

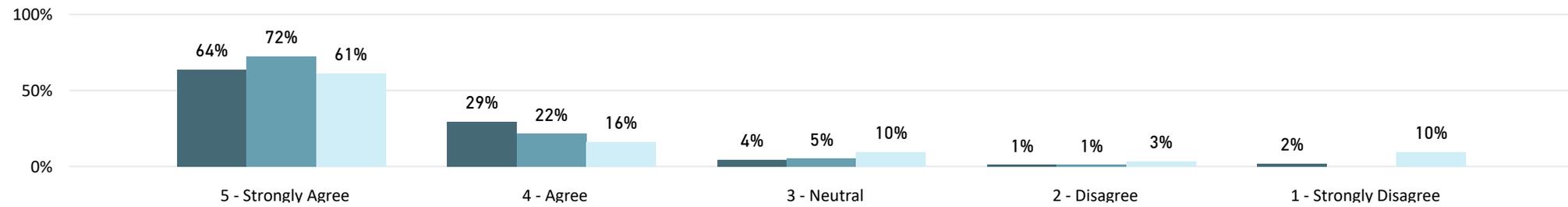


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	74	64%	84	72%	19	61%	177	67%
4 - Agree	34	29%	25	22%	5	16%	64	24%
3 - Neutral	5	4%	6	5%	3	10%	14	5%
2 - Disagree	1	1%	1	1%	1	3%	3	1%
1 - Strongly Disagree	2	2%			3	10%	5	2%
Total	116	100%	116	100%	31	100%	263	100%

County

SHIAWASSEE ▾

Court

D66 SHIAWASSEE ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

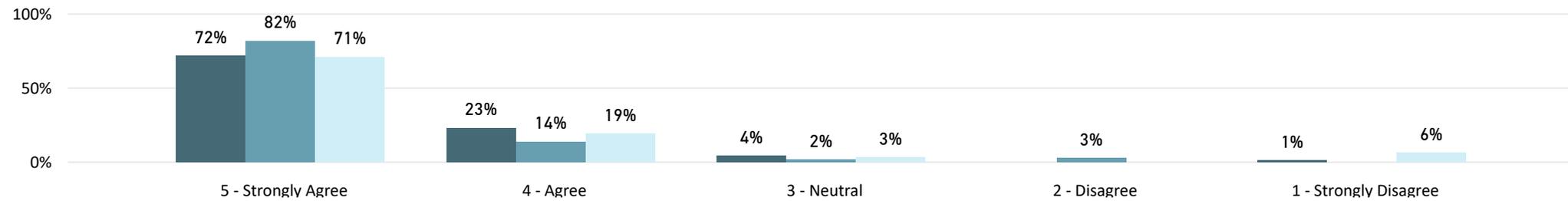


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	87	72%	95	82%	22	71%	204	76%
4 - Agree	28	23%	16	14%	6	19%	50	19%
3 - Neutral	5	4%	2	2%	1	3%	8	3%
2 - Disagree			3	3%			3	1%
1 - Strongly Disagree	1	1%			2	6%	3	1%
Total	121	100%	116	100%	31	100%	268	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

