

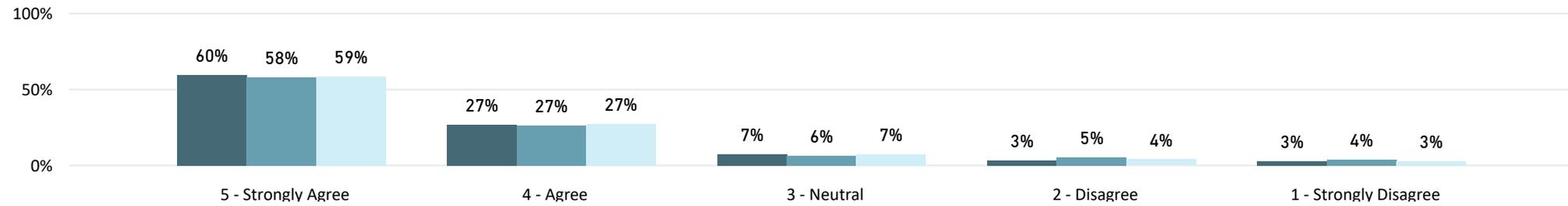


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 230        | 60%         | 308        | 58%         | 344        | 59%         | 882          | 59%         |
| 4 - Agree             | 103        | 27%         | 141        | 27%         | 161        | 27%         | 405          | 27%         |
| 3 - Neutral           | 28         | 7%          | 34         | 6%          | 43         | 7%          | 105          | 7%          |
| 2 - Disagree          | 13         | 3%          | 28         | 5%          | 24         | 4%          | 65           | 4%          |
| 1 - Strongly Disagree | 11         | 3%          | 21         | 4%          | 16         | 3%          | 48           | 3%          |
| <b>Total</b>          | <b>385</b> | <b>100%</b> | <b>532</b> | <b>100%</b> | <b>588</b> | <b>100%</b> | <b>1,505</b> | <b>100%</b> |

County

MACOMB

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

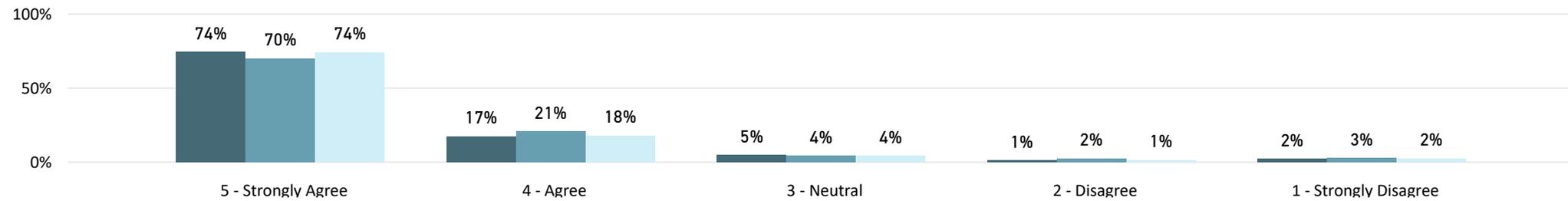


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 290        | 74%         | 378        | 70%         | 443        | 74%         | 1,111        | 73%         |
| 4 - Agree             | 68         | 17%         | 112        | 21%         | 107        | 18%         | 287          | 19%         |
| 3 - Neutral           | 19         | 5%          | 23         | 4%          | 25         | 4%          | 67           | 4%          |
| 2 - Disagree          | 4          | 1%          | 13         | 2%          | 8          | 1%          | 25           | 2%          |
| 1 - Strongly Disagree | 9          | 2%          | 14         | 3%          | 14         | 2%          | 37           | 2%          |
| <b>Total</b>          | <b>390</b> | <b>100%</b> | <b>540</b> | <b>100%</b> | <b>597</b> | <b>100%</b> | <b>1,527</b> | <b>100%</b> |

