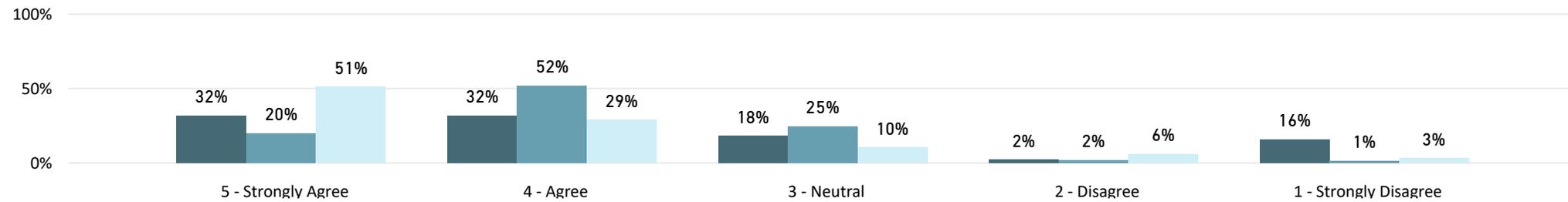


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 14        | 32%         | 30         | 20%         | 93         | 51%         | 137        | 36%         |
| 4 - Agree             | 14        | 32%         | 78         | 52%         | 53         | 29%         | 145        | 39%         |
| 3 - Neutral           | 8         | 18%         | 37         | 25%         | 19         | 10%         | 64         | 17%         |
| 2 - Disagree          | 1         | 2%          | 3          | 2%          | 11         | 6%          | 15         | 4%          |
| 1 - Strongly Disagree | 7         | 16%         | 2          | 1%          | 6          | 3%          | 15         | 4%          |
| <b>Total</b>          | <b>44</b> | <b>100%</b> | <b>150</b> | <b>100%</b> | <b>182</b> | <b>100%</b> | <b>376</b> | <b>100%</b> |

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

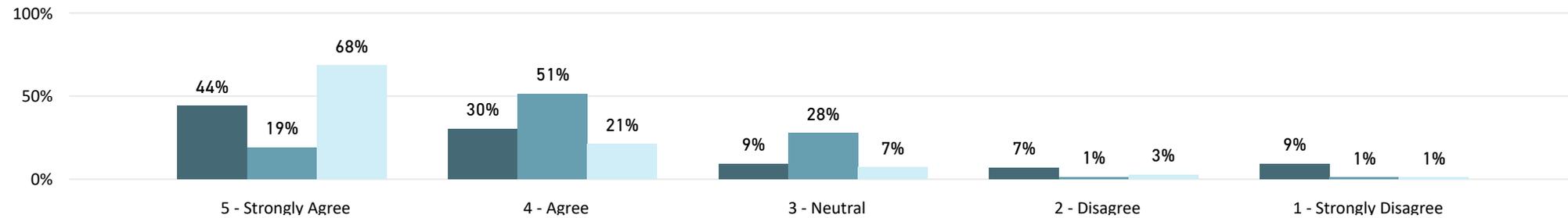


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 19        | 44%         | 29         | 19%         | 126        | 68%         | 174        | 46%         |
| 4 - Agree             | 13        | 30%         | 78         | 51%         | 39         | 21%         | 130        | 34%         |
| 3 - Neutral           | 4         | 9%          | 42         | 28%         | 13         | 7%          | 59         | 16%         |
| 2 - Disagree          | 3         | 7%          | 2          | 1%          | 5          | 3%          | 10         | 3%          |
| 1 - Strongly Disagree | 4         | 9%          | 1          | 1%          | 1          | 1%          | 6          | 2%          |
| <b>Total</b>          | <b>43</b> | <b>100%</b> | <b>152</b> | <b>100%</b> | <b>184</b> | <b>100%</b> | <b>379</b> | <b>100%</b> |

