

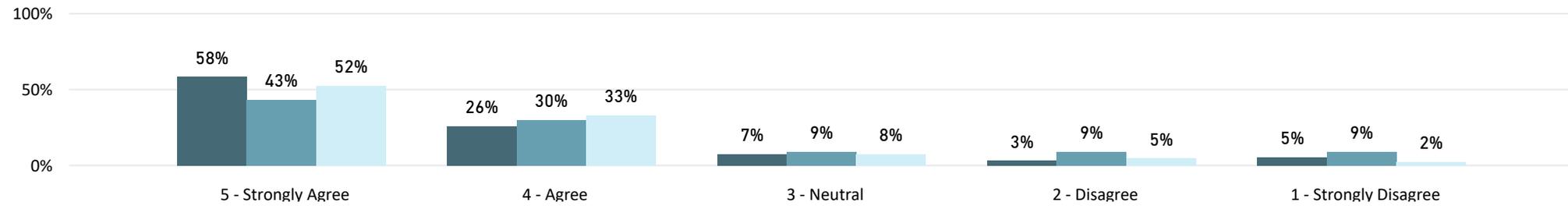


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	56	58%	29	43%	90	52%	175	52%
4 - Agree	25	26%	20	30%	57	33%	102	30%
3 - Neutral	7	7%	6	9%	13	8%	26	8%
2 - Disagree	3	3%	6	9%	8	5%	17	5%
1 - Strongly Disagree	5	5%	6	9%	4	2%	15	4%
Total	96	100%	67	100%	172	100%	335	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

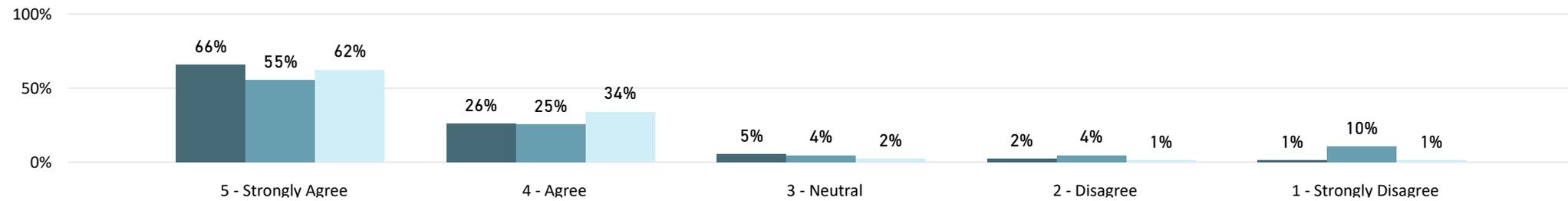


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	63	66%	37	55%	114	62%	214	62%
4 - Agree	25	26%	17	25%	62	34%	104	30%
3 - Neutral	5	5%	3	4%	4	2%	12	3%
2 - Disagree	2	2%	3	4%	2	1%	7	2%
1 - Strongly Disagree	1	1%	7	10%	1	1%	9	3%
Total	96	100%	67	100%	183	100%	346	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

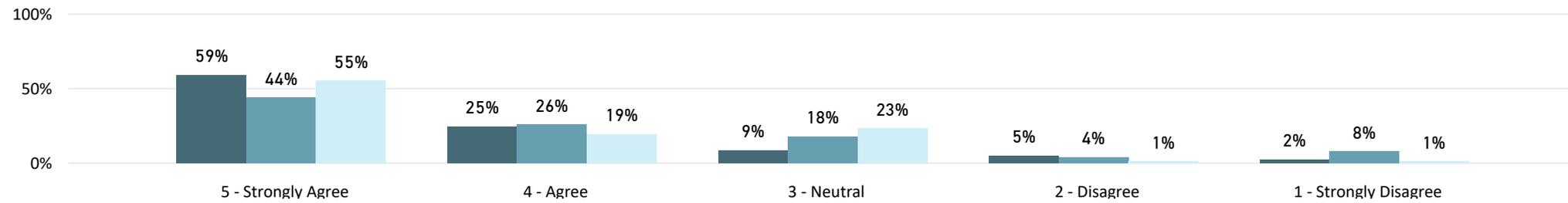


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	48	59%	22	44%	57	55%	127	54%
4 - Agree	20	25%	13	26%	20	19%	53	23%
3 - Neutral	7	9%	9	18%	24	23%	40	17%
2 - Disagree	4	5%	2	4%	1	1%	7	3%
1 - Strongly Disagree	2	2%	4	8%	1	1%	7	3%
Total	81	100%	50	100%	103	100%	234	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

