

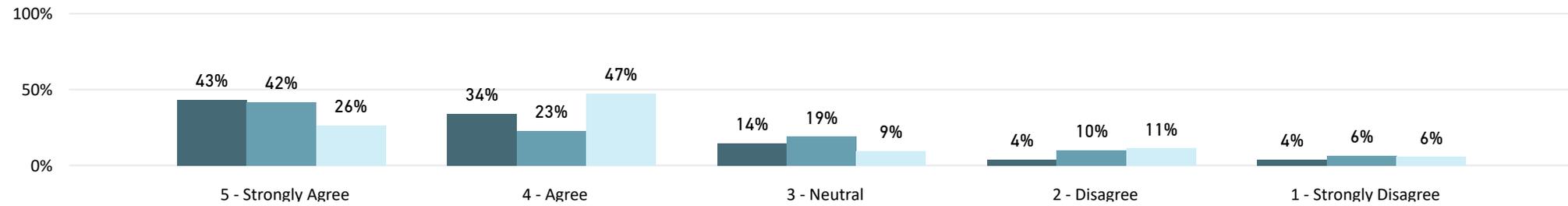


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	33	43%	33	42%	14	26%	80	38%
4 - Agree	26	34%	18	23%	25	47%	69	33%
3 - Neutral	11	14%	15	19%	5	9%	31	15%
2 - Disagree	3	4%	8	10%	6	11%	17	8%
1 - Strongly Disagree	3	4%	5	6%	3	6%	11	5%
Total	76	100%	79	100%	53	100%	208	100%

County

MACOMB ▾

Court

D38 - MACOMB ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

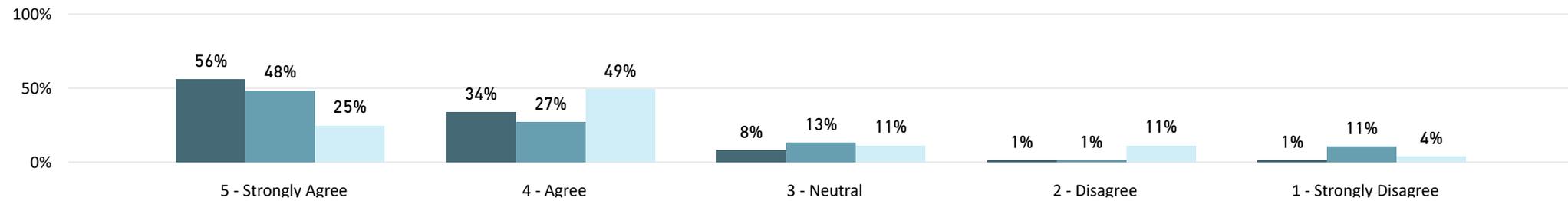


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	43	56%	41	48%	13	25%	97	45%
4 - Agree	26	34%	23	27%	26	49%	75	35%
3 - Neutral	6	8%	11	13%	6	11%	23	11%
2 - Disagree	1	1%	1	1%	6	11%	8	4%
1 - Strongly Disagree	1	1%	9	11%	2	4%	12	6%
Total	77	100%	85	100%	53	100%	215	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

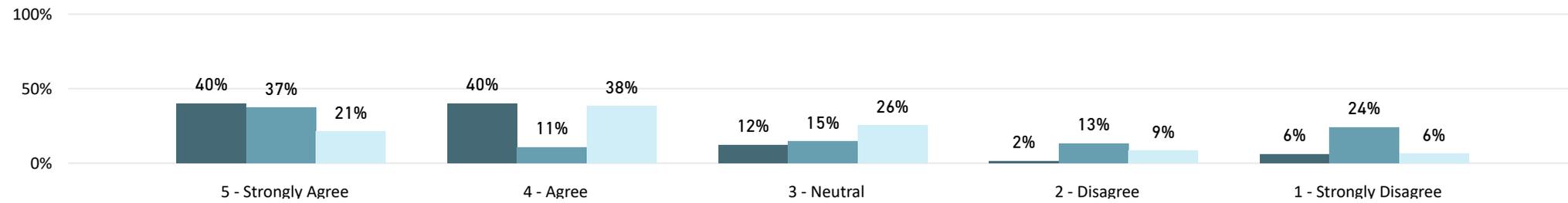


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	26	40%	28	37%	10	21%	64	34%
4 - Agree	26	40%	8	11%	18	38%	52	28%
3 - Neutral	8	12%	11	15%	12	26%	31	17%
2 - Disagree	1	2%	10	13%	4	9%	15	8%
1 - Strongly Disagree	4	6%	18	24%	3	6%	25	13%
Total	65	100%	75	100%	47	100%	187	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