County

MACOMB

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

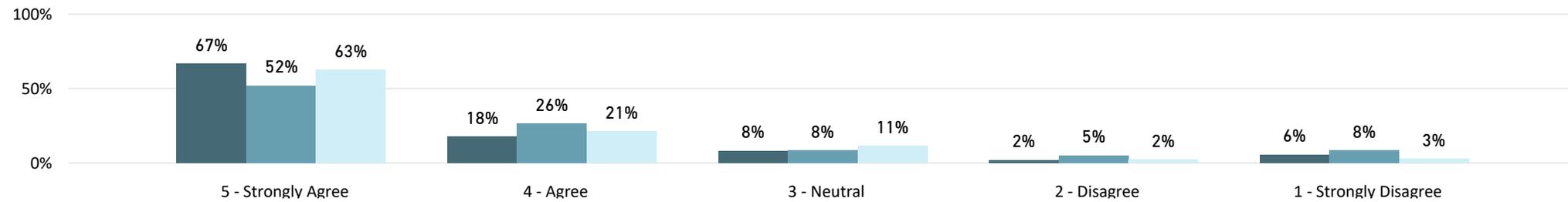


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 166        | 67%         | 155        | 52%         | 242        | 63%         | 563        | 60%         |
| 4 - Agree             | 44         | 18%         | 79         | 26%         | 82         | 21%         | 205        | 22%         |
| 3 - Neutral           | 20         | 8%          | 25         | 8%          | 44         | 11%         | 89         | 10%         |
| 2 - Disagree          | 5          | 2%          | 15         | 5%          | 8          | 2%          | 28         | 3%          |
| 1 - Strongly Disagree | 14         | 6%          | 25         | 8%          | 11         | 3%          | 50         | 5%          |
| <b>Total</b>          | <b>249</b> | <b>100%</b> | <b>299</b> | <b>100%</b> | <b>387</b> | <b>100%</b> | <b>935</b> | <b>100%</b> |

County

MACOMB

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

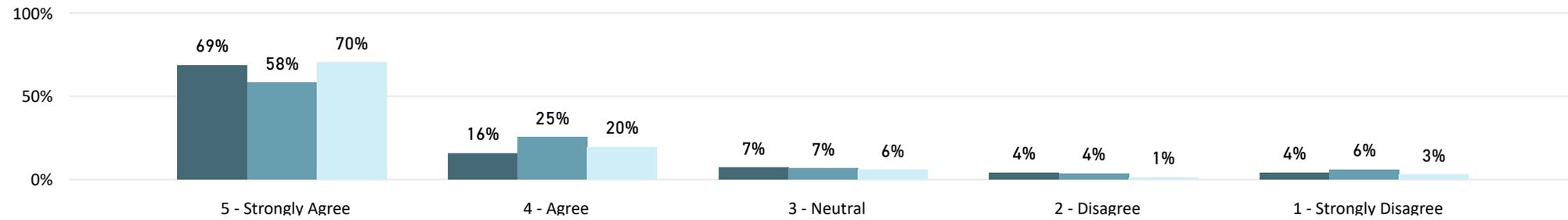


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 3 and 4 were directed to persons who attended a hearing or trial.

## 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    | 164        | 69%         | 163        | 58%         | 266        | 70%         | 593        | 66%         |
| 4 - Agree             | 38         | 16%         | 71         | 25%         | 74         | 20%         | 183        | 20%         |
| 3 - Neutral           | 17         | 7%          | 19         | 7%          | 22         | 6%          | 58         | 6%          |
| 2 - Disagree          | 10         | 4%          | 10         | 4%          | 5          | 1%          | 25         | 3%          |
| 1 - Strongly Disagree | 10         | 4%          | 17         | 6%          | 11         | 3%          | 38         | 4%          |
| <b>Total</b>          | <b>239</b> | <b>100%</b> | <b>280</b> | <b>100%</b> | <b>378</b> | <b>100%</b> | <b>897</b> | <b>100%</b> |

