

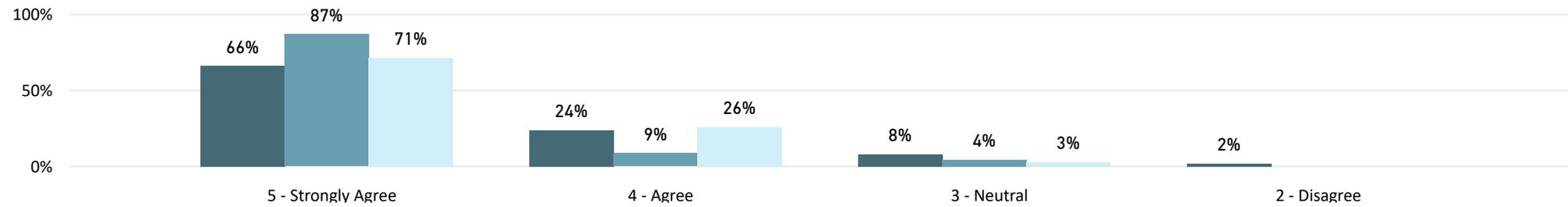


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	33	66%	20	87%	25	71%	78	72%
4 - Agree	12	24%	2	9%	9	26%	23	21%
3 - Neutral	4	8%	1	4%	1	3%	6	6%
2 - Disagree	1	2%	0	0%	0	0%	1	1%
Total	50	100%	23	100%	35	100%	108	100%

County

ST JOSEPH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

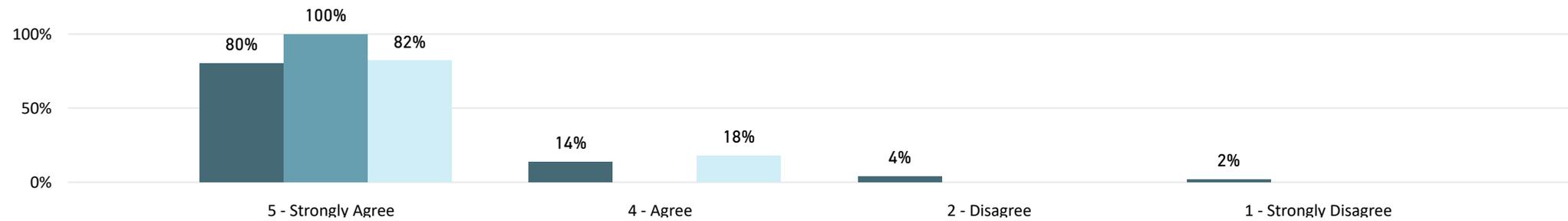


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	41	80%	23	100%	32	82%	96	85%
4 - Agree	7	14%			7	18%	14	12%
2 - Disagree	2	4%					2	2%
1 - Strongly Disagree	1	2%					1	1%
Total	51	100%	23	100%	39	100%	113	100%

County

ST JOSEPH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

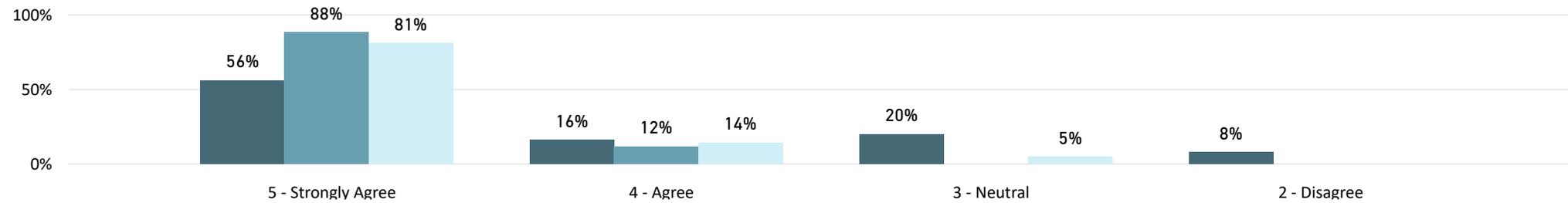


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	14	56%	15	88%	17	81%	46	73%
4 - Agree	4	16%	2	12%	3	14%	9	14%
3 - Neutral	5	20%	0	0%	1	5%	6	10%
2 - Disagree	2	8%	0	0%	0	0%	2	3%
Total	25	100%	17	100%	21	100%	63	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

