

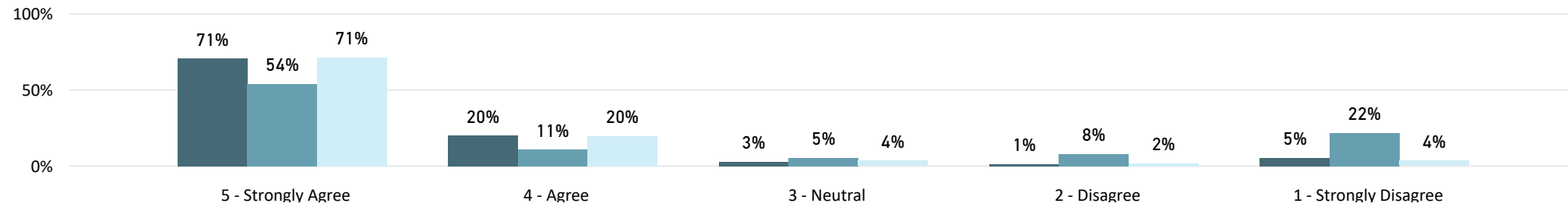


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	53	71%	20	54%	40	71%	113	67%
4 - Agree	15	20%	4	11%	11	20%	30	18%
3 - Neutral	2	3%	2	5%	2	4%	6	4%
2 - Disagree	1	1%	3	8%	1	2%	5	3%
1 - Strongly Disagree	4	5%	8	22%	2	4%	14	8%
Total	75	100%	37	100%	56	100%	168	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

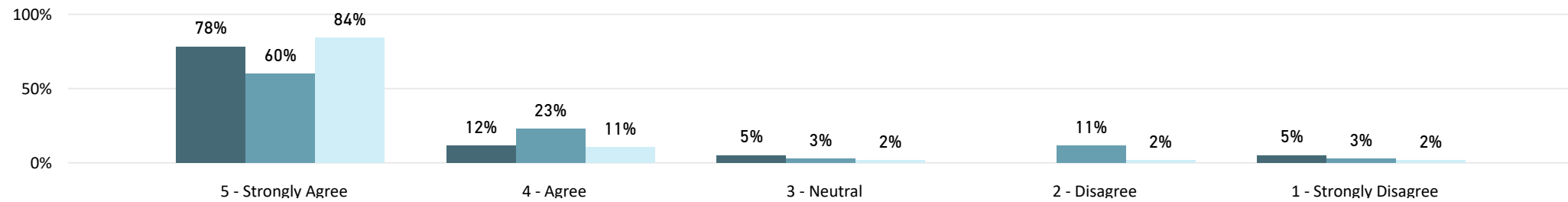


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	61	78%	21	60%	48	84%	130	76%
4 - Agree	9	12%	8	23%	6	11%	23	14%
3 - Neutral	4	5%	1	3%	1	2%	6	4%
2 - Disagree			4	11%	1	2%	5	3%
1 - Strongly Disagree	4	5%	1	3%	1	2%	6	4%
Total	78	100%	35	100%	57	100%	170	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

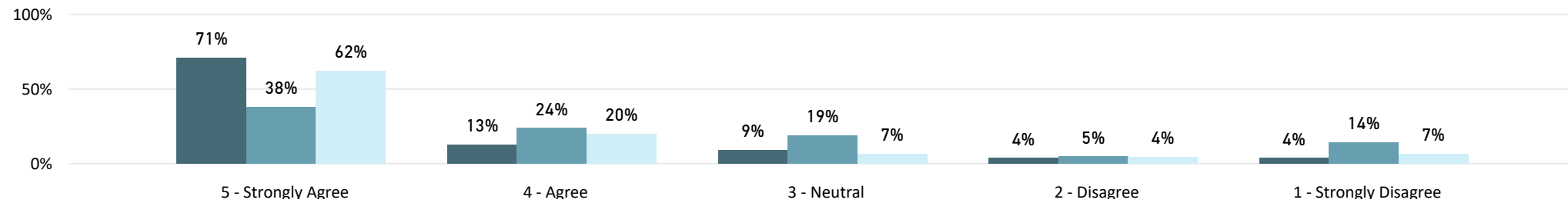


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	39	71%	8	38%	28	62%	75	62%
4 - Agree	7	13%	5	24%	9	20%	21	17%
3 - Neutral	5	9%	4	19%	3	7%	12	10%
2 - Disagree	2	4%	1	5%	2	4%	5	4%
1 - Strongly Disagree	2	4%	3	14%	3	7%	8	7%
Total	55	100%	21	100%	45	100%	121	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

