

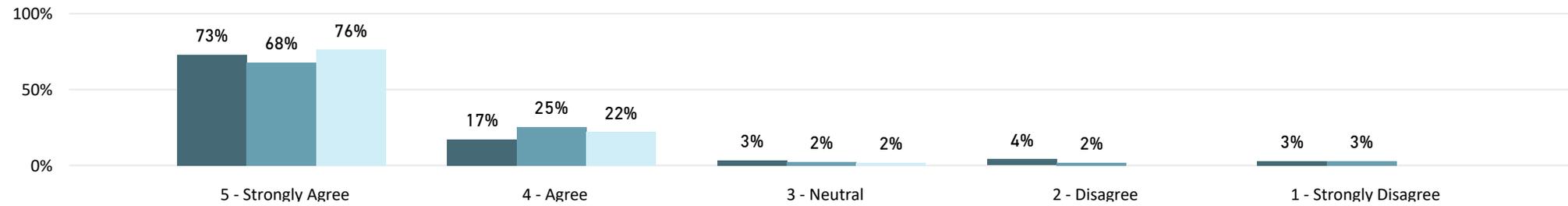


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	107	73%	123	68%	45	76%	275	71%
4 - Agree	25	17%	46	25%	13	22%	84	22%
3 - Neutral	5	3%	4	2%	1	2%	10	3%
2 - Disagree	6	4%	3	2%			9	2%
1 - Strongly Disagree	4	3%	5	3%			9	2%
Total	147	100%	181	100%	59	100%	387	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

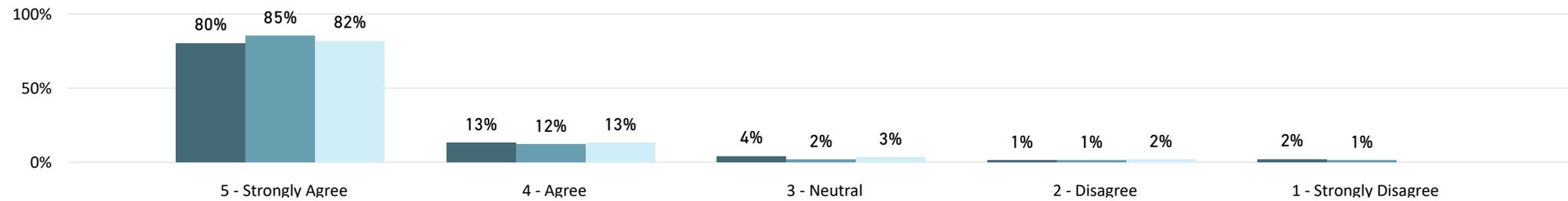


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	118	80%	155	85%	50	82%	323	83%
4 - Agree	19	13%	22	12%	8	13%	49	13%
3 - Neutral	6	4%	3	2%	2	3%	11	3%
2 - Disagree	1	1%	1	1%	1	2%	3	1%
1 - Strongly Disagree	3	2%	1	1%			4	1%
Total	147	100%	182	100%	61	100%	390	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

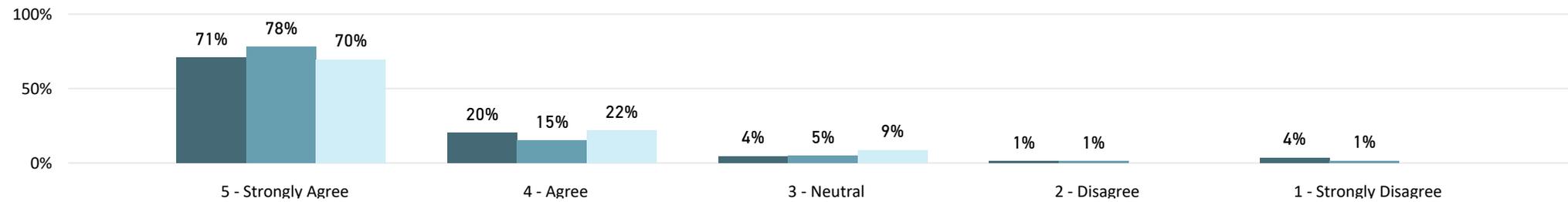


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	80	71%	113	78%	32	70%	225	74%
4 - Agree	23	20%	22	15%	10	22%	55	18%
3 - Neutral	5	4%	7	5%	4	9%	16	5%
2 - Disagree	1	1%	1	1%			2	1%
1 - Strongly Disagree	4	4%	2	1%			6	2%
Total	113	100%	145	100%	46	100%	304	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

