

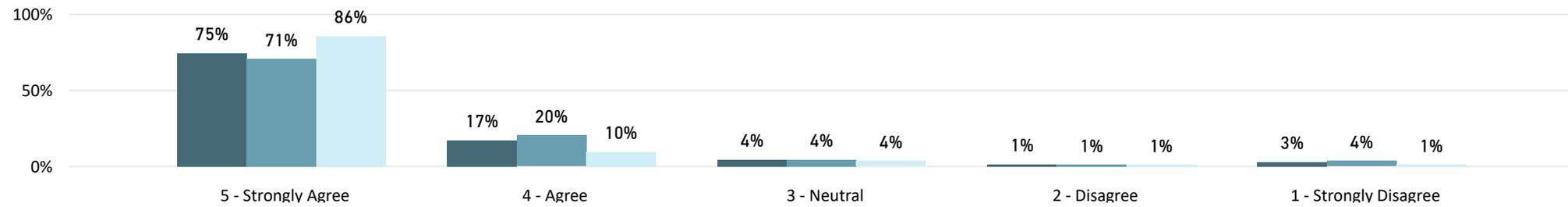


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	187	75%	159	71%	144	86%	490	76%
4 - Agree	43	17%	46	20%	16	10%	105	16%
3 - Neutral	11	4%	10	4%	6	4%	27	4%
2 - Disagree	3	1%	2	1%	1	1%	6	1%
1 - Strongly Disagree	7	3%	8	4%	1	1%	16	2%
Total	251	100%	225	100%	168	100%	644	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

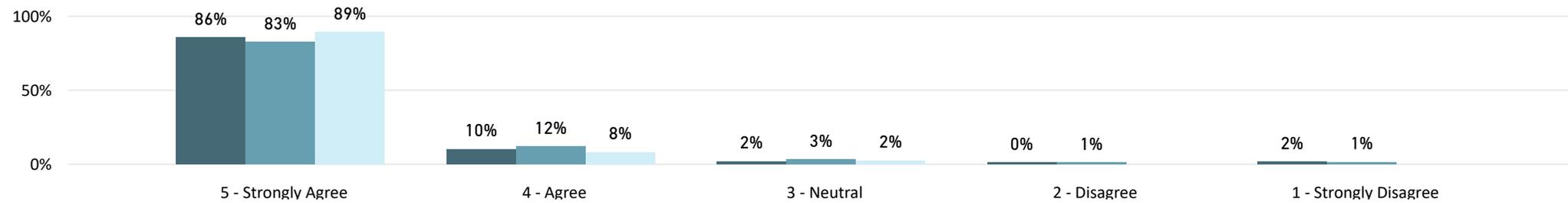


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	212	86%	184	83%	152	89%	548	86%
4 - Agree	25	10%	27	12%	14	8%	66	10%
3 - Neutral	5	2%	7	3%	4	2%	16	3%
2 - Disagree	1	0%	2	1%	0	0%	3	0%
1 - Strongly Disagree	4	2%	3	1%	0	0%	7	1%
Total	247	100%	223	100%	170	100%	640	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

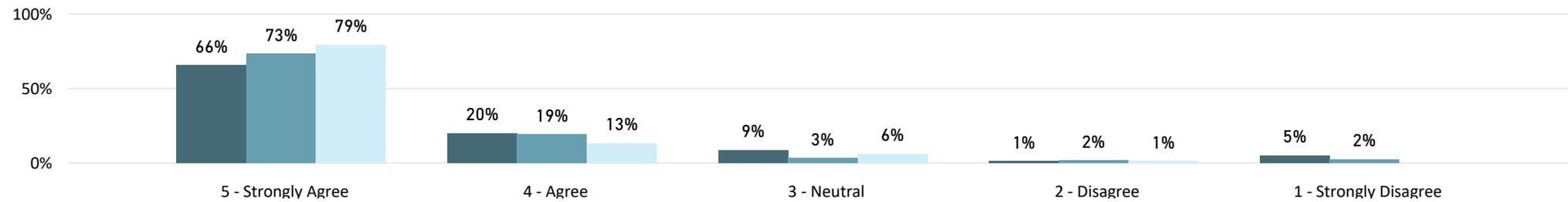


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	92	66%	91	73%	77	79%	260	72%
4 - Agree	28	20%	24	19%	13	13%	65	18%
3 - Neutral	12	9%	4	3%	6	6%	22	6%
2 - Disagree	1	1%	2	2%	1	1%	4	1%
1 - Strongly Disagree	7	5%	3	2%			10	3%
Total	140	100%	124	100%	97	100%	361	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