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

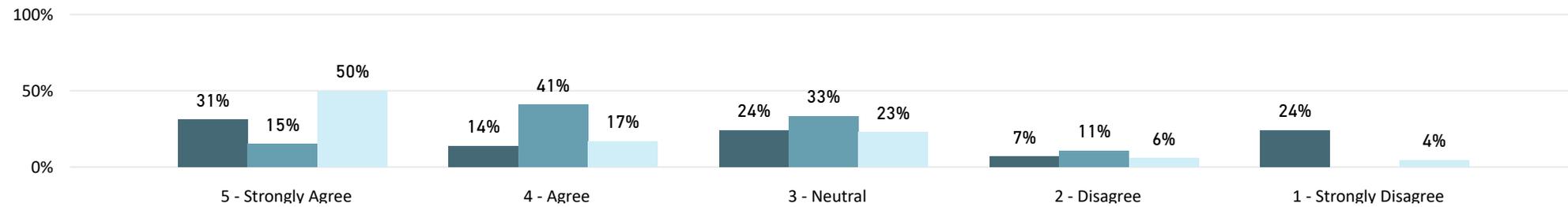


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 9         | 31%         | 20         | 15%         | 68         | 50%         | 97         | 33%         |
| 4 - Agree             | 4         | 14%         | 54         | 41%         | 23         | 17%         | 81         | 27%         |
| 3 - Neutral           | 7         | 24%         | 44         | 33%         | 31         | 23%         | 82         | 28%         |
| 2 - Disagree          | 2         | 7%          | 14         | 11%         | 8          | 6%          | 24         | 8%          |
| 1 - Strongly Disagree | 7         | 24%         |            |             | 6          | 4%          | 13         | 4%          |
| <b>Total</b>          | <b>29</b> | <b>100%</b> | <b>132</b> | <b>100%</b> | <b>136</b> | <b>100%</b> | <b>297</b> | <b>100%</b> |

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

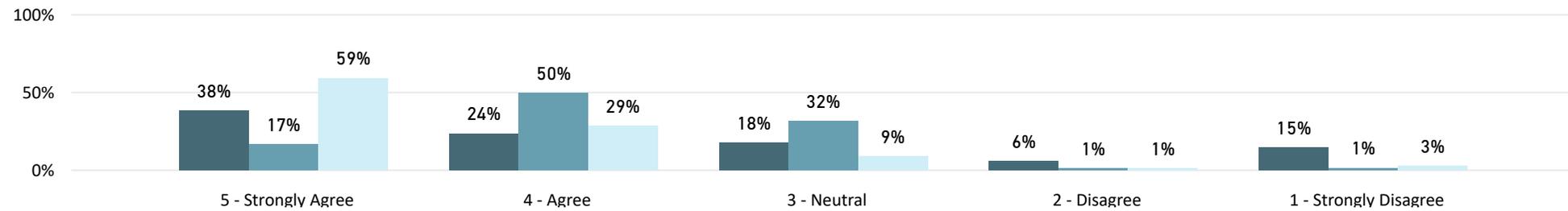


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 13        | 38%         | 24         | 17%         | 87         | 59%         | 124        | 38%         |
| 4 - Agree             | 8         | 24%         | 72         | 50%         | 42         | 29%         | 122        | 37%         |
| 3 - Neutral           | 6         | 18%         | 46         | 32%         | 13         | 9%          | 65         | 20%         |
| 2 - Disagree          | 2         | 6%          | 1          | 1%          | 1          | 1%          | 4          | 1%          |
| 1 - Strongly Disagree | 5         | 15%         | 2          | 1%          | 4          | 3%          | 11         | 3%          |
| <b>Total</b>          | <b>34</b> | <b>100%</b> | <b>145</b> | <b>100%</b> | <b>147</b> | <b>100%</b> | <b>326</b> | <b>100%</b> |

