

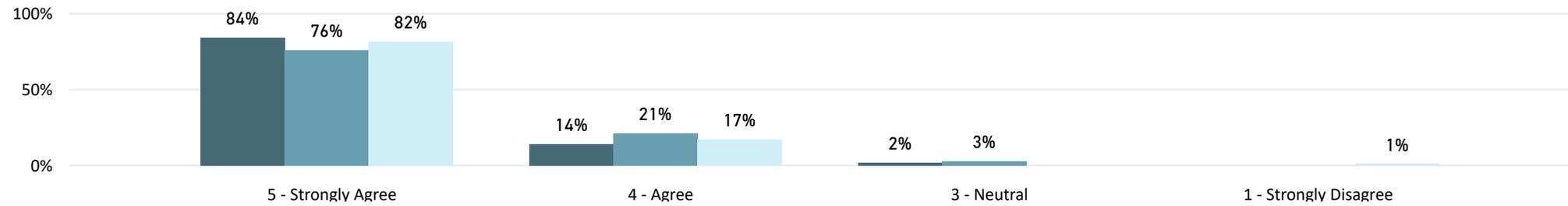


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	42	84%	57	76%	76	82%	175	80%
4 - Agree	7	14%	16	21%	16	17%	39	18%
3 - Neutral	1	2%	2	3%			3	1%
1 - Strongly Disagree					1	1%	1	0%
Total	50	100%	75	100%	93	100%	218	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

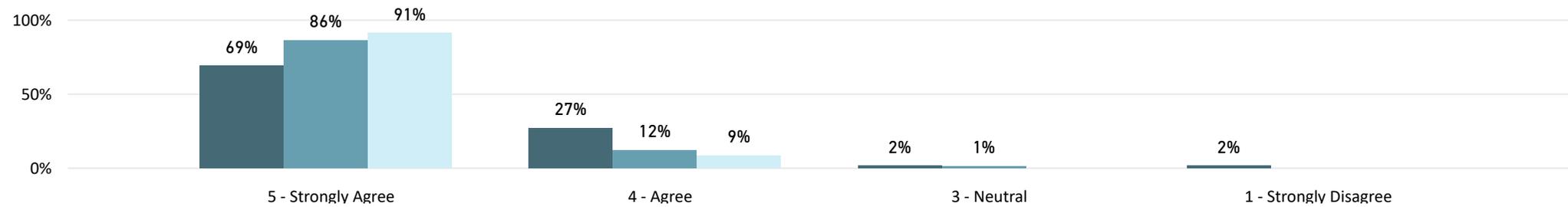


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	38	69%	64	86%	85	91%	187	84%
4 - Agree	15	27%	9	12%	8	9%	32	14%
3 - Neutral	1	2%	1	1%	0	0%	2	1%
1 - Strongly Disagree	1	2%	0	0%	0	0%	1	0%
Total	55	100%	74	100%	93	100%	222	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

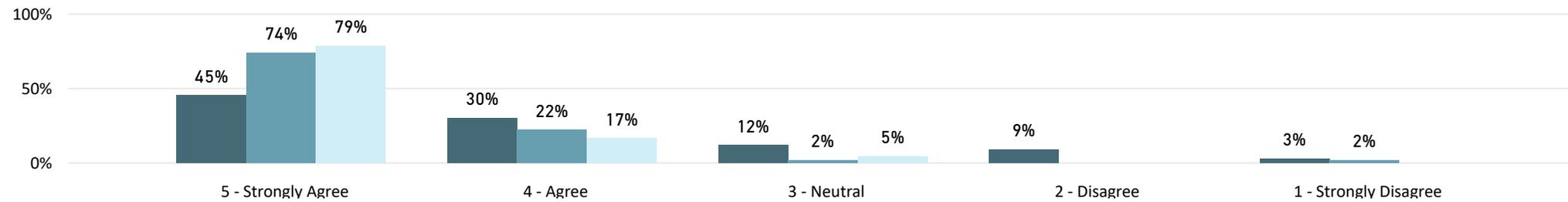


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	15	45%	40	74%	52	79%	107	70%
4 - Agree	10	30%	12	22%	11	17%	33	22%
3 - Neutral	4	12%	1	2%	3	5%	8	5%
2 - Disagree	3	9%	0	0%	0	0%	3	2%
1 - Strongly Disagree	1	3%	1	2%	0	0%	2	1%
Total	33	100%	54	100%	66	100%	153	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

