

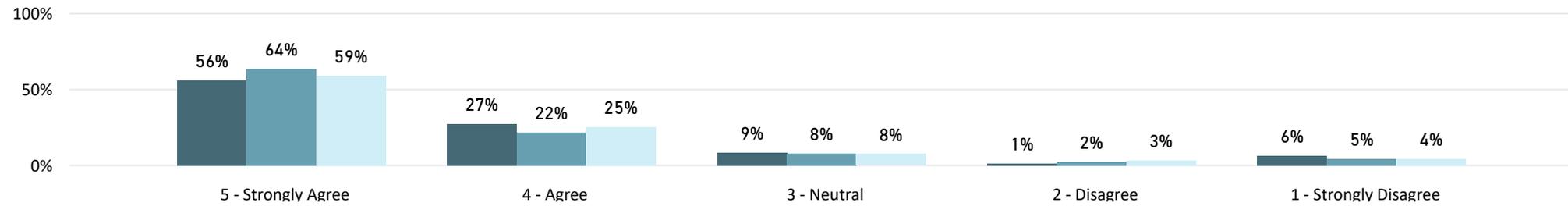


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	78	56%	56	64%	93	59%	227	59%
4 - Agree	38	27%	19	22%	40	25%	97	25%
3 - Neutral	12	9%	7	8%	12	8%	31	8%
2 - Disagree	2	1%	2	2%	5	3%	9	2%
1 - Strongly Disagree	9	6%	4	5%	7	4%	20	5%
Total	139	100%	88	100%	157	100%	384	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

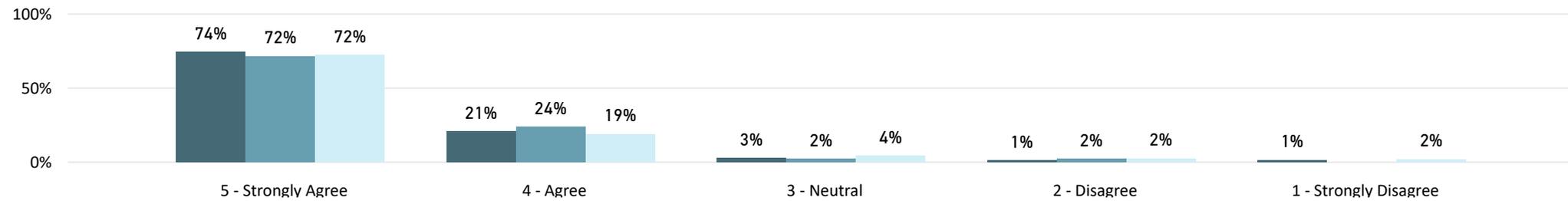


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	108	74%	63	72%	118	72%	289	73%
4 - Agree	30	21%	21	24%	31	19%	82	21%
3 - Neutral	4	3%	2	2%	7	4%	13	3%
2 - Disagree	1	1%	2	2%	4	2%	7	2%
1 - Strongly Disagree	2	1%			3	2%	5	1%
Total	145	100%	88	100%	163	100%	396	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

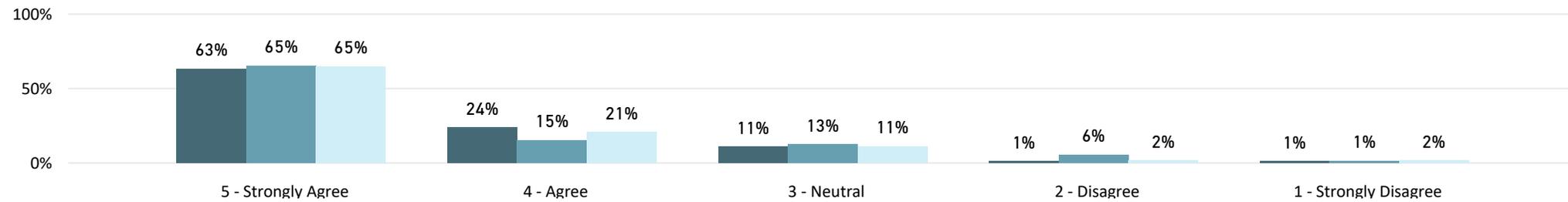


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	69	63%	47	65%	81	65%	197	64%
4 - Agree	26	24%	11	15%	26	21%	63	21%
3 - Neutral	12	11%	9	13%	14	11%	35	11%
2 - Disagree	1	1%	4	6%	2	2%	7	2%
1 - Strongly Disagree	1	1%	1	1%	2	2%	4	1%
Total	109	100%	72	100%	125	100%	306	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

