

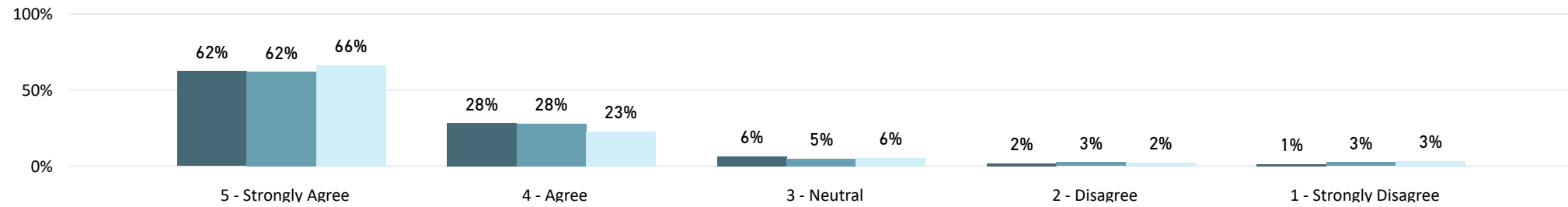


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	219	62%	171	62%	250	66%	640	64%
4 - Agree	99	28%	77	28%	86	23%	262	26%
3 - Neutral	22	6%	14	5%	21	6%	57	6%
2 - Disagree	6	2%	7	3%	9	2%	22	2%
1 - Strongly Disagree	5	1%	7	3%	12	3%	24	2%
<b>Total</b>	<b>351</b>	<b>100%</b>	<b>276</b>	<b>100%</b>	<b>378</b>	<b>100%</b>	<b>1,005</b>	<b>100%</b>

County

VAN BUREN

Court

All

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

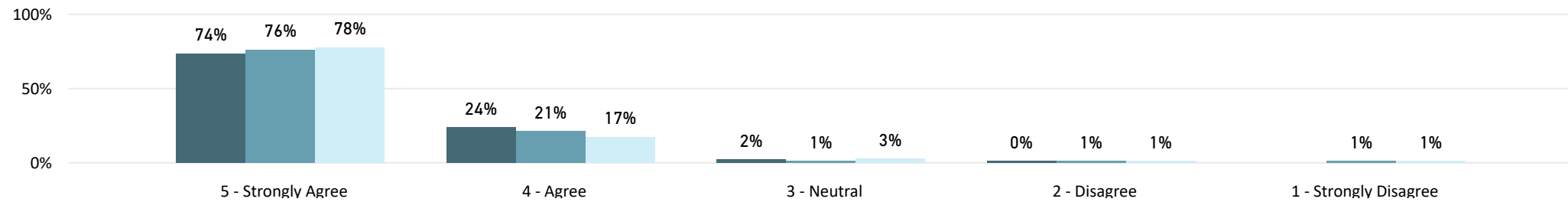


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	263	74%	212	76%	301	78%	776	76%
4 - Agree	85	24%	59	21%	67	17%	211	21%
3 - Neutral	8	2%	3	1%	11	3%	22	2%
2 - Disagree	1	0%	2	1%	4	1%	7	1%
1 - Strongly Disagree			2	1%	4	1%	6	1%
<b>Total</b>	<b>357</b>	<b>100%</b>	<b>278</b>	<b>100%</b>	<b>387</b>	<b>100%</b>	<b>1,022</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