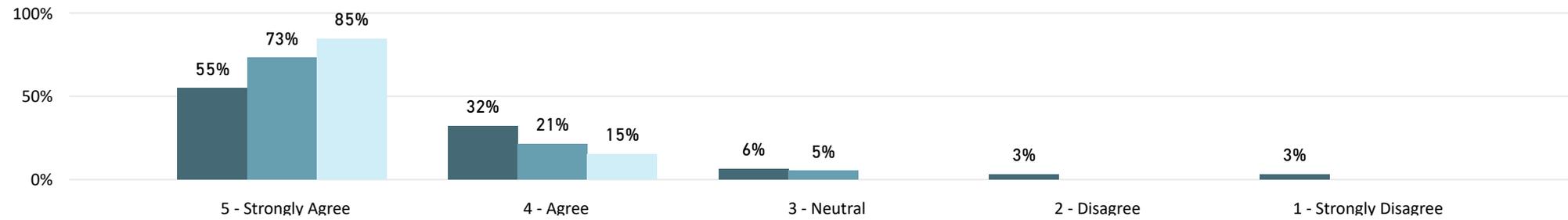


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	17	55%	41	73%	55	85%	113	74%
4 - Agree	10	32%	12	21%	10	15%	32	21%
3 - Neutral	2	6%	3	5%			5	3%
2 - Disagree	1	3%					1	1%
1 - Strongly Disagree	1	3%					1	1%
Total	31	100%	56	100%	65	100%	152	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

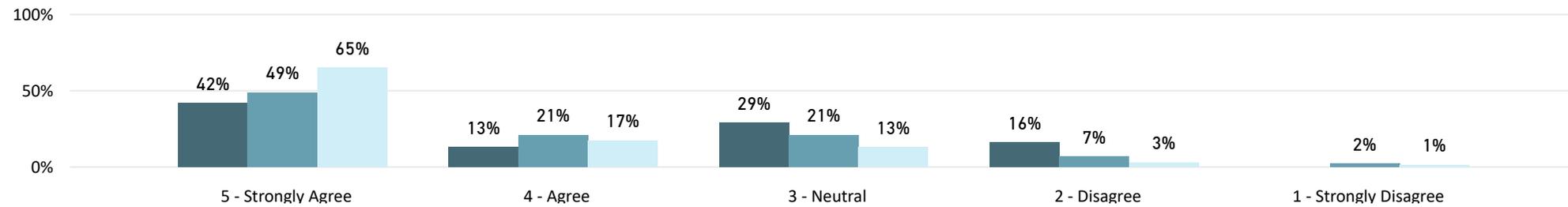


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	13	42%	21	49%	45	65%	79	55%
4 - Agree	4	13%	9	21%	12	17%	25	17%
3 - Neutral	9	29%	9	21%	9	13%	27	19%
2 - Disagree	5	16%	3	7%	2	3%	10	7%
1 - Strongly Disagree			1	2%	1	1%	2	1%
Total	31	100%	43	100%	69	100%	143	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

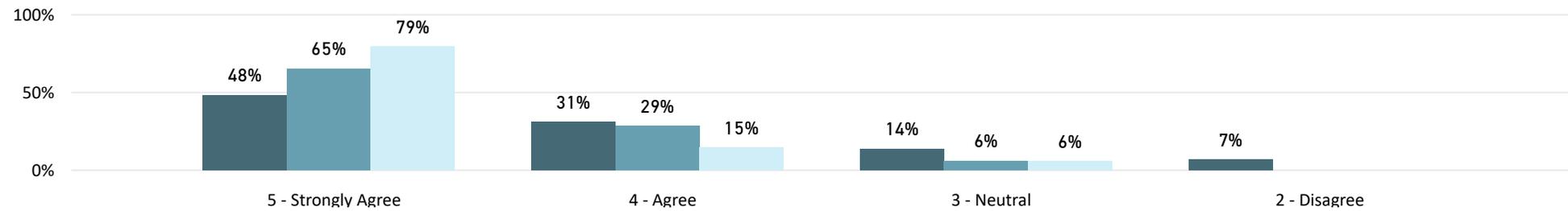


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	14	48%	32	65%	54	79%	100	68%
4 - Agree	9	31%	14	29%	10	15%	33	23%
3 - Neutral	4	14%	3	6%	4	6%	11	8%
2 - Disagree	2	7%	0	0%	0	0%	2	1%
Total	29	100%	49	100%	68	100%	146	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