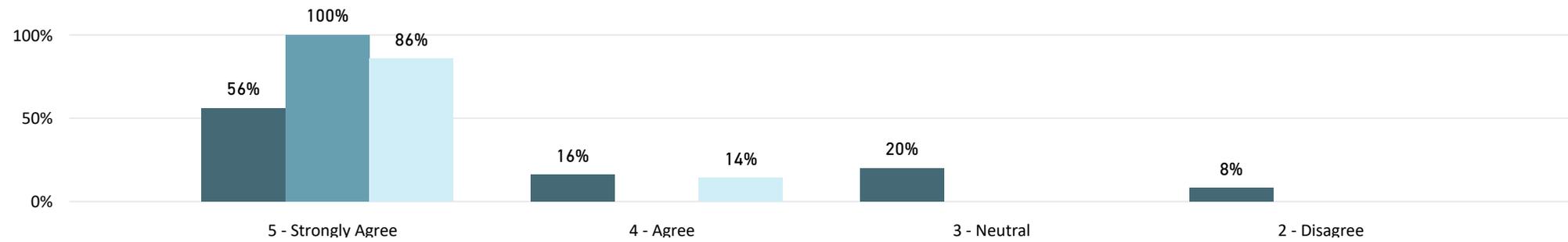


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	14	56%	17	100%	18	86%	49	78%
4 - Agree	4	16%			3	14%	7	11%
3 - Neutral	5	20%					5	8%
2 - Disagree	2	8%					2	3%
Total	25	100%	17	100%	21	100%	63	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

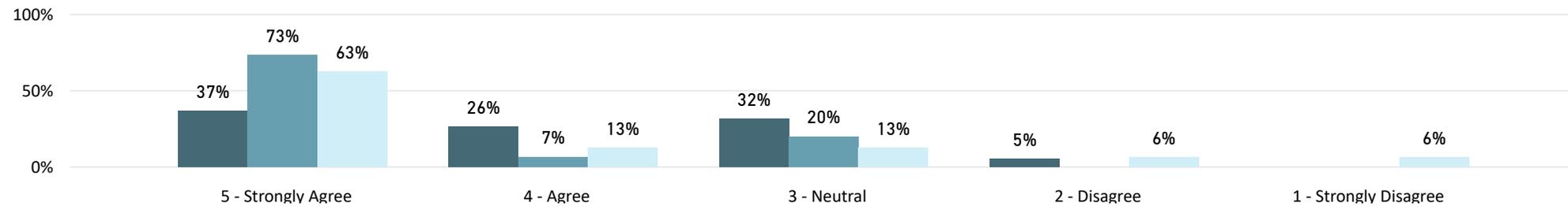


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	7	37%	11	73%	10	63%	28	56%
4 - Agree	5	26%	1	7%	2	13%	8	16%
3 - Neutral	6	32%	3	20%	2	13%	11	22%
2 - Disagree	1	5%	0	0%	1	6%	2	4%
1 - Strongly Disagree	0	0%	0	0%	1	6%	1	2%
Total	19	100%	15	100%	16	100%	50	100%

County

ST JOSEPH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

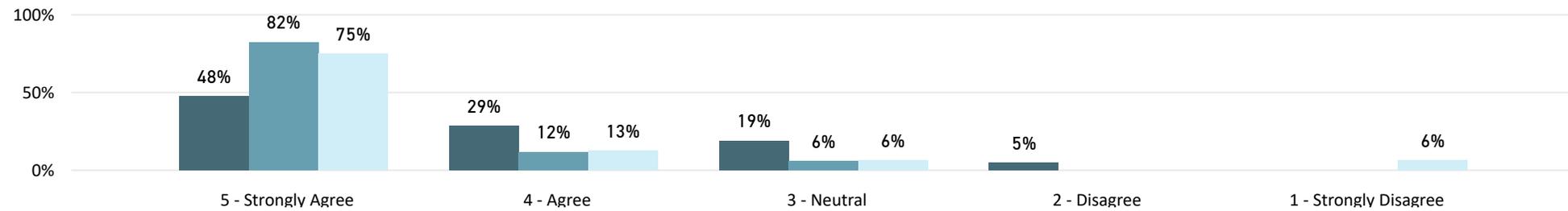


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	10	48%	14	82%	12	75%	36	67%
4 - Agree	6	29%	2	12%	2	13%	10	19%
3 - Neutral	4	19%	1	6%	1	6%	6	11%
2 - Disagree	1	5%					1	2%
1 - Strongly Disagree					1	6%	1	2%
Total	21	100%	17	100%	16	100%	54	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

