

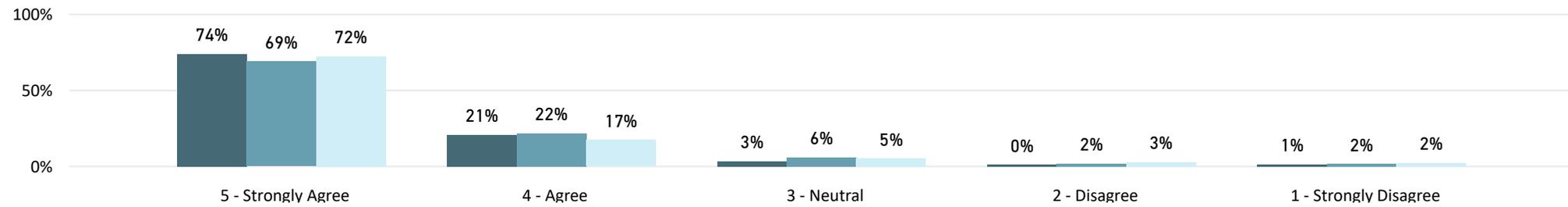


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	382	74%	310	69%	404	72%	1,096	72%
4 - Agree	108	21%	98	22%	97	17%	303	20%
3 - Neutral	17	3%	26	6%	29	5%	72	5%
2 - Disagree	2	0%	8	2%	15	3%	25	2%
1 - Strongly Disagree	7	1%	7	2%	13	2%	27	2%
Total	516	100%	449	100%	558	100%	1,523	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

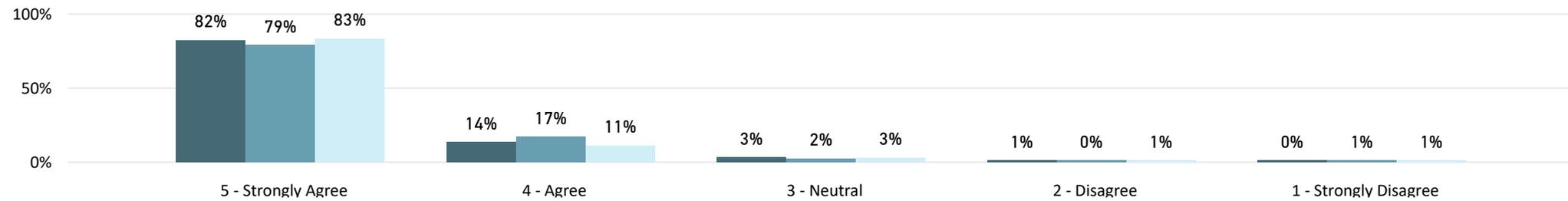


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	424	82%	363	79%	469	83%	1,256	82%
4 - Agree	70	14%	79	17%	63	11%	212	14%
3 - Neutral	16	3%	11	2%	17	3%	44	3%
2 - Disagree	3	1%	2	0%	7	1%	12	1%
1 - Strongly Disagree	2	0%	5	1%	7	1%	14	1%
Total	515	100%	460	100%	563	100%	1,538	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

