

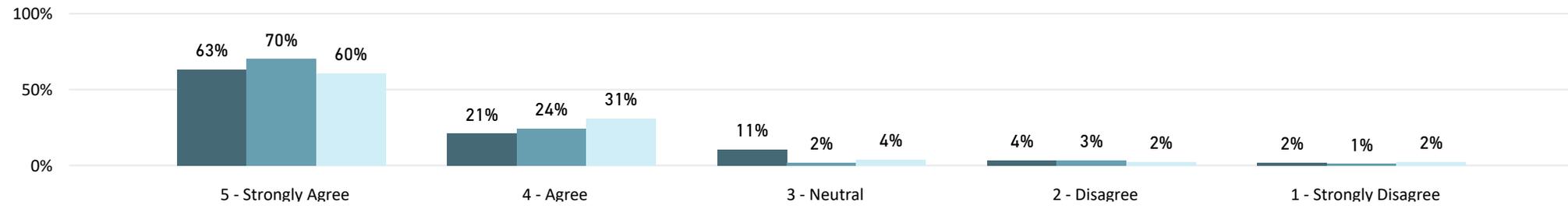


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	72	63%	129	70%	78	60%	279	65%
4 - Agree	24	21%	45	24%	40	31%	109	26%
3 - Neutral	12	11%	3	2%	5	4%	20	5%
2 - Disagree	4	4%	6	3%	3	2%	13	3%
1 - Strongly Disagree	2	2%	1	1%	3	2%	6	1%
<b>Total</b>	<b>114</b>	<b>100%</b>	<b>184</b>	<b>100%</b>	<b>129</b>	<b>100%</b>	<b>427</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

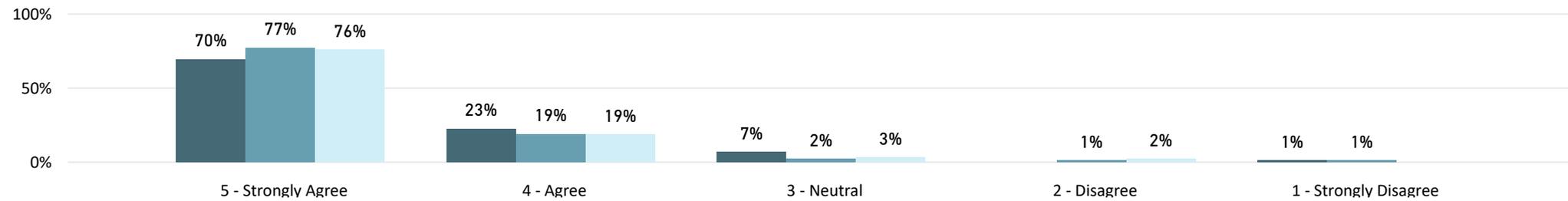


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	80	70%	143	77%	98	76%	321	75%
4 - Agree	26	23%	35	19%	24	19%	85	20%
3 - Neutral	8	7%	4	2%	4	3%	16	4%
2 - Disagree			1	1%	3	2%	4	1%
1 - Strongly Disagree	1	1%	2	1%			3	1%
<b>Total</b>	<b>115</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>129</b>	<b>100%</b>	<b>429</b>	<b>100%</b>

