

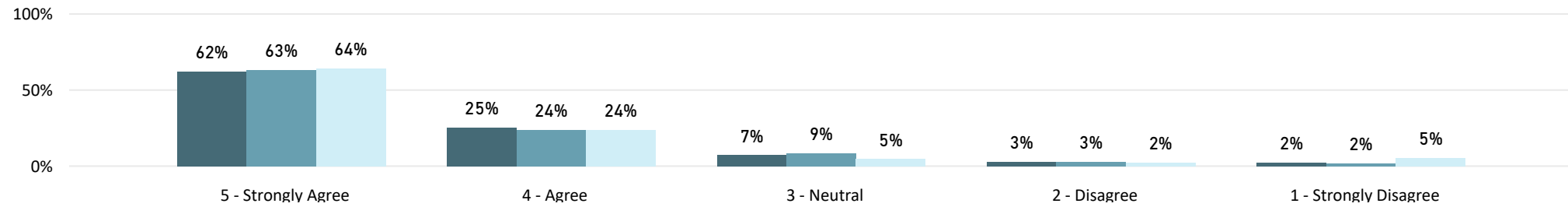


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	215	62%	371	63%	179	64%	765	63%
4 - Agree	88	25%	140	24%	66	24%	294	24%
3 - Neutral	25	7%	50	9%	13	5%	88	7%
2 - Disagree	10	3%	16	3%	6	2%	32	3%
1 - Strongly Disagree	8	2%	10	2%	15	5%	33	3%
Total	346	100%	587	100%	279	100%	1,212	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

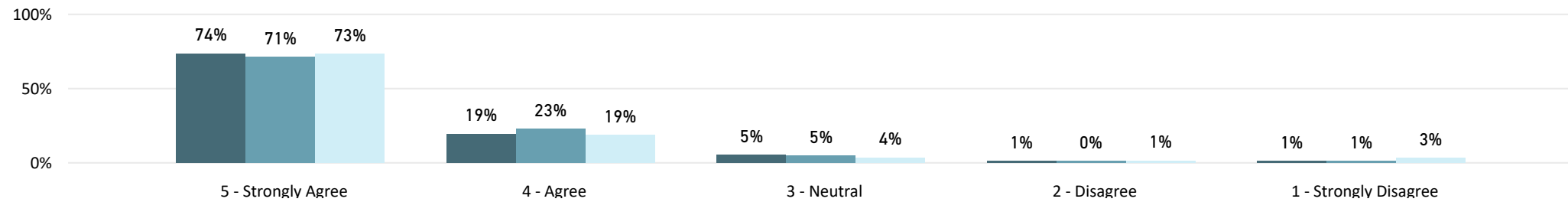


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	255	74%	419	71%	209	73%	883	72%
4 - Agree	67	19%	134	23%	53	19%	254	21%
3 - Neutral	18	5%	28	5%	10	4%	56	5%
2 - Disagree	3	1%	2	0%	4	1%	9	1%
1 - Strongly Disagree	3	1%	4	1%	9	3%	16	1%
Total	346	100%	587	100%	285	100%	1,218	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