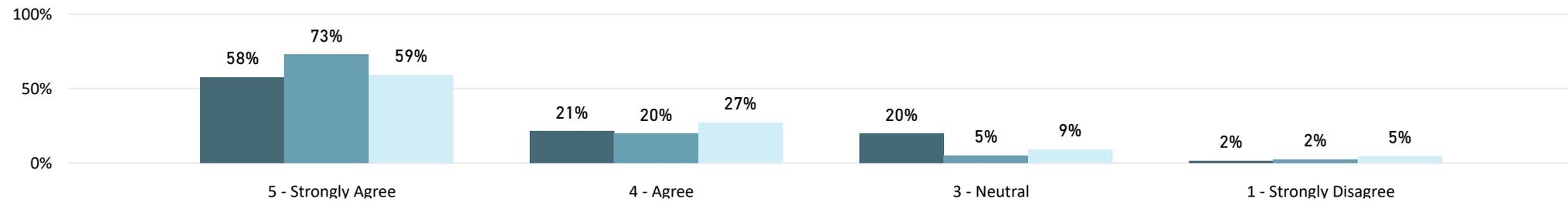


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	38	58%	59	73%	13	59%	110	65%
4 - Agree	14	21%	16	20%	6	27%	36	21%
3 - Neutral	13	20%	4	5%	2	9%	19	11%
1 - Strongly Disagree	1	2%	2	2%	1	5%	4	2%
Total	66	100%	81	100%	22	100%	169	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

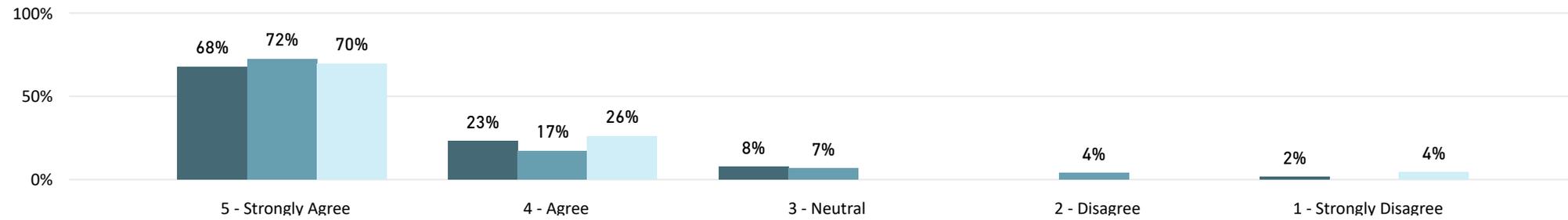


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	44	68%	55	72%	16	70%	115	70%
4 - Agree	15	23%	13	17%	6	26%	34	21%
3 - Neutral	5	8%	5	7%			10	6%
2 - Disagree			3	4%			3	2%
1 - Strongly Disagree	1	2%			1	4%	2	1%
Total	65	100%	76	100%	23	100%	164	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

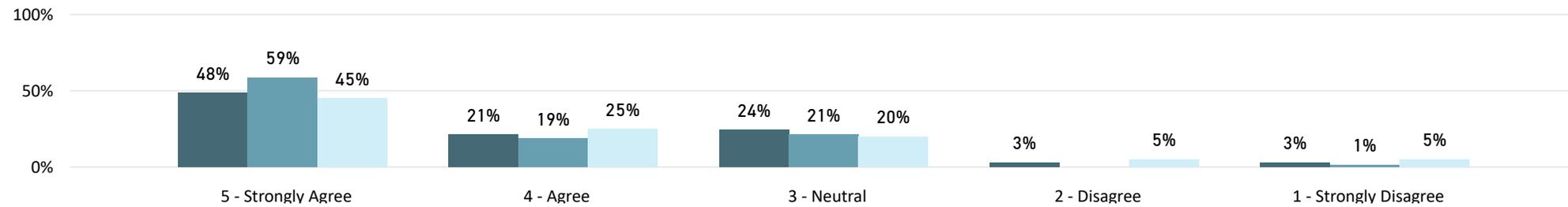


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	32	48%	44	59%	9	45%	85	53%
4 - Agree	14	21%	14	19%	5	25%	33	20%
3 - Neutral	16	24%	16	21%	4	20%	36	22%
2 - Disagree	2	3%			1	5%	3	2%
1 - Strongly Disagree	2	3%	1	1%	1	5%	4	2%
Total	66	100%	75	100%	20	100%	161	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

