

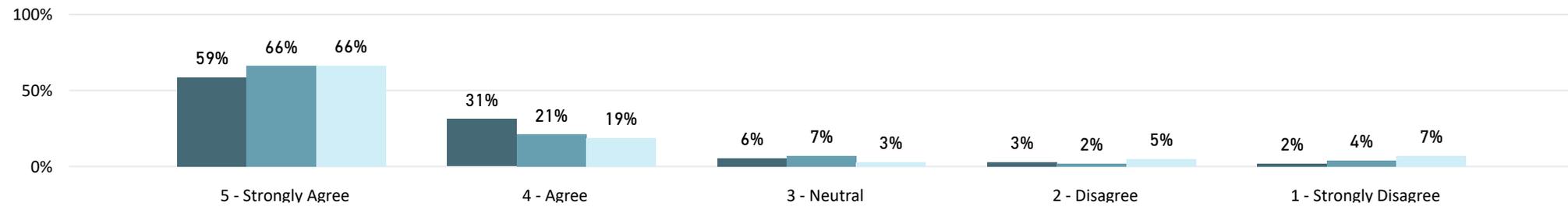


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	64	59%	66	66%	67	66%	197	64%
4 - Agree	34	31%	21	21%	19	19%	74	24%
3 - Neutral	6	6%	7	7%	3	3%	16	5%
2 - Disagree	3	3%	2	2%	5	5%	10	3%
1 - Strongly Disagree	2	2%	4	4%	7	7%	13	4%
Total	109	100%	100	100%	101	100%	310	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

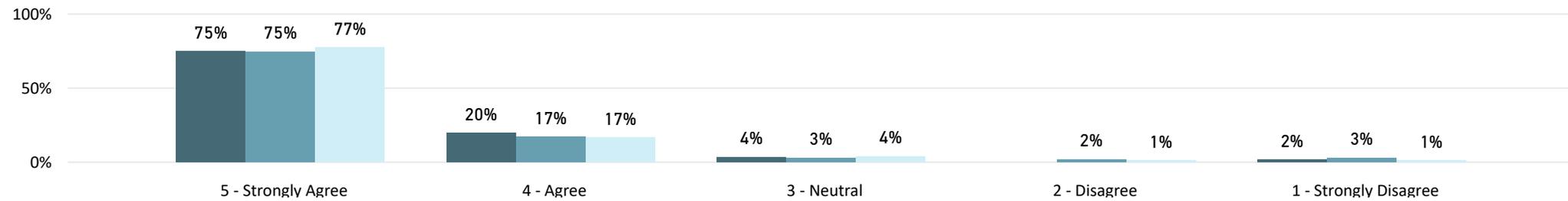


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	83	75%	74	75%	79	77%	236	76%
4 - Agree	22	20%	17	17%	17	17%	56	18%
3 - Neutral	4	4%	3	3%	4	4%	11	4%
2 - Disagree			2	2%	1	1%	3	1%
1 - Strongly Disagree	2	2%	3	3%	1	1%	6	2%
Total	111	100%	99	100%	102	100%	312	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

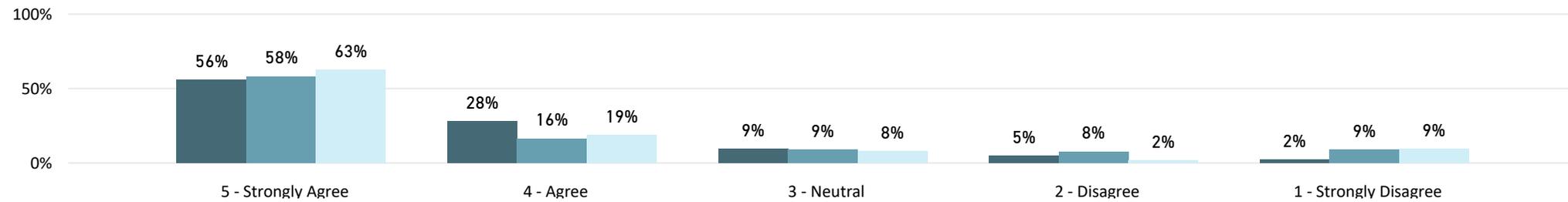


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	24	56%	46	58%	40	63%	110	59%
4 - Agree	12	28%	13	16%	12	19%	37	20%
3 - Neutral	4	9%	7	9%	5	8%	16	9%
2 - Disagree	2	5%	6	8%	1	2%	9	5%
1 - Strongly Disagree	1	2%	7	9%	6	9%	14	8%
Total	43	100%	79	100%	64	100%	186	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

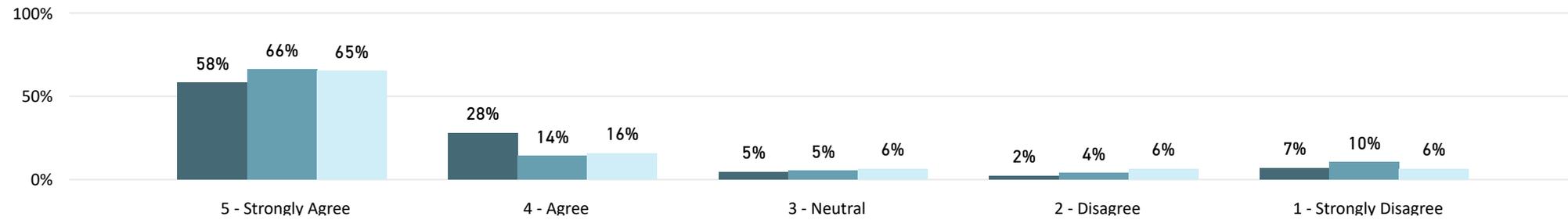


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	25	58%	51	66%	41	65%	117	64%
4 - Agree	12	28%	11	14%	10	16%	33	18%
3 - Neutral	2	5%	4	5%	4	6%	10	5%
2 - Disagree	1	2%	3	4%	4	6%	8	4%
1 - Strongly Disagree	3	7%	8	10%	4	6%	15	8%
Total	43	100%	77	100%	63	100%	183	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

