

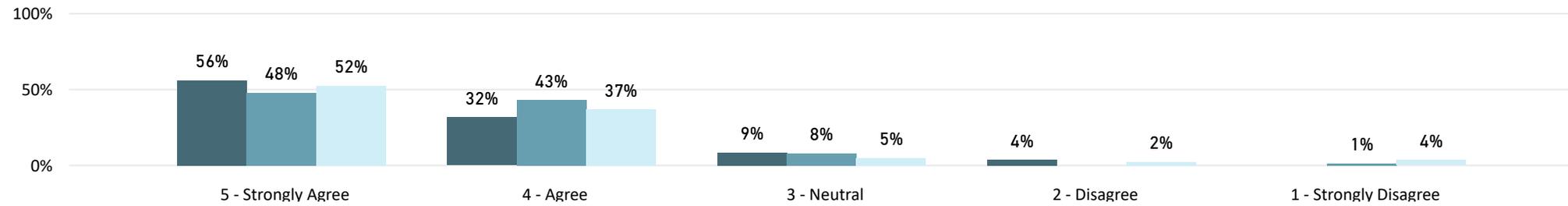


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	46	56%	41	48%	44	52%	131	52%
4 - Agree	26	32%	37	43%	31	37%	94	37%
3 - Neutral	7	9%	7	8%	4	5%	18	7%
2 - Disagree	3	4%			2	2%	5	2%
1 - Strongly Disagree			1	1%	3	4%	4	2%
Total	82	100%	86	100%	84	100%	252	100%

County

MACOMB ▾

Court

D39 MACOMB ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

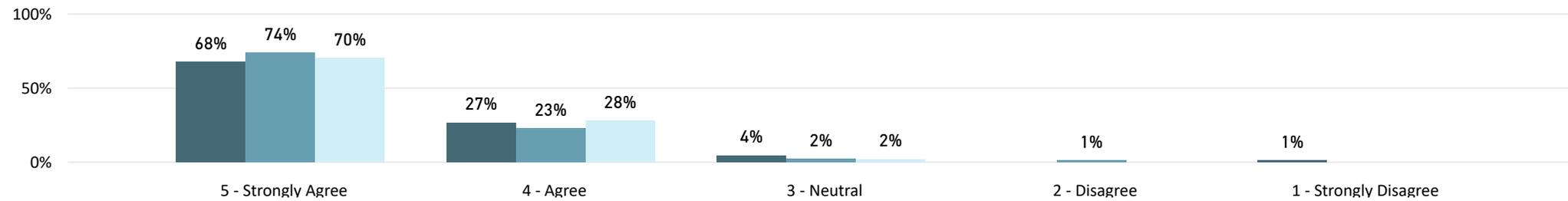


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	61	68%	65	74%	73	70%	199	71%
4 - Agree	24	27%	20	23%	29	28%	73	26%
3 - Neutral	4	4%	2	2%	2	2%	8	3%
2 - Disagree			1	1%			1	0%
1 - Strongly Disagree	1	1%					1	0%
Total	90	100%	88	100%	104	100%	282	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

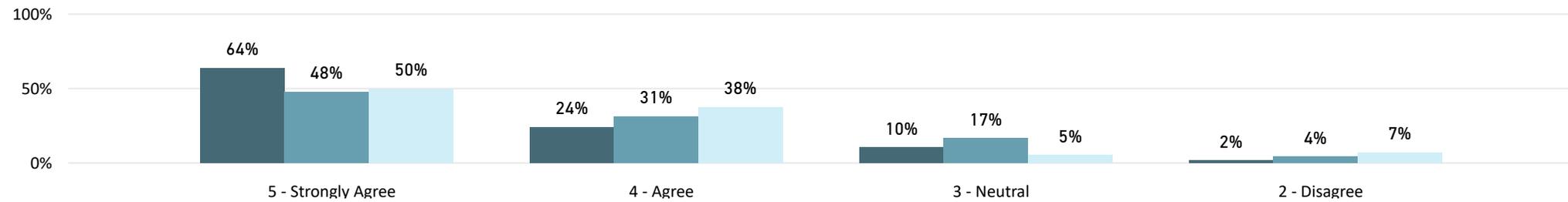


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	37	64%	23	48%	28	50%	88	54%
4 - Agree	14	24%	15	31%	21	38%	50	31%
3 - Neutral	6	10%	8	17%	3	5%	17	10%
2 - Disagree	1	2%	2	4%	4	7%	7	4%
Total	58	100%	48	100%	56	100%	162	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