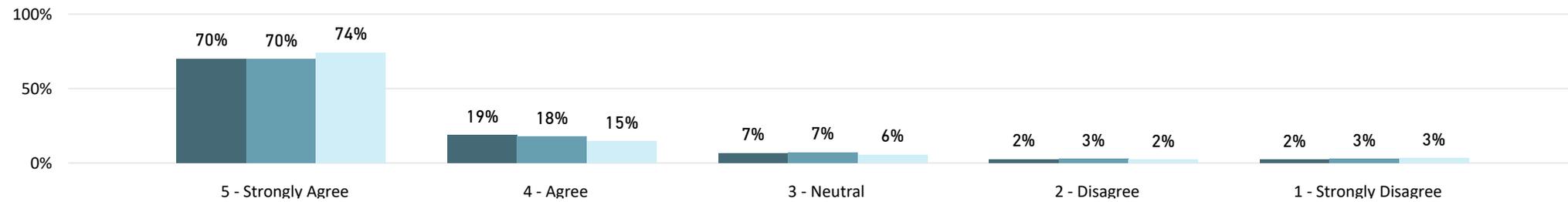


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	254	70%	226	70%	289	74%	769	71%
4 - Agree	68	19%	57	18%	57	15%	182	17%
3 - Neutral	24	7%	23	7%	22	6%	69	6%
2 - Disagree	9	2%	9	3%	9	2%	27	3%
1 - Strongly Disagree	8	2%	9	3%	13	3%	30	3%
Total	363	100%	324	100%	390	100%	1,077	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

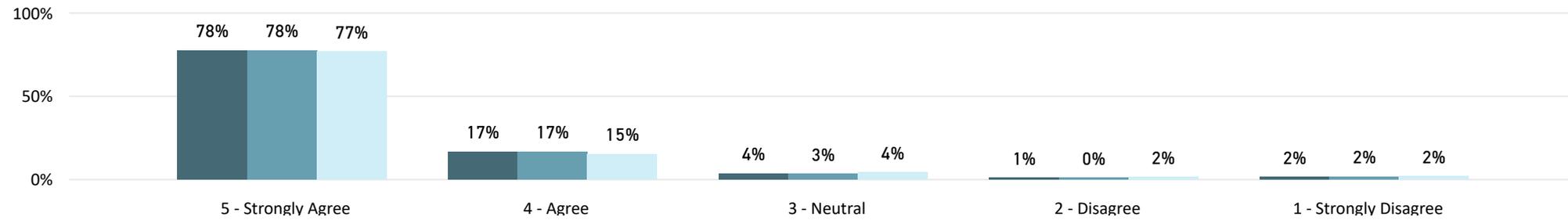


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	284	78%	249	78%	286	77%	819	77%
4 - Agree	61	17%	54	17%	57	15%	172	16%
3 - Neutral	13	4%	11	3%	16	4%	40	4%
2 - Disagree	2	1%	1	0%	6	2%	9	1%
1 - Strongly Disagree	6	2%	6	2%	7	2%	19	2%
Total	366	100%	321	100%	372	100%	1,059	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

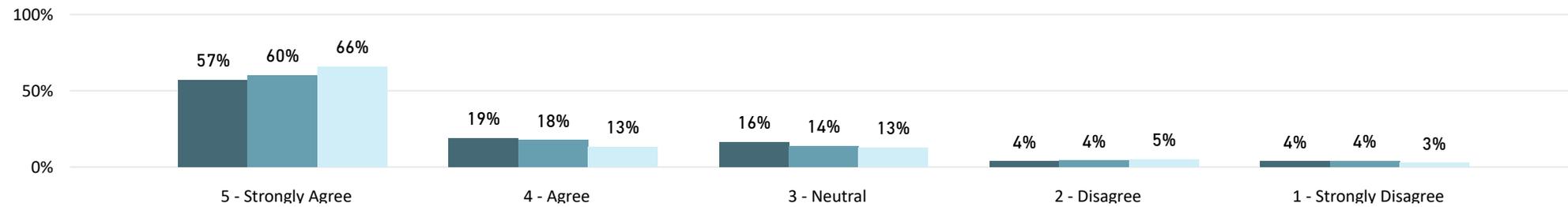


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	166	57%	166	60%	231	66%	563	61%
4 - Agree	55	19%	49	18%	47	13%	151	16%
3 - Neutral	48	16%	38	14%	45	13%	131	14%
2 - Disagree	11	4%	12	4%	18	5%	41	4%
1 - Strongly Disagree	11	4%	11	4%	10	3%	32	3%
Total	291	100%	276	100%	351	100%	918	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