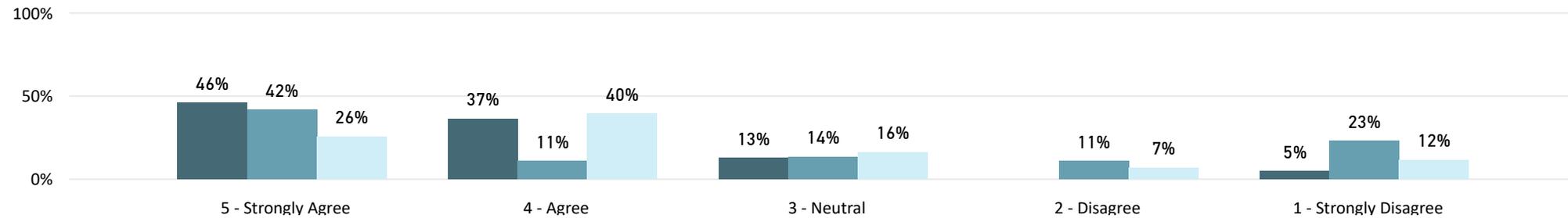


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	29	46%	31	42%	11	26%	71	39%
4 - Agree	23	37%	8	11%	17	40%	48	27%
3 - Neutral	8	13%	10	14%	7	16%	25	14%
2 - Disagree			8	11%	3	7%	11	6%
1 - Strongly Disagree	3	5%	17	23%	5	12%	25	14%
Total	63	100%	74	100%	43	100%	180	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

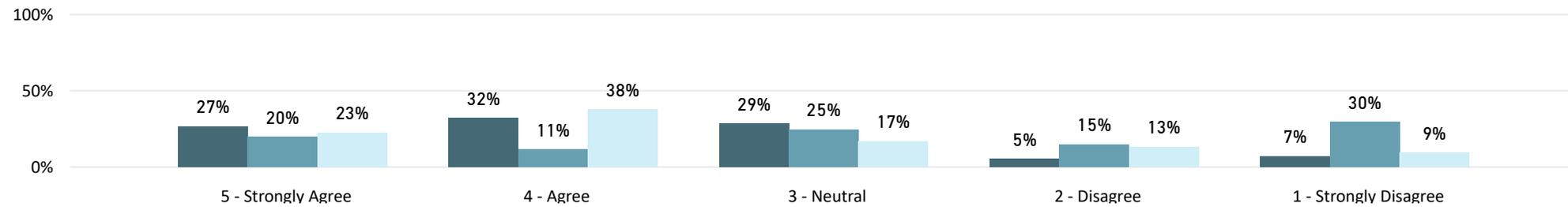


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	15	27%	12	20%	12	23%	39	23%
4 - Agree	18	32%	7	11%	20	38%	45	26%
3 - Neutral	16	29%	15	25%	9	17%	40	24%
2 - Disagree	3	5%	9	15%	7	13%	19	11%
1 - Strongly Disagree	4	7%	18	30%	5	9%	27	16%
Total	56	100%	61	100%	53	100%	170	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

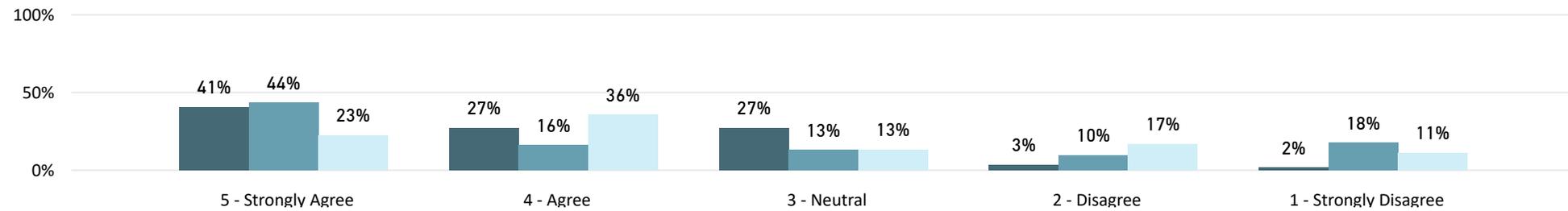


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	24	41%	27	44%	12	23%	63	36%
4 - Agree	16	27%	10	16%	19	36%	45	26%
3 - Neutral	16	27%	8	13%	7	13%	31	18%
2 - Disagree	2	3%	6	10%	9	17%	17	10%
1 - Strongly Disagree	1	2%	11	18%	6	11%	18	10%
Total	59	100%	62	100%	53	100%	174	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

