

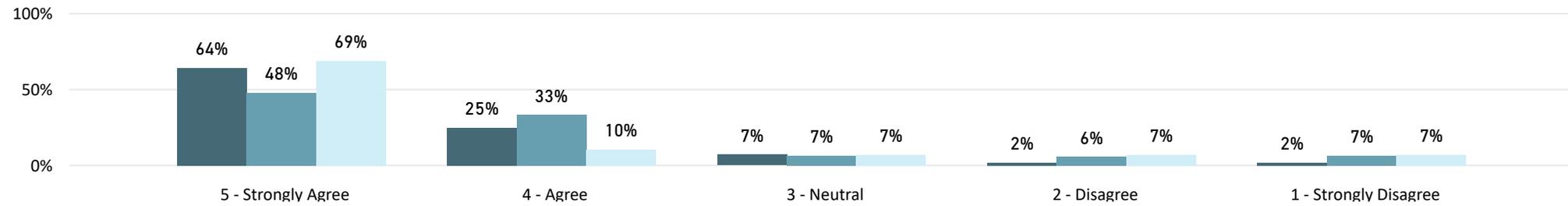


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	36	64%	59	48%	20	69%	115	55%
4 - Agree	14	25%	41	33%	3	10%	58	28%
3 - Neutral	4	7%	8	7%	2	7%	14	7%
2 - Disagree	1	2%	7	6%	2	7%	10	5%
1 - Strongly Disagree	1	2%	8	7%	2	7%	11	5%
Total	56	100%	123	100%	29	100%	208	100%

County

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

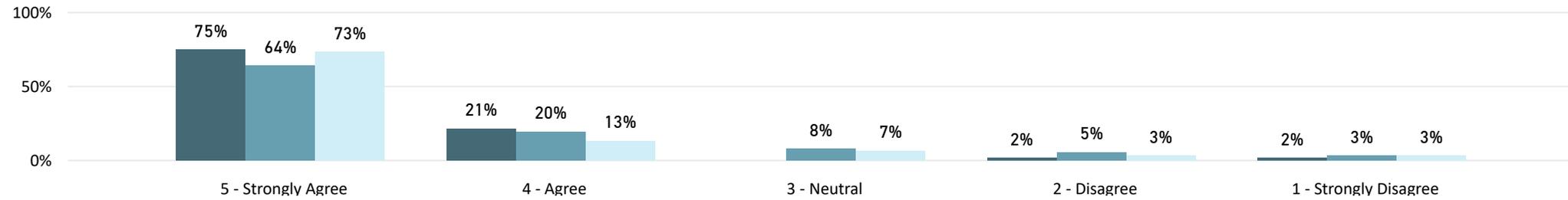


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	42	75%	82	64%	22	73%	146	68%
4 - Agree	12	21%	25	20%	4	13%	41	19%
3 - Neutral			10	8%	2	7%	12	6%
2 - Disagree	1	2%	7	5%	1	3%	9	4%
1 - Strongly Disagree	1	2%	4	3%	1	3%	6	3%
Total	56	100%	128	100%	30	100%	214	100%

County

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

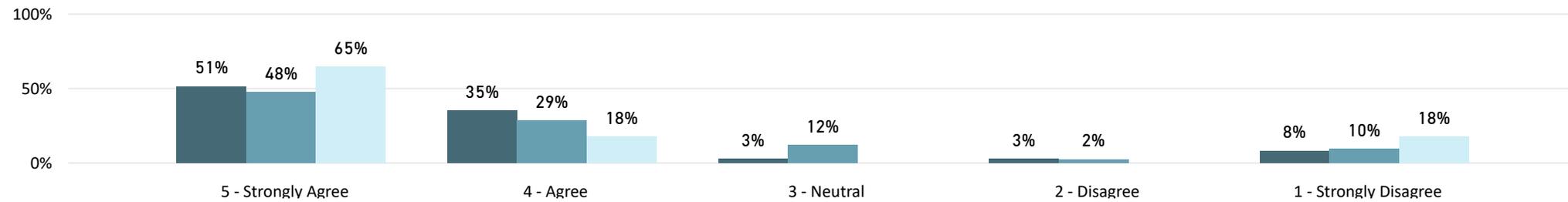


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	19	51%	40	48%	11	65%	70	51%
4 - Agree	13	35%	24	29%	3	18%	40	29%
3 - Neutral	1	3%	10	12%			11	8%
2 - Disagree	1	3%	2	2%			3	2%
1 - Strongly Disagree	3	8%	8	10%	3	18%	14	10%
Total	37	100%	84	100%	17	100%	138	100%