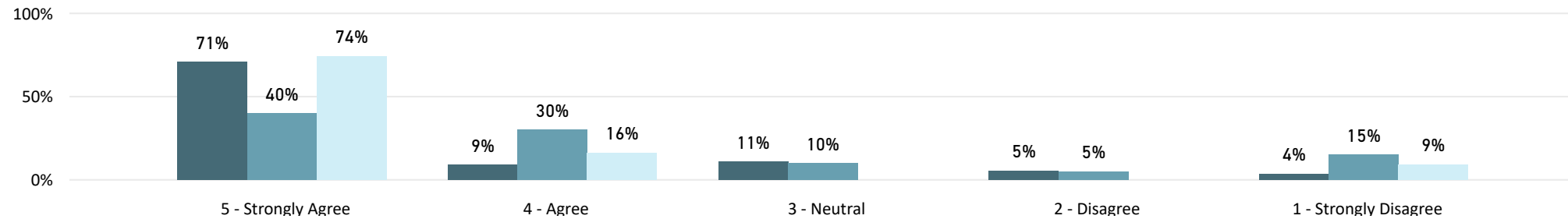


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	39	71%	8	40%	32	74%	79	67%
4 - Agree	5	9%	6	30%	7	16%	18	15%
3 - Neutral	6	11%	2	10%			8	7%
2 - Disagree	3	5%	1	5%			4	3%
1 - Strongly Disagree	2	4%	3	15%	4	9%	9	8%
Total	55	100%	20	100%	43	100%	118	100%

County

ST CLAIR

Court

D72 ST. CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

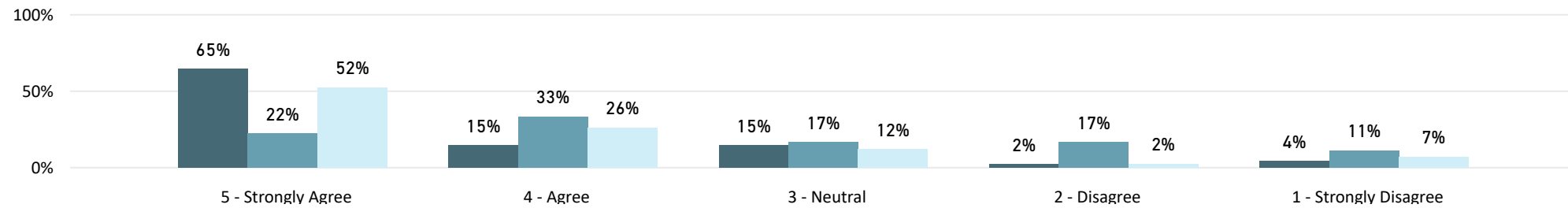


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	31	65%	4	22%	22	52%	57	53%
4 - Agree	7	15%	6	33%	11	26%	24	22%
3 - Neutral	7	15%	3	17%	5	12%	15	14%
2 - Disagree	1	2%	3	17%	1	2%	5	5%
1 - Strongly Disagree	2	4%	2	11%	3	7%	7	6%
Total	48	100%	18	100%	42	100%	108	100%

County

ST CLAIR

Court

D72 ST. CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

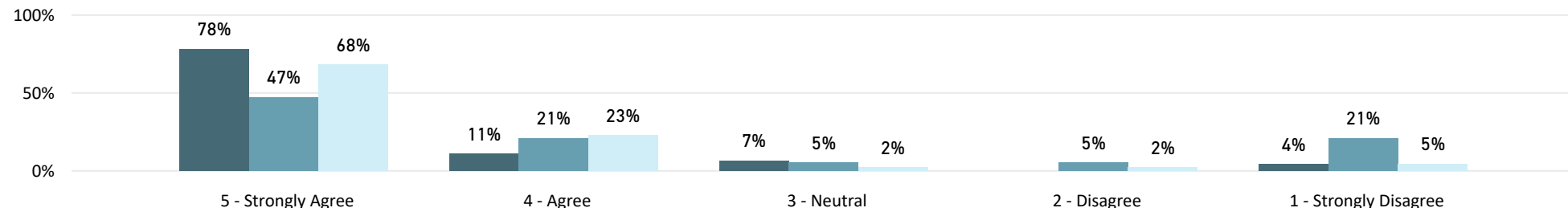


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	36	78%	9	47%	30	68%	75	69%
4 - Agree	5	11%	4	21%	10	23%	19	17%
3 - Neutral	3	7%	1	5%	1	2%	5	5%
2 - Disagree			1	5%	1	2%	2	2%
1 - Strongly Disagree	2	4%	4	21%	2	5%	8	7%
Total	46	100%	19	100%	44	100%	109	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