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

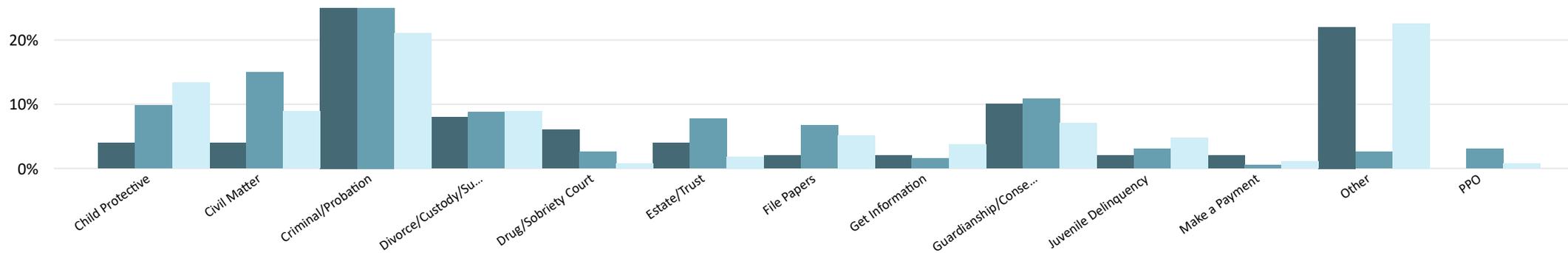
All



# 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<br>TypeOfCase     | 2015      |             | 2016       |             | 2018       |             | Total      |             |
|------------------------------|-----------|-------------|------------|-------------|------------|-------------|------------|-------------|
|                              | Count     | Percent     | Count      | Percent     | Count      | Percent     | Count      | Percent     |
| Child Protective             | 2         | 4%          | 19         | 10%         | 36         | 13%         | 57         | 11%         |
| Civil Matter                 | 2         | 4%          | 29         | 15%         | 24         | 9%          | 55         | 11%         |
| Criminal/Probation           | 17        | 34%         | 54         | 28%         | 57         | 21%         | 128        | 25%         |
| Divorce/Custody/Support      | 4         | 8%          | 17         | 9%          | 24         | 9%          | 45         | 9%          |
| Drug/Sobriety Court          | 3         | 6%          | 5          | 3%          | 2          | 1%          | 10         | 2%          |
| Estate/Trust                 | 2         | 4%          | 15         | 8%          | 5          | 2%          | 22         | 4%          |
| File Papers                  | 1         | 2%          | 13         | 7%          | 14         | 5%          | 28         | 5%          |
| Get Information              | 1         | 2%          | 3          | 2%          | 10         | 4%          | 14         | 3%          |
| Guardianship/Conservatorship | 5         | 10%         | 21         | 11%         | 19         | 7%          | 45         | 9%          |
| Juvenile Delinquency         | 1         | 2%          | 6          | 3%          | 13         | 5%          | 20         | 4%          |
| Make a Payment               | 1         | 2%          | 1          | 1%          | 3          | 1%          | 5          | 1%          |
| Other                        | 11        | 22%         | 5          | 3%          | 61         | 23%         | 77         | 15%         |
| PPO                          |           |             | 6          | 3%          | 2          | 1%          | 8          | 2%          |
| <b>Total</b>                 | <b>50</b> | <b>100%</b> | <b>194</b> | <b>100%</b> | <b>270</b> | <b>100%</b> | <b>514</b> | <b>100%</b> |

