

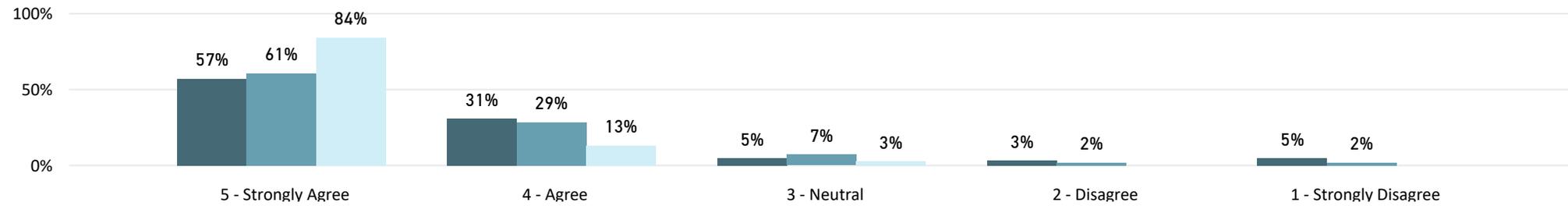


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	37	57%	34	61%	64	84%	135	69%
4 - Agree	20	31%	16	29%	10	13%	46	23%
3 - Neutral	3	5%	4	7%	2	3%	9	5%
2 - Disagree	2	3%	1	2%			3	2%
1 - Strongly Disagree	3	5%	1	2%			4	2%
<b>Total</b>	<b>65</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>197</b>	<b>100%</b>

County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

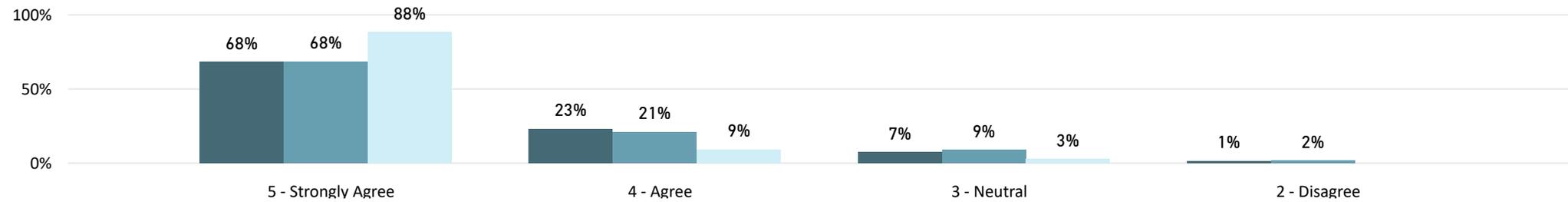


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	47	68%	39	68%	67	88%	153	76%
4 - Agree	16	23%	12	21%	7	9%	35	17%
3 - Neutral	5	7%	5	9%	2	3%	12	6%
2 - Disagree	1	1%	1	2%	0	0%	2	1%
<b>Total</b>	<b>69</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>202</b>	<b>100%</b>