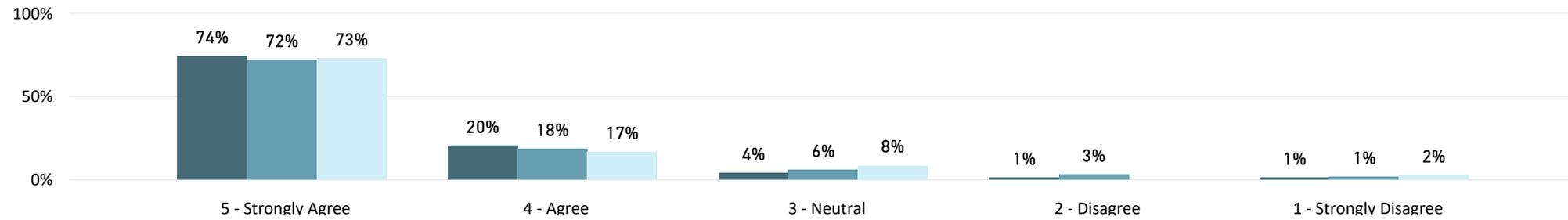


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	77	74%	51	72%	88	73%	216	73%
4 - Agree	21	20%	13	18%	20	17%	54	18%
3 - Neutral	4	4%	4	6%	10	8%	18	6%
2 - Disagree	1	1%	2	3%			3	1%
1 - Strongly Disagree	1	1%	1	1%	3	2%	5	2%
Total	104	100%	71	100%	121	100%	296	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

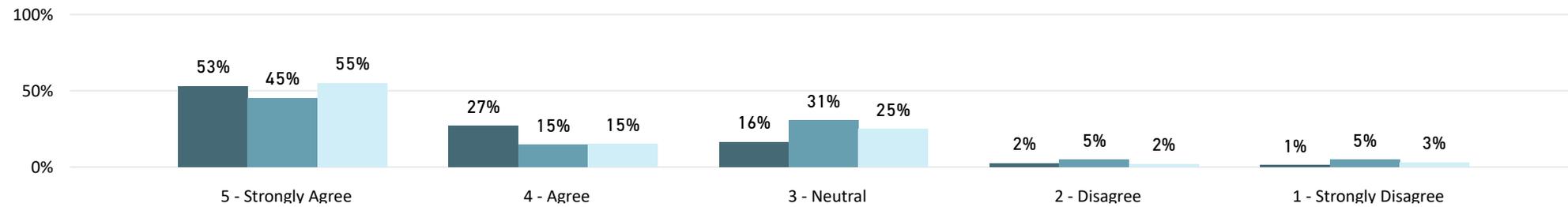


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	45	53%	28	45%	55	55%	128	52%
4 - Agree	23	27%	9	15%	15	15%	47	19%
3 - Neutral	14	16%	19	31%	25	25%	58	23%
2 - Disagree	2	2%	3	5%	2	2%	7	3%
1 - Strongly Disagree	1	1%	3	5%	3	3%	7	3%
Total	85	100%	62	100%	100	100%	247	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

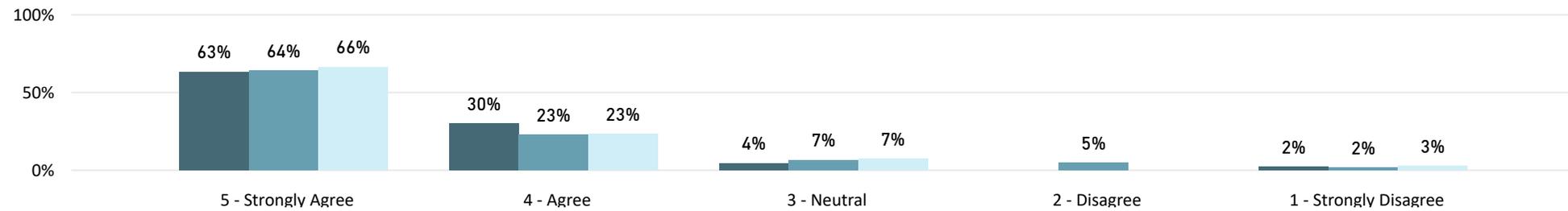


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	57	63%	39	64%	71	66%	167	65%
4 - Agree	27	30%	14	23%	25	23%	66	26%
3 - Neutral	4	4%	4	7%	8	7%	16	6%
2 - Disagree			3	5%			3	1%
1 - Strongly Disagree	2	2%	1	2%	3	3%	6	2%
Total	90	100%	61	100%	107	100%	258	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