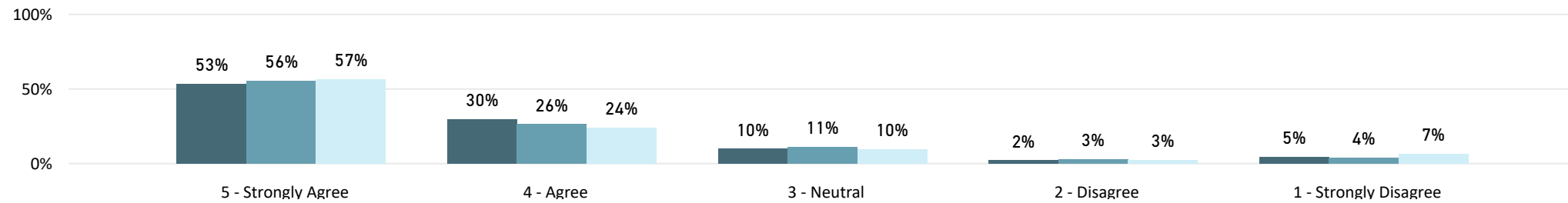


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	117	53%	190	56%	110	57%	417	55%
4 - Agree	65	30%	90	26%	47	24%	202	27%
3 - Neutral	22	10%	38	11%	19	10%	79	10%
2 - Disagree	5	2%	10	3%	5	3%	20	3%
1 - Strongly Disagree	10	5%	14	4%	13	7%	37	5%
Total	219	100%	342	100%	194	100%	755	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

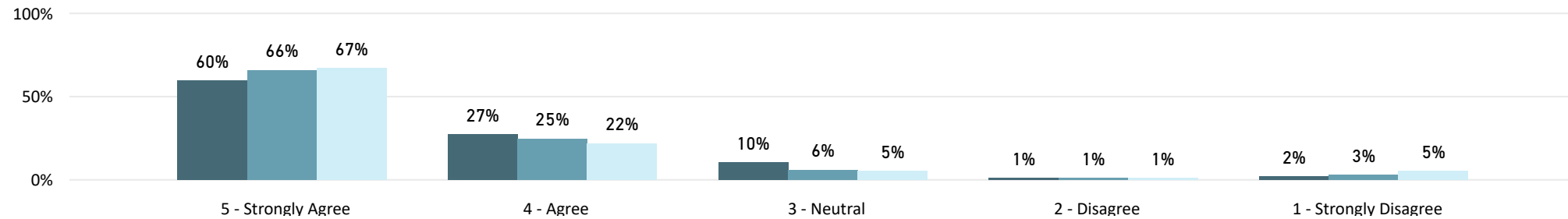


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	127	60%	224	66%	128	67%	479	64%
4 - Agree	58	27%	84	25%	42	22%	184	25%
3 - Neutral	22	10%	20	6%	10	5%	52	7%
2 - Disagree	2	1%	2	1%	1	1%	5	1%
1 - Strongly Disagree	4	2%	10	3%	10	5%	24	3%
Total	213	100%	340	100%	191	100%	744	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

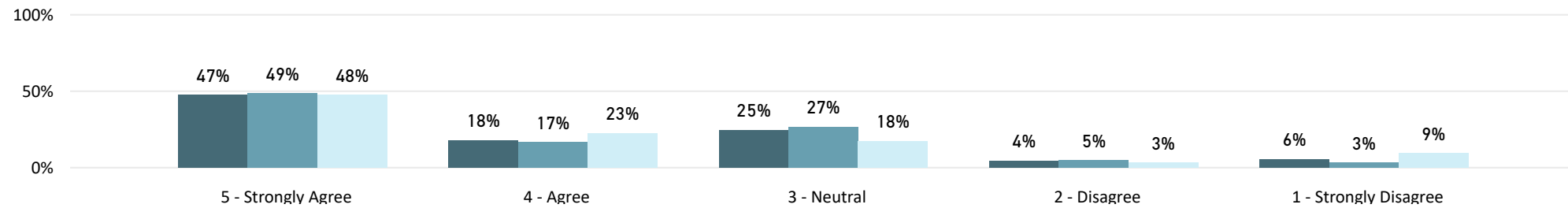


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	85	47%	146	49%	76	48%	307	48%
4 - Agree	32	18%	50	17%	36	23%	118	18%
3 - Neutral	44	25%	80	27%	28	18%	152	24%
2 - Disagree	8	4%	14	5%	5	3%	27	4%
1 - Strongly Disagree	10	6%	10	3%	15	9%	35	5%
Total	179	100%	300	100%	160	100%	639	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