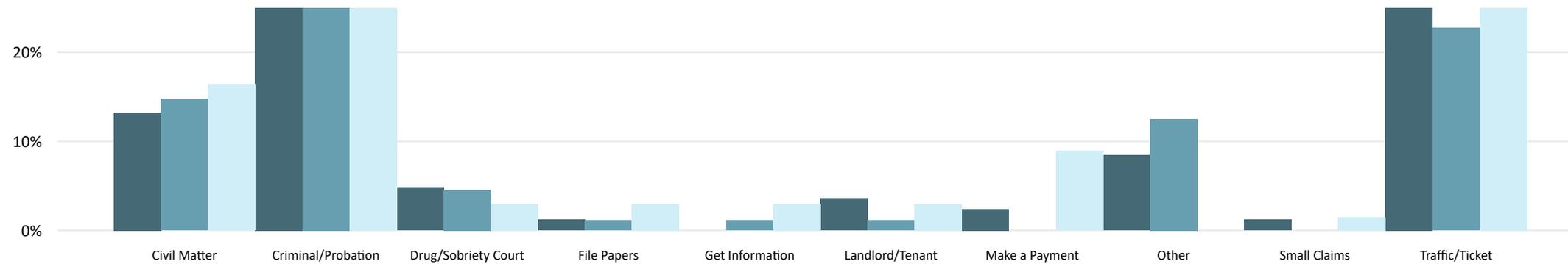
Race/Ethnicity



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	11	13%	13	15%	11	16%	35	15%
Criminal/Probation	26	31%	37	42%	23	34%	86	36%
Drug/Sobriety Court	4	5%	4	5%	2	3%	10	4%
File Papers	1	1%	1	1%	2	3%	4	2%
Get Information			1	1%	2	3%	3	1%
Landlord/Tenant	3	4%	1	1%	2	3%	6	3%
Make a Payment	2	2%			6	9%	8	3%
Other	7	8%	11	13%			18	8%
Small Claims	1	1%			1	1%	2	1%
Traffic/Ticket	28	34%	20	23%	18	27%	66	28%
Total	83	100%	88	100%	67	100%	238	100%

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MACOMB

Court

D38 - MACOMB

Subset

All

Survey Year

All

Type of Case

All

Gender

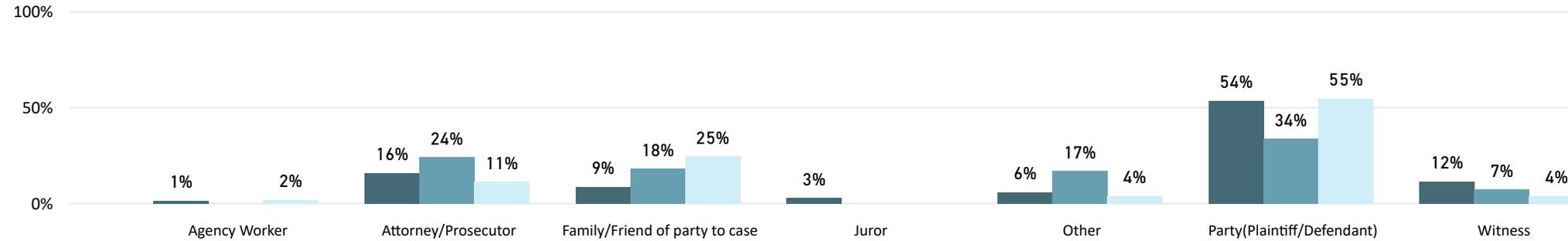
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

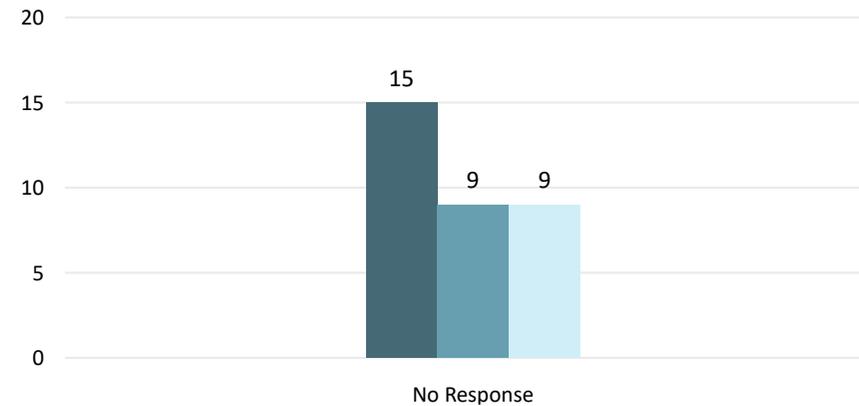


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	1%			1	2%	2	1%
Attorney/Prosecutor	11	16%	20	24%	6	11%	37	18%
Family/Friend of party to case	6	9%	15	18%	13	25%	34	17%
Juror	2	3%					2	1%
Other	4	6%	14	17%	2	4%	20	10%
Party(Plaintiff/Defendant)	37	54%	28	34%	29	55%	94	46%
Witness	8	12%	6	7%	2	4%	16	8%
Total	69	100%	83	100%	53	100%	205	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