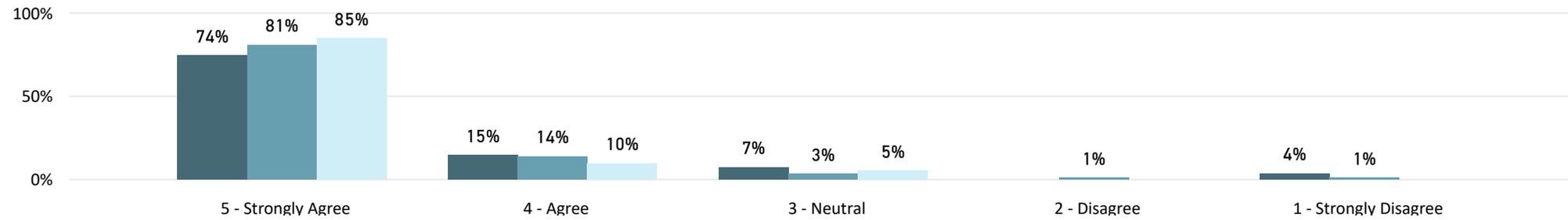


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	102	74%	93	81%	79	85%	274	79%
4 - Agree	20	15%	16	14%	9	10%	45	13%
3 - Neutral	10	7%	4	3%	5	5%	19	6%
2 - Disagree			1	1%			1	0%
1 - Strongly Disagree	5	4%	1	1%			6	2%
Total	137	100%	115	100%	93	100%	345	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

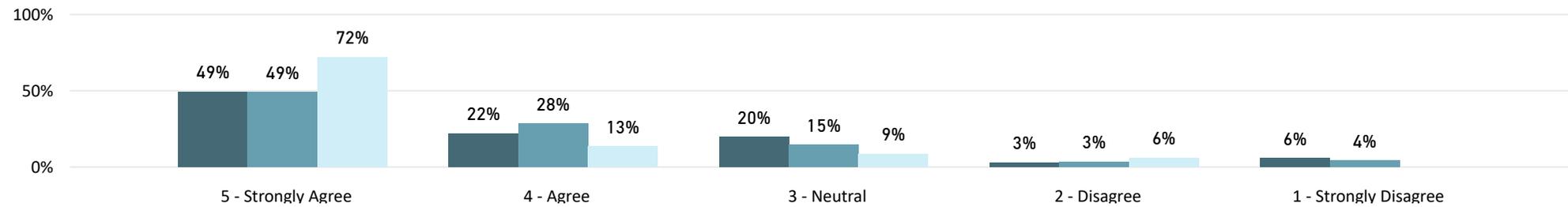


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	67	49%	57	49%	59	72%	183	55%
4 - Agree	30	22%	33	28%	11	13%	74	22%
3 - Neutral	27	20%	17	15%	7	9%	51	15%
2 - Disagree	4	3%	4	3%	5	6%	13	4%
1 - Strongly Disagree	8	6%	5	4%			13	4%
Total	136	100%	116	100%	82	100%	334	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

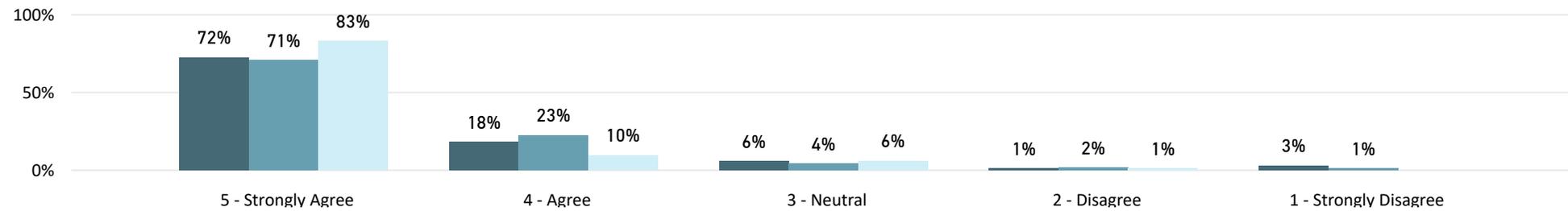


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	100	72%	85	71%	69	83%	254	74%
4 - Agree	25	18%	27	23%	8	10%	60	18%
3 - Neutral	8	6%	5	4%	5	6%	18	5%
2 - Disagree	1	1%	2	2%	1	1%	4	1%
1 - Strongly Disagree	4	3%	1	1%			5	1%
Total	138	100%	120	100%	83	100%	341	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