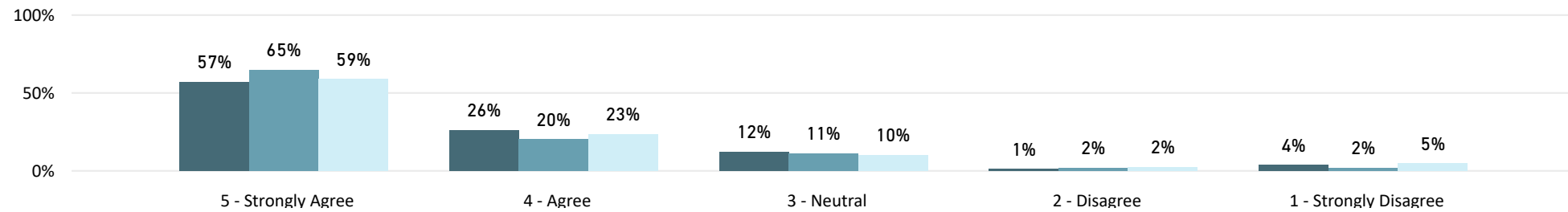


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	107	57%	210	65%	98	59%	415	61%
4 - Agree	49	26%	66	20%	39	23%	154	23%
3 - Neutral	23	12%	36	11%	17	10%	76	11%
2 - Disagree	1	1%	6	2%	4	2%	11	2%
1 - Strongly Disagree	7	4%	6	2%	8	5%	21	3%
Total	187	100%	324	100%	166	100%	677	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

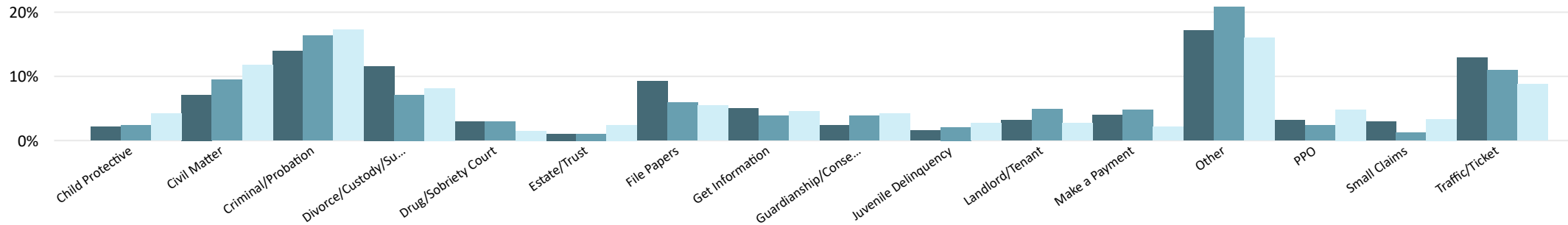
Race/Ethnicity



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	8	2%	16	2%	14	4%	38	3%
Civil Matter	27	7%	64	9%	39	12%	130	9%
Criminal/Probation	53	14%	110	16%	57	17%	220	16%
Divorce/Custody/Support	44	12%	48	7%	27	8%	119	9%
Drug/Sobriety Court	11	3%	20	3%	5	2%	36	3%
Estate/Trust	4	1%	7	1%	8	2%	19	1%
File Papers	35	9%	40	6%	18	5%	93	7%
Get Information	19	5%	26	4%	15	5%	60	4%
Guardianship/Conservatorship	9	2%	26	4%	14	4%	49	4%
Juvenile Delinquency	6	2%	14	2%	9	3%	29	2%
Landlord/Tenant	12	3%	33	5%	9	3%	54	4%
Make a Payment	15	4%	32	5%	7	2%	54	4%
Other	65	17%	140	21%	53	16%	258	19%
PPO	12	3%	16	2%	16	5%	44	3%
Small Claims	11	3%	8	1%	11	3%	30	2%
Traffic/Ticket	49	13%	74	11%	29	9%	152	11%
Total	380	100%	674	100%	331	100%	1,385	100%