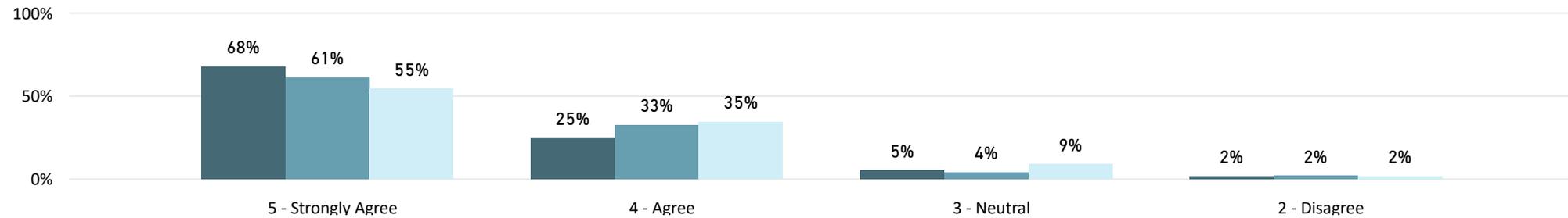


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	38	68%	30	61%	30	55%	98	61%
4 - Agree	14	25%	16	33%	19	35%	49	31%
3 - Neutral	3	5%	2	4%	5	9%	10	6%
2 - Disagree	1	2%	1	2%	1	2%	3	2%
Total	56	100%	49	100%	55	100%	160	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

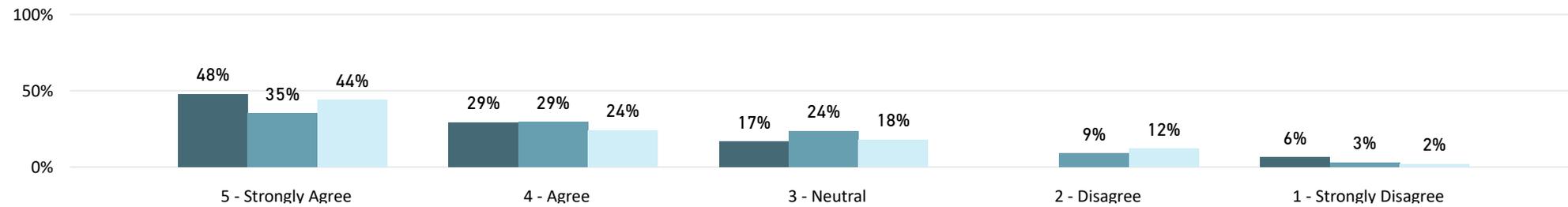


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	23	48%	12	35%	22	44%	57	43%
4 - Agree	14	29%	10	29%	12	24%	36	27%
3 - Neutral	8	17%	8	24%	9	18%	25	19%
2 - Disagree			3	9%	6	12%	9	7%
1 - Strongly Disagree	3	6%	1	3%	1	2%	5	4%
Total	48	100%	34	100%	50	100%	132	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

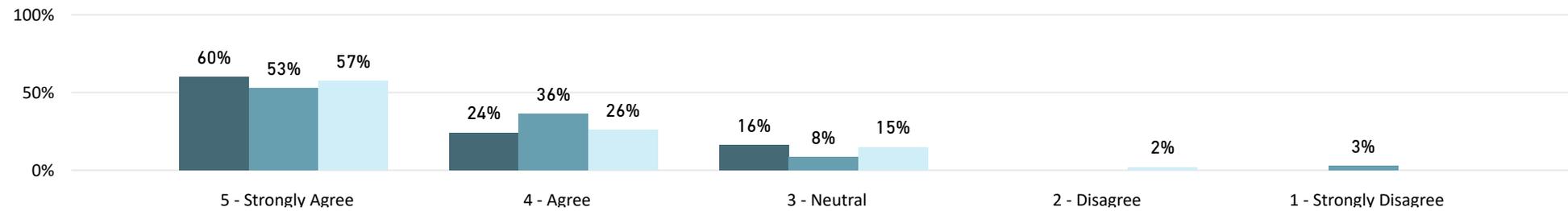


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	30	60%	19	53%	31	57%	80	57%
4 - Agree	12	24%	13	36%	14	26%	39	28%
3 - Neutral	8	16%	3	8%	8	15%	19	14%
2 - Disagree					1	2%	1	1%
1 - Strongly Disagree			1	3%			1	1%
Total	50	100%	36	100%	54	100%	140	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

