

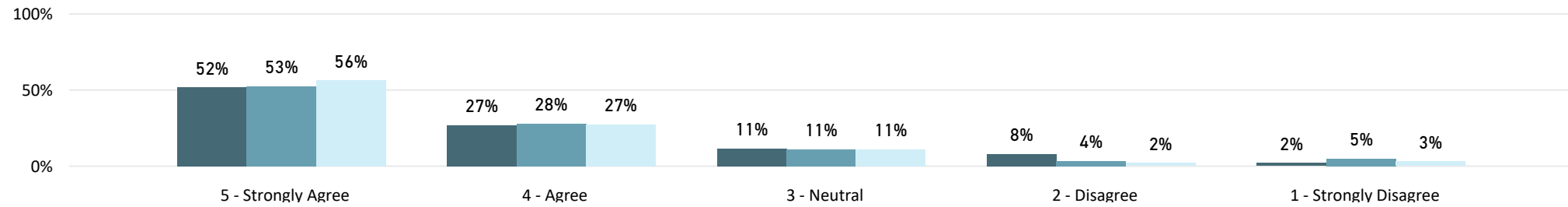


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	77	52%	105	53%	111	56%	293	54%
4 - Agree	40	27%	56	28%	54	27%	150	27%
3 - Neutral	17	11%	22	11%	22	11%	61	11%
2 - Disagree	12	8%	7	4%	4	2%	23	4%
1 - Strongly Disagree	3	2%	10	5%	6	3%	19	3%
<b>Total</b>	<b>149</b>	<b>100%</b>	<b>200</b>	<b>100%</b>	<b>197</b>	<b>100%</b>	<b>546</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

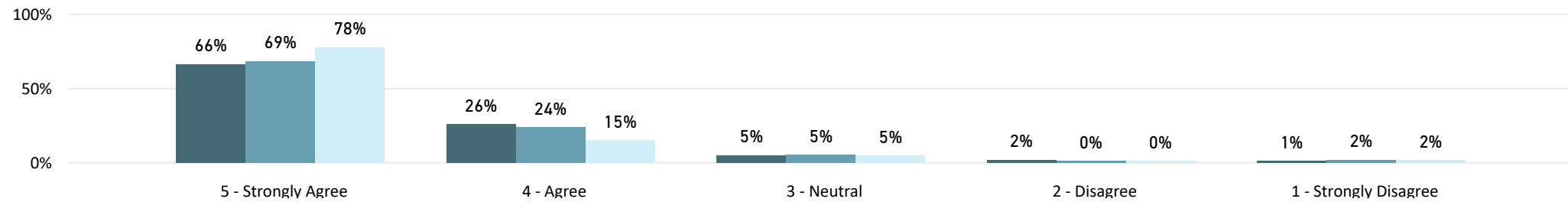


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	2015		2016		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	105	66%	146	69%	174	78%	425	71%
4 - Agree	41	26%	51	24%	34	15%	126	21%
3 - Neutral	8	5%	11	5%	11	5%	30	5%
2 - Disagree	3	2%	1	0%	1	0%	5	1%
1 - Strongly Disagree	1	1%	4	2%	4	2%	9	2%
<b>Total</b>	<b>158</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>224</b>	<b>100%</b>	<b>595</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

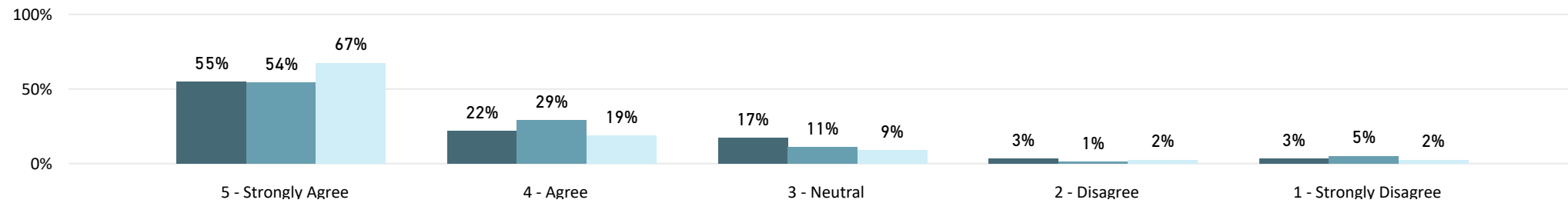


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	35	55%	75	54%	83	67%	193	59%
4 - Agree	14	22%	40	29%	23	19%	77	24%
3 - Neutral	11	17%	15	11%	11	9%	37	11%
2 - Disagree	2	3%	1	1%	3	2%	6	2%
1 - Strongly Disagree	2	3%	7	5%	3	2%	12	4%
<b>Total</b>	<b>64</b>	<b>100%</b>	<b>138</b>	<b>100%</b>	<b>123</b>	<b>100%</b>	<b>325</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