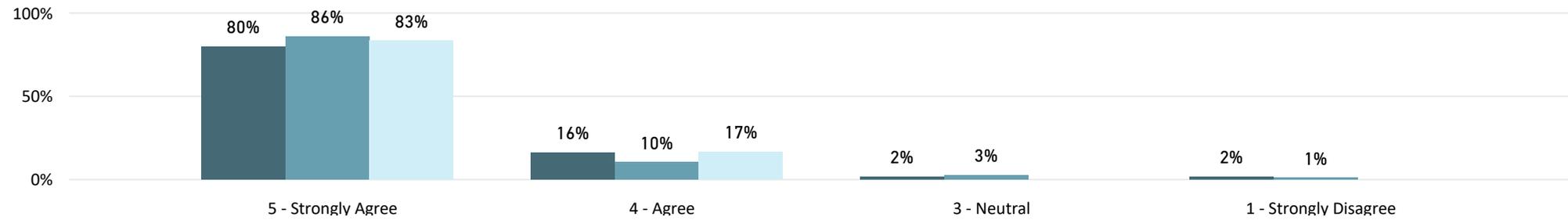


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
CourtesyJudge	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	88	80%	124	86%	40	83%	252	83%
4 - Agree	18	16%	15	10%	8	17%	41	14%
3 - Neutral	2	2%	4	3%			6	2%
1 - Strongly Disagree	2	2%	1	1%			3	1%
Total	110	100%	144	100%	48	100%	302	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

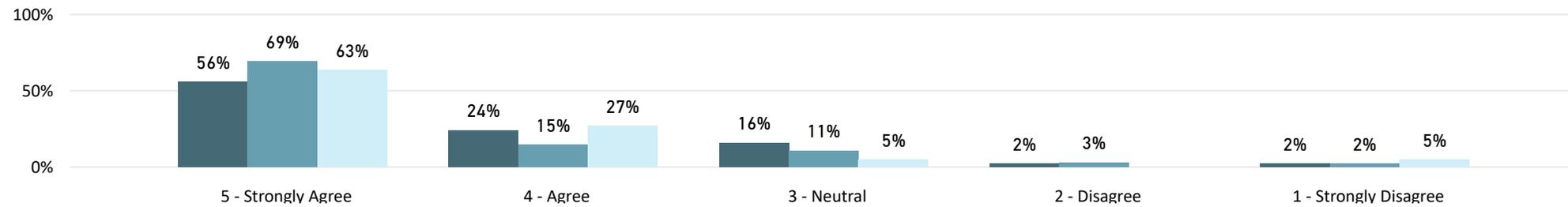


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	53	56%	90	69%	26	63%	169	64%
4 - Agree	23	24%	19	15%	11	27%	53	20%
3 - Neutral	15	16%	14	11%	2	5%	31	12%
2 - Disagree	2	2%	4	3%			6	2%
1 - Strongly Disagree	2	2%	3	2%	2	5%	7	3%
Total	95	100%	130	100%	41	100%	266	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

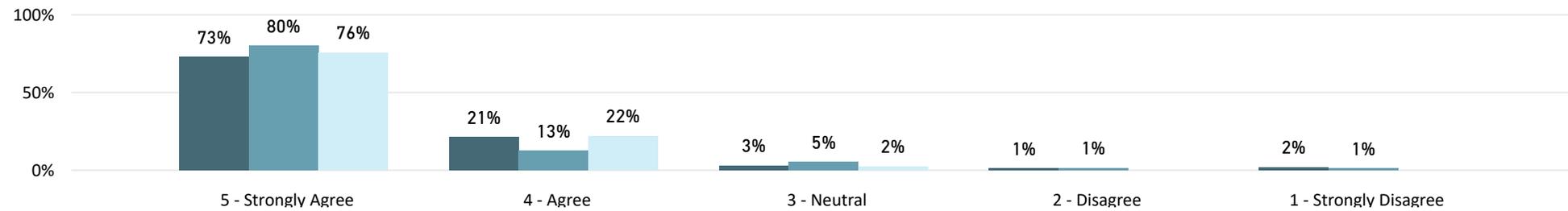


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	75	73%	108	80%	31	76%	214	77%
4 - Agree	22	21%	17	13%	9	22%	48	17%
3 - Neutral	3	3%	7	5%	1	2%	11	4%
2 - Disagree	1	1%	2	1%			3	1%
1 - Strongly Disagree	2	2%	1	1%			3	1%
Total	103	100%	135	100%	41	100%	279	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