County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

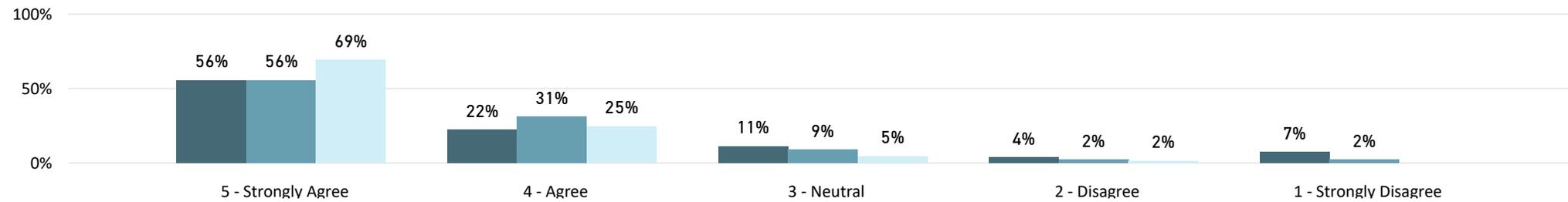


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	30	56%	25	56%	45	69%	100	61%
4 - Agree	12	22%	14	31%	16	25%	42	26%
3 - Neutral	6	11%	4	9%	3	5%	13	8%
2 - Disagree	2	4%	1	2%	1	2%	4	2%
1 - Strongly Disagree	4	7%	1	2%			5	3%
<b>Total</b>	<b>54</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>164</b>	<b>100%</b>

County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

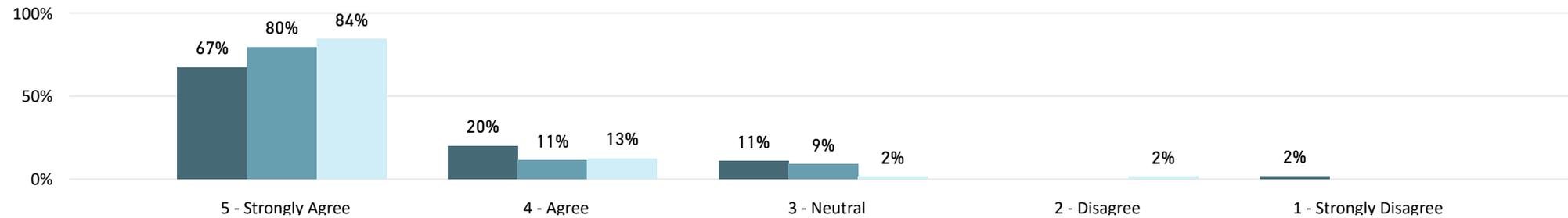


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	37	67%	35	80%	54	84%	126	77%
4 - Agree	11	20%	5	11%	8	13%	24	15%
3 - Neutral	6	11%	4	9%	1	2%	11	7%
2 - Disagree					1	2%	1	1%
1 - Strongly Disagree	1	2%					1	1%
<b>Total</b>	<b>55</b>	<b>100%</b>	<b>44</b>	<b>100%</b>	<b>64</b>	<b>100%</b>	<b>163</b>	<b>100%</b>

County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

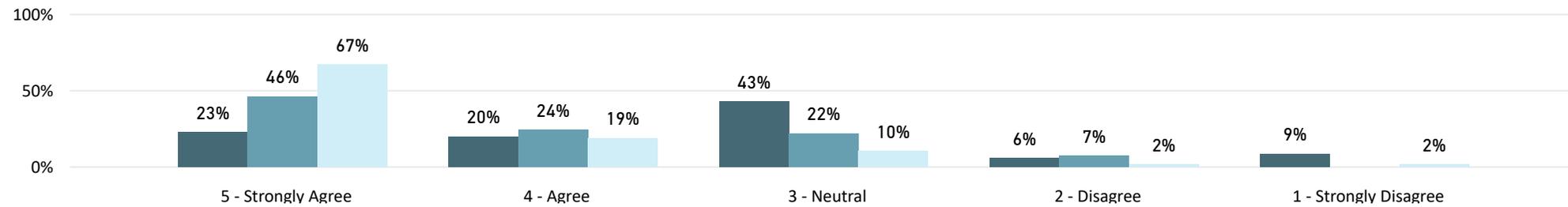


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	8	23%	19	46%	39	67%	66	49%
4 - Agree	7	20%	10	24%	11	19%	28	21%
3 - Neutral	15	43%	9	22%	6	10%	30	22%
2 - Disagree	2	6%	3	7%	1	2%	6	4%
1 - Strongly Disagree	3	9%			1	2%	4	3%
<b>Total</b>	<b>35</b>	<b>100%</b>	<b>41</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>134</b>	<b>100%</b>