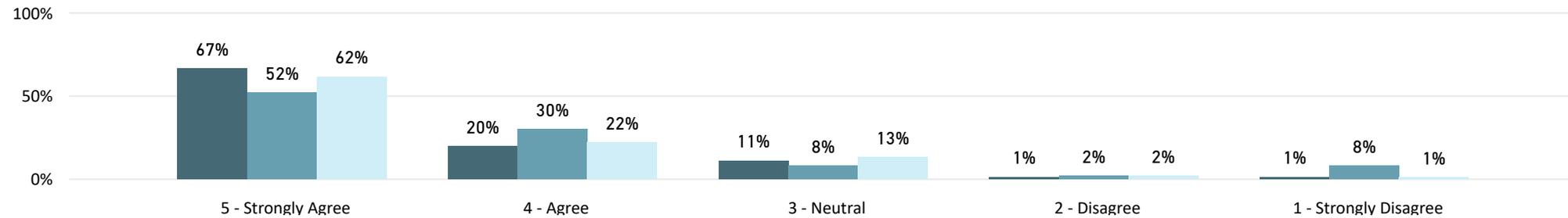


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	54	67%	26	52%	61	62%	141	61%
4 - Agree	16	20%	15	30%	22	22%	53	23%
3 - Neutral	9	11%	4	8%	13	13%	26	11%
2 - Disagree	1	1%	1	2%	2	2%	4	2%
1 - Strongly Disagree	1	1%	4	8%	1	1%	6	3%
Total	81	100%	50	100%	99	100%	230	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

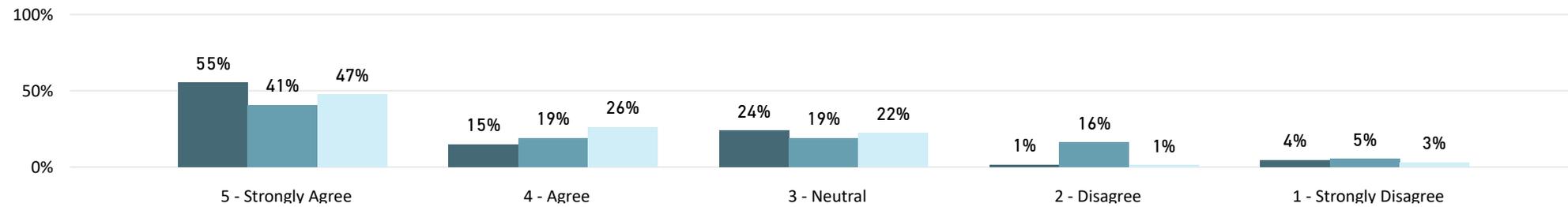


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	37	55%	15	41%	47	47%	99	49%
4 - Agree	10	15%	7	19%	26	26%	43	21%
3 - Neutral	16	24%	7	19%	22	22%	45	22%
2 - Disagree	1	1%	6	16%	1	1%	8	4%
1 - Strongly Disagree	3	4%	2	5%	3	3%	8	4%
Total	67	100%	37	100%	99	100%	203	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