County

SAGINAW

Court

D70 SAGINAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

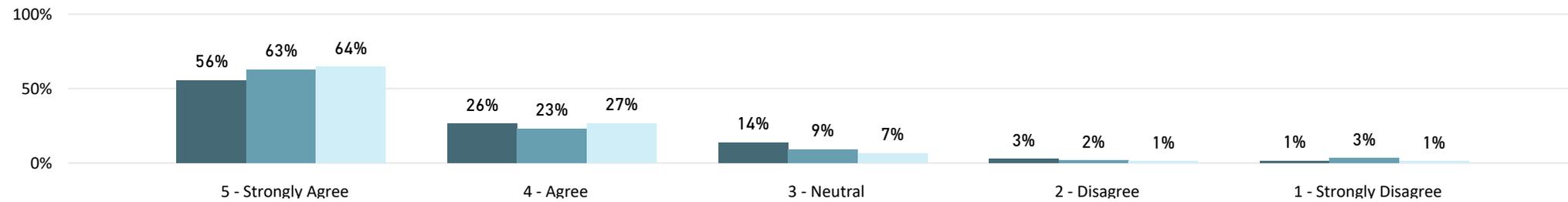


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	40	56%	76	63%	58	64%	174	61%
4 - Agree	19	26%	28	23%	24	27%	71	25%
3 - Neutral	10	14%	11	9%	6	7%	27	10%
2 - Disagree	2	3%	2	2%	1	1%	5	2%
1 - Strongly Disagree	1	1%	4	3%	1	1%	6	2%
<b>Total</b>	<b>72</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>90</b>	<b>100%</b>	<b>283</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

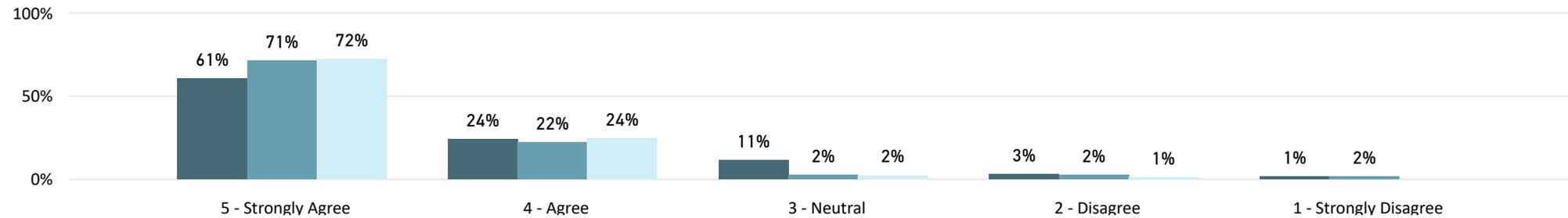


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	43	61%	87	71%	65	72%	195	69%
4 - Agree	17	24%	27	22%	22	24%	66	23%
3 - Neutral	8	11%	3	2%	2	2%	13	5%
2 - Disagree	2	3%	3	2%	1	1%	6	2%
1 - Strongly Disagree	1	1%	2	2%			3	1%
<b>Total</b>	<b>71</b>	<b>100%</b>	<b>122</b>	<b>100%</b>	<b>90</b>	<b>100%</b>	<b>283</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

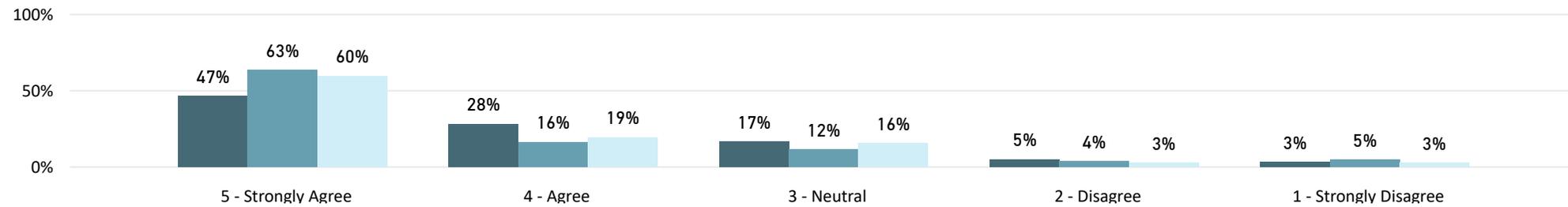


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	28	47%	66	63%	46	60%	140	58%
4 - Agree	17	28%	17	16%	15	19%	49	20%
3 - Neutral	10	17%	12	12%	12	16%	34	14%
2 - Disagree	3	5%	4	4%	2	3%	9	4%
1 - Strongly Disagree	2	3%	5	5%	2	3%	9	4%
<b>Total</b>	<b>60</b>	<b>100%</b>	<b>104</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>241</b>	<b>100%</b>