County

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

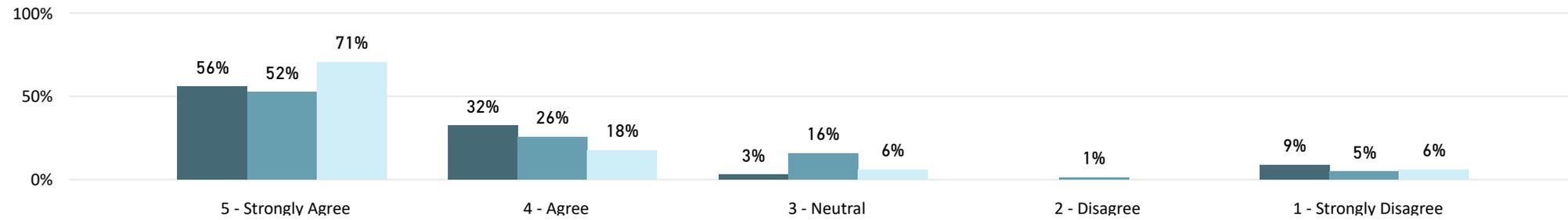


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	56%	43	52%	12	71%	74	56%
4 - Agree	11	32%	21	26%	3	18%	35	26%
3 - Neutral	1	3%	13	16%	1	6%	15	11%
2 - Disagree			1	1%			1	1%
1 - Strongly Disagree	3	9%	4	5%	1	6%	8	6%
Total	34	100%	82	100%	17	100%	133	100%

County

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

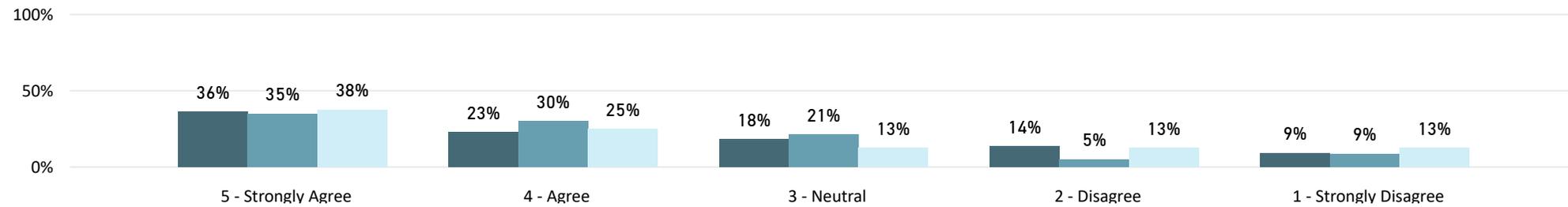


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	36%	28	35%	3	38%	39	35%
4 - Agree	5	23%	24	30%	2	25%	31	28%
3 - Neutral	4	18%	17	21%	1	13%	22	20%
2 - Disagree	3	14%	4	5%	1	13%	8	7%
1 - Strongly Disagree	2	9%	7	9%	1	13%	10	9%
Total	22	100%	80	100%	8	100%	110	100%

County

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

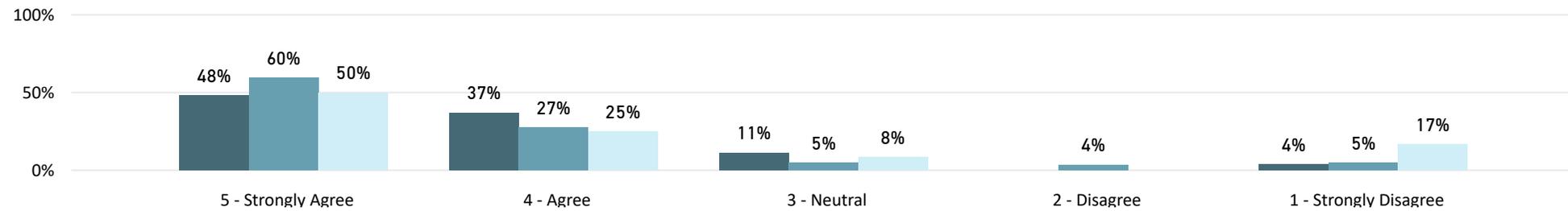


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	48%	50	60%	6	50%	69	56%
4 - Agree	10	37%	23	27%	3	25%	36	29%
3 - Neutral	3	11%	4	5%	1	8%	8	7%
2 - Disagree			3	4%			3	2%
1 - Strongly Disagree	1	4%	4	5%	2	17%	7	6%
Total	27	100%	84	100%	12	100%	123	100%