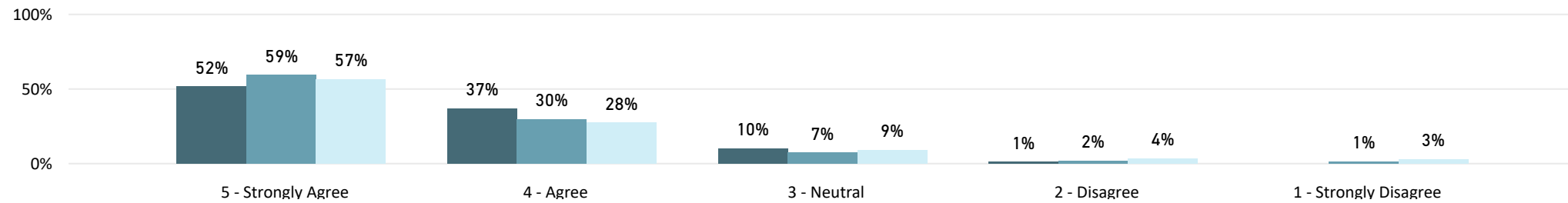


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	101	52%	88	59%	111	57%	300	56%
4 - Agree	72	37%	44	30%	54	28%	170	32%
3 - Neutral	20	10%	11	7%	18	9%	49	9%
2 - Disagree	2	1%	3	2%	7	4%	12	2%
1 - Strongly Disagree			2	1%	6	3%	8	1%
<b>Total</b>	<b>195</b>	<b>100%</b>	<b>148</b>	<b>100%</b>	<b>196</b>	<b>100%</b>	<b>539</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

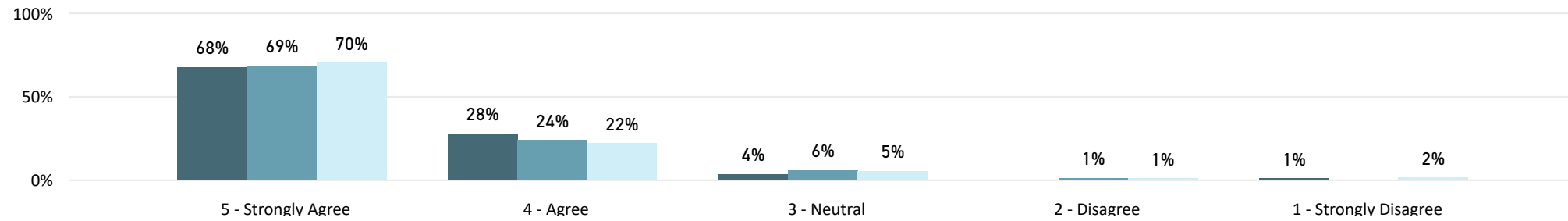


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	128	68%	103	69%	130	70%	361	69%
4 - Agree	53	28%	36	24%	41	22%	130	25%
3 - Neutral	7	4%	9	6%	10	5%	26	5%
2 - Disagree			2	1%	1	1%	3	1%
1 - Strongly Disagree	1	1%			3	2%	4	1%
<b>Total</b>	<b>189</b>	<b>100%</b>	<b>150</b>	<b>100%</b>	<b>185</b>	<b>100%</b>	<b>524</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

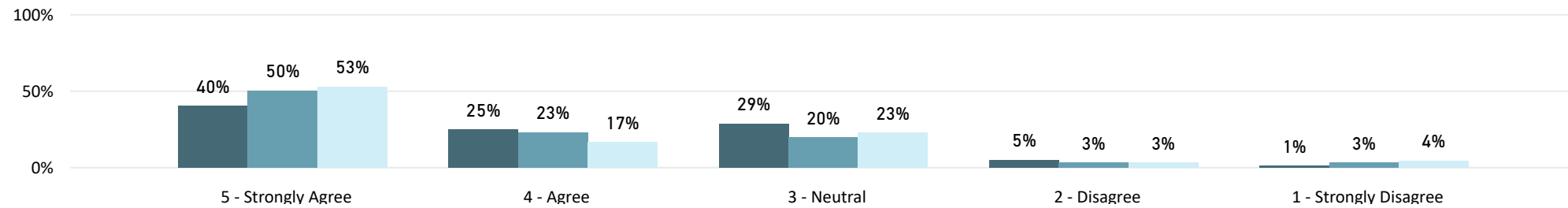


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	63	40%	61	50%	83	53%	207	48%
4 - Agree	39	25%	28	23%	26	17%	93	21%
3 - Neutral	45	29%	24	20%	36	23%	105	24%
2 - Disagree	8	5%	4	3%	5	3%	17	4%
1 - Strongly Disagree	1	1%	4	3%	7	4%	12	3%
<b>Total</b>	<b>156</b>	<b>100%</b>	<b>121</b>	<b>100%</b>	<b>157</b>	<b>100%</b>	<b>434</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