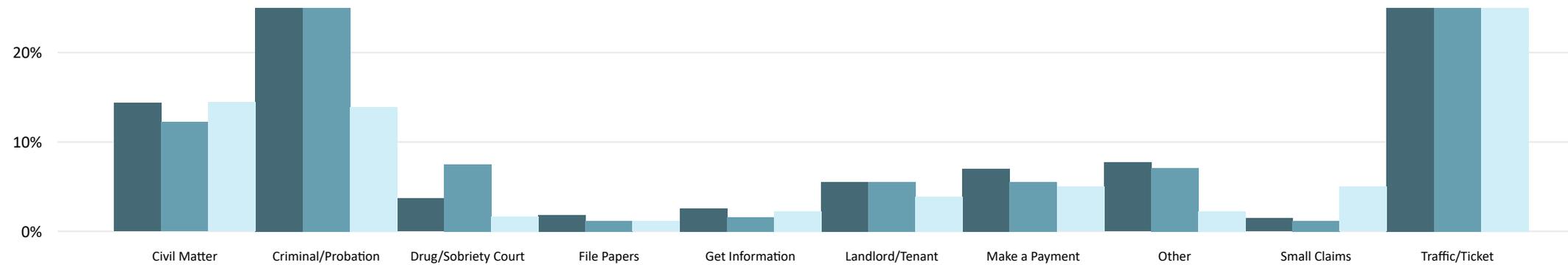
Race/Ethnicity



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	39	14%	31	12%	26	14%	96	14%
Criminal/Probation	73	27%	76	30%	25	14%	174	25%
Drug/Sobriety Court	10	4%	19	7%	3	2%	32	5%
File Papers	5	2%	3	1%	2	1%	10	1%
Get Information	7	3%	4	2%	4	2%	15	2%
Landlord/Tenant	15	6%	14	6%	7	4%	36	5%
Make a Payment	19	7%	14	6%	9	5%	42	6%
Other	21	8%	18	7%	4	2%	43	6%
Small Claims	4	1%	3	1%	9	5%	16	2%
Traffic/Ticket	79	29%	72	28%	91	51%	242	34%
Total	272	100%	254	100%	180	100%	706	100%

County

OAKLAND

Court

D43 OAKLAND

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

OAKLAND

Court

D43 OAKLAND

Subset

All

Survey Year

All

Type of Case

All

Gender

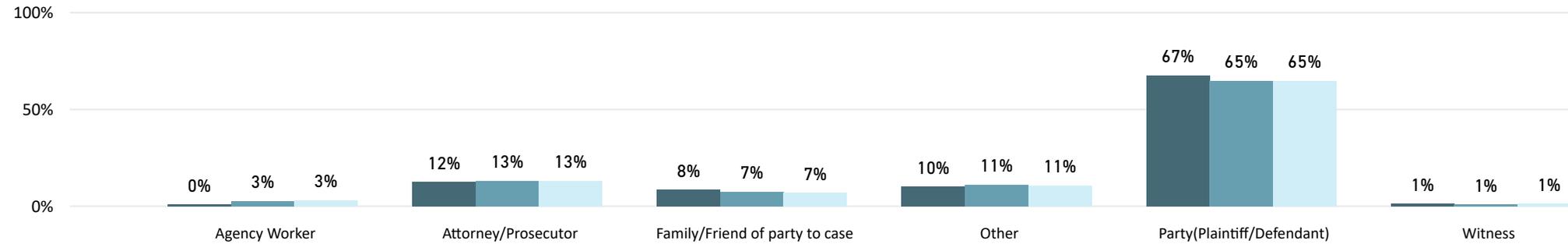
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

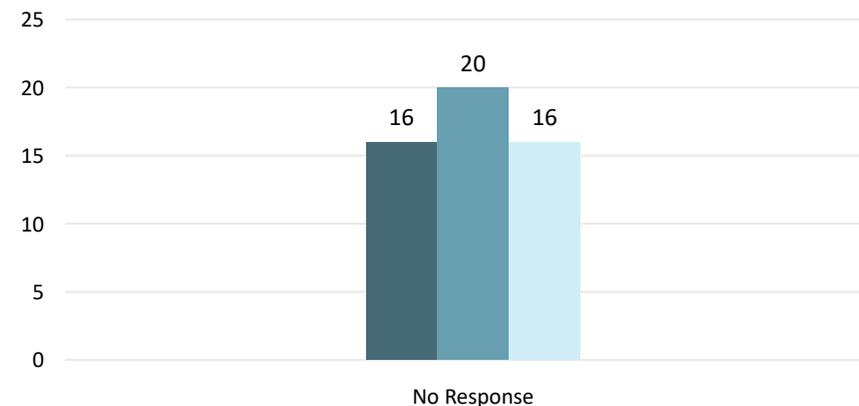


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	0%	6	3%	5	3%	12	2%
Attorney/Prosecutor	31	12%	28	13%	21	13%	80	13%
Family/Friend of party to case	21	8%	16	7%	11	7%	48	8%
Other	25	10%	24	11%	17	11%	66	11%
Party(Plaintiff/Defendant)	168	67%	140	65%	103	65%	411	66%
Witness	3	1%	2	1%	2	1%	7	1%
Total	249	100%	216	100%	159	100%	624	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