County

JACKSON

Court

All

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

JACKSON

Court

All

Subset

All

Survey Year

All

Type of Case

All

Gender

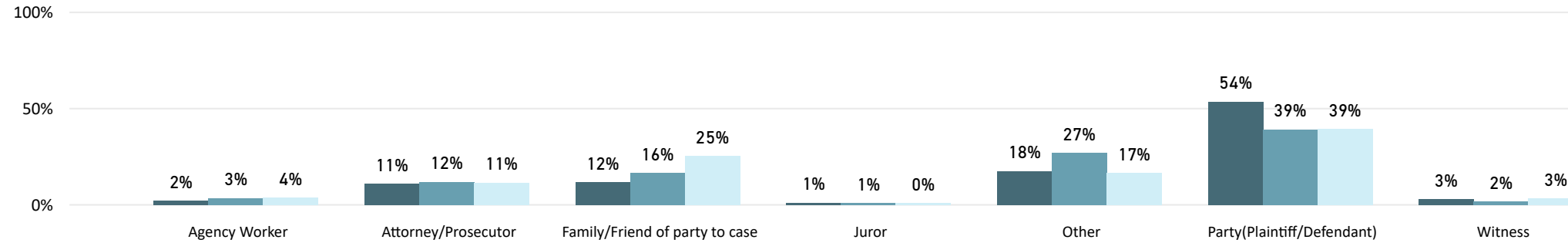
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

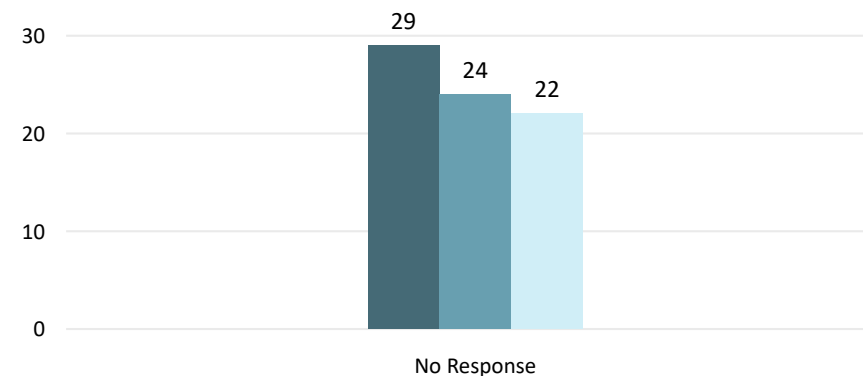


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	7	2%	20	3%	10	4%	37	3%
Attorney/Prosecutor	37	11%	70	12%	31	11%	138	11%
Family/Friend of party to case	40	12%	98	16%	69	25%	207	17%
Juror	4	1%	4	1%	1	0%	9	1%
Other	60	18%	160	27%	45	17%	265	22%
Party(Plaintiff/Defendant)	183	54%	232	39%	107	39%	522	43%
Witness	10	3%	10	2%	9	3%	29	2%
Total	341	100%	594	100%	272	100%	1,207	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

