

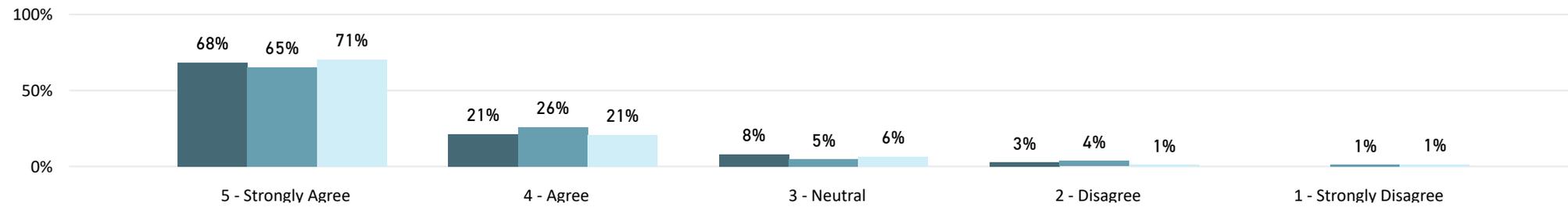


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	131	68%	255	65%	213	71%	599	68%
4 - Agree	41	21%	101	26%	63	21%	205	23%
3 - Neutral	15	8%	18	5%	19	6%	52	6%
2 - Disagree	5	3%	14	4%	3	1%	22	2%
1 - Strongly Disagree			3	1%	4	1%	7	1%
Total	192	100%	391	100%	302	100%	885	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

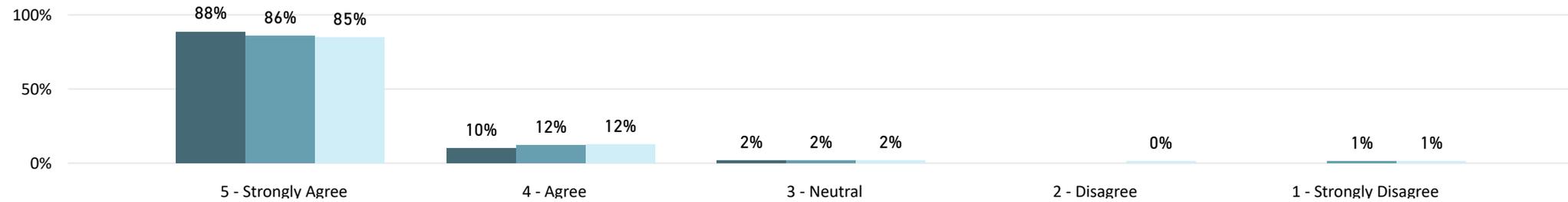


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	169	88%	339	86%	259	85%	767	86%
4 - Agree	19	10%	47	12%	38	12%	104	12%
3 - Neutral	3	2%	7	2%	5	2%	15	2%
2 - Disagree					1	0%	1	0%
1 - Strongly Disagree			2	1%	3	1%	5	1%
Total	191	100%	395	100%	306	100%	892	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

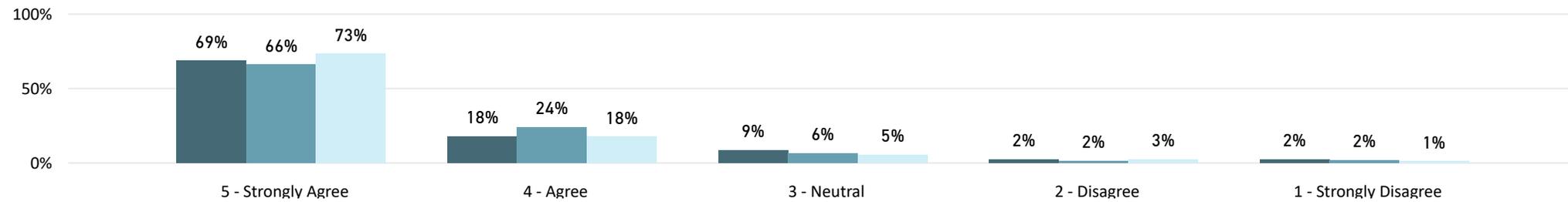


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	88	69%	214	66%	174	73%	476	69%
4 - Agree	23	18%	78	24%	42	18%	143	21%
3 - Neutral	11	9%	21	6%	13	5%	45	7%
2 - Disagree	3	2%	5	2%	6	3%	14	2%
1 - Strongly Disagree	3	2%	6	2%	2	1%	11	2%
Total	128	100%	324	100%	237	100%	689	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

