

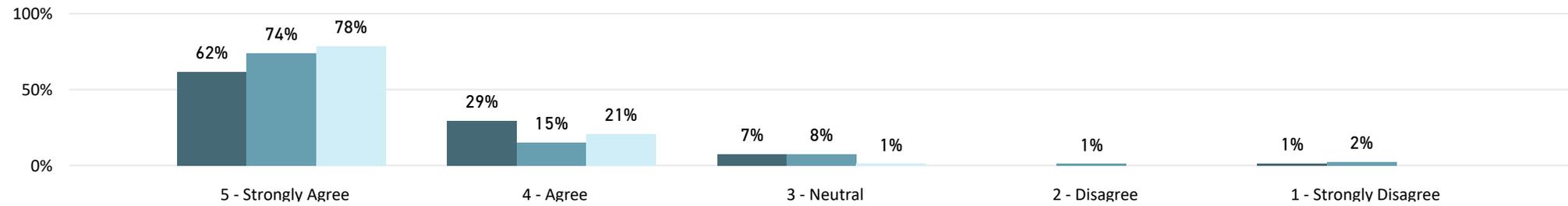


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	42	62%	68	74%	80	78%	190	73%
4 - Agree	20	29%	14	15%	21	21%	55	21%
3 - Neutral	5	7%	7	8%	1	1%	13	5%
2 - Disagree			1	1%			1	0%
1 - Strongly Disagree	1	1%	2	2%			3	1%
Total	68	100%	92	100%	102	100%	262	100%

County

SHIAWASSEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

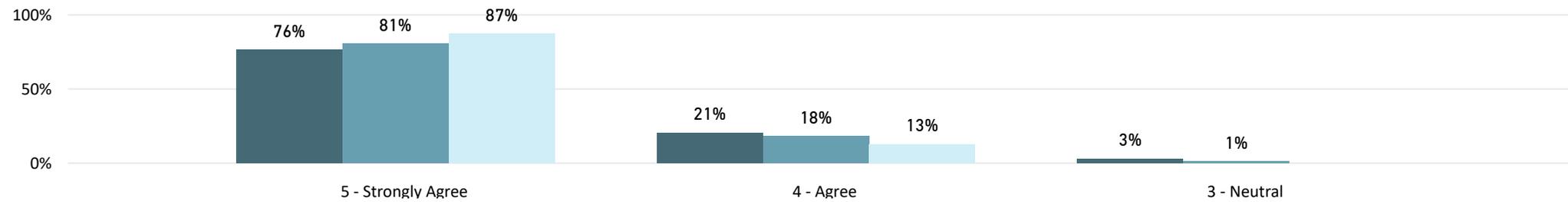


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	52	76%	75	81%	89	87%	216	82%
4 - Agree	14	21%	17	18%	13	13%	44	17%
3 - Neutral	2	3%	1	1%			3	1%
Total	68	100%	93	100%	102	100%	263	100%

County

SHIAWASSEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

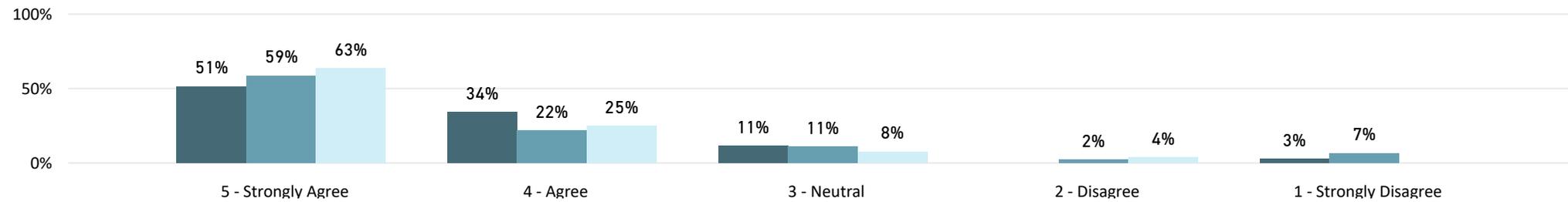


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	18	51%	27	59%	33	63%	78	59%
4 - Agree	12	34%	10	22%	13	25%	35	26%
3 - Neutral	4	11%	5	11%	4	8%	13	10%
2 - Disagree			1	2%	2	4%	3	2%
1 - Strongly Disagree	1	3%	3	7%			4	3%
Total	35	100%	46	100%	52	100%	133	100%