County

SAGINAW

Court

D70 SAGINAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

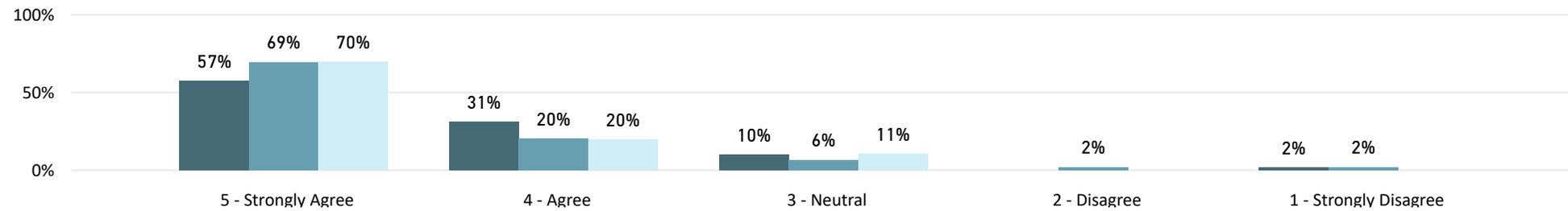


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	35	57%	75	69%	53	70%	163	67%
4 - Agree	19	31%	22	20%	15	20%	56	23%
3 - Neutral	6	10%	7	6%	8	11%	21	9%
2 - Disagree			2	2%			2	1%
1 - Strongly Disagree	1	2%	2	2%			3	1%
<b>Total</b>	<b>61</b>	<b>100%</b>	<b>108</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>245</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

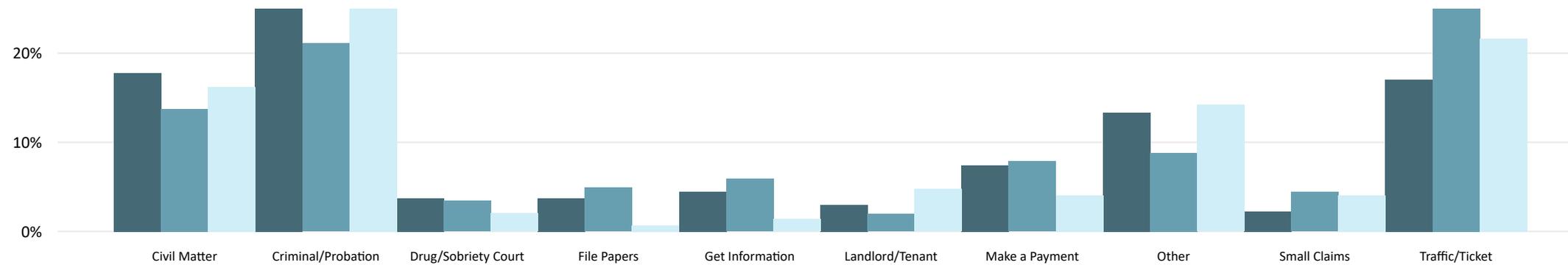
Race/Ethnicity



# 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	24	18%	28	14%	24	16%	76	16%
Criminal/Probation	37	27%	43	21%	46	31%	126	26%
Drug/Sobriety Court	5	4%	7	3%	3	2%	15	3%
File Papers	5	4%	10	5%	1	1%	16	3%
Get Information	6	4%	12	6%	2	1%	20	4%
Landlord/Tenant	4	3%	4	2%	7	5%	15	3%
Make a Payment	10	7%	16	8%	6	4%	32	7%
Other	18	13%	18	9%	21	14%	57	12%
Small Claims	3	2%	9	4%	6	4%	18	4%
Traffic/Ticket	23	17%	57	28%	32	22%	112	23%
<b>Total</b>	<b>135</b>	<b>100%</b>	<b>204</b>	<b>100%</b>	<b>148</b>	<b>100%</b>	<b>487</b>	<b>100%</b>