County

MACOMB

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

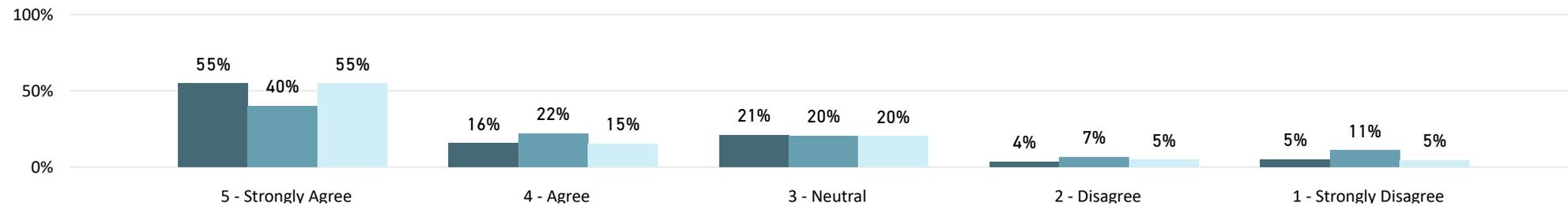


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 5 and 6 were directed to persons who were a party to the case.

## 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    | 109        | 55%         | 96         | 40%         | 157        | 55%         | 362        | 50%         |
| 4 - Agree             | 31         | 16%         | 53         | 22%         | 44         | 15%         | 128        | 18%         |
| 3 - Neutral           | 42         | 21%         | 49         | 20%         | 58         | 20%         | 149        | 21%         |
| 2 - Disagree          | 7          | 4%          | 16         | 7%          | 14         | 5%          | 37         | 5%          |
| 1 - Strongly Disagree | 10         | 5%          | 26         | 11%         | 13         | 5%          | 49         | 7%          |
| <b>Total</b>          | <b>199</b> | <b>100%</b> | <b>240</b> | <b>100%</b> | <b>286</b> | <b>100%</b> | <b>725</b> | <b>100%</b> |

County

MACOMB ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

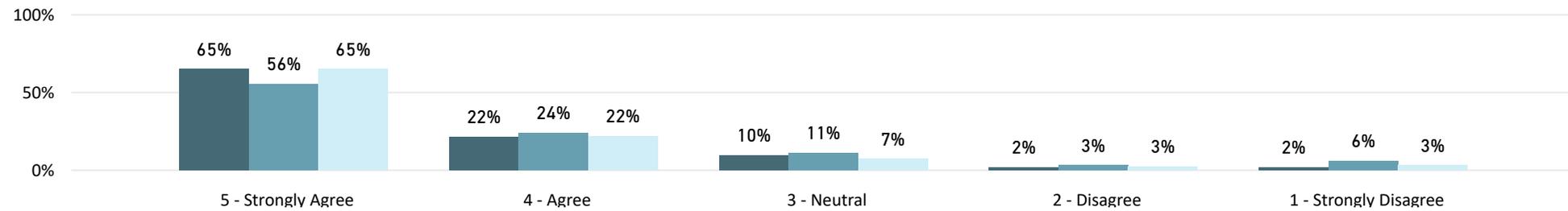


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 142        | 65%         | 139        | 56%         | 206        | 65%         | 487        | 62%         |
| 4 - Agree             | 47         | 22%         | 60         | 24%         | 70         | 22%         | 177        | 23%         |
| 3 - Neutral           | 21         | 10%         | 28         | 11%         | 23         | 7%          | 72         | 9%          |
| 2 - Disagree          | 4          | 2%          | 8          | 3%          | 8          | 3%          | 20         | 3%          |
| 1 - Strongly Disagree | 4          | 2%          | 15         | 6%          | 10         | 3%          | 29         | 4%          |
| <b>Total</b>          | <b>218</b> | <b>100%</b> | <b>250</b> | <b>100%</b> | <b>317</b> | <b>100%</b> | <b>785</b> | <b>100%</b> |