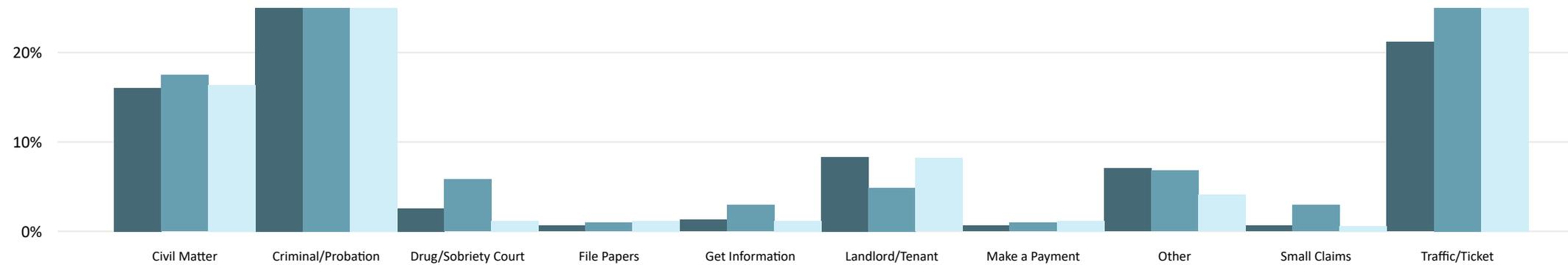
Race/Ethnicity



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	25	16%	18	17%	28	16%	71	17%
Criminal/Probation	65	42%	28	27%	58	34%	151	35%
Drug/Sobriety Court	4	3%	6	6%	2	1%	12	3%
File Papers	1	1%	1	1%	2	1%	4	1%
Get Information	2	1%	3	3%	2	1%	7	2%
Landlord/Tenant	13	8%	5	5%	14	8%	32	7%
Make a Payment	1	1%	1	1%	2	1%	4	1%
Other	11	7%	7	7%	7	4%	25	6%
Small Claims	1	1%	3	3%	1	1%	5	1%
Traffic/Ticket	33	21%	31	30%	55	32%	119	28%
Total	156	100%	103	100%	171	100%	430	100%

County

Court

Subset

Survey Year

Role

Gender

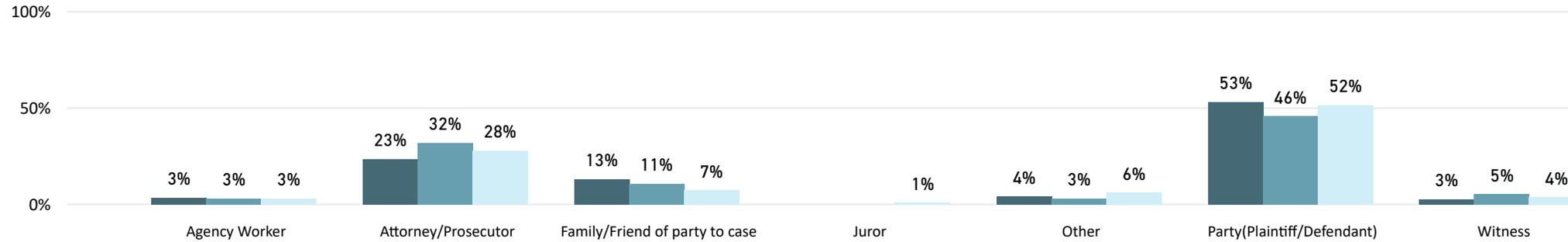
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

MACOMB

Court

D41A MACOMB

Subset

All

Survey Year

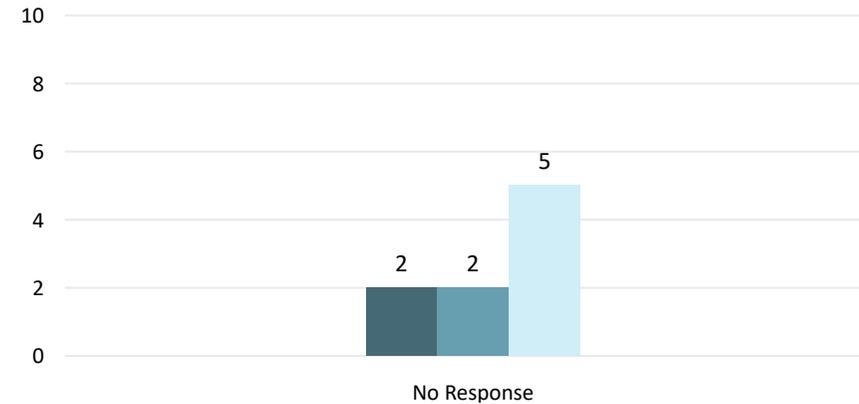
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	5	3%	3	3%	5	3%	13	3%
Attorney/Prosecutor	34	23%	30	32%	46	28%	110	27%
Family/Friend of party to case	19	13%	10	11%	12	7%	41	10%
Juror					1	1%	1	0%
Other	6	4%	3	3%	10	6%	19	5%
Party(Plaintiff/Defendant)	77	53%	43	46%	85	52%	205	51%
Witness	4	3%	5	5%	6	4%	15	4%
Total	145	100%	94	100%	165	100%	404	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