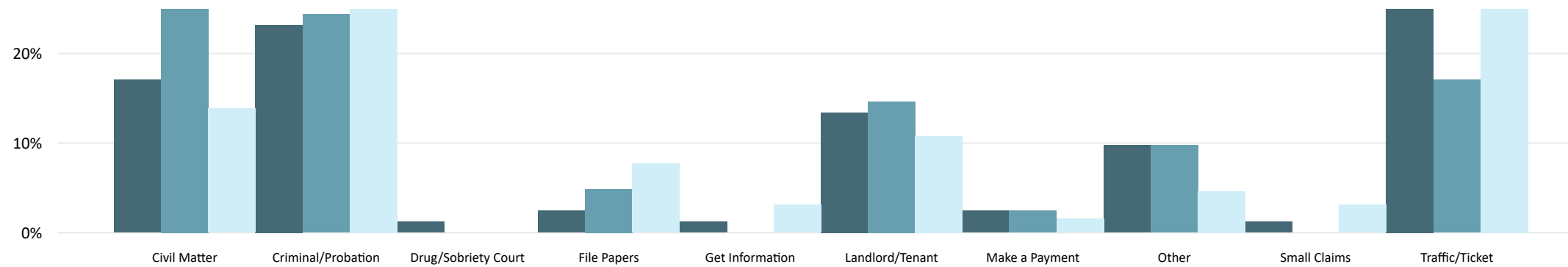
Race/Ethnicity



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	14	17%	11	27%	9	14%	34	18%
Criminal/Probation	19	23%	10	24%	17	26%	46	24%
Drug/Sobriety Court	1	1%	0	0%	0	0%	1	1%
File Papers	2	2%	2	5%	5	8%	9	5%
Get Information	1	1%	0	0%	2	3%	3	2%
Landlord/Tenant	11	13%	6	15%	7	11%	24	13%
Make a Payment	2	2%	1	2%	1	2%	4	2%
Other	8	10%	4	10%	3	5%	15	8%
Small Claims	1	1%	0	0%	2	3%	3	2%
Traffic/Ticket	23	28%	7	17%	19	29%	49	26%
Total	82	100%	41	100%	65	100%	188	100%

County

ST CLAIR

Court

D72 ST. CLAIR

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

ST CLAIR

Court

D72 ST. CLAIR

Subset

All

Survey Year

All

Type of Case

All

Gender

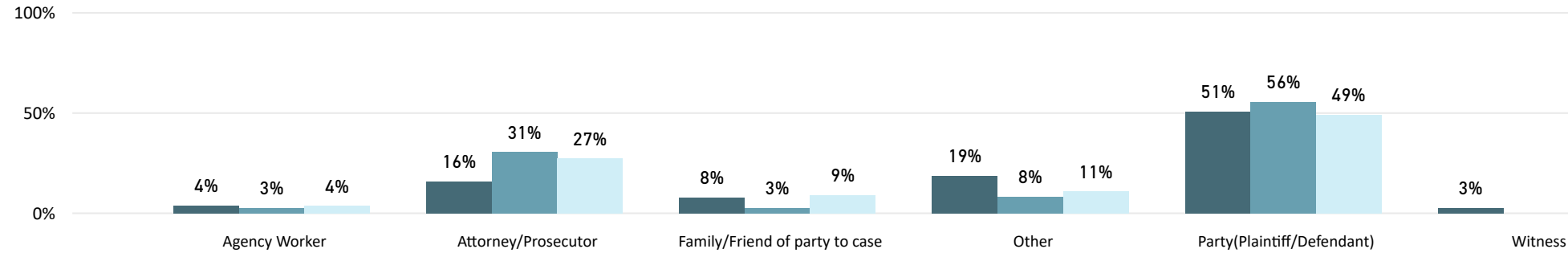
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

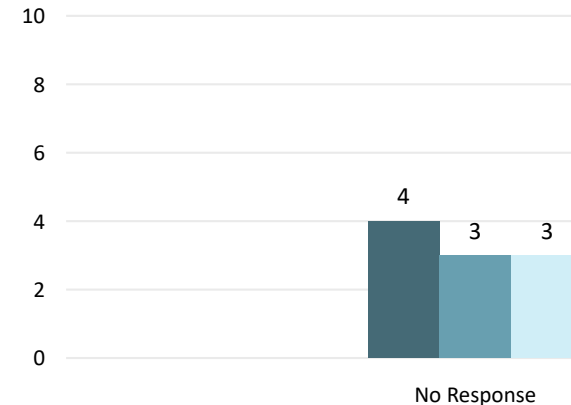


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	3	4%	1	3%	2	4%	6	4%
Attorney/Prosecutor	12	16%	11	31%	15	27%	38	23%
Family/Friend of party to case	6	8%	1	3%	5	9%	12	7%
Other	14	19%	3	8%	6	11%	23	14%
Party(Plaintiff/Defendant)	38	51%	20	56%	27	49%	85	51%
Witness	2	3%					2	1%
Total	75	100%	36	100%	55	100%	166	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