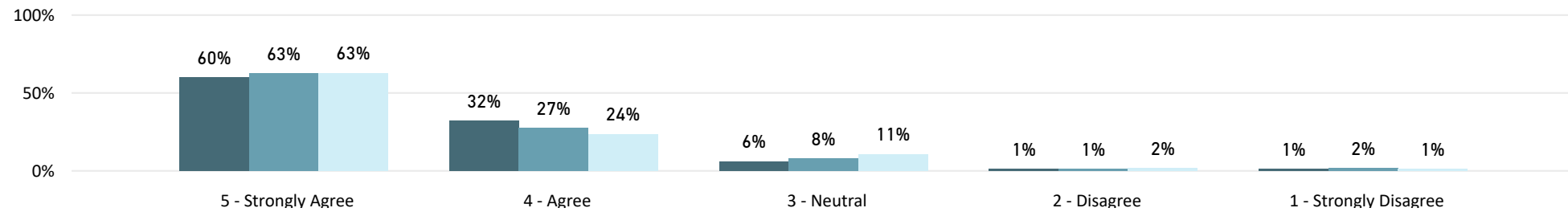


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	97	60%	80	63%	106	63%	283	62%
4 - Agree	52	32%	35	27%	40	24%	127	28%
3 - Neutral	10	6%	10	8%	18	11%	38	8%
2 - Disagree	2	1%	1	1%	3	2%	6	1%
1 - Strongly Disagree	1	1%	2	2%	2	1%	5	1%
<b>Total</b>	<b>162</b>	<b>100%</b>	<b>128</b>	<b>100%</b>	<b>169</b>	<b>100%</b>	<b>459</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

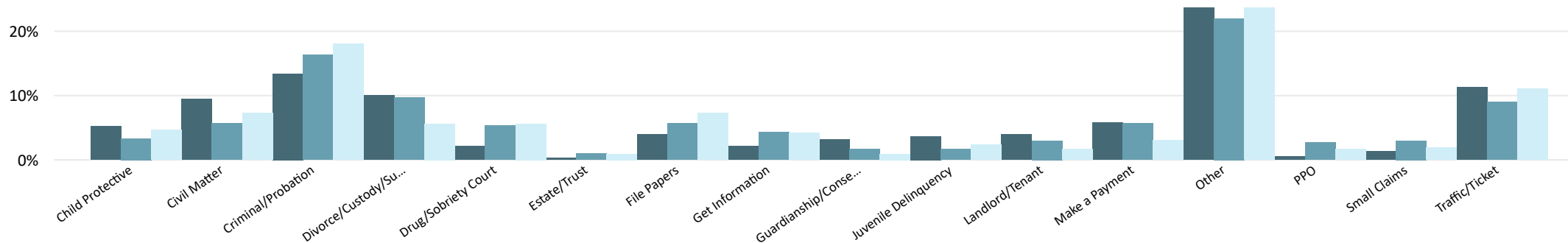
Race/Ethnicity



# 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
Child Protective	20	5%	10	3%	20	5%	50	5%
Civil Matter	36	9%	17	6%	31	7%	84	8%
Criminal/Probation	51	13%	49	16%	77	18%	177	16%
Divorce/Custody/Support	38	10%	29	10%	24	6%	91	8%
Drug/Sobriety Court	8	2%	16	5%	24	6%	48	4%
Estate/Trust	1	0%	3	1%	4	1%	8	1%
File Papers	15	4%	17	6%	31	7%	63	6%
Get Information	8	2%	13	4%	18	4%	39	4%
Guardianship/Conservatorship	12	3%	5	2%	4	1%	21	2%
Juvenile Delinquency	14	4%	5	2%	10	2%	29	3%
Landlord/Tenant	15	4%	9	3%	7	2%	31	3%
Make a Payment	22	6%	17	6%	13	3%	52	5%
Other	90	24%	66	22%	101	24%	257	23%
PPO	2	1%	8	3%	7	2%	17	2%
Small Claims	5	1%	9	3%	8	2%	22	2%
Traffic/Ticket	43	11%	27	9%	47	11%	117	11%
<b>Total</b>	<b>380</b>	<b>100%</b>	<b>300</b>	<b>100%</b>	<b>426</b>	<b>100%</b>	<b>1,106</b>	<b>100%</b>