County

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

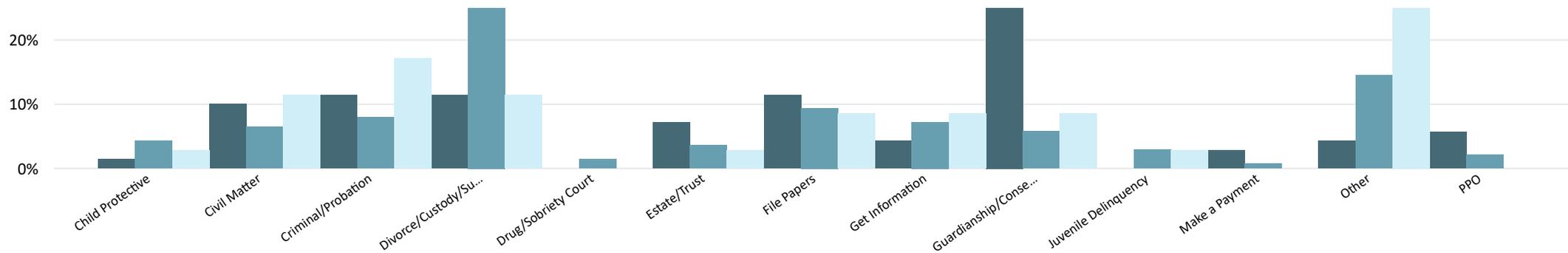
All



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	1	1%	6	4%	1	3%	8	3%
Civil Matter	7	10%	9	7%	4	11%	20	8%
Criminal/Probation	8	11%	11	8%	6	17%	25	10%
Divorce/Custody/Support	8	11%	46	33%	4	11%	58	24%
Drug/Sobriety Court	0	0%	2	1%	0	0%	2	1%
Estate/Trust	5	7%	5	4%	1	3%	11	5%
File Papers	8	11%	13	9%	3	9%	24	10%
Get Information	3	4%	10	7%	3	9%	16	7%
Guardianship/Conservatorship	21	30%	8	6%	3	9%	32	13%
Juvenile Delinquency	0	0%	4	3%	1	3%	5	2%
Make a Payment	2	3%	1	1%	0	0%	3	1%
Other	3	4%	20	14%	9	26%	32	13%
PPO	4	6%	3	2%	0	0%	7	3%
Total	70	100%	138	100%	35	100%	243	100%

County

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Type of Case

All

Gender

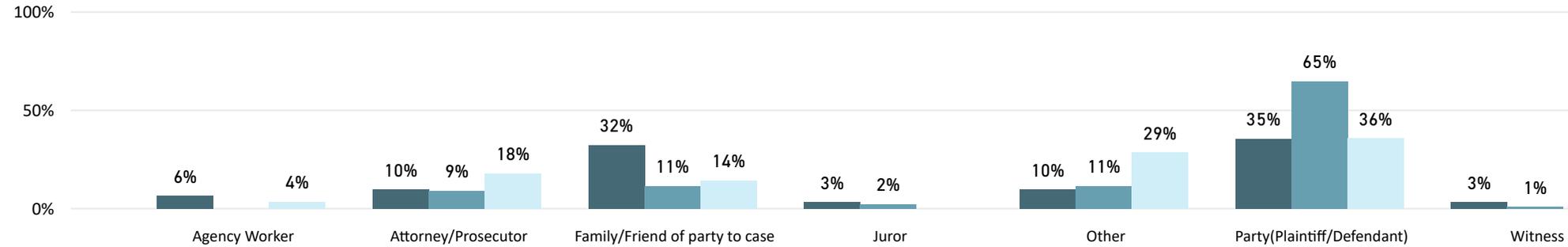
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

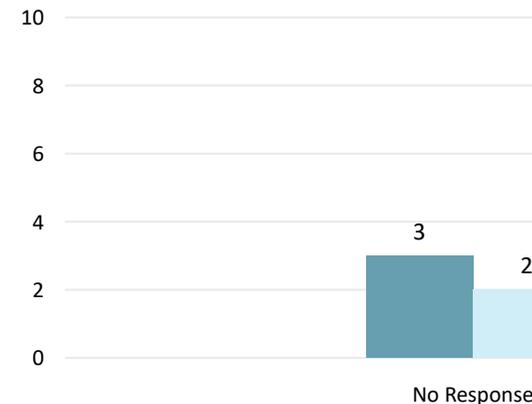


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	4	6%			1	4%	5	2%
Attorney/Prosecutor	6	10%	12	9%	5	18%	23	10%
Family/Friend of party to case	20	32%	15	11%	4	14%	39	18%
Juror	2	3%	3	2%			5	2%
Other	6	10%	15	11%	8	29%	29	13%
Party(Plaintiff/Defendant)	22	35%	85	65%	10	36%	117	53%
Witness	2	3%	1	1%			3	1%
Total	62	100%	131	100%	28	100%	221	100%