County

MACOMB ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

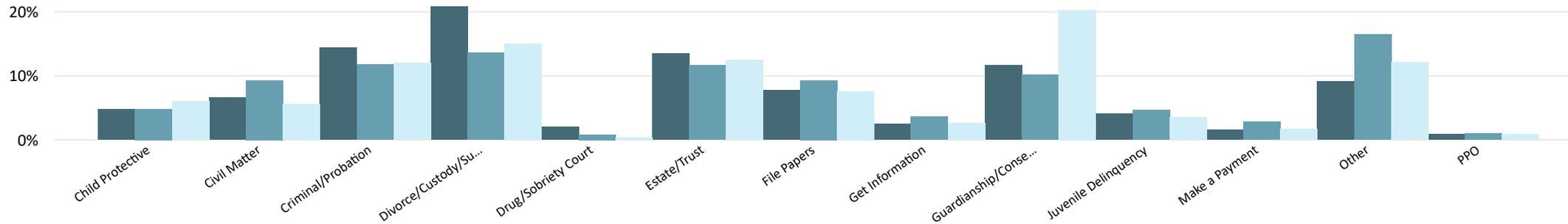
All ▾



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 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<br>TypeOfCase     | 2015       |             | 2016       |             | 2018       |             | Total        |             |
|------------------------------|------------|-------------|------------|-------------|------------|-------------|--------------|-------------|
|                              | Count      | Percent     | Count      | Percent     | Count      | Percent     | Count        | Percent     |
| Child Protective             | 21         | 5%          | 29         | 5%          | 40         | 6%          | 90           | 5%          |
| Civil Matter                 | 29         | 7%          | 56         | 9%          | 37         | 6%          | 122          | 7%          |
| Criminal/Probation           | 63         | 14%         | 71         | 12%         | 79         | 12%         | 213          | 13%         |
| Divorce/Custody/Support      | 91         | 21%         | 82         | 14%         | 99         | 15%         | 272          | 16%         |
| Drug/Sobriety Court          | 9          | 2%          | 5          | 1%          | 2          | 0%          | 16           | 1%          |
| Estate/Trust                 | 59         | 14%         | 70         | 12%         | 82         | 12%         | 211          | 12%         |
| File Papers                  | 34         | 8%          | 56         | 9%          | 50         | 8%          | 140          | 8%          |
| Get Information              | 11         | 3%          | 22         | 4%          | 17         | 3%          | 50           | 3%          |
| Guardianship/Conservatorship | 51         | 12%         | 61         | 10%         | 134        | 20%         | 246          | 14%         |
| Juvenile Delinquency         | 18         | 4%          | 28         | 5%          | 23         | 3%          | 69           | 4%          |
| Make a Payment               | 7          | 2%          | 17         | 3%          | 11         | 2%          | 35           | 2%          |
| Other                        | 40         | 9%          | 99         | 16%         | 80         | 12%         | 219          | 13%         |
| PPO                          | 4          | 1%          | 6          | 1%          | 6          | 1%          | 16           | 1%          |
| <b>Total</b>                 | <b>437</b> | <b>100%</b> | <b>602</b> | <b>100%</b> | <b>660</b> | <b>100%</b> | <b>1,699</b> | <b>100%</b> |