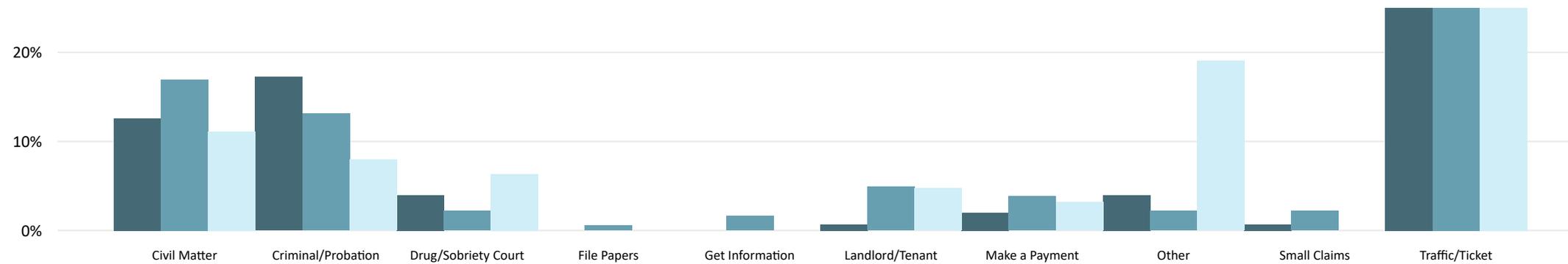
Race/Ethnicity



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	19	13%	31	17%	7	11%	57	14%
Criminal/Probation	26	17%	24	13%	5	8%	55	14%
Drug/Sobriety Court	6	4%	4	2%	4	6%	14	4%
File Papers			1	1%			1	0%
Get Information			3	2%			3	1%
Landlord/Tenant	1	1%	9	5%	3	5%	13	3%
Make a Payment	3	2%	7	4%	2	3%	12	3%
Other	6	4%	4	2%	12	19%	22	6%
Small Claims	1	1%	4	2%			5	1%
Traffic/Ticket	89	59%	96	52%	30	48%	215	54%
Total	151	100%	183	100%	63	100%	397	100%

County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

OAKLAND

Court

D45 - OAKLAND

Subset

All

Survey Year

All

Type of Case

All

Gender

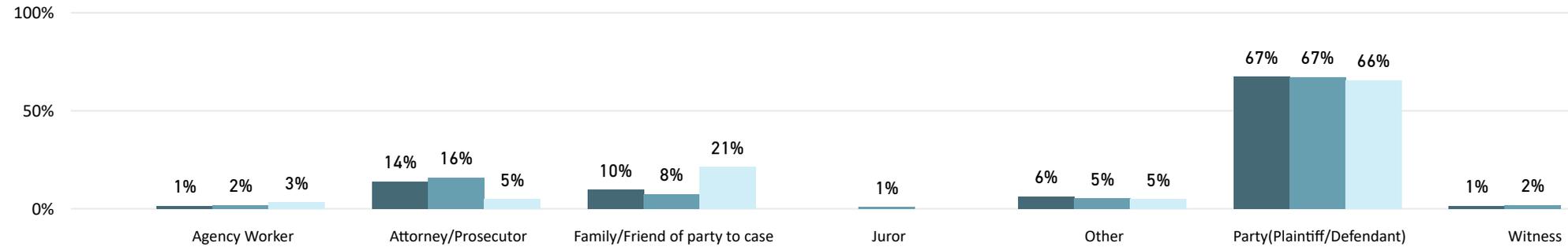
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

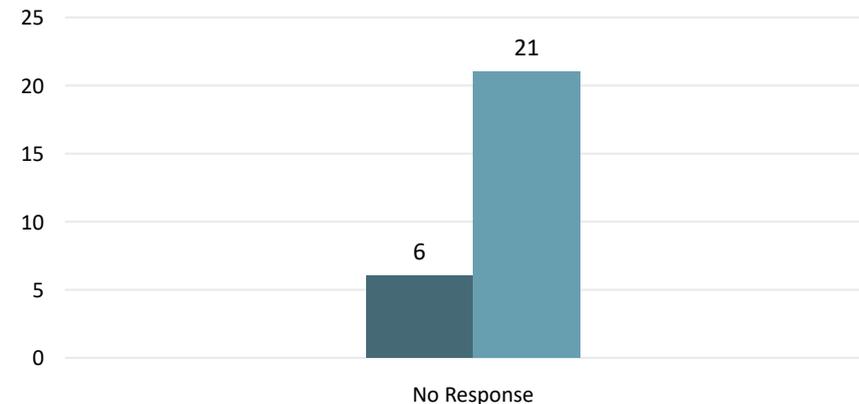


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	1%	3	2%	2	3%	7	2%
Attorney/Prosecutor	20	14%	27	16%	3	5%	50	13%
Family/Friend of party to case	14	10%	13	8%	13	21%	40	11%
Juror			1	1%			1	0%
Other	9	6%	9	5%	3	5%	21	6%
Party(Plaintiff/Defendant)	97	67%	115	67%	40	66%	252	67%
Witness	2	1%	3	2%			5	1%
Total	144	100%	171	100%	61	100%	376	100%