8. No Response

SurveyYear ● 2016 ● 2018

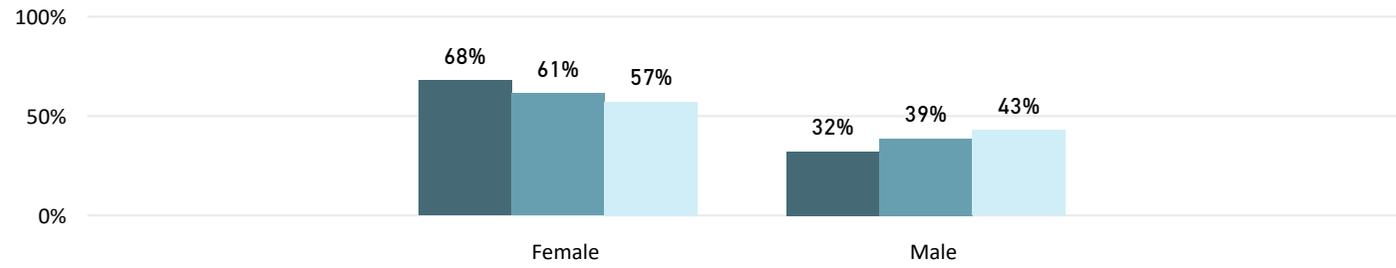




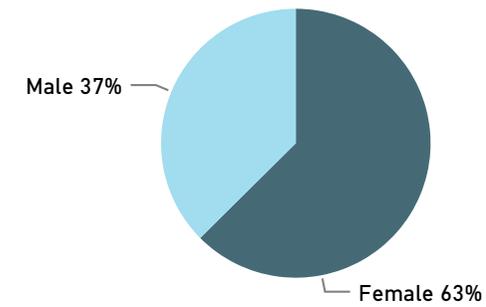
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

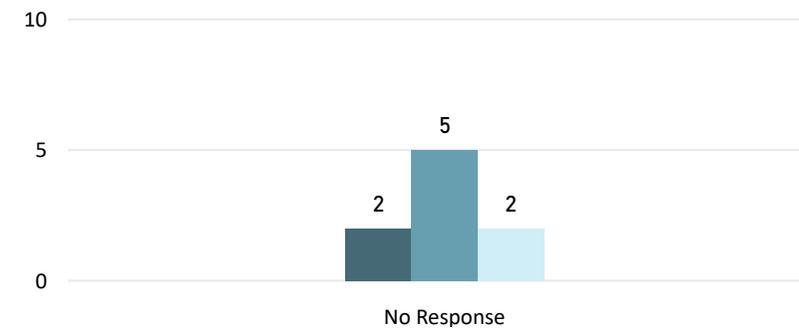


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	38	68%	78	61%	16	57%	132	63%
Male	18	32%	49	39%	12	43%	79	37%
Total	56	100%	127	100%	28	100%	211	100%

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

ST CLAIR

Court

C31-P74 - ST CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

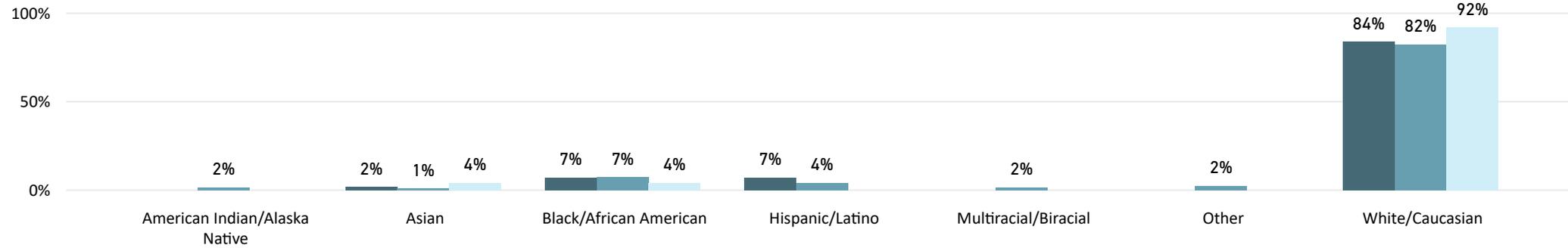
All

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			2	2%			2	1%
Asian	1	2%	1	1%	1	4%	3	1%
Black/African American	4	7%	9	7%	1	4%	14	7%
Hispanic/Latino	4	7%	5	4%			9	4%
Multiracial/Biracial			2	2%			2	1%
Other			3	2%			3	1%
White/Caucasian	47	84%	102	82%	23	92%	172	84%
Total	56	100%	124	100%	25	100%	205	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