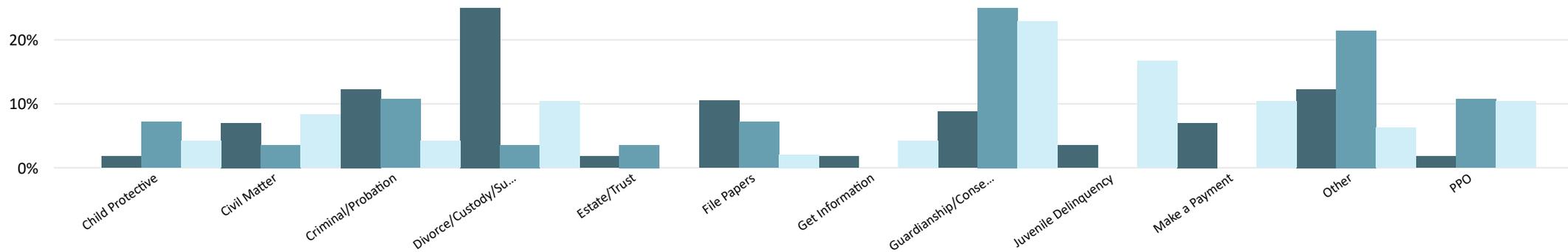
Race/Ethnicity



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
Child Protective	1	2%	2	7%	2	4%	5	4%
Civil Matter	4	7%	1	4%	4	8%	9	7%
Criminal/Probation	7	12%	3	11%	2	4%	12	9%
Divorce/Custody/Support	18	32%	1	4%	5	10%	24	18%
Estate/Trust	1	2%	1	4%			2	2%
File Papers	6	11%	2	7%	1	2%	9	7%
Get Information	1	2%			2	4%	3	2%
Guardianship/Conservatorship	5	9%	9	32%	11	23%	25	19%
Juvenile Delinquency	2	4%			8	17%	10	8%
Make a Payment	4	7%			5	10%	9	7%
Other	7	12%	6	21%	3	6%	16	12%
PPO	1	2%	3	11%	5	10%	9	7%
Total	57	100%	28	100%	48	100%	133	100%

County

ST JOSEPH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

ST JOSEPH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

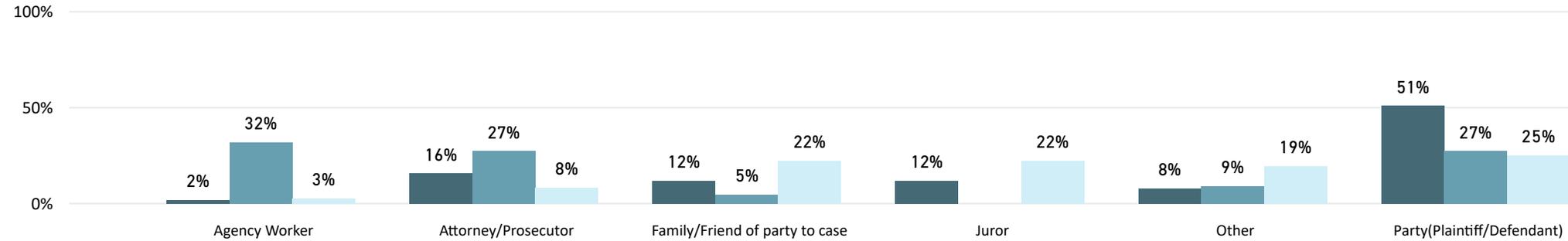
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

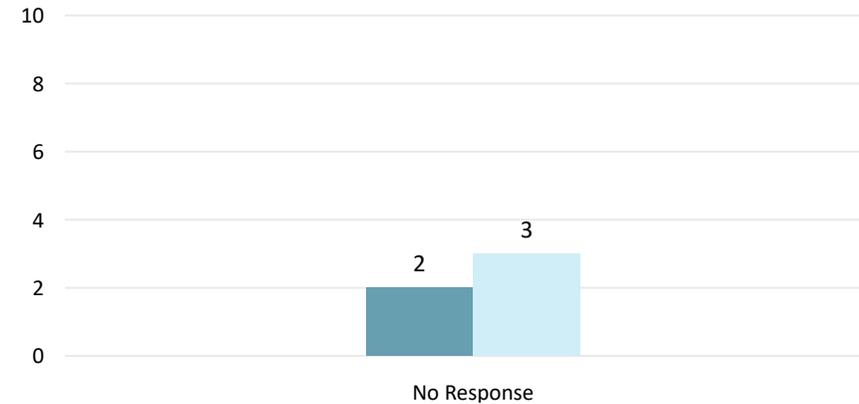


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	2%	7	32%	1	3%	9	8%
Attorney/Prosecutor	8	16%	6	27%	3	8%	17	16%
Family/Friend of party to case	6	12%	1	5%	8	22%	15	14%
Juror	6	12%			8	22%	14	13%
Other	4	8%	2	9%	7	19%	13	12%
Party(Plaintiff/Defendant)	26	51%	6	27%	9	25%	41	38%
Total	51	100%	22	100%	36	100%	109	100%