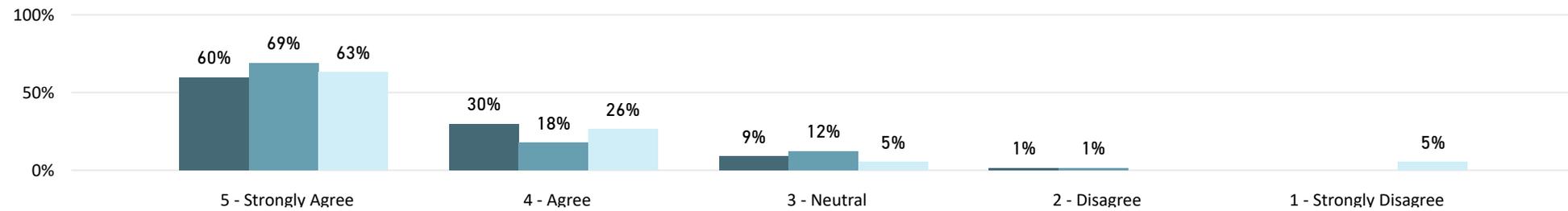


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	40	60%	51	69%	12	63%	103	64%
4 - Agree	20	30%	13	18%	5	26%	38	24%
3 - Neutral	6	9%	9	12%	1	5%	16	10%
2 - Disagree	1	1%	1	1%	0	0%	2	1%
1 - Strongly Disagree	0	0%	0	0%	1	5%	1	1%
Total	67	100%	74	100%	19	100%	160	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

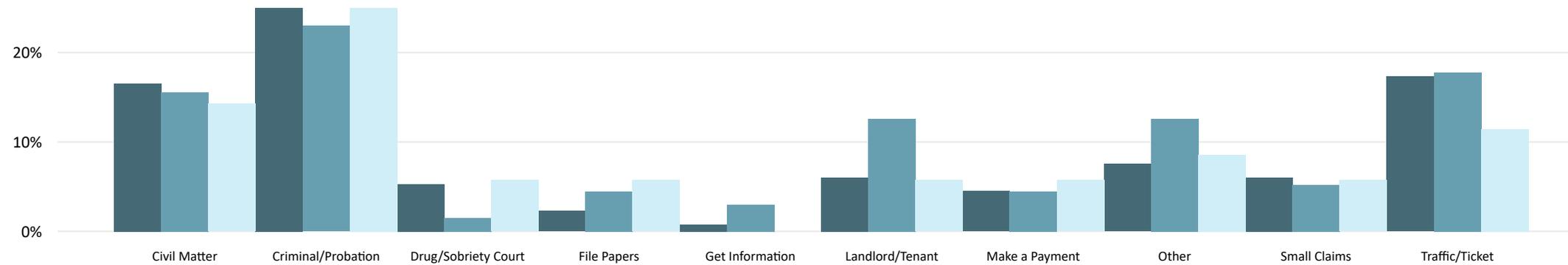
Race/Ethnicity



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	22	17%	21	16%	5	14%	48	16%
Criminal/Probation	45	34%	31	23%	13	37%	89	29%
Drug/Sobriety Court	7	5%	2	1%	2	6%	11	4%
File Papers	3	2%	6	4%	2	6%	11	4%
Get Information	1	1%	4	3%			5	2%
Landlord/Tenant	8	6%	17	13%	2	6%	27	9%
Make a Payment	6	5%	6	4%	2	6%	14	5%
Other	10	8%	17	13%	3	9%	30	10%
Small Claims	8	6%	7	5%	2	6%	17	6%
Traffic/Ticket	23	17%	24	18%	4	11%	51	17%
Total	133	100%	135	100%	35	100%	303	100%