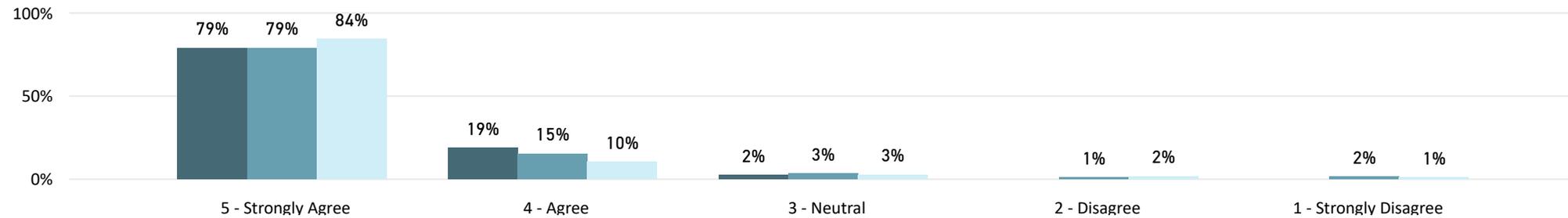


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	101	79%	253	79%	195	84%	549	81%
4 - Agree	24	19%	49	15%	24	10%	97	14%
3 - Neutral	3	2%	11	3%	6	3%	20	3%
2 - Disagree			2	1%	4	2%	6	1%
1 - Strongly Disagree			5	2%	2	1%	7	1%
Total	128	100%	320	100%	231	100%	679	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

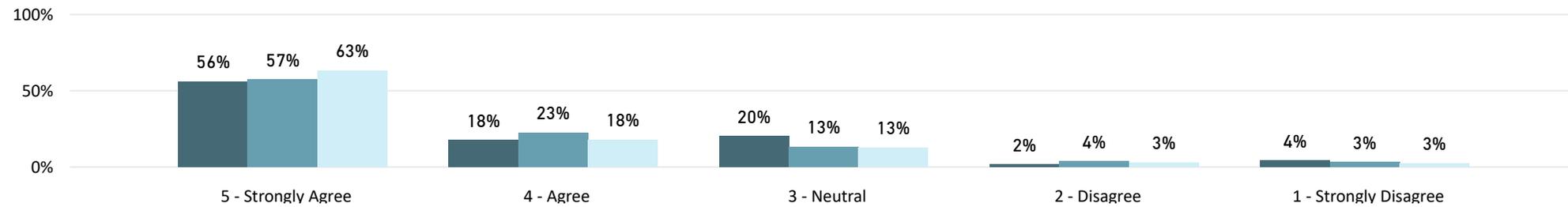


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	64	56%	142	57%	123	63%	329	59%
4 - Agree	20	18%	56	23%	35	18%	111	20%
3 - Neutral	23	20%	33	13%	25	13%	81	15%
2 - Disagree	2	2%	9	4%	6	3%	17	3%
1 - Strongly Disagree	5	4%	8	3%	5	3%	18	3%
Total	114	100%	248	100%	194	100%	556	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

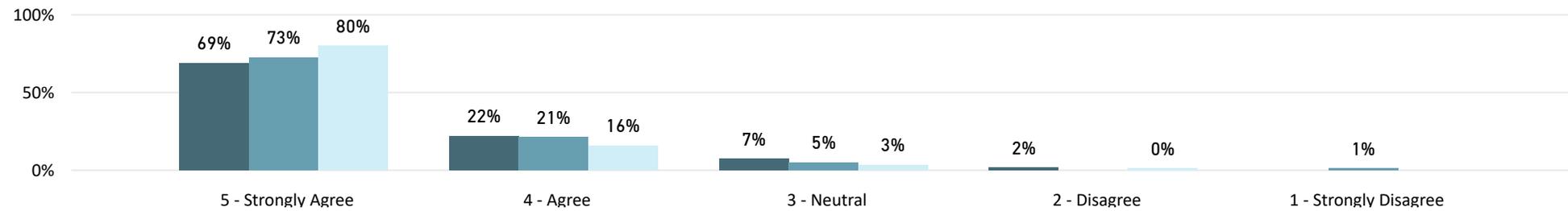


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	84	69%	199	73%	161	80%	444	74%
4 - Agree	27	22%	58	21%	32	16%	117	20%
3 - Neutral	9	7%	14	5%	7	3%	30	5%
2 - Disagree	2	2%			1	0%	3	1%
1 - Strongly Disagree			3	1%			3	1%
Total	122	100%	274	100%	201	100%	597	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