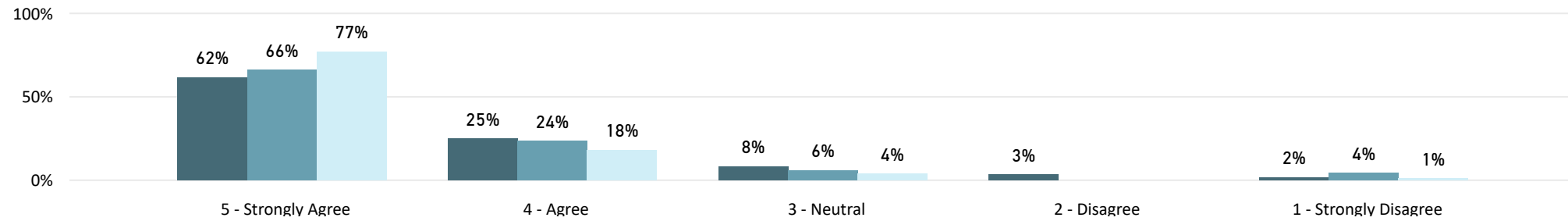


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	37	62%	90	66%	98	77%	225	70%
4 - Agree	15	25%	32	24%	23	18%	70	22%
3 - Neutral	5	8%	8	6%	5	4%	18	6%
2 - Disagree	2	3%					2	1%
1 - Strongly Disagree	1	2%	6	4%	1	1%	8	2%
<b>Total</b>	<b>60</b>	<b>100%</b>	<b>136</b>	<b>100%</b>	<b>127</b>	<b>100%</b>	<b>323</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

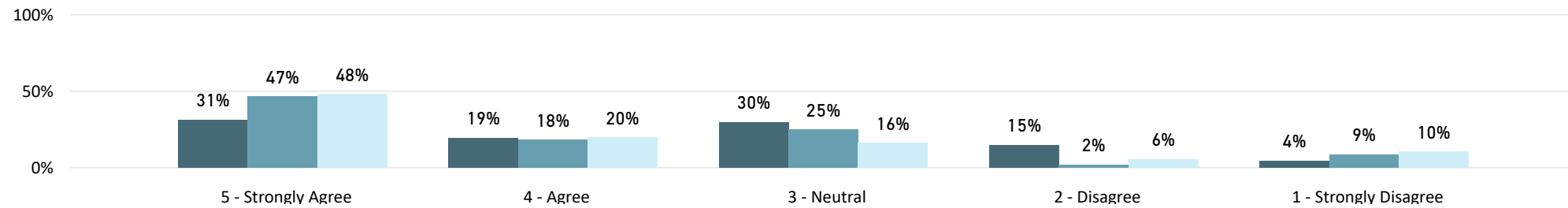


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	21	31%	49	47%	51	48%	121	44%
4 - Agree	13	19%	19	18%	21	20%	53	19%
3 - Neutral	20	30%	26	25%	17	16%	63	23%
2 - Disagree	10	15%	2	2%	6	6%	18	6%
1 - Strongly Disagree	3	4%	9	9%	11	10%	23	8%
<b>Total</b>	<b>67</b>	<b>100%</b>	<b>105</b>	<b>100%</b>	<b>106</b>	<b>100%</b>	<b>278</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

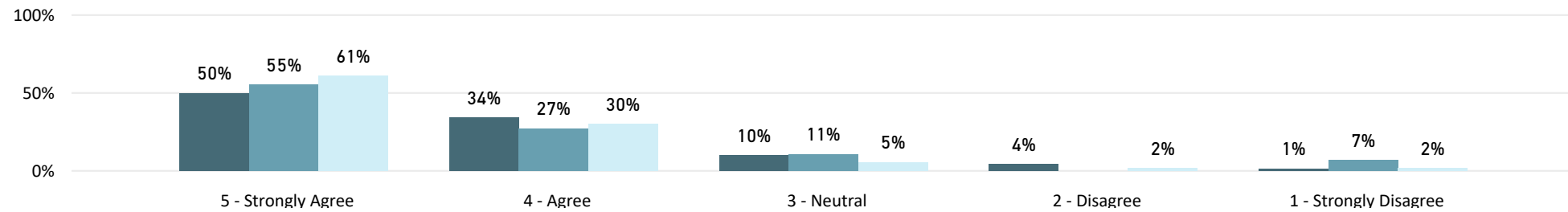


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	35	50%	57	55%	67	61%	159	56%
4 - Agree	24	34%	28	27%	33	30%	85	30%
3 - Neutral	7	10%	11	11%	6	5%	24	8%
2 - Disagree	3	4%			2	2%	5	2%
1 - Strongly Disagree	1	1%	7	7%	2	2%	10	4%
<b>Total</b>	<b>70</b>	<b>100%</b>	<b>103</b>	<b>100%</b>	<b>110</b>	<b>100%</b>	<b>283</b>	<b>100%</b>