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

SHIAWASSEE

Court

D66 SHIAWASSEE

Subset

All

Survey Year

All

Type of Case

All

Gender

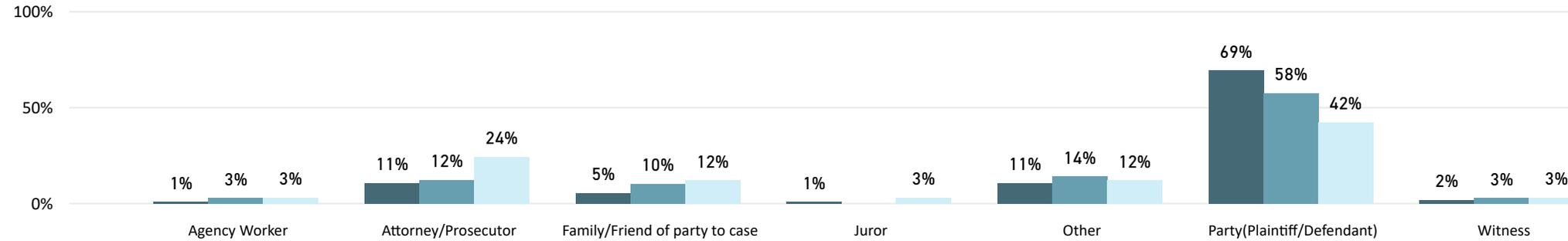
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

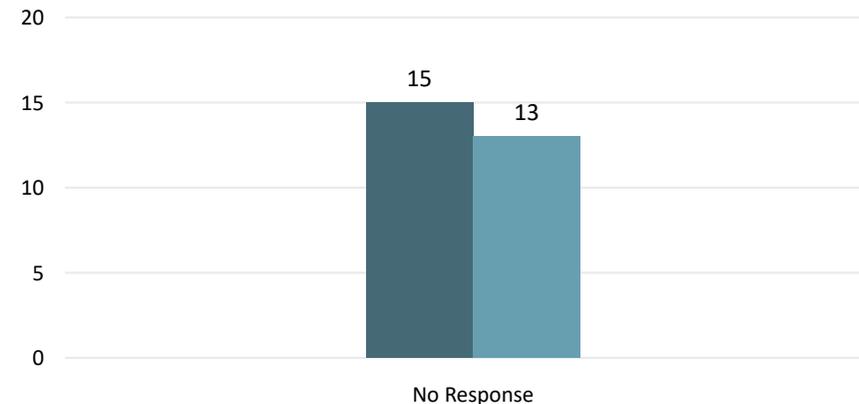


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	1%	3	3%	1	3%	5	2%
Attorney/Prosecutor	12	11%	13	12%	8	24%	33	13%
Family/Friend of party to case	6	5%	11	10%	4	12%	21	8%
Juror	1	1%			1	3%	2	1%
Other	12	11%	15	14%	4	12%	31	12%
Party(Plaintiff/Defendant)	77	69%	61	58%	14	42%	152	61%
Witness	2	2%	3	3%	1	3%	6	2%
Total	111	100%	106	100%	33	100%	250	100%