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

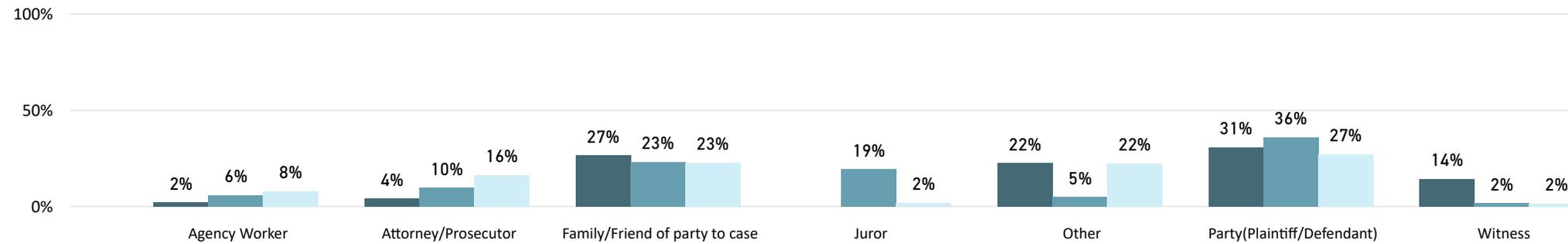
All

Race/Ethnicity

All

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

SurveyYear ● 2015 ● 2016 ● 2018

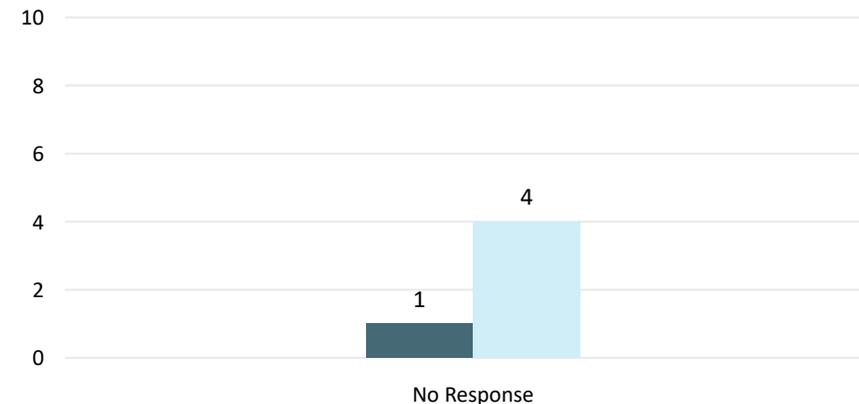


## 8. Who are you (All that apply)?

| SurveyYear<br>WhoRole          | 2015      |             | 2016       |             | 2018       |             | Total      |             |
|--------------------------------|-----------|-------------|------------|-------------|------------|-------------|------------|-------------|
|                                | Count     | Percent     | Count      | Percent     | Count      | Percent     | Count      | Percent     |
| Agency Worker                  | 1         | 2%          | 11         | 6%          | 20         | 8%          | 32         | 7%          |
| Attorney/Prosecutor            | 2         | 4%          | 18         | 10%         | 41         | 16%         | 61         | 13%         |
| Family/Friend of party to case | 13        | 27%         | 43         | 23%         | 57         | 23%         | 113        | 23%         |
| Juror                          |           |             | 36         | 19%         | 5          | 2%          | 41         | 8%          |
| Other                          | 11        | 22%         | 9          | 5%          | 56         | 22%         | 76         | 16%         |
| Party(Plaintiff/Defendant)     | 15        | 31%         | 67         | 36%         | 68         | 27%         | 150        | 31%         |
| Witness                        | 7         | 14%         | 3          | 2%          | 4          | 2%          | 14         | 3%          |
| <b>Total</b>                   | <b>49</b> | <b>100%</b> | <b>187</b> | <b>100%</b> | <b>251</b> | <b>100%</b> | <b>487</b> | <b>100%</b> |

## 8. No Response

SurveyYear ● 2015 ● 2018

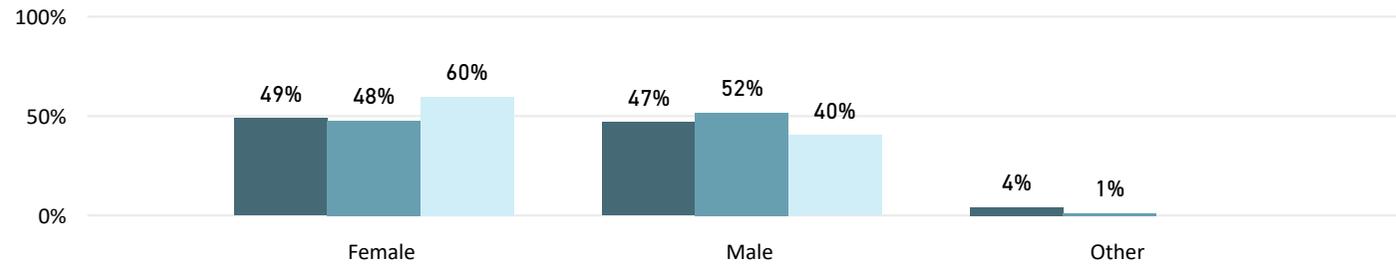




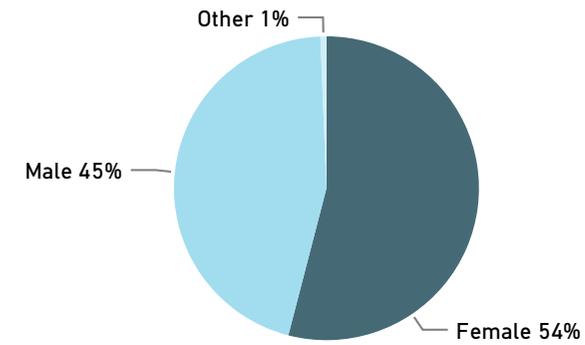
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