County

MACOMB

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MACOMB

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

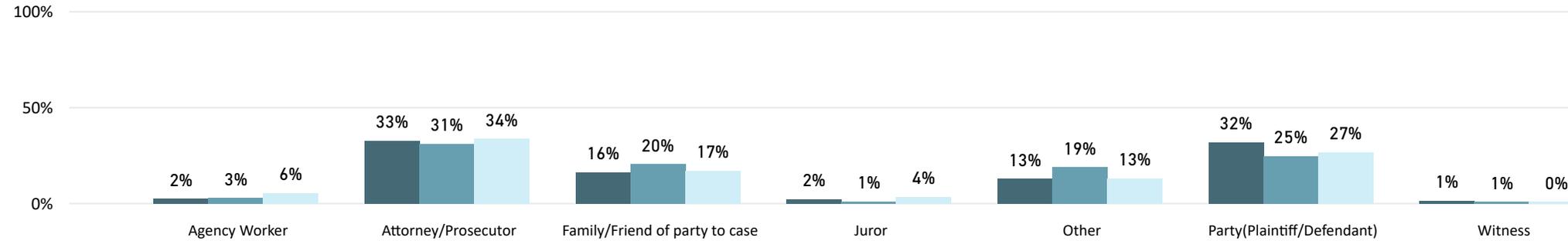
All

Race/Ethnicity

All

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

SurveyYear ● 2015 ● 2016 ● 2018

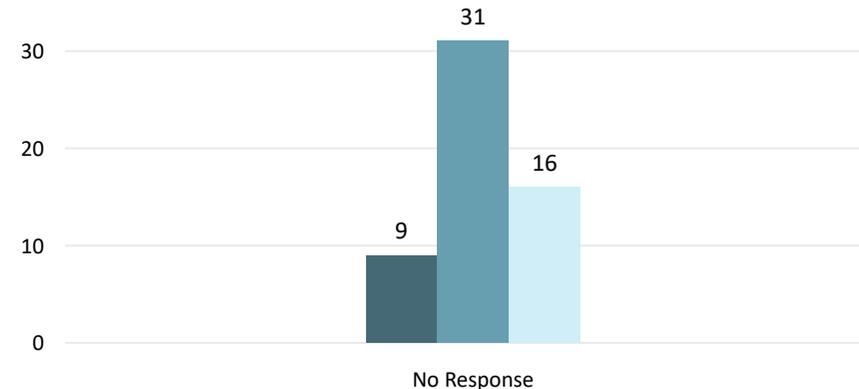


## 8. Who are you (All that apply)?

| SurveyYear<br>WhoRole          | 2015       |             | 2016       |             | 2018       |             | Total        |             |
|--------------------------------|------------|-------------|------------|-------------|------------|-------------|--------------|-------------|
|                                | Count      | Percent     | Count      | Percent     | Count      | Percent     | Count        | Percent     |
| Agency Worker                  | 10         | 2%          | 16         | 3%          | 34         | 6%          | 60           | 4%          |
| Attorney/Prosecutor            | 134        | 33%         | 174        | 31%         | 208        | 34%         | 516          | 33%         |
| Family/Friend of party to case | 67         | 16%         | 115        | 20%         | 106        | 17%         | 288          | 18%         |
| Juror                          | 9          | 2%          | 6          | 1%          | 22         | 4%          | 37           | 2%          |
| Other                          | 53         | 13%         | 106        | 19%         | 80         | 13%         | 239          | 15%         |
| Party(Plaintiff/Defendant)     | 131        | 32%         | 139        | 25%         | 164        | 27%         | 434          | 27%         |
| Witness                        | 6          | 1%          | 5          | 1%          | 2          | 0%          | 13           | 1%          |
| <b>Total</b>                   | <b>410</b> | <b>100%</b> | <b>561</b> | <b>100%</b> | <b>616</b> | <b>100%</b> | <b>1,587</b> | <b>100%</b> |

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

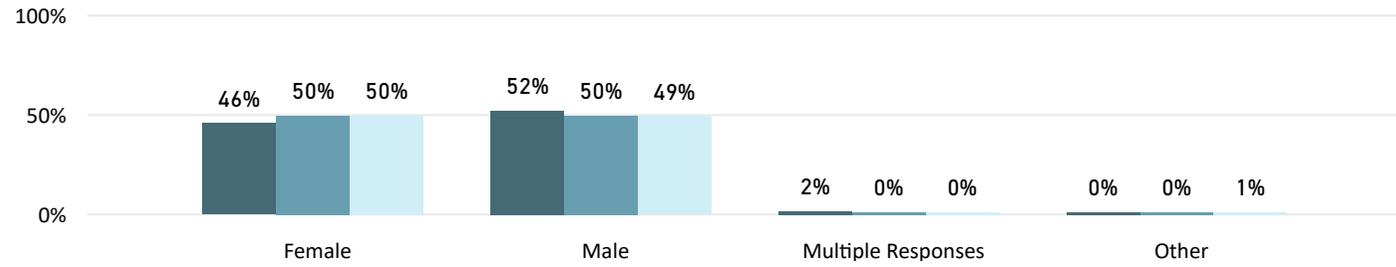




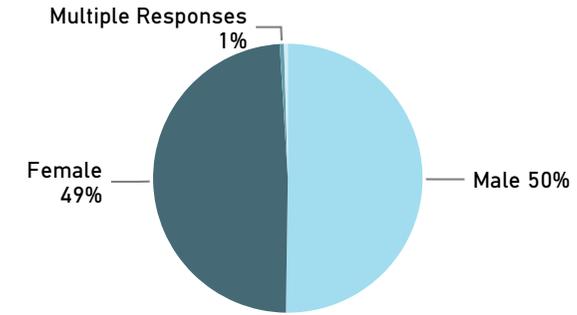
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