County

SHIAWASSEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

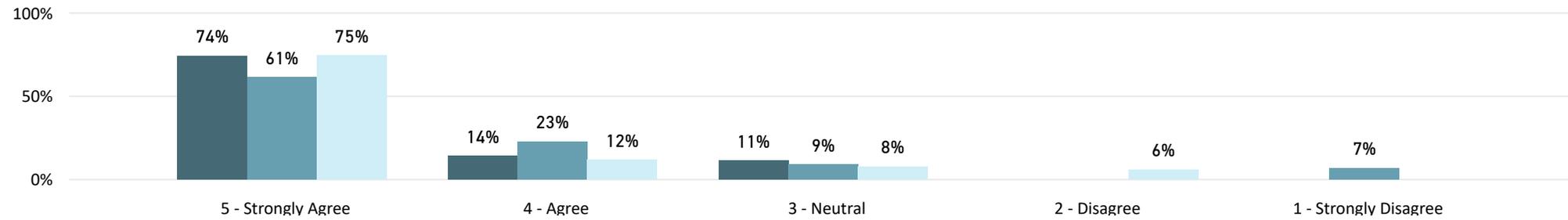


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	26	74%	27	61%	38	75%	91	70%
4 - Agree	5	14%	10	23%	6	12%	21	16%
3 - Neutral	4	11%	4	9%	4	8%	12	9%
2 - Disagree					3	6%	3	2%
1 - Strongly Disagree			3	7%			3	2%
Total	35	100%	44	100%	51	100%	130	100%

County

SHIAWASSEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

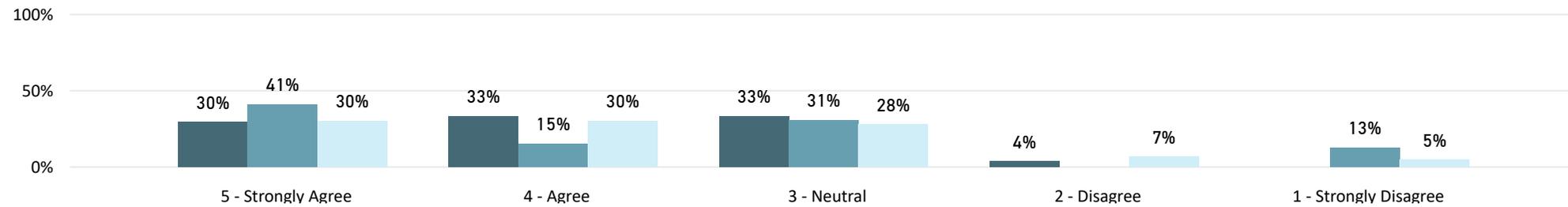


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	30%	16	41%	13	30%	37	34%
4 - Agree	9	33%	6	15%	13	30%	28	26%
3 - Neutral	9	33%	12	31%	12	28%	33	30%
2 - Disagree	1	4%	0	0%	3	7%	4	4%
1 - Strongly Disagree	0	0%	5	13%	2	5%	7	6%
Total	27	100%	39	100%	43	100%	109	100%

County

SHIAWASSEE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

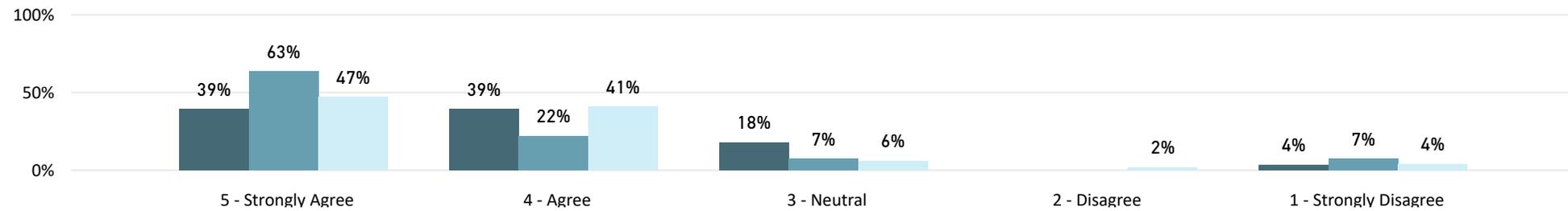


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	11	39%	26	63%	23	47%	60	51%
4 - Agree	11	39%	9	22%	20	41%	40	34%
3 - Neutral	5	18%	3	7%	3	6%	11	9%
2 - Disagree					1	2%	1	1%
1 - Strongly Disagree	1	4%	3	7%	2	4%	6	5%
Total	28	100%	41	100%	49	100%	118	100%