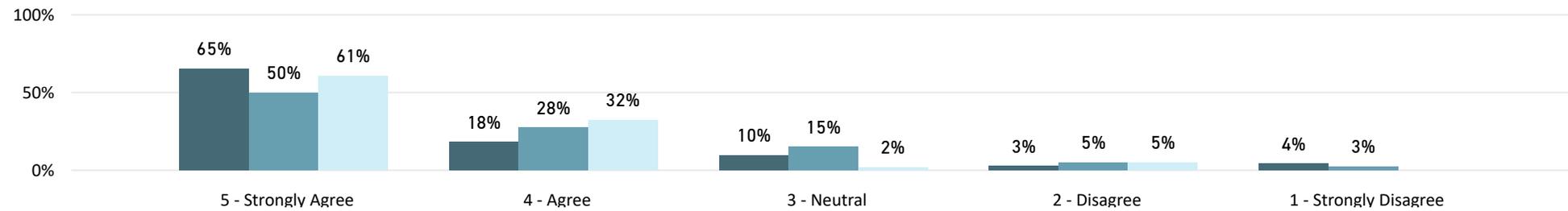


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	47	65%	20	50%	60	61%	127	60%
4 - Agree	13	18%	11	28%	32	32%	56	27%
3 - Neutral	7	10%	6	15%	2	2%	15	7%
2 - Disagree	2	3%	2	5%	5	5%	9	4%
1 - Strongly Disagree	3	4%	1	3%			4	2%
Total	72	100%	40	100%	99	100%	211	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
Civil Matter	7	7%	6	8%	12	6%	25	7%
Criminal/Probation	47	46%	32	45%	38	19%	117	31%
Drug/Sobriety Court	7	7%	2	3%	80	40%	89	24%
File Papers	1	1%	1	1%	1	0%	3	1%
Get Information			5	7%	4	2%	9	2%
Landlord/Tenant	1	1%	2	3%	11	5%	14	4%
Make a Payment	3	3%	1	1%			4	1%
Other	6	6%	6	8%	22	11%	34	9%
Small Claims					1	0%	1	0%
Traffic/Ticket	31	30%	16	23%	32	16%	79	21%
Total	103	100%	71	100%	201	100%	375	100%

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MACOMB

Court

D37 MACOMB

Subset

All

Survey Year

All

Type of Case

All

Gender

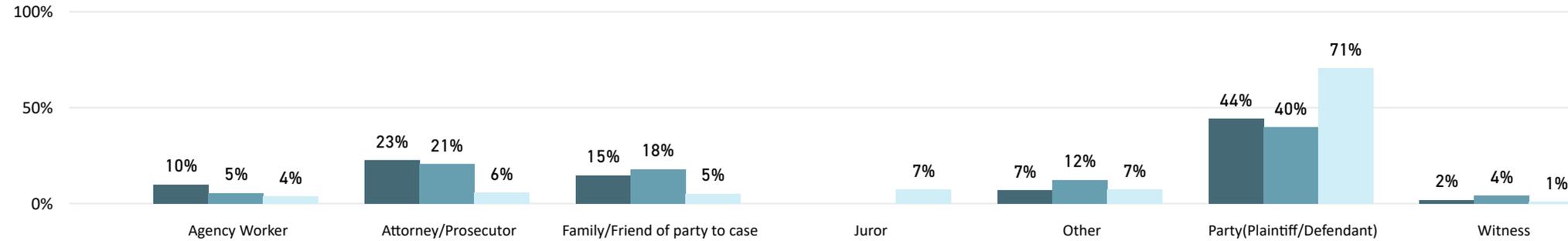
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

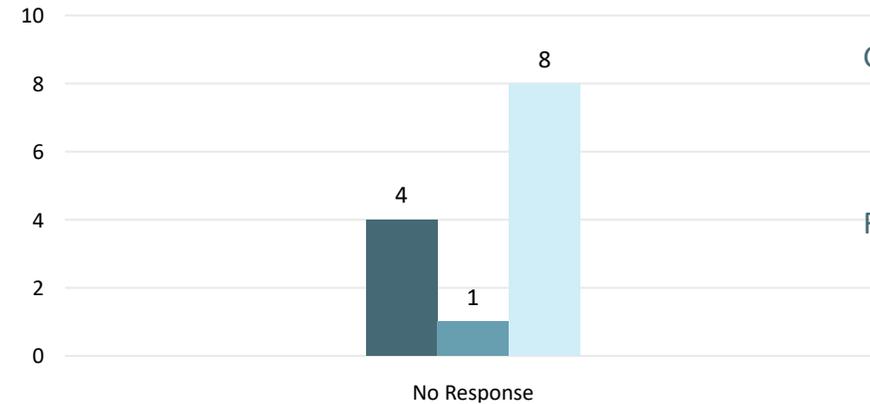


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	10	10%	4	5%	7	4%	21	6%
Attorney/Prosecutor	23	23%	15	21%	11	6%	49	13%
Family/Friend of party to case	15	15%	13	18%	10	5%	38	10%
Juror					14	7%	14	4%
Other	7	7%	9	12%	14	7%	30	8%
Party(Plaintiff/Defendant)	45	44%	29	40%	137	71%	211	57%
Witness	2	2%	3	4%	1	1%	6	2%
Total	102	100%	73	100%	194	100%	369	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