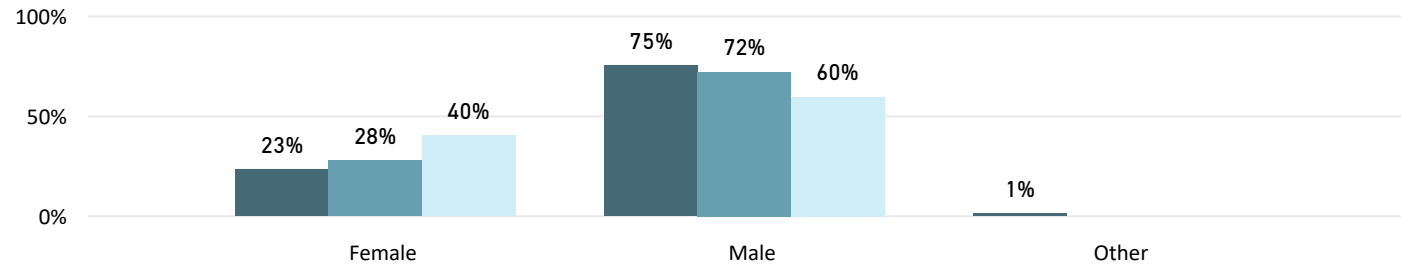




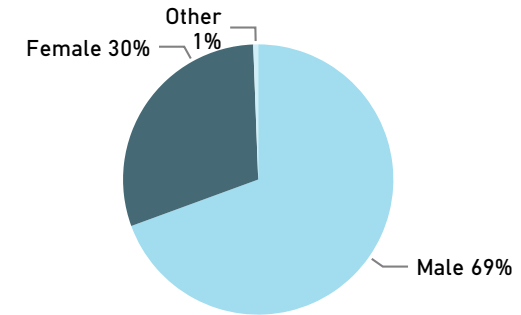
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

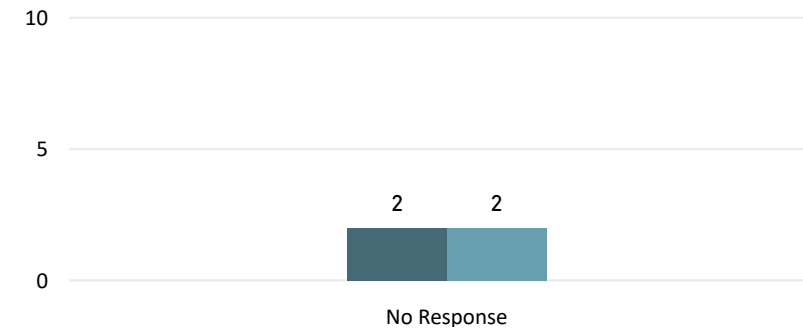


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	18	23%	10	28%	23	40%	51	30%
Male	58	75%	26	72%	34	60%	118	69%
Other	1	1%	0	0%	0	0%	1	1%
Total	77	100%	36	100%	57	100%	170	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

ST CLAIR

Court

D72 ST. CLAIR

Subset

All

Survey Year

All

Role

All

Type of Case

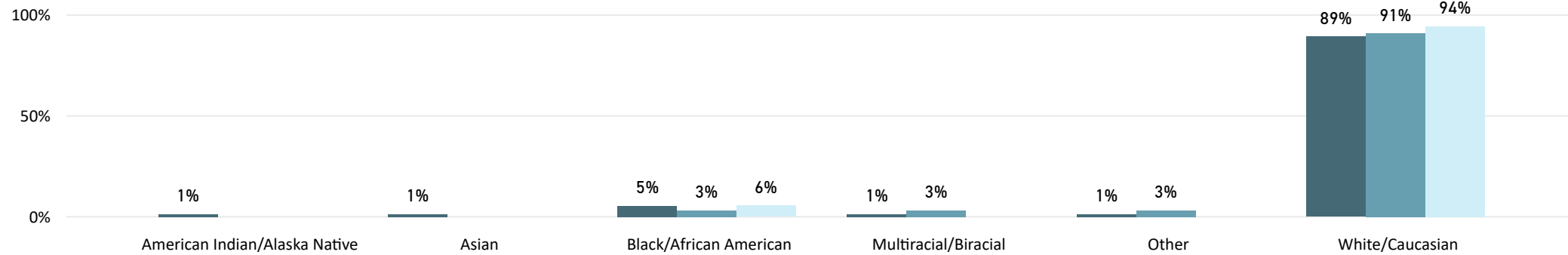
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	1%					1	1%
Asian	1	1%					1	1%
Black/African American	4	5%	1	3%	3	6%	8	5%
Multiracial/Biracial	1	1%	1	3%			2	1%
Other	1	1%	1	3%			2	1%
White/Caucasian	67	89%	30	91%	51	94%	148	91%
Total	75	100%	33	100%	54	100%	162	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