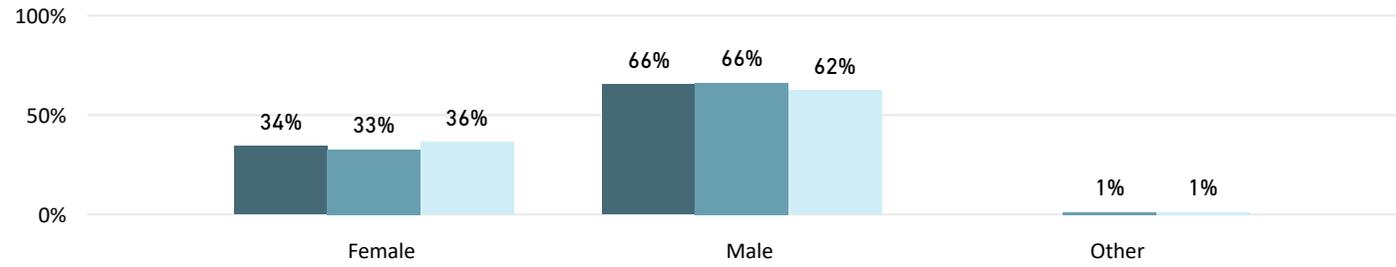
All



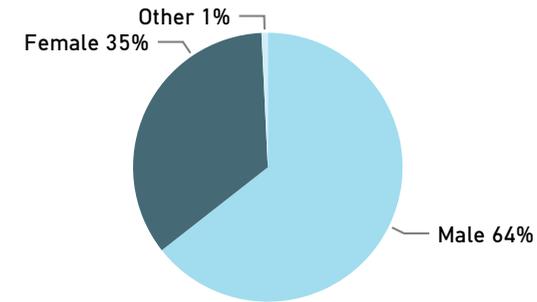
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

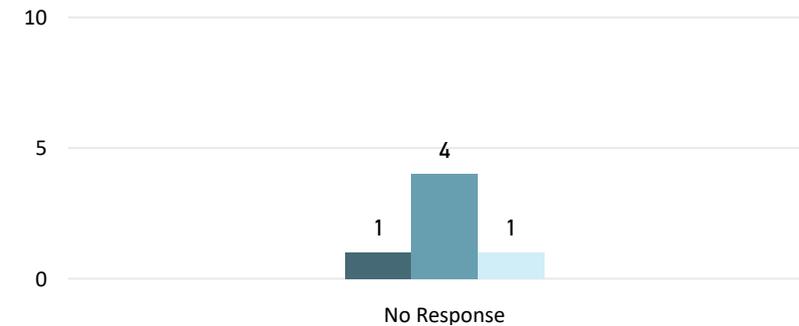


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	50	34%	29	33%	60	36%	139	35%
Male	95	66%	59	66%	103	62%	257	64%
Other			1	1%	2	1%	3	1%
Total	145	100%	89	100%	165	100%	399	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

D41A MACOMB

Subset

All

Survey Year

All

Role

All

Type of Case

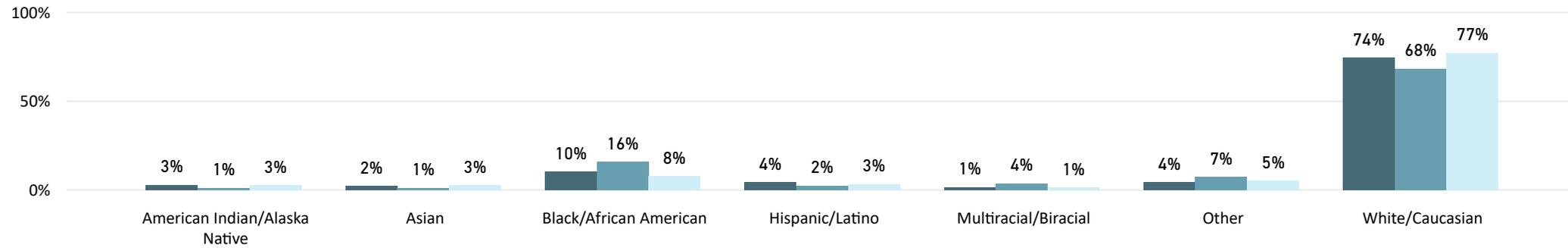
All

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	4	3%	1	1%	4	3%	9	2%
Asian	3	2%	1	1%	4	3%	8	2%
Black/African American	14	10%	13	16%	12	8%	39	10%
Hispanic/Latino	6	4%	2	2%	5	3%	13	3%
Multiracial/Biracial	2	1%	3	4%	2	1%	7	2%
Other	6	4%	6	7%	8	5%	20	5%
White/Caucasian	102	74%	56	68%	120	77%	278	74%
Total	137	100%	82	100%	155	100%	374	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