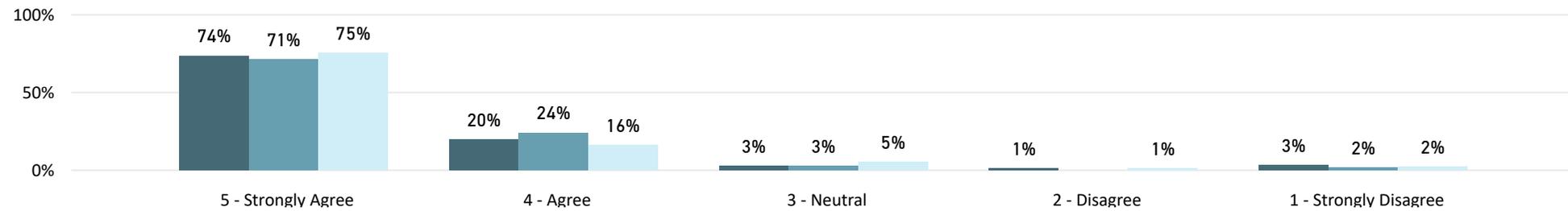


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	227	74%	200	71%	273	75%	700	74%
4 - Agree	61	20%	68	24%	58	16%	187	20%
3 - Neutral	8	3%	8	3%	19	5%	35	4%
2 - Disagree	2	1%			4	1%	6	1%
1 - Strongly Disagree	10	3%	5	2%	8	2%	23	2%
Total	308	100%	281	100%	362	100%	951	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

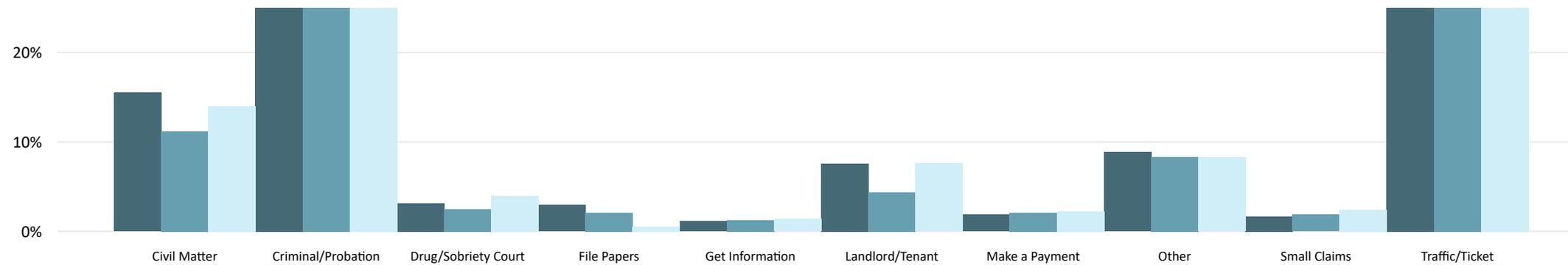
Race/Ethnicity



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	84	16%	54	11%	81	14%	219	14%
Criminal/Probation	157	29%	171	35%	162	28%	490	31%
Drug/Sobriety Court	17	3%	12	2%	23	4%	52	3%
File Papers	16	3%	10	2%	3	1%	29	2%
Get Information	6	1%	6	1%	8	1%	20	1%
Landlord/Tenant	41	8%	21	4%	44	8%	106	7%
Make a Payment	10	2%	10	2%	13	2%	33	2%
Other	48	9%	40	8%	48	8%	136	8%
Small Claims	9	2%	9	2%	14	2%	32	2%
Traffic/Ticket	153	28%	149	31%	183	32%	485	30%
Total	541	100%	482	100%	579	100%	1,602	100%