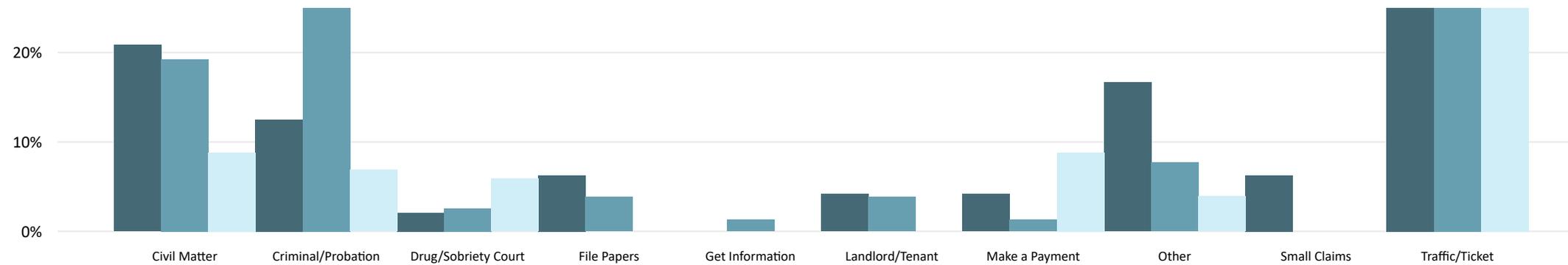
Race/Ethnicity



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	10	21%	15	19%	9	9%	34	15%
Criminal/Probation	6	13%	21	27%	7	7%	34	15%
Drug/Sobriety Court	1	2%	2	3%	6	6%	9	4%
File Papers	3	6%	3	4%			6	3%
Get Information			1	1%			1	0%
Landlord/Tenant	2	4%	3	4%			5	2%
Make a Payment	2	4%	1	1%	9	9%	12	5%
Other	8	17%	6	8%	4	4%	18	8%
Small Claims	3	6%					3	1%
Traffic/Ticket	13	27%	26	33%	67	66%	106	46%
Total	48	100%	78	100%	102	100%	228	100%

County

MACOMB

Court

D40 MACOMB

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

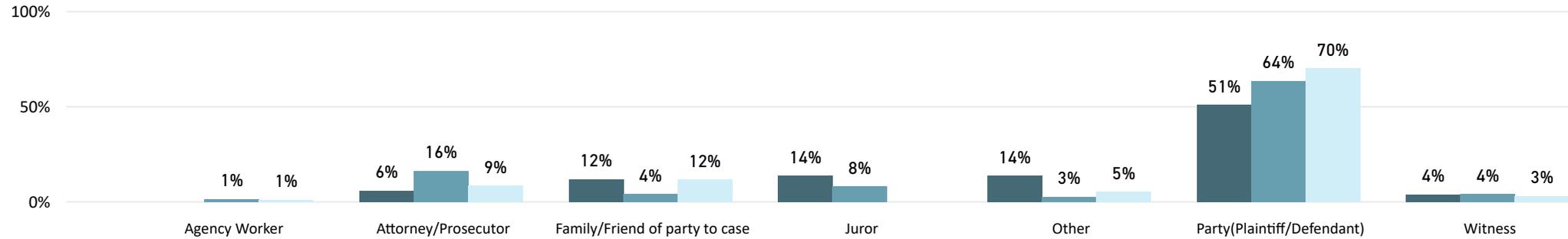
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

MACOMB

Court

D40 MACOMB

Subset

All

Survey Year

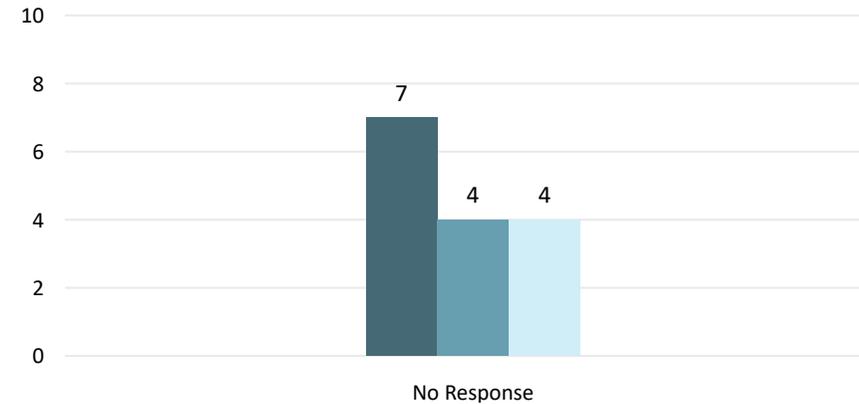
All

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%
Attorney/Prosecutor	3	6%	12	16%	8	9%	23	11%
Family/Friend of party to case	6	12%	3	4%	11	12%	20	9%
Juror	7	14%	6	8%			13	6%
Other	7	14%	2	3%	5	5%	14	6%
Party(Plaintiff/Defendant)	26	51%	47	64%	66	70%	139	63%
Witness	2	4%	3	4%	3	3%	8	4%
Total	51	100%	74	100%	94	100%	219	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