County

SHIAWASSEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

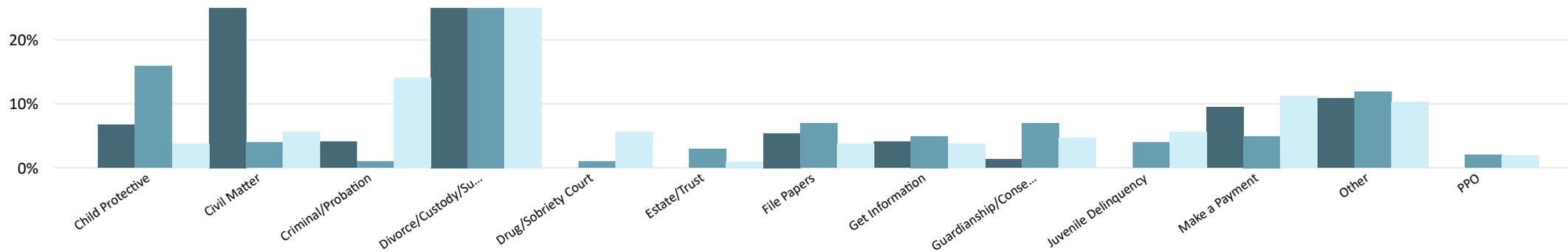
All



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%	16	16%	4	4%	25	9%
Civil Matter	21	28%	4	4%	6	6%	31	11%
Criminal/Probation	3	4%	1	1%	15	14%	19	7%
Divorce/Custody/Support	22	30%	34	34%	31	29%	87	31%
Drug/Sobriety Court			1	1%	6	6%	7	2%
Estate/Trust			3	3%	1	1%	4	1%
File Papers	4	5%	7	7%	4	4%	15	5%
Get Information	3	4%	5	5%	4	4%	12	4%
Guardianship/Conservatorship	1	1%	7	7%	5	5%	13	5%
Juvenile Delinquency			4	4%	6	6%	10	4%
Make a Payment	7	9%	5	5%	12	11%	24	9%
Other	8	11%	12	12%	11	10%	31	11%
PPO			2	2%	2	2%	4	1%
Total	74	100%	101	100%	107	100%	282	100%

County

SHIAWASSEE ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

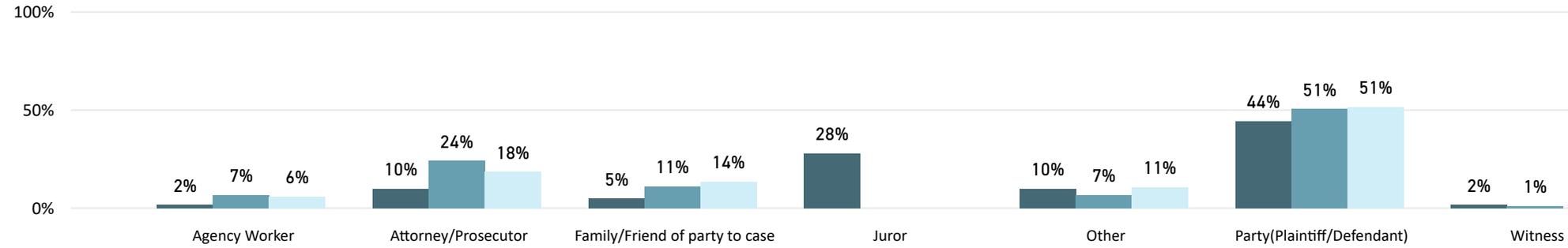
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

SHIAWASSEE

Court

(Multiple Selections)

Subset

All

Survey Year

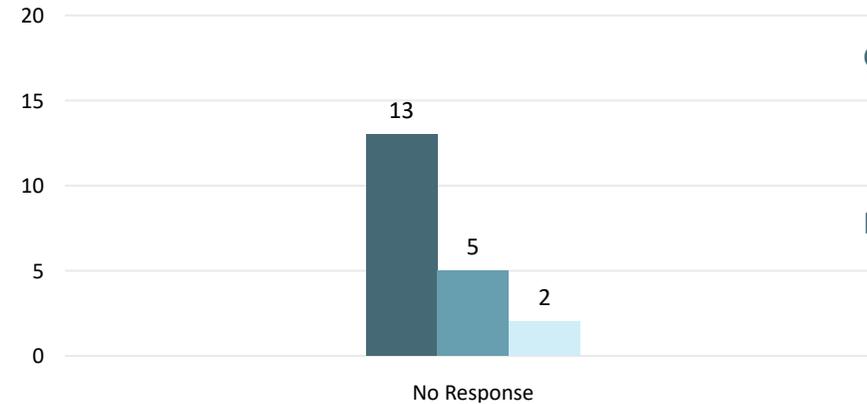
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	2%	6	7%	6	6%	13	5%
Attorney/Prosecutor	6	10%	22	24%	19	18%	47	18%
Family/Friend of party to case	3	5%	10	11%	14	14%	27	11%
Juror	17	28%					17	7%
Other	6	10%	6	7%	11	11%	23	9%
Party(Plaintiff/Defendant)	27	44%	46	51%	53	51%	126	49%
Witness	1	2%	1	1%			2	1%
Total	61	100%	91	100%	103	100%	255	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