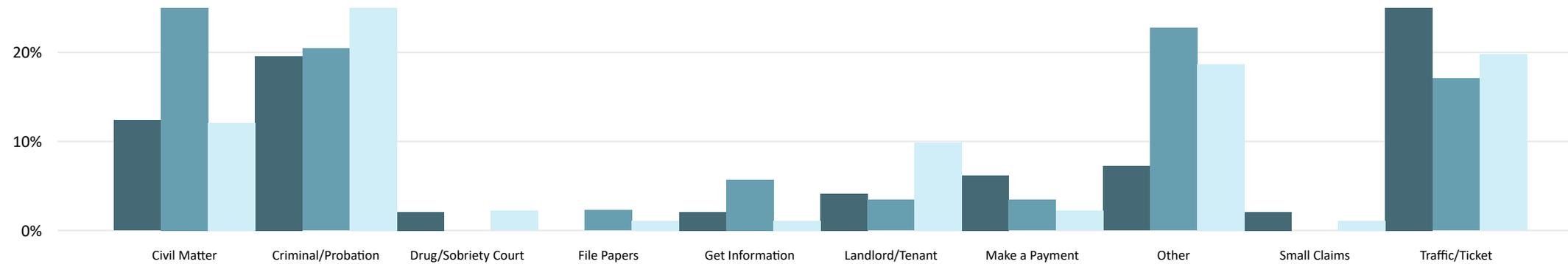
Race/Ethnicity



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	12	12%	22	25%	11	12%	45	16%
Criminal/Probation	19	20%	18	20%	29	32%	66	24%
Drug/Sobriety Court	2	2%			2	2%	4	1%
File Papers			2	2%	1	1%	3	1%
Get Information	2	2%	5	6%	1	1%	8	3%
Landlord/Tenant	4	4%	3	3%	9	10%	16	6%
Make a Payment	6	6%	3	3%	2	2%	11	4%
Other	7	7%	20	23%	17	19%	44	16%
Small Claims	2	2%			1	1%	3	1%
Traffic/Ticket	43	44%	15	17%	18	20%	76	28%
Total	97	100%	88	100%	91	100%	276	100%

County

MACOMB

Court

D39 MACOMB

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

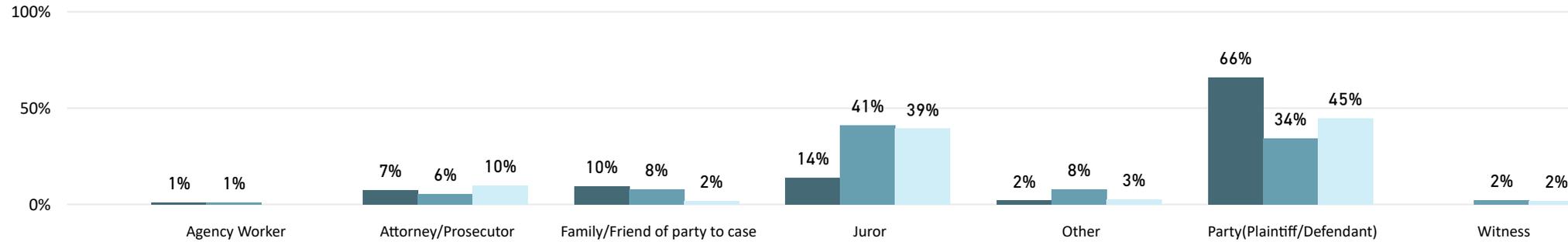
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

MACOMB

Court

D39 MACOMB

Subset

All

Survey Year

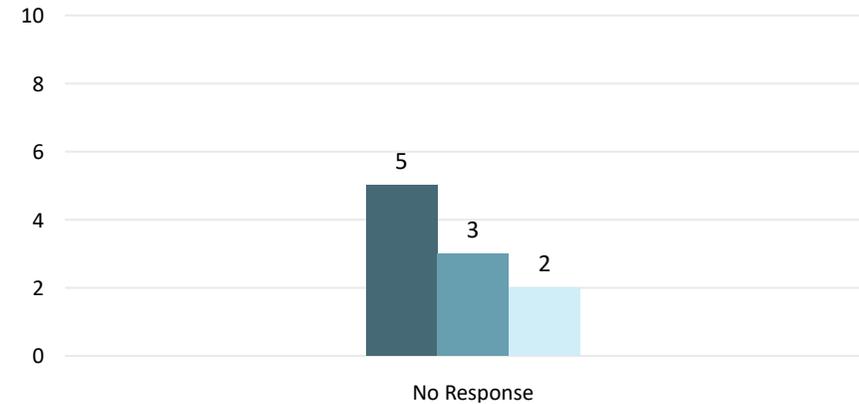
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	1%	1	1%	2	1%	2	1%
Attorney/Prosecutor	7	7%	5	6%	11	10%	23	8%
Family/Friend of party to case	9	10%	7	8%	2	2%	18	6%
Juror	13	14%	37	41%	44	39%	94	32%
Other	2	2%	7	8%	3	3%	12	4%
Party (Plaintiff/Defendant)	62	66%	31	34%	50	45%	143	48%
Witness			2	2%	2	2%	4	1%
Total	94	100%	90	100%	112	100%	296	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