8. No Response

SurveyYear ● 2015 ● 2016

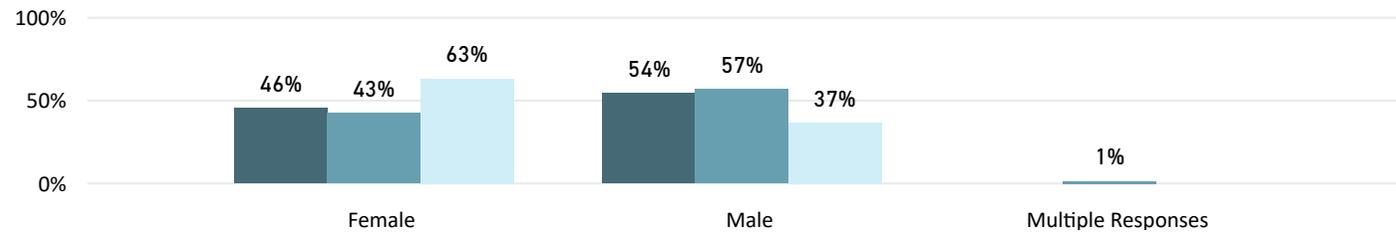




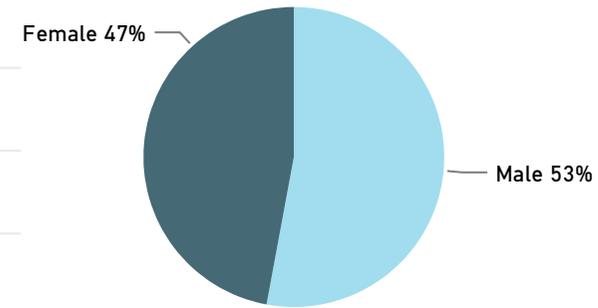
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

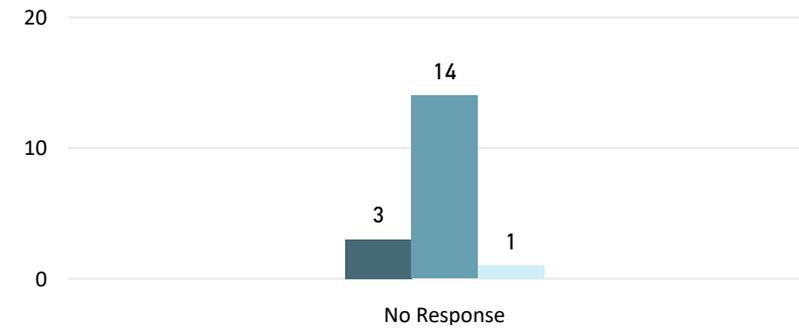


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	66	46%	74	43%	38	63%	178	47%
Male	79	54%	99	57%	22	37%	200	53%
Multiple Responses			1	1%			1	0%
Total	145	100%	174	100%	60	100%	379	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

D45 - OAKLAND

Subset

All

Survey Year

All

Role

All

Type of Case

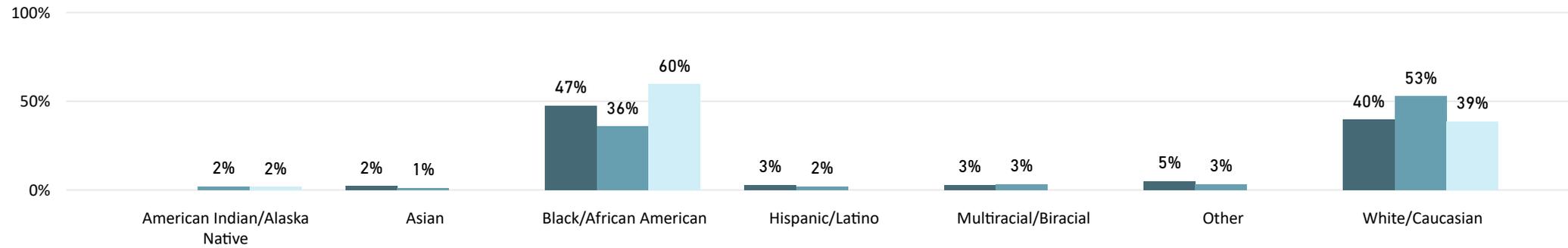
All

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			3	2%	1	2%	4	1%
Asian	3	2%	2	1%			5	1%
Black/African American	66	47%	57	36%	34	60%	157	44%
Hispanic/Latino	4	3%	3	2%			7	2%
Multiracial/Biracial	4	3%	5	3%			9	3%
Other	7	5%	5	3%			12	3%
White/Caucasian	55	40%	84	53%	22	39%	161	45%
Total	139	100%	159	100%	57	100%	355	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