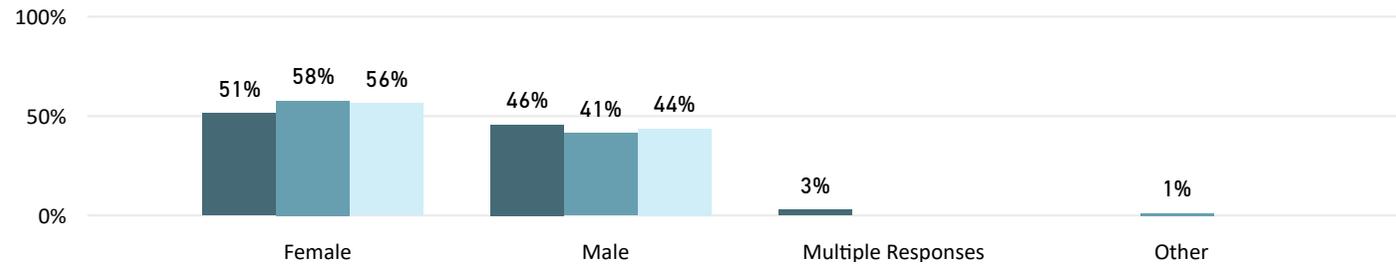
Role

Type of Case

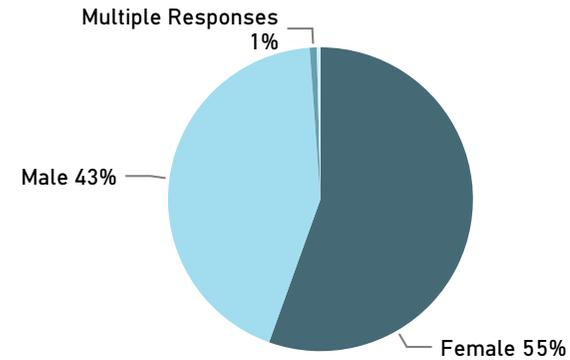
Race/Ethnicity

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

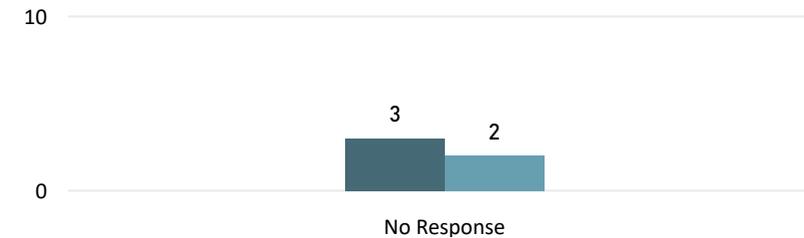


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	36	51%	53	58%	58	56%	147	55%
Male	32	46%	38	41%	45	44%	115	43%
Multiple Responses	2	3%					2	1%
Other			1	1%			1	0%
Total	70	100%	92	100%	103	100%	265	100%

9. No Responses

Gender Type: ● 2015 ● 2016





MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

SHIAWASSEE

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

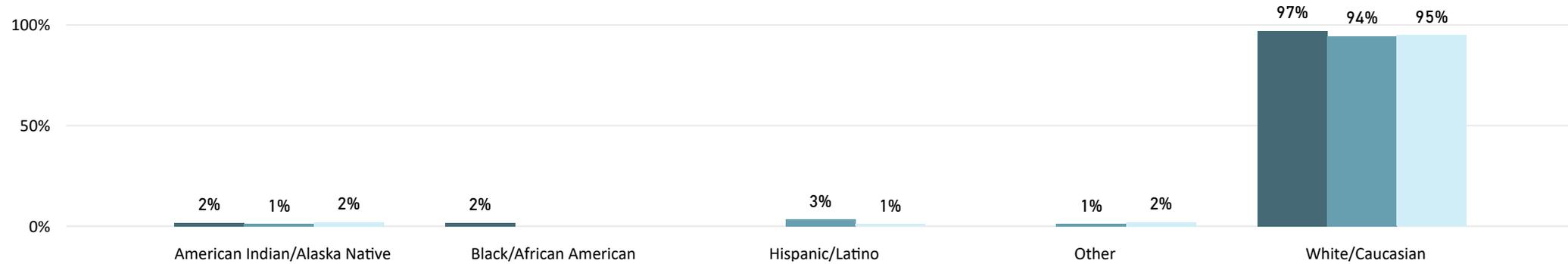
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	2%	1	1%	2	2%	4	2%
Black/African American	1	2%	0	0%	0	0%	1	0%
Hispanic/Latino	0	0%	3	3%	1	1%	4	2%
Other	0	0%	1	1%	2	2%	3	1%
White/Caucasian	63	97%	84	94%	95	95%	242	95%
Total	65	100%	89	100%	100	100%	254	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