County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

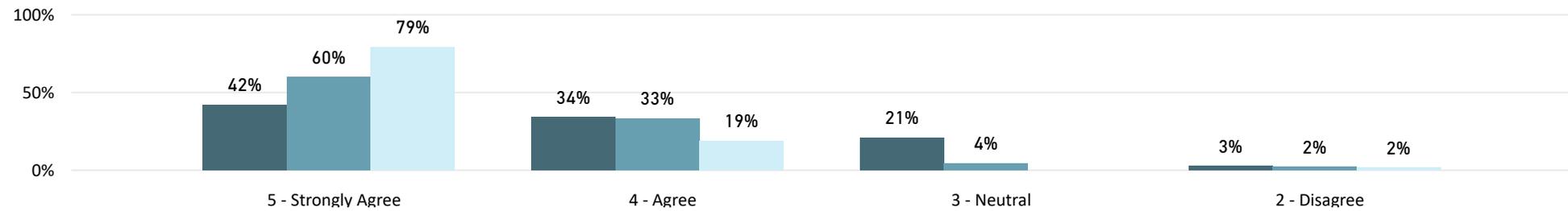


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	16	42%	27	60%	46	79%	89	63%
4 - Agree	13	34%	15	33%	11	19%	39	28%
3 - Neutral	8	21%	2	4%	0	0%	10	7%
2 - Disagree	1	3%	1	2%	1	2%	3	2%
<b>Total</b>	<b>38</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>141</b>	<b>100%</b>

County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

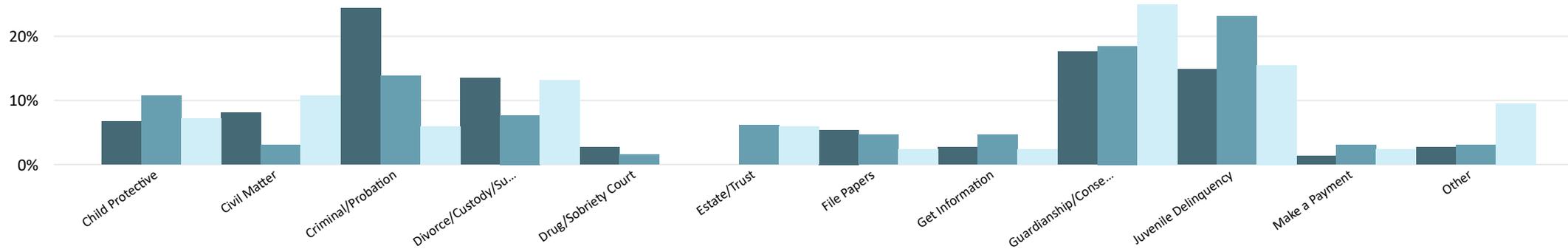
All



# 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	5	7%	7	11%	6	7%	18	8%
Civil Matter	6	8%	2	3%	9	11%	17	8%
Criminal/Probation	18	24%	9	14%	5	6%	32	14%
Divorce/Custody/Support	10	14%	5	8%	11	13%	26	12%
Drug/Sobriety Court	2	3%	1	2%			3	1%
Estate/Trust			4	6%	5	6%	9	4%
File Papers	4	5%	3	5%	2	2%	9	4%
Get Information	2	3%	3	5%	2	2%	7	3%
Guardianship/Conservatorship	13	18%	12	18%	21	25%	46	21%
Juvenile Delinquency	11	15%	15	23%	13	15%	39	17%
Make a Payment	1	1%	2	3%	2	2%	5	2%
Other	2	3%	2	3%	8	10%	12	5%
<b>Total</b>	<b>74</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>84</b>	<b>100%</b>	<b>223</b>	<b>100%</b>