County

SAGINAW

Court

D70 SAGINAW

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

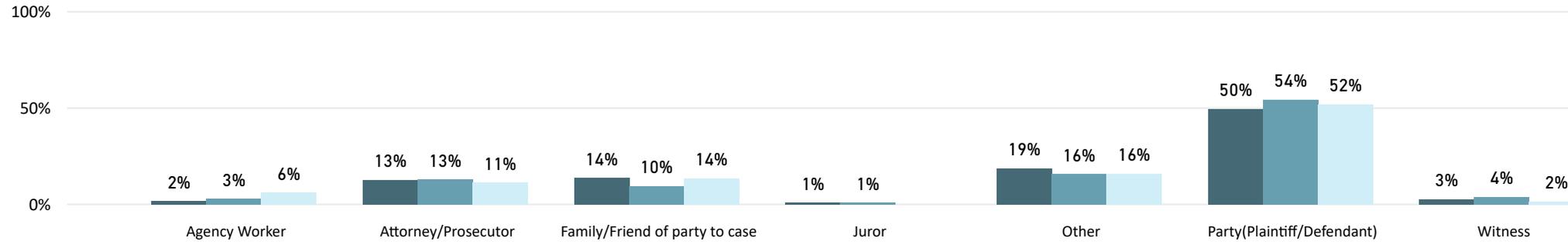
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

SAGINAW

Court

D70 SAGINAW

Subset

All

Survey Year

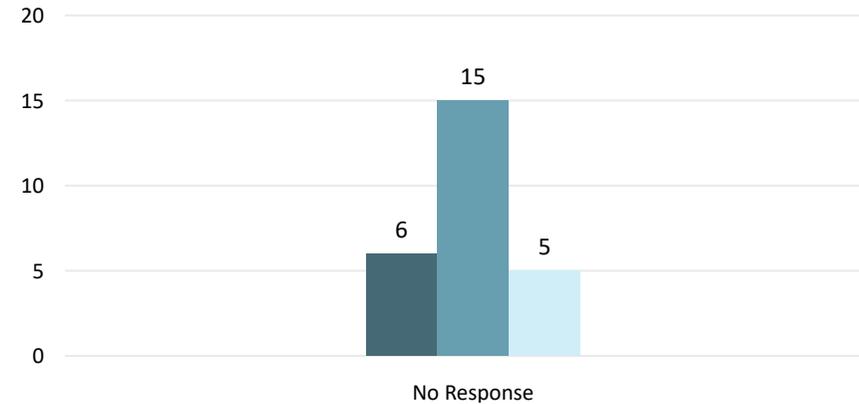
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	2%	5	3%	8	6%	15	4%
Attorney/Prosecutor	15	13%	23	13%	15	11%	53	12%
Family/Friend of party to case	16	14%	17	10%	18	14%	51	12%
Juror	1	1%	1	1%			2	0%
Other	22	19%	28	16%	21	16%	71	17%
Party(Plaintiff/Defendant)	58	50%	97	54%	69	52%	224	52%
Witness	3	3%	7	4%	2	2%	12	3%
<b>Total</b>	<b>117</b>	<b>100%</b>	<b>178</b>	<b>100%</b>	<b>133</b>	<b>100%</b>	<b>428</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