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	6	3%	18	7%	24	10%	48	7%
Criminal/Probation	73	42%	105	40%	78	31%	256	37%
Drug/Sobriety Court	21	12%	31	12%	40	16%	92	13%
File Papers	4	2%	3	1%	3	1%	10	1%
Get Information	6	3%	5	2%	9	4%	20	3%
Landlord/Tenant	1	1%	5	2%	4	2%	10	1%
Make a Payment	1	1%	8	3%	11	4%	20	3%
Other	23	13%	30	11%	32	13%	85	12%
Small Claims	4	2%	1	0%	1	0%	6	1%
Traffic/Ticket	33	19%	59	22%	50	20%	142	21%
<b>Total</b>	<b>172</b>	<b>100%</b>	<b>265</b>	<b>100%</b>	<b>252</b>	<b>100%</b>	<b>689</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

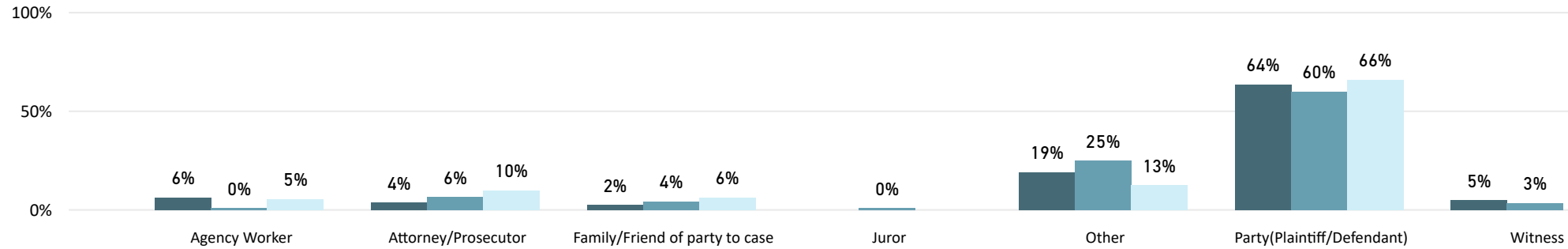
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

INGHAM

Court

D54B INGHAM

Subset

All

Survey Year

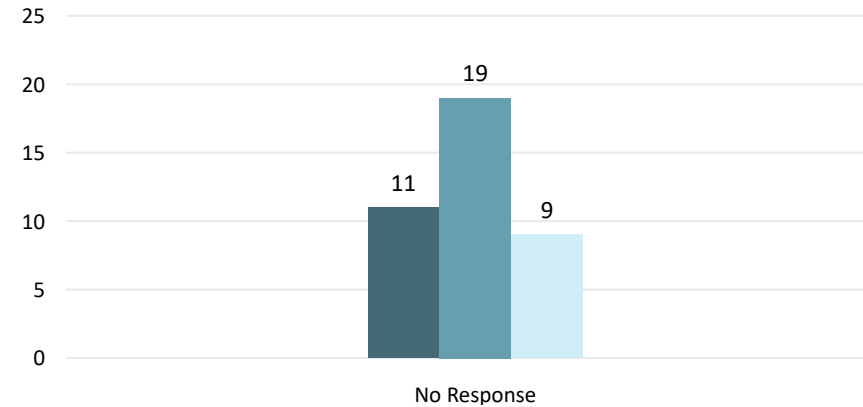
All

## 8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	10	6%	1	0%	12	5%	23	4%
Attorney/Prosecutor	6	4%	15	6%	22	10%	43	7%
Family/Friend of party to case	4	2%	10	4%	14	6%	28	5%
Juror			1	0%			1	0%
Other	31	19%	58	25%	28	13%	117	19%
Party(Plaintiff/Defendant)	103	64%	140	60%	148	66%	391	63%
Witness	8	5%	8	3%			16	3%
<b>Total</b>	<b>162</b>	<b>100%</b>	<b>233</b>	<b>100%</b>	<b>224</b>	<b>100%</b>	<b>619</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