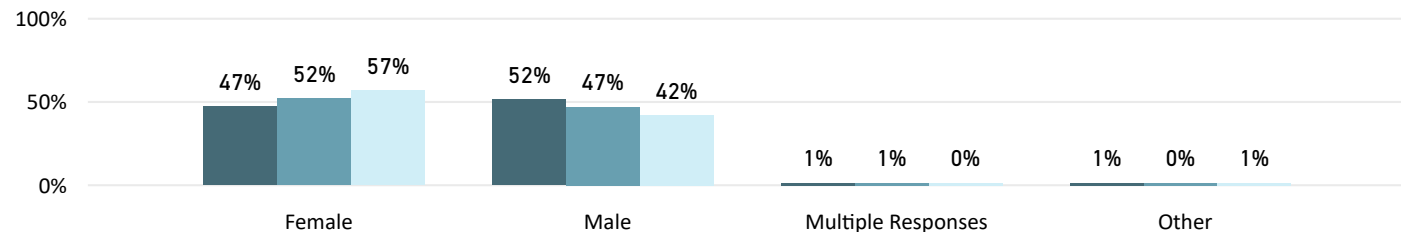




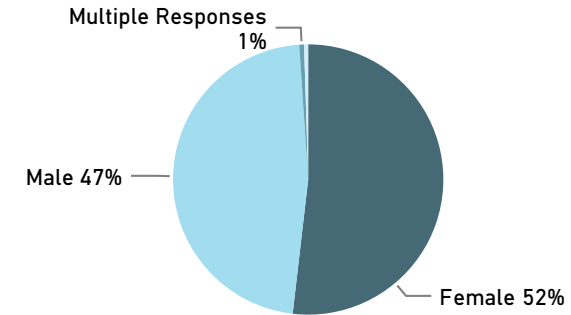
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

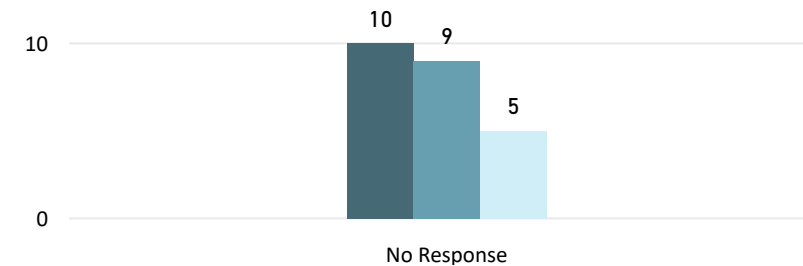


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	164	47%	311	52%	161	57%	636	52%
Male	179	52%	280	47%	119	42%	578	47%
Multiple Responses	2	1%	4	1%	1	0%	7	1%
Other	2	1%	2	0%	2	1%	6	0%
Total	347	100%	597	100%	283	100%	1,227	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

JACKSON

Court

All

Subset

All

Survey Year

All

Role

All

Type of Case

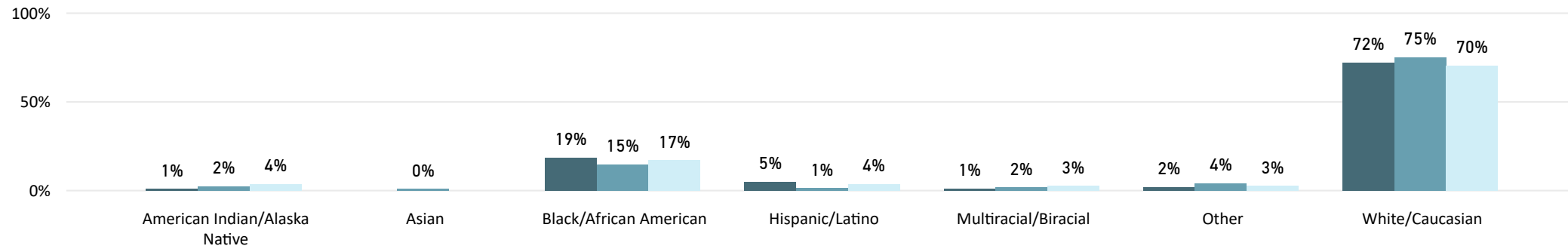
All

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	3	1%	14	2%	10	4%	27	2%
Asian			2	0%			2	0%
Black/African American	59	19%	86	15%	46	17%	191	16%
Hispanic/Latino	16	5%	8	1%	10	4%	34	3%
Multiracial/Biracial	4	1%	10	2%	7	3%	21	2%
Other	6	2%	24	4%	7	3%	37	3%
White/Caucasian	228	72%	437	75%	190	70%	855	73%
Total	316	100%	581	100%	270	100%	1,167	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