County

Court

Subset

Survey Year

Role

Gender

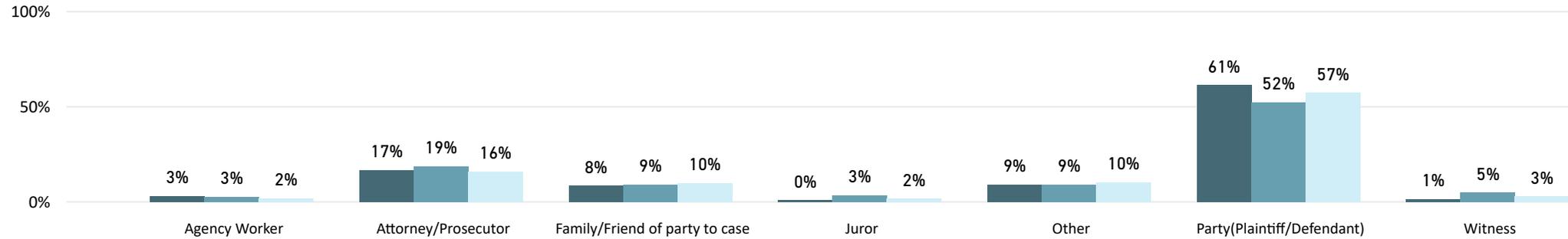
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

MACOMB

Court

D41B MACOMB

Subset

All

Survey Year

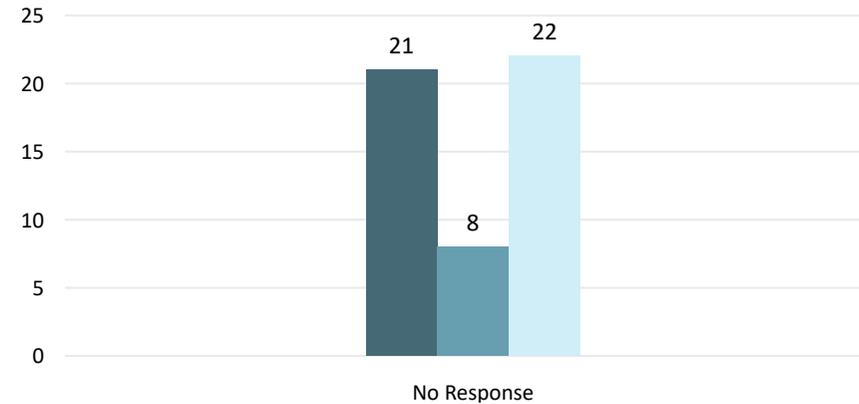
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	15	3%	12	3%	11	2%	38	2%
Attorney/Prosecutor	84	17%	88	19%	89	16%	261	17%
Family/Friend of party to case	43	8%	42	9%	55	10%	140	9%
Juror	1	0%	16	3%	9	2%	26	2%
Other	46	9%	43	9%	58	10%	147	10%
Party(Plaintiff/Defendant)	311	61%	245	52%	321	57%	877	57%
Witness	7	1%	23	5%	16	3%	46	3%
Total	507	100%	469	100%	559	100%	1,535	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