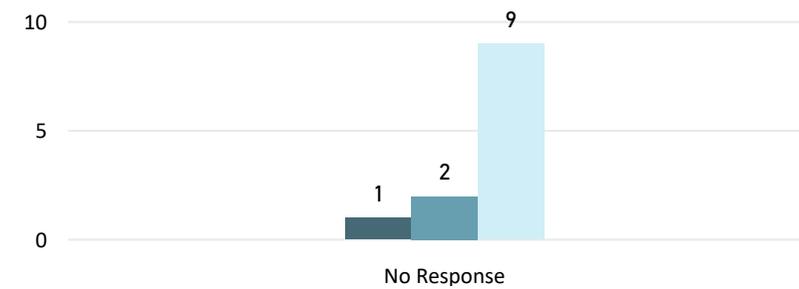


## 9. What is your gender?

| SurveyYear   | 2015      |             | 2016       |             | 2018       |             | Total      |             |
|--------------|-----------|-------------|------------|-------------|------------|-------------|------------|-------------|
|              | Count     | Percent     | Count      | Percent     | Count      | Percent     | Count      | Percent     |
| Female       | 24        | 49%         | 86         | 48%         | 145        | 60%         | 255        | 54%         |
| Male         | 23        | 47%         | 93         | 52%         | 98         | 40%         | 214        | 45%         |
| Other        | 2         | 4%          | 1          | 1%          |            |             | 3          | 1%          |
| <b>Total</b> | <b>49</b> | <b>100%</b> | <b>180</b> | <b>100%</b> | <b>243</b> | <b>100%</b> | <b>472</b> | <b>100%</b> |

## 9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

SAGINAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

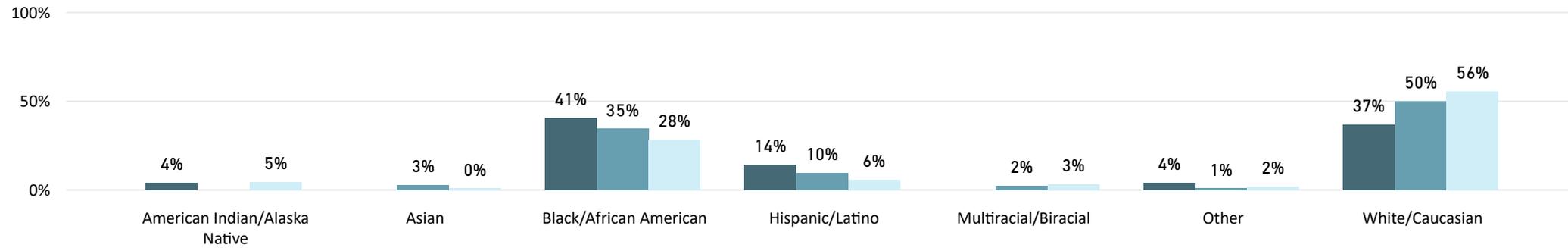
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

| SurveyYear<br>Race/Identity   | 2015      |             | 2016       |             | 2018       |             | Total      |             |
|-------------------------------|-----------|-------------|------------|-------------|------------|-------------|------------|-------------|
|                               | Count     | Percent     | Count      | Percent     | Count      | Percent     | Count      | Percent     |
| American Indian/Alaska Native | 2         | 4%          |            |             | 11         | 5%          | 13         | 3%          |
| Asian                         |           |             | 5          | 3%          | 1          | 0%          | 6          | 1%          |
| Black/African American        | 20        | 41%         | 58         | 35%         | 69         | 28%         | 147        | 32%         |
| Hispanic/Latino               | 7         | 14%         | 16         | 10%         | 14         | 6%          | 37         | 8%          |
| Multiracial/Biracial          |           |             | 4          | 2%          | 8          | 3%          | 12         | 3%          |
| Other                         | 2         | 4%          | 1          | 1%          | 5          | 2%          | 8          | 2%          |
| White/Caucasian               | 18        | 37%         | 84         | 50%         | 135        | 56%         | 237        | 52%         |
| <b>Total</b>                  | <b>49</b> | <b>100%</b> | <b>168</b> | <b>100%</b> | <b>243</b> | <b>100%</b> | <b>460</b> | <b>100%</b> |

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