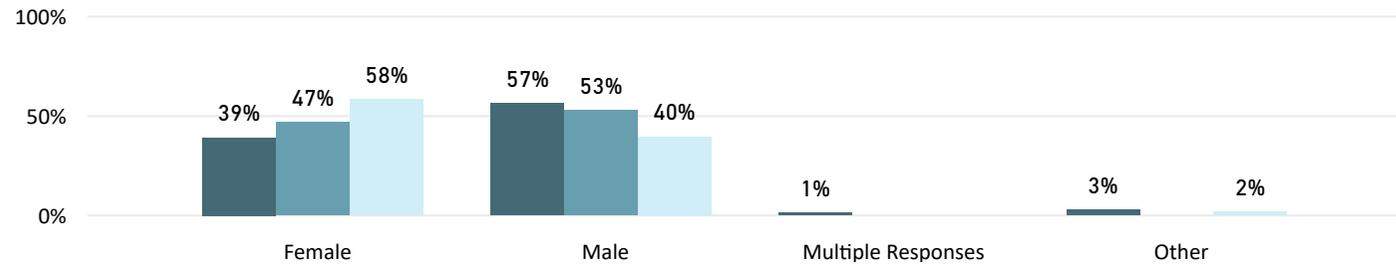




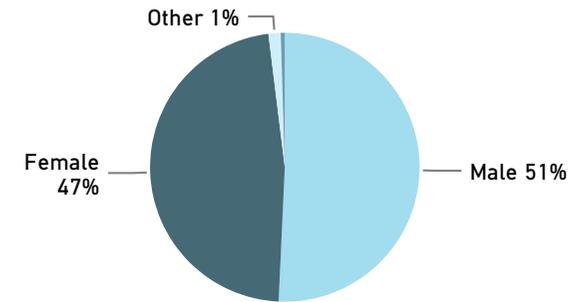
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

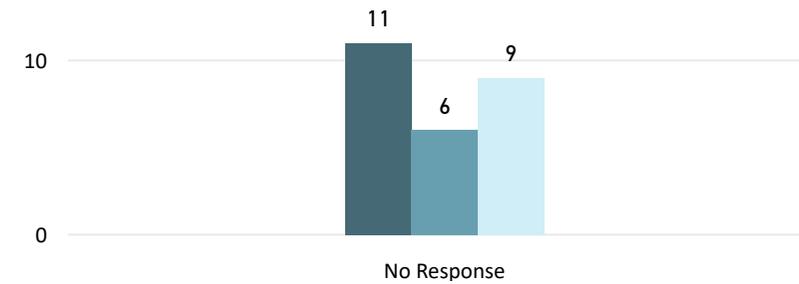


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	27	39%	39	47%	31	58%	97	47%
Male	39	57%	44	53%	21	40%	104	51%
Multiple Responses	1	1%					1	0%
Other	2	3%			1	2%	3	1%
Total	69	100%	83	100%	53	100%	205	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

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Court

D38 - MACOMB

Subset

All

Survey Year

All

Role

All

Type of Case

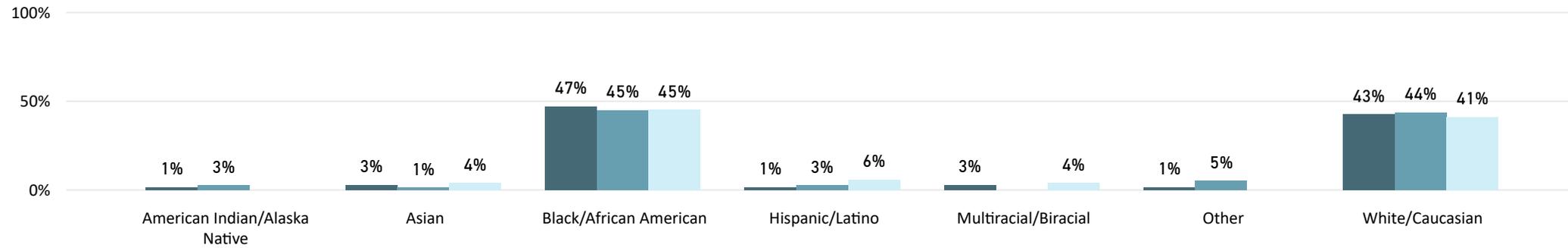
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear Race/ethnicity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	1%	2	3%			3	2%
Asian	2	3%	1	1%	2	4%	5	3%
Black/African American	32	47%	35	45%	23	45%	90	46%
Hispanic/Latino	1	1%	2	3%	3	6%	6	3%
Multiracial/Biracial	2	3%			2	4%	4	2%
Other	1	1%	4	5%			5	3%
White/Caucasian	29	43%	34	44%	21	41%	84	43%
Total	68	100%	78	100%	51	100%	197	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