All

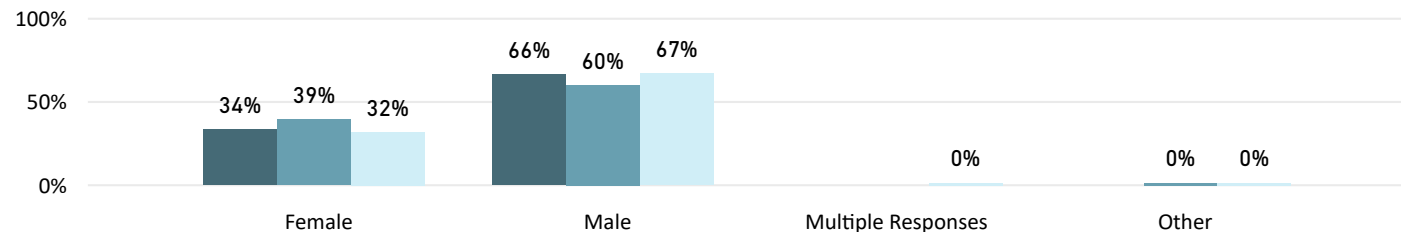




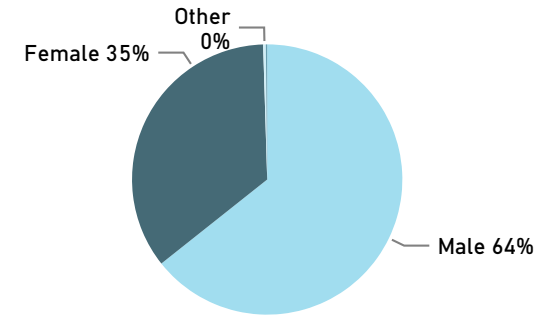
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

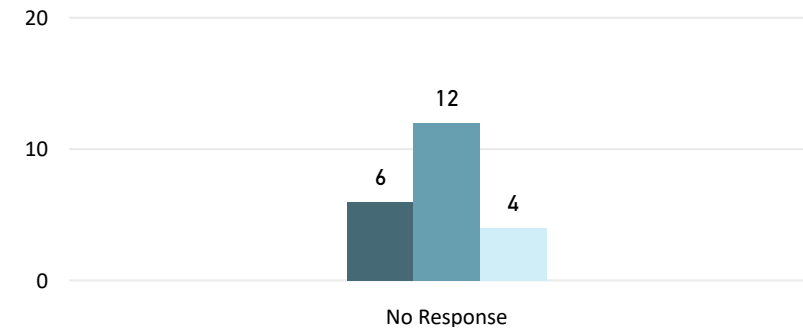


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	54	34%	94	39%	72	32%	220	35%
Male	107	66%	143	60%	152	67%	402	64%
Multiple Responses					1	0%	1	0%
Other			1	0%	1	0%	2	0%
<b>Total</b>	<b>161</b>	<b>100%</b>	<b>238</b>	<b>100%</b>	<b>226</b>	<b>100%</b>	<b>625</b>	<b>100%</b>

## 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

Court

Subset

Survey Year

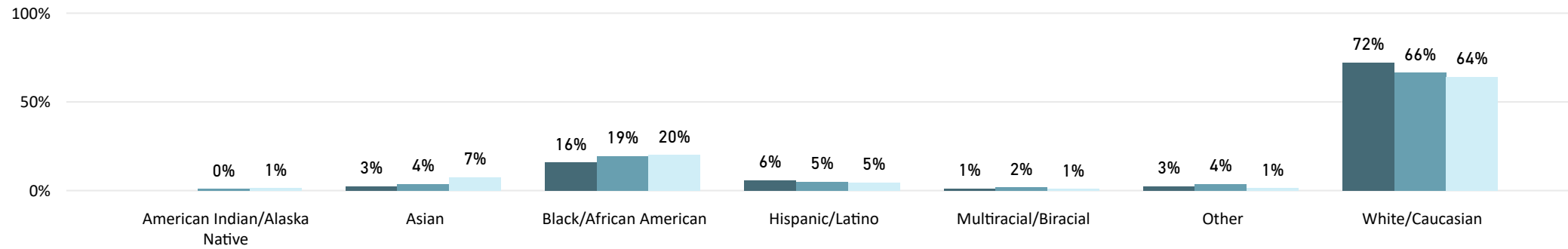
Role

Type of Case

Gender

## 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	0%	3	1%	4	1%
Asian	4	3%	8	4%	16	7%	28	5%
Black/African American	25	16%	44	19%	43	20%	112	19%
Hispanic/Latino	9	6%	11	5%	10	5%	30	5%
Multiracial/Biracial	2	1%	4	2%	2	1%	8	1%
Other	4	3%	8	4%	3	1%	15	3%
White/Caucasian	114	72%	150	66%	137	64%	401	67%
<b>Total</b>	<b>158</b>	<b>100%</b>	<b>226</b>	<b>100%</b>	<b>214</b>	<b>100%</b>	<b>598</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