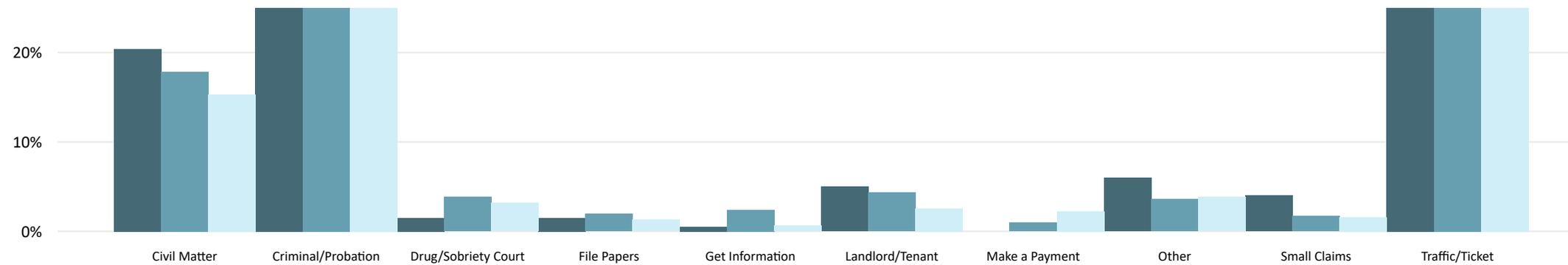
Race/Ethnicity



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	41	20%	74	18%	48	15%	163	18%
Criminal/Probation	68	34%	151	36%	121	39%	340	37%
Drug/Sobriety Court	3	1%	16	4%	10	3%	29	3%
File Papers	3	1%	8	2%	4	1%	15	2%
Get Information	1	0%	10	2%	2	1%	13	1%
Landlord/Tenant	10	5%	18	4%	8	3%	36	4%
Make a Payment			4	1%	7	2%	11	1%
Other	12	6%	15	4%	12	4%	39	4%
Small Claims	8	4%	7	2%	5	2%	20	2%
Traffic/Ticket	55	27%	112	27%	97	31%	264	28%
Total	201	100%	415	100%	314	100%	930	100%

County

MACOMB

Court

D42 MACOMB

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

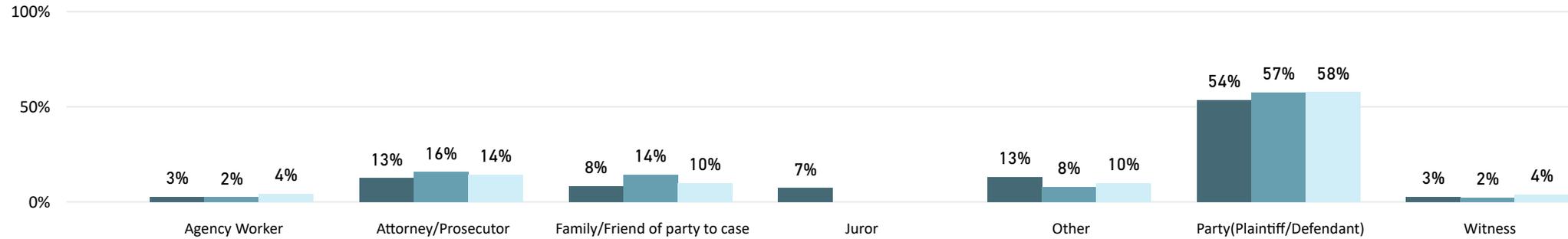
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

MACOMB

Court

D42 MACOMB

Subset

All

Survey Year

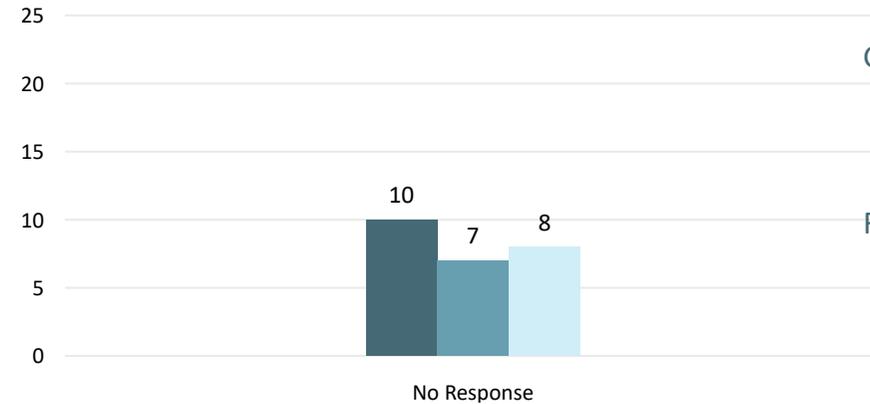
All

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%	10	2%	13	4%	28	3%
Attorney/Prosecutor	24	13%	64	16%	43	14%	131	15%
Family/Friend of party to case	16	8%	58	14%	30	10%	104	12%
Juror	14	7%					14	2%
Other	25	13%	32	8%	30	10%	87	10%
Party (Plaintiff/Defendant)	103	54%	234	57%	175	58%	512	57%
Witness	5	3%	9	2%	12	4%	26	3%
Total	192	100%	407	100%	303	100%	902	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