County

VAN BUREN

Court

All

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

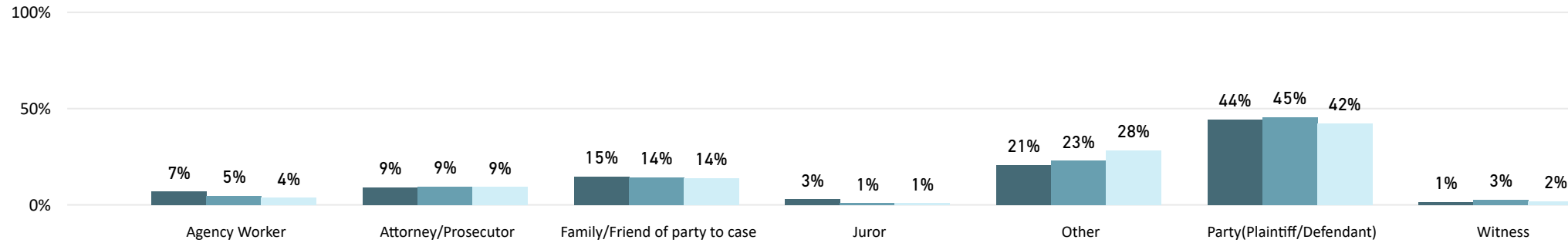
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

VAN BUREN

Court

All

Subset

All

Survey Year

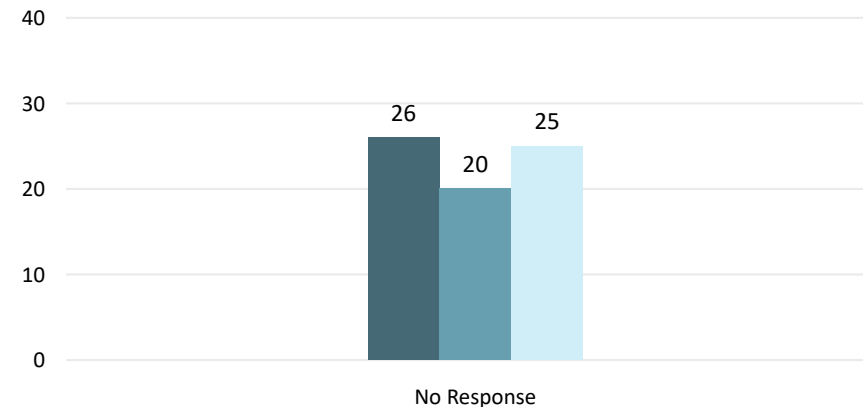
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	24	7%	13	5%	14	4%	51	5%
Attorney/Prosecutor	32	9%	26	9%	35	9%	93	9%
Family/Friend of party to case	51	15%	39	14%	52	14%	142	14%
Juror	10	3%	2	1%	2	1%	14	1%
Other	72	21%	63	23%	106	28%	241	24%
Party(Plaintiff/Defendant)	155	44%	125	45%	159	42%	439	44%
Witness	5	1%	7	3%	7	2%	19	2%
<b>Total</b>	<b>349</b>	<b>100%</b>	<b>275</b>	<b>100%</b>	<b>375</b>	<b>100%</b>	<b>999</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