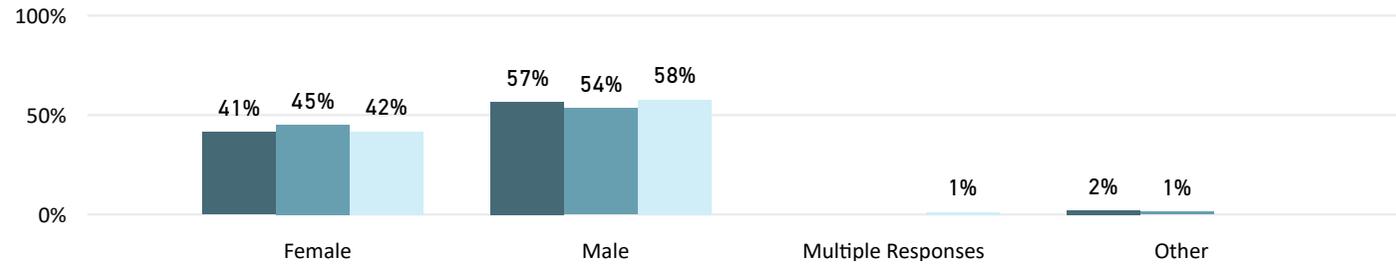




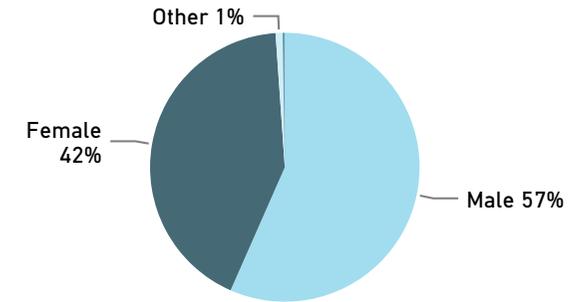
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

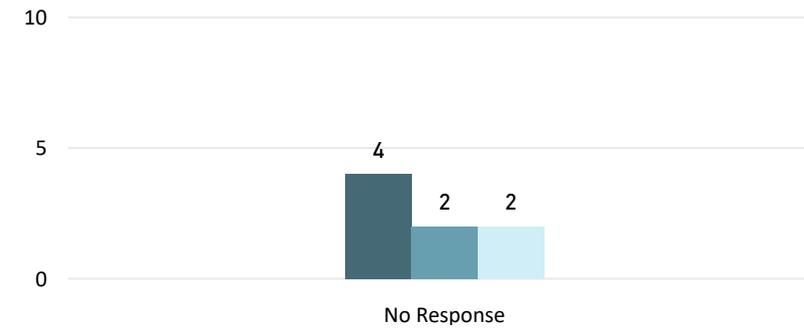


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	41	41%	32	45%	81	42%	154	42%
Male	56	57%	38	54%	112	58%	206	57%
Multiple Responses					1	1%	1	0%
Other	2	2%	1	1%			3	1%
Total	99	100%	71	100%	194	100%	364	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

MACOMB

Court

D37 MACOMB

Subset

All

Survey Year

All

Role

All

Type of Case

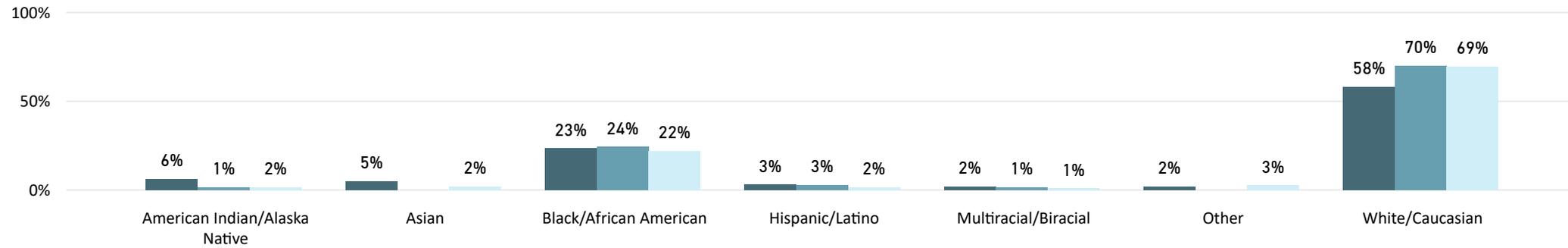
All

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	6	6%	1	1%	3	2%	10	3%
Asian	5	5%			4	2%	9	3%
Black/African American	23	23%	17	24%	42	22%	82	23%
Hispanic/Latino	3	3%	2	3%	3	2%	8	2%
Multiracial/Biracial	2	2%	1	1%	1	1%	4	1%
Other	2	2%			5	3%	7	2%
White/Caucasian	57	58%	49	70%	132	69%	238	66%
Total	98	100%	70	100%	190	100%	358	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