County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

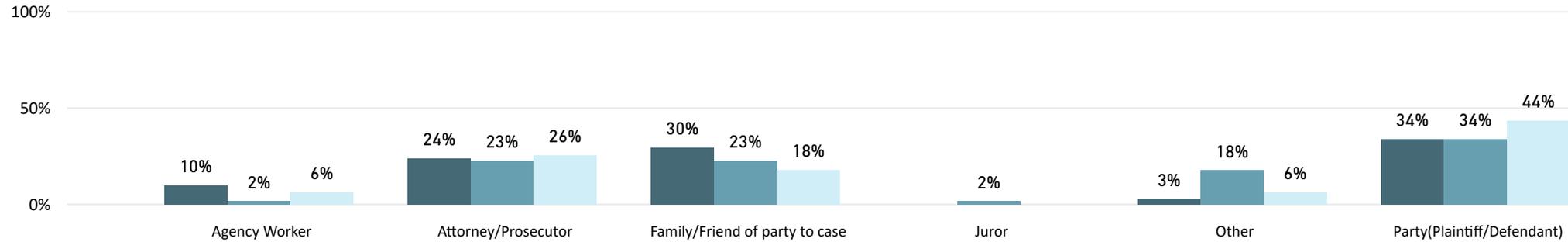
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

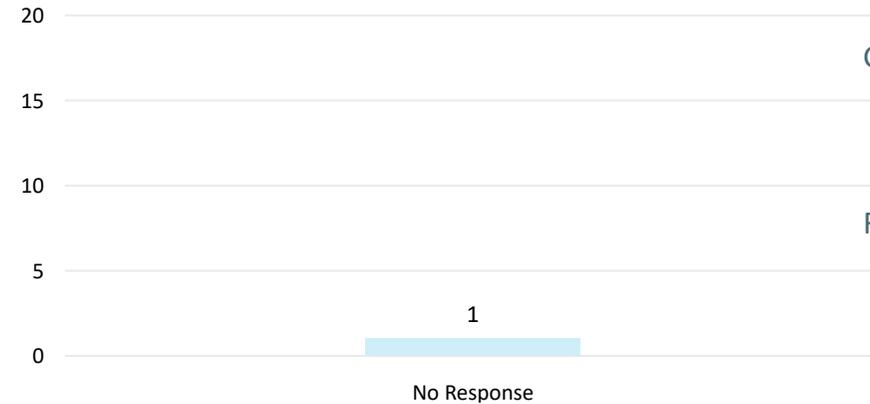
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	7	10%	1	2%	5	6%	13	6%
Attorney/Prosecutor	17	24%	14	23%	20	26%	51	24%
Family/Friend of party to case	21	30%	14	23%	14	18%	49	23%
Juror			1	2%			1	0%
Other	2	3%	11	18%	5	6%	18	9%
Party(Plaintiff/Defendant)	24	34%	21	34%	34	44%	79	37%
<b>Total</b>	<b>71</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>211</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