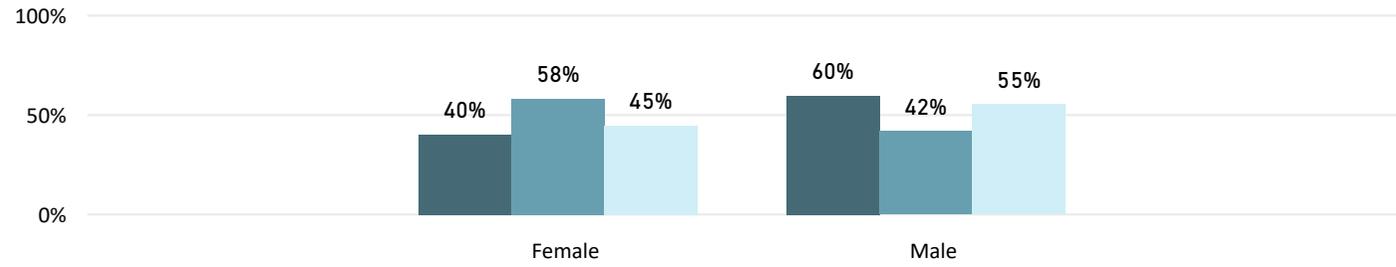
All



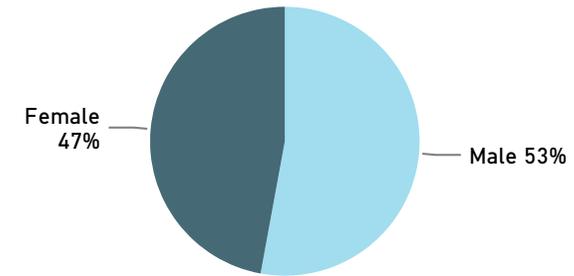
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

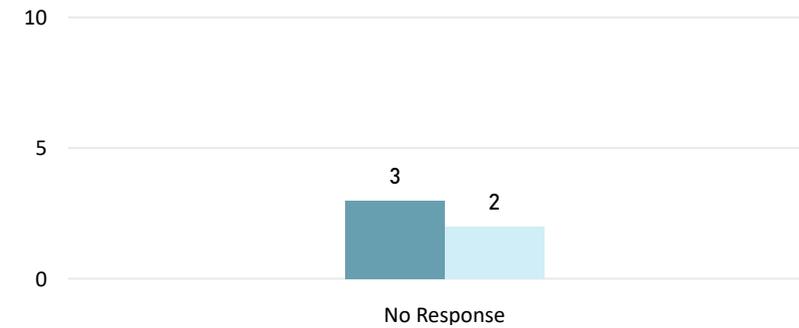


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	39	40%	50	58%	50	45%	139	47%
Male	58	60%	36	42%	62	55%	156	53%
Total	97	100%	86	100%	112	100%	295	100%

9. No Responses

Gender Type: ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MACOMB

Court

D39 MACOMB

Subset

All

Survey Year

All

Role

All

Type of Case

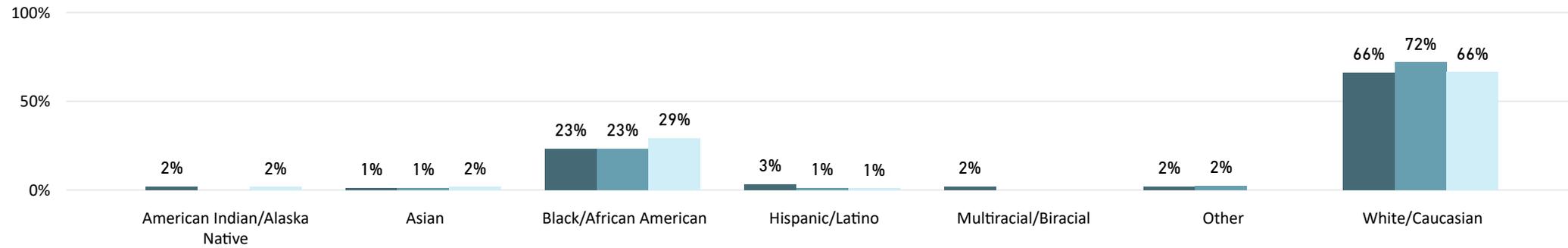
All

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	2	2%			2	2%	4	1%
Asian	1	1%	1	1%	2	2%	4	1%
Black/African American	22	23%	19	23%	33	29%	74	26%
Hispanic/Latino	3	3%	1	1%	1	1%	5	2%
Multiracial/Biracial	2	2%					2	1%
Other	2	2%	2	2%			4	1%
White/Caucasian	63	66%	59	72%	75	66%	197	68%
Total	95	100%	82	100%	113	100%	290	100%

10. No Responses.

SurveyYear ● 2016