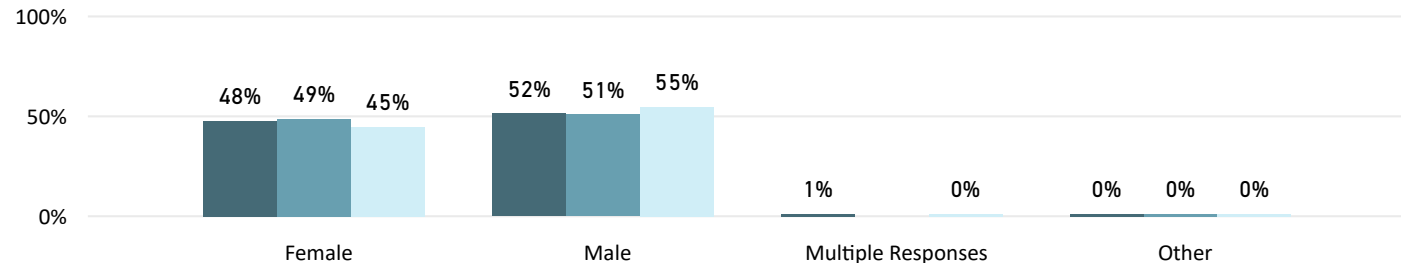
All



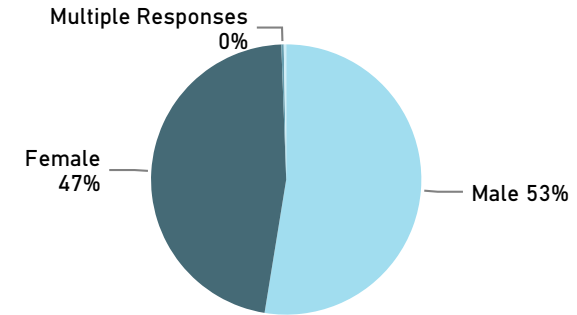
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

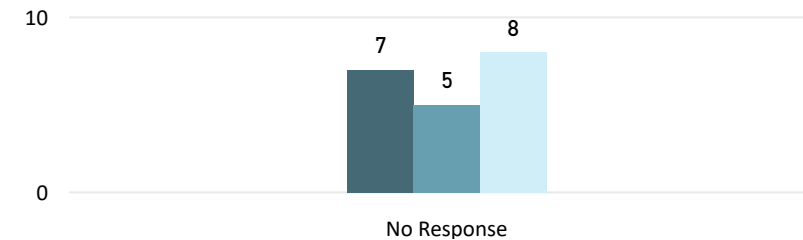


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	173	48%	138	49%	173	45%	484	47%
Male	187	52%	144	51%	212	55%	543	53%
Multiple Responses	2	1%			1	0%	3	0%
Other	1	0%	1	0%	1	0%	3	0%
<b>Total</b>	<b>363</b>	<b>100%</b>	<b>283</b>	<b>100%</b>	<b>387</b>	<b>100%</b>	<b>1,033</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

VAN BUREN

Court

All

Subset

All

Survey Year

All

Role

All

Type of Case

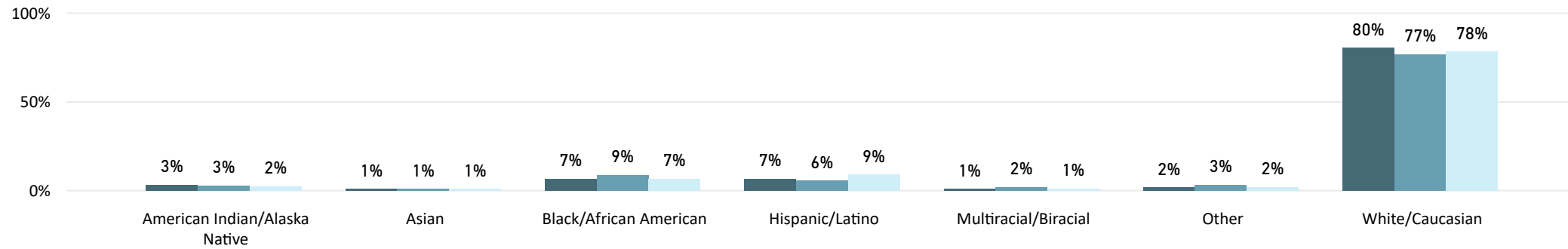
All

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	11	3%	8	3%	9	2%	28	3%
Asian	3	1%	2	1%	2	1%	7	1%
Black/African American	23	7%	24	9%	25	7%	72	7%
Hispanic/Latino	23	7%	15	6%	34	9%	72	7%
Multiracial/Biracial	2	1%	5	2%	4	1%	11	1%
Other	6	2%	9	3%	7	2%	22	2%
White/Caucasian	279	80%	208	77%	294	78%	781	79%
<b>Total</b>	<b>347</b>	<b>100%</b>	<b>271</b>	<b>100%</b>	<b>375</b>	<b>100%</b>	<b>993</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