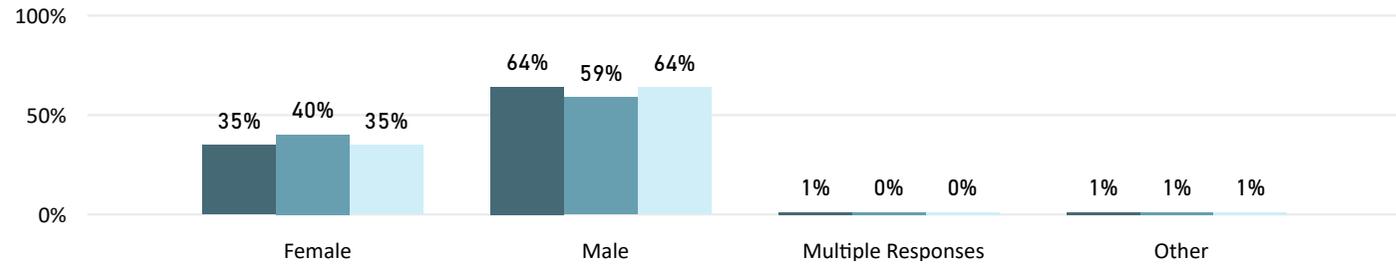
All



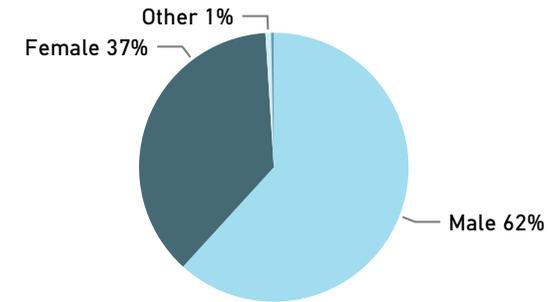
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

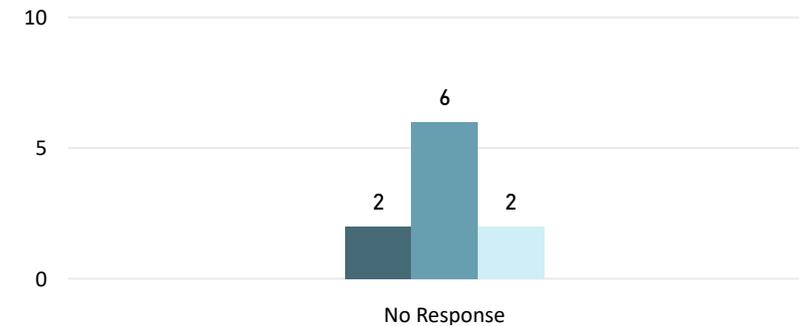


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	68	35%	159	40%	107	35%	334	37%
Male	125	64%	233	59%	196	64%	554	62%
Multiple Responses	1	1%	1	0%	1	0%	3	0%
Other	1	1%	3	1%	2	1%	6	1%
Total	195	100%	396	100%	306	100%	897	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

D42 MACOMB

Subset

All

Survey Year

All

Role

All

Type of Case

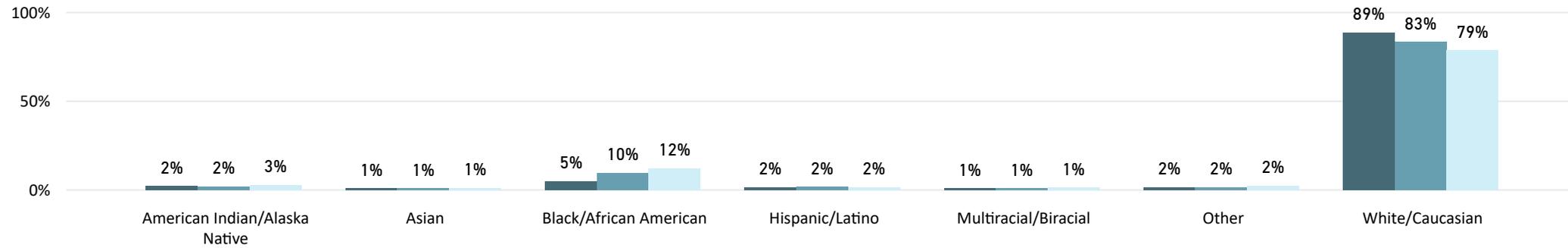
All

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	2%	8	2%	8	3%	20	2%
Asian	1	1%	3	1%	3	1%	7	1%
Black/African American	9	5%	37	10%	36	12%	82	9%
Hispanic/Latino	3	2%	7	2%	5	2%	15	2%
Multiracial/Biracial	1	1%	3	1%	4	1%	8	1%
Other	3	2%	6	2%	7	2%	16	2%
White/Caucasian	164	89%	323	83%	233	79%	720	83%
Total	185	100%	387	100%	296	100%	868	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