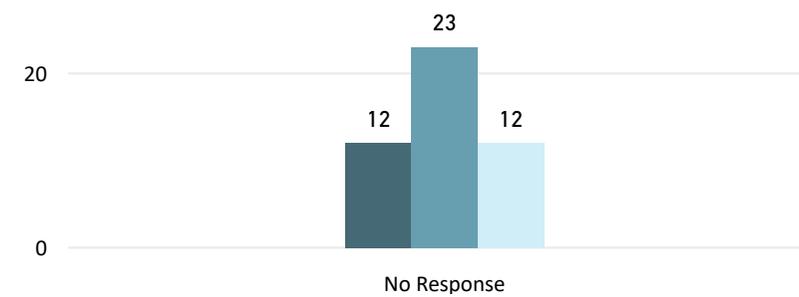


## 9. What is your gender?

| SurveyYear         | 2015       |             | 2016       |             | 2018       |             | Total        |             |
|--------------------|------------|-------------|------------|-------------|------------|-------------|--------------|-------------|
|                    | Count      | Percent     | Count      | Percent     | Count      | Percent     | Count        | Percent     |
| Female             | 180        | 46%         | 273        | 50%         | 302        | 50%         | 755          | 49%         |
| Male               | 204        | 52%         | 273        | 50%         | 300        | 49%         | 777          | 50%         |
| Multiple Responses | 6          | 2%          | 1          | 0%          | 1          | 0%          | 8            | 1%          |
| Other              | 1          | 0%          | 2          | 0%          | 4          | 1%          | 7            | 0%          |
| <b>Total</b>       | <b>391</b> | <b>100%</b> | <b>549</b> | <b>100%</b> | <b>607</b> | <b>100%</b> | <b>1,547</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

MACOMB

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

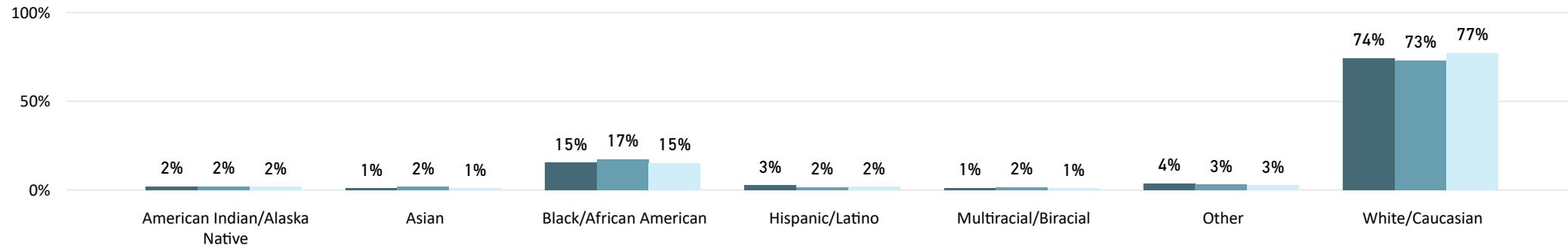
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

| SurveyYear<br>Race/identity   | 2015       |             | 2016       |             | 2018       |             | Total        |             |
|-------------------------------|------------|-------------|------------|-------------|------------|-------------|--------------|-------------|
|                               | Count      | Percent     | Count      | Percent     | Count      | Percent     | Count        | Percent     |
| American Indian/Alaska Native | 8          | 2%          | 10         | 2%          | 10         | 2%          | 28           | 2%          |
| Asian                         | 3          | 1%          | 9          | 2%          | 5          | 1%          | 17           | 1%          |
| Black/African American        | 58         | 15%         | 91         | 17%         | 88         | 15%         | 237          | 16%         |
| Hispanic/Latino               | 10         | 3%          | 8          | 2%          | 10         | 2%          | 28           | 2%          |
| Multiracial/Biracial          | 4          | 1%          | 8          | 2%          | 4          | 1%          | 16           | 1%          |
| Other                         | 14         | 4%          | 16         | 3%          | 15         | 3%          | 45           | 3%          |
| White/Caucasian               | 281        | 74%         | 382        | 73%         | 451        | 77%         | 1,114        | 75%         |
| <b>Total</b>                  | <b>378</b> | <b>100%</b> | <b>524</b> | <b>100%</b> | <b>583</b> | <b>100%</b> | <b>1,485</b> | <b>100%</b> |

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