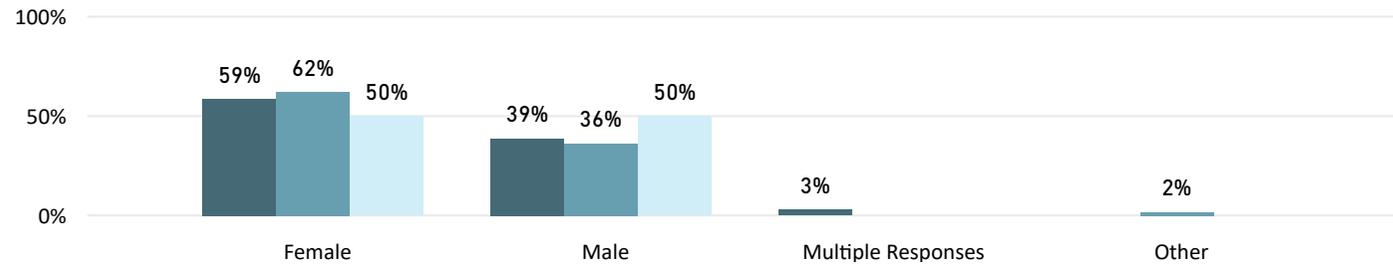
All



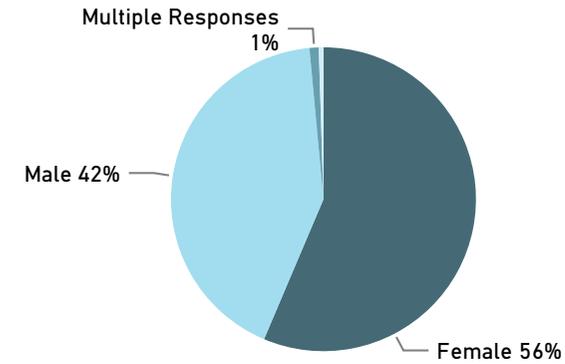
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

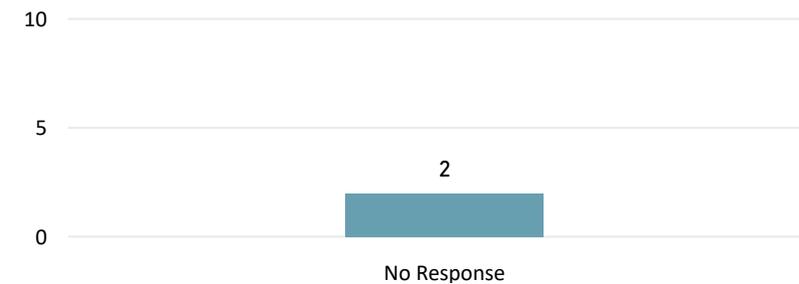


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	41	59%	36	62%	38	50%	115	56%
Male	27	39%	21	36%	38	50%	86	42%
Multiple Responses	2	3%					2	1%
Other			1	2%			1	0%
<b>Total</b>	<b>70</b>	<b>100%</b>	<b>58</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>204</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

SANILAC

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

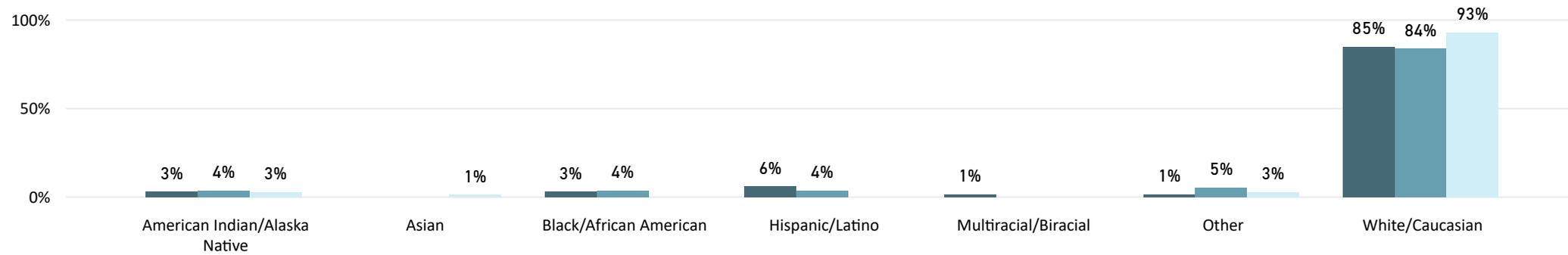
All

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	2	3%	2	4%	2	3%	6	3%
Asian					1	1%	1	1%
Black/African American	2	3%	2	4%			4	2%
Hispanic/Latino	4	6%	2	4%			6	3%
Multiracial/Biracial	1	1%					1	1%
Other	1	1%	3	5%	2	3%	6	3%
White/Caucasian	57	85%	47	84%	66	93%	170	88%
<b>Total</b>	<b>67</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>194</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2018