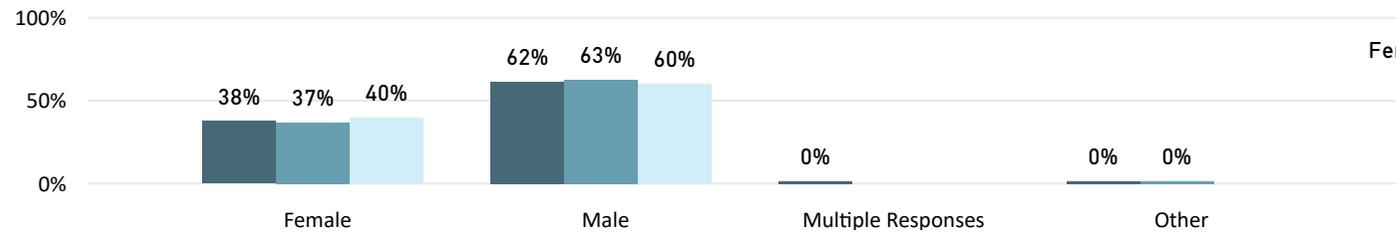




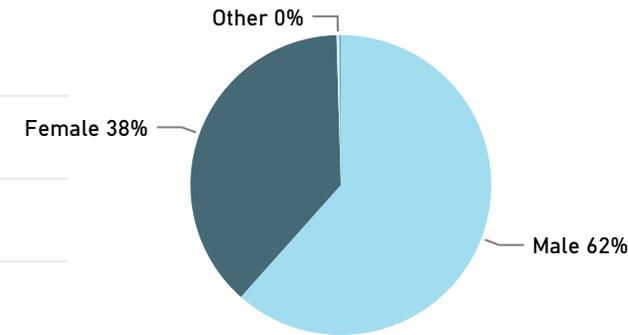
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

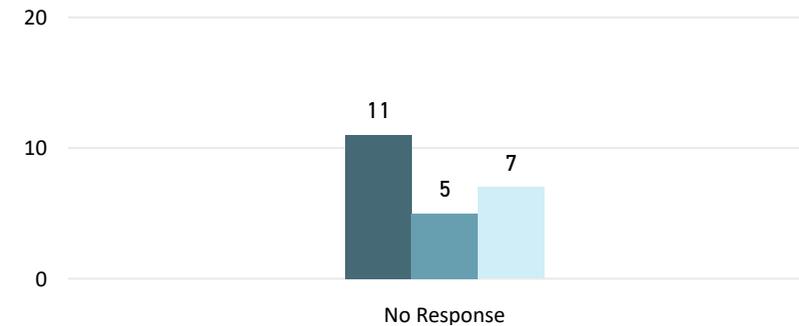


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	95	38%	84	37%	67	40%	246	38%
Male	155	62%	143	63%	101	60%	399	62%
Multiple Responses	1	0%					1	0%
Other	1	0%	1	0%			2	0%
Total	252	100%	228	100%	168	100%	648	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

OAKLAND

Court

D43 OAKLAND

Subset

All

Survey Year

All

Role

All

Type of Case

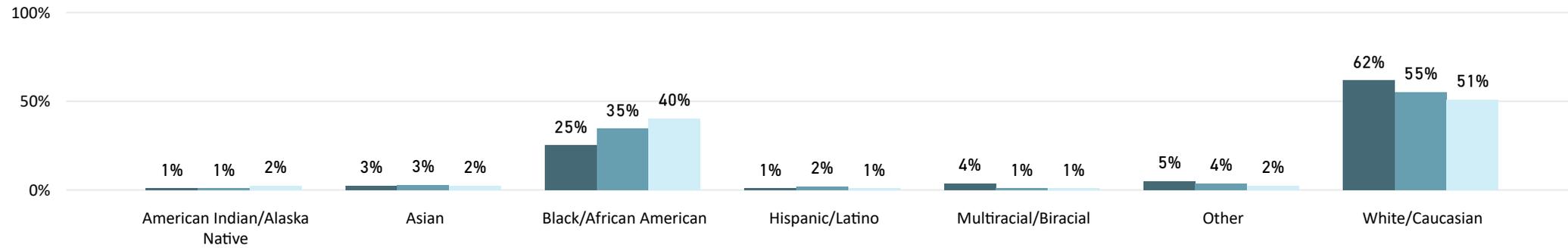
All

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	1%	2	1%	4	2%	8	1%
Asian	6	3%	6	3%	4	2%	16	3%
Black/African American	60	25%	75	35%	65	40%	200	32%
Hispanic/Latino	2	1%	4	2%	1	1%	7	1%
Multiracial/Biracial	9	4%	2	1%	1	1%	12	2%
Other	12	5%	8	4%	4	2%	24	4%
White/Caucasian	147	62%	120	55%	82	51%	349	57%
Total	238	100%	217	100%	161	100%	616	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