8. No Response

SurveyYear ● 2016 ● 2018

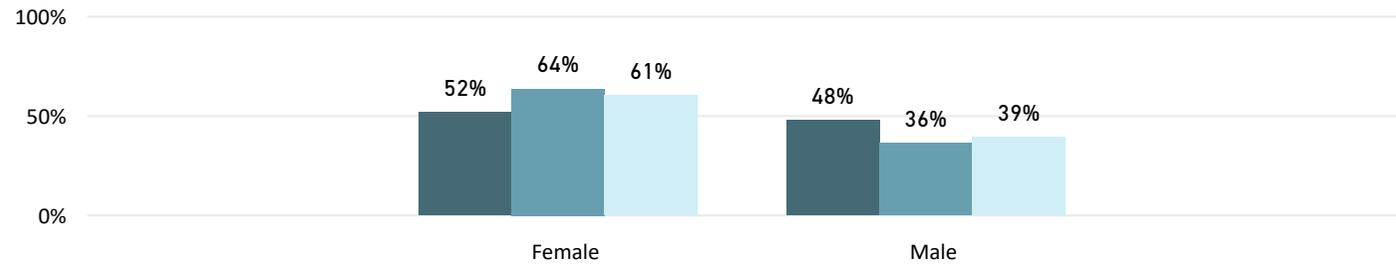




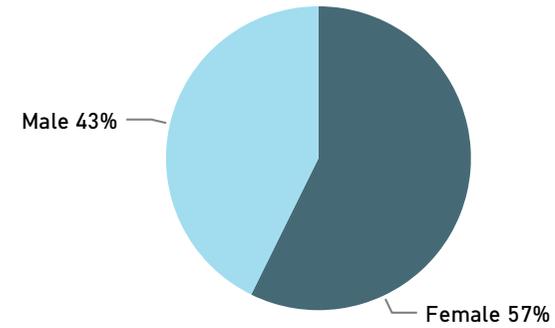
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

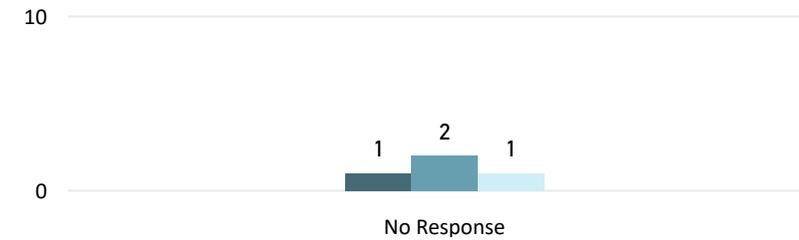


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	26	52%	14	64%	23	61%	63	57%
Male	24	48%	8	36%	15	39%	47	43%
Total	50	100%	22	100%	38	100%	110	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

ST JOSEPH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

ST JOSEPH

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

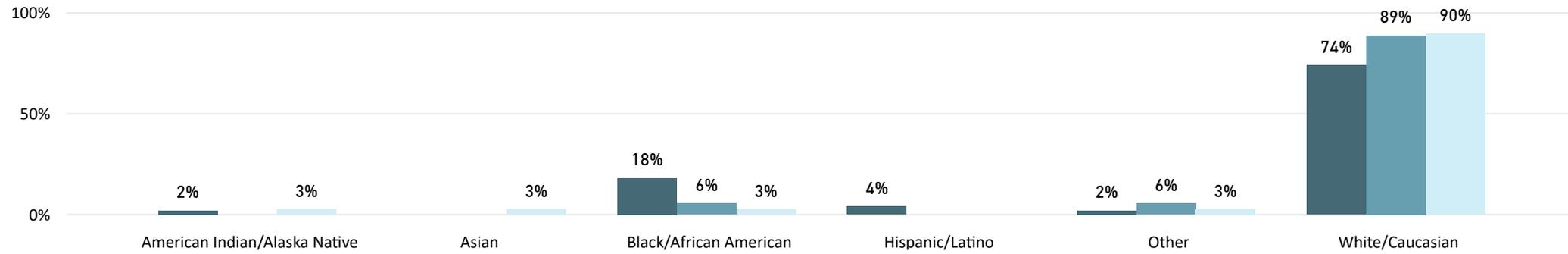
All

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	1	2%			1	3%	2	2%
Asian					1	3%	1	1%
Black/African American	9	18%	1	6%	1	3%	11	10%
Hispanic/Latino	2	4%					2	2%
Other	1	2%	1	6%	1	3%	3	3%
White/Caucasian	37	74%	16	89%	35	90%	88	82%
Total	50	100%	18	100%	39	100%	107	100%

10. No Responses.

SurveyYear ● 2015 ● 2016