8. No Response

SurveyYear ● 2015 ● 2016

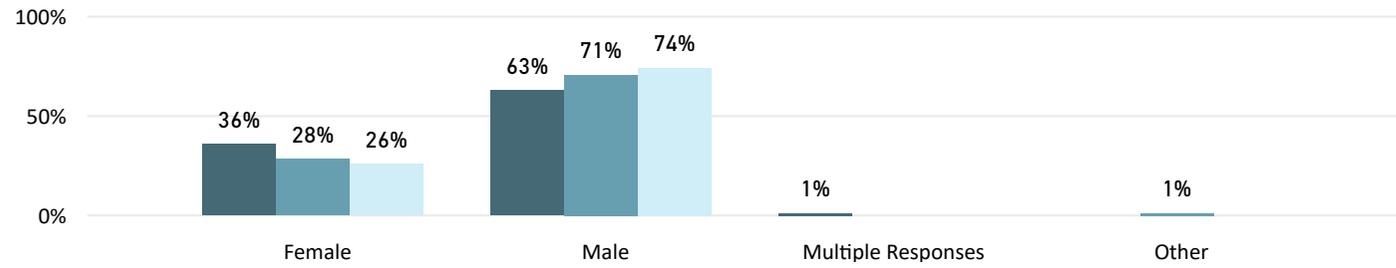




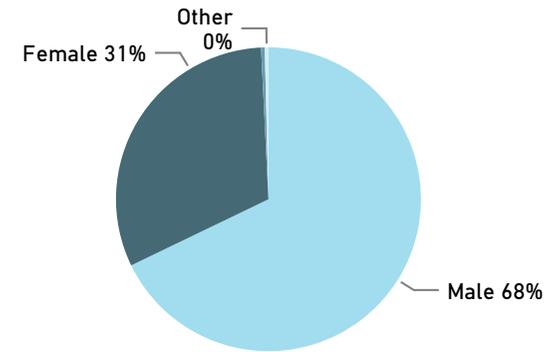
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

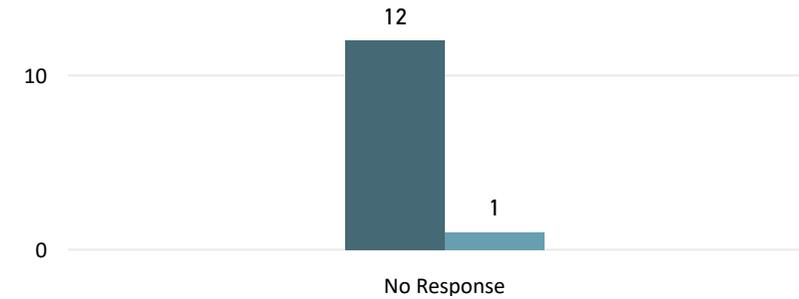


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	40	36%	33	28%	8	26%	81	31%
Male	70	63%	82	71%	23	74%	175	68%
Multiple Responses	1	1%					1	0%
Other			1	1%			1	0%
Total	111	100%	116	100%	31	100%	258	100%

9. No Responses

Gender Type: ● 2015 ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

SHIAWASSEE

Court

D66 SHIAWASSEE

Subset

All

Survey Year

All

Role

All

Type of Case

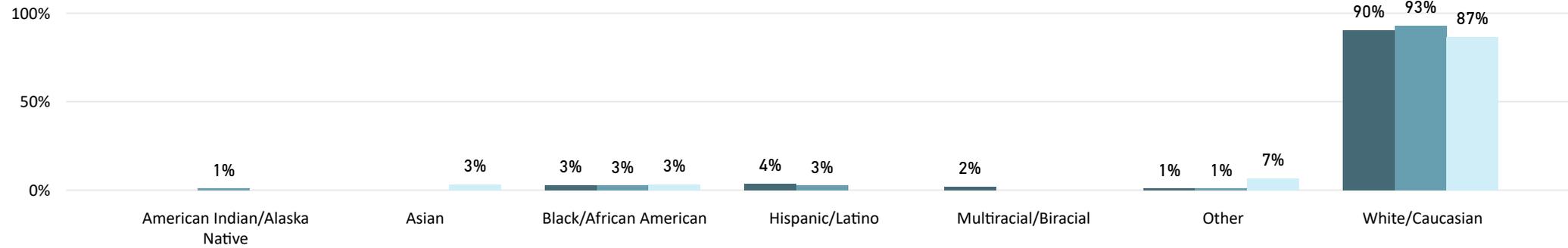
All

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			1	1%			1	0%
Asian					1	3%	1	0%
Black/African American	3	3%	3	3%	1	3%	7	3%
Hispanic/Latino	4	4%	3	3%			7	3%
Multiracial/Biracial	2	2%					2	1%
Other	1	1%	1	1%	2	7%	4	2%
White/Caucasian	95	90%	105	93%	26	87%	226	91%
Total	105	100%	113	100%	30	100%	248	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