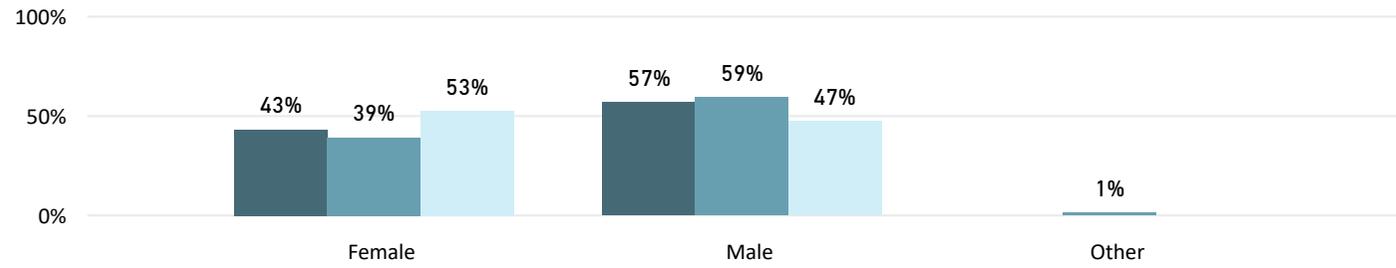
All



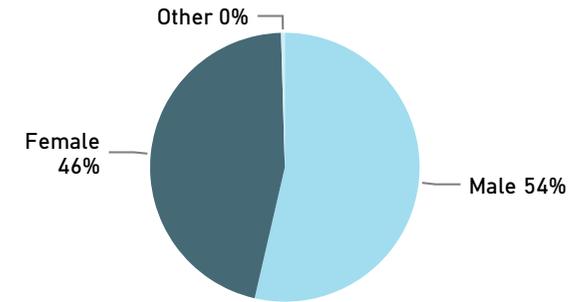
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

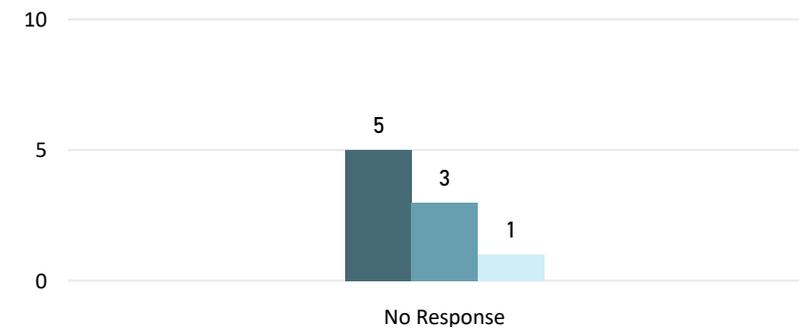


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	22	43%	29	39%	51	53%	102	46%
Male	29	57%	44	59%	46	47%	119	54%
Other			1	1%			1	0%
Total	51	100%	74	100%	97	100%	222	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

D40 MACOMB

Subset

All

Survey Year

All

Role

All

Type of Case

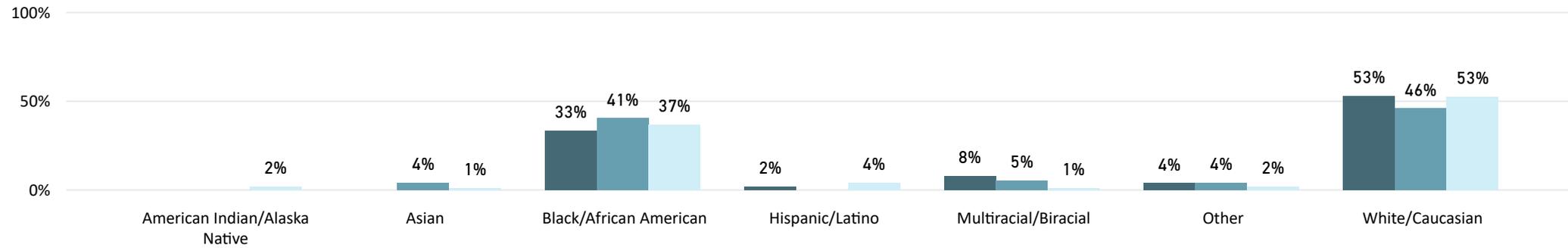
All

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	1%
Asian			3	4%	1	1%	4	2%
Black/African American	17	33%	30	41%	35	37%	82	37%
Hispanic/Latino	1	2%			4	4%	5	2%
Multiracial/Biracial	4	8%	4	5%	1	1%	9	4%
Other	2	4%	3	4%	2	2%	7	3%
White/Caucasian	27	53%	34	46%	50	53%	111	50%
Total	51	100%	74	100%	95	100%	220	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