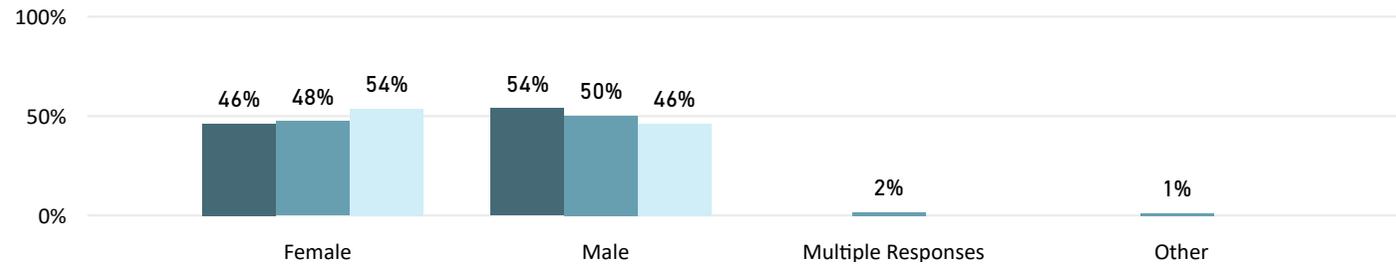
All



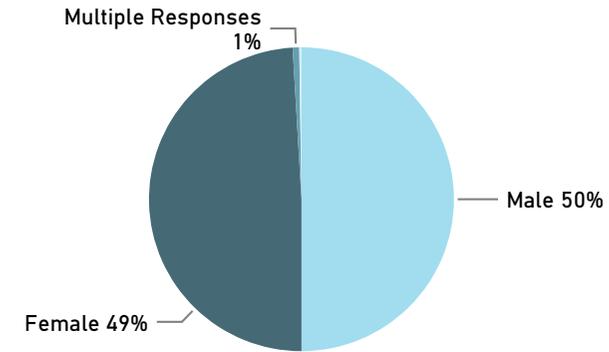
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

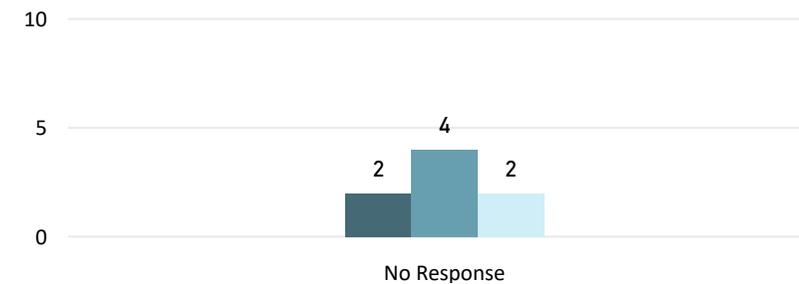


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	54	46%	86	48%	72	54%	212	49%
Male	63	54%	91	50%	62	46%	216	50%
Multiple Responses			3	2%			3	1%
Other			1	1%			1	0%
<b>Total</b>	<b>117</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>134</b>	<b>100%</b>	<b>432</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

SAGINAW

Court

D70 SAGINAW

Subset

All

Survey Year

All

Role

All

Type of Case

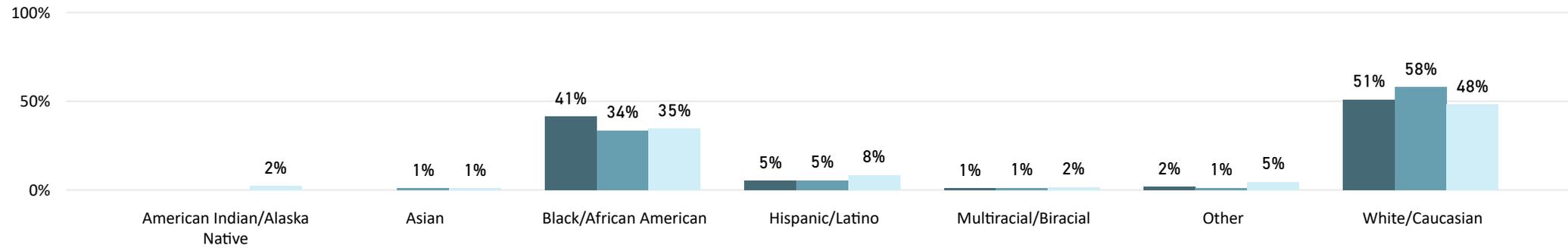
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear Race/ethnicity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native					3	2%	3	1%
Asian			1	1%	1	1%	2	0%
Black/African American	48	41%	55	34%	46	35%	149	36%
Hispanic/Latino	6	5%	9	5%	11	8%	26	6%
Multiracial/Biracial	1	1%	2	1%	2	2%	5	1%
Other	2	2%	2	1%	6	5%	10	2%
White/Caucasian	59	51%	95	58%	64	48%	218	53%
<b>Total</b>	<b>116</b>	<b>100%</b>	<b>164</b>	<b>100%</b>	<b>133</b>	<b>100%</b>	<b>413</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016