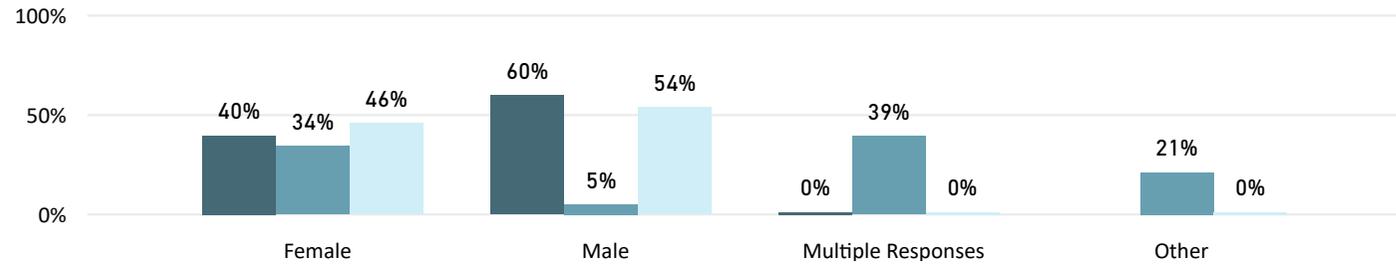
All



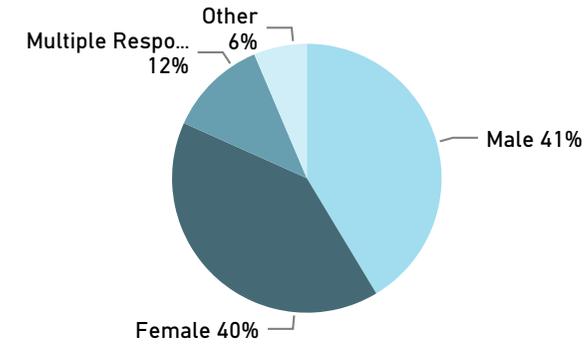
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

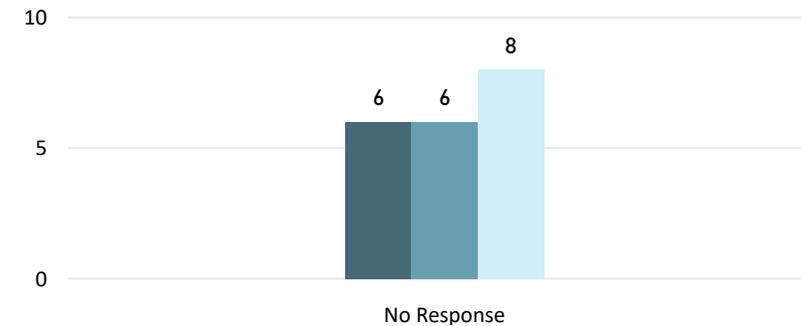


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	205	40%	157	34%	258	46%	620	40%
Male	310	60%	23	5%	303	54%	636	41%
Multiple Responses	2	0%	180	39%	1	0%	183	12%
Other			97	21%	1	0%	98	6%
Total	517	100%	457	100%	563	100%	1,537	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

D41B MACOMB

Subset

All

Survey Year

All

Role

All

Type of Case

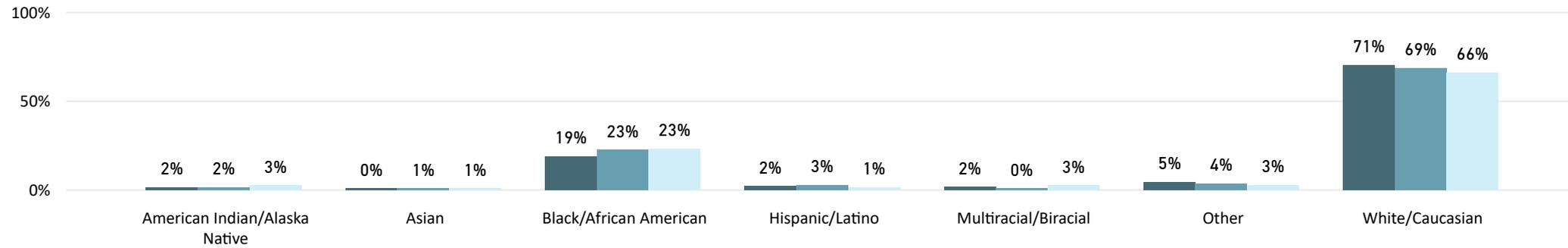
All

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	8	2%	7	2%	14	3%	29	2%
Asian	1	0%	3	1%	5	1%	9	1%
Black/African American	95	19%	100	23%	125	23%	320	22%
Hispanic/Latino	11	2%	12	3%	8	1%	31	2%
Multiracial/Biracial	9	2%	1	0%	14	3%	24	2%
Other	23	5%	16	4%	15	3%	54	4%
White/Caucasian	353	71%	304	69%	357	66%	1,014	68%
Total	500	100%	443	100%	538	100%	1,481	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