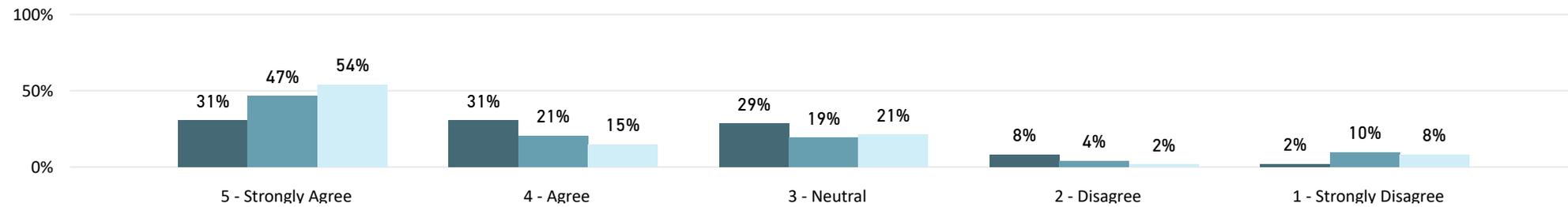


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	15	31%	34	47%	33	54%	82	45%
4 - Agree	15	31%	15	21%	9	15%	39	21%
3 - Neutral	14	29%	14	19%	13	21%	41	22%
2 - Disagree	4	8%	3	4%	1	2%	8	4%
1 - Strongly Disagree	1	2%	7	10%	5	8%	13	7%
Total	49	100%	73	100%	61	100%	183	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

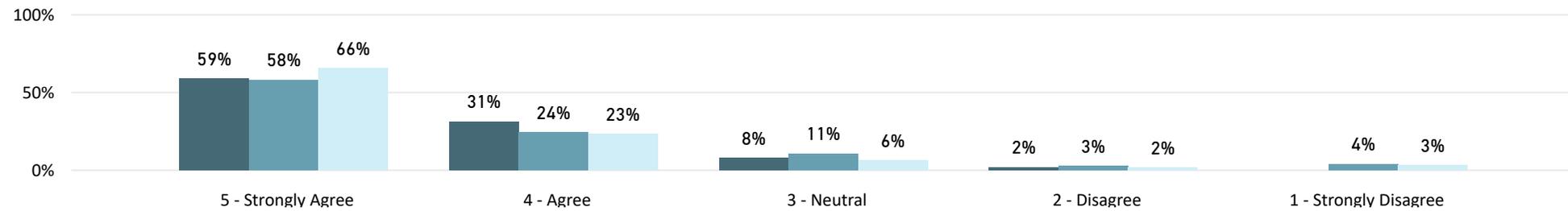


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	30	59%	43	58%	42	66%	115	61%
4 - Agree	16	31%	18	24%	15	23%	49	26%
3 - Neutral	4	8%	8	11%	4	6%	16	8%
2 - Disagree	1	2%	2	3%	1	2%	4	2%
1 - Strongly Disagree			3	4%	2	3%	5	3%
Total	51	100%	74	100%	64	100%	189	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

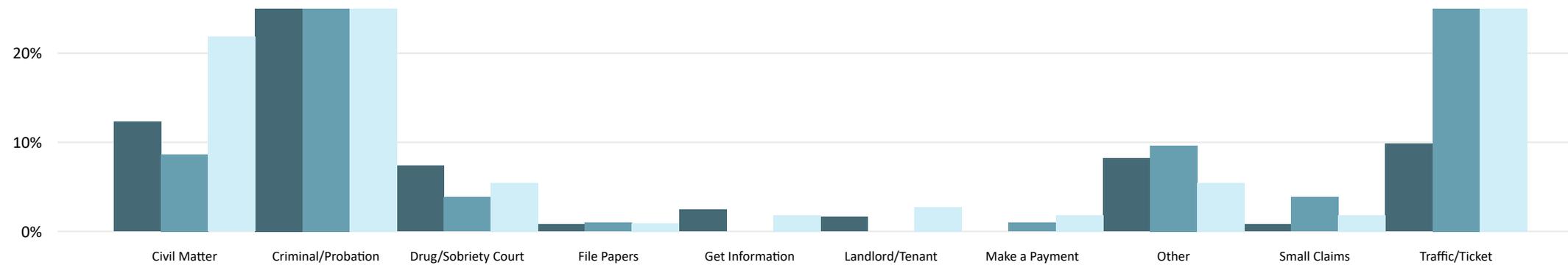
Race/Ethnicity



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	15	12%	9	9%	24	22%	48	14%
Criminal/Probation	69	57%	35	34%	36	33%	140	42%
Drug/Sobriety Court	9	7%	4	4%	6	5%	19	6%
File Papers	1	1%	1	1%	1	1%	3	1%
Get Information	3	2%			2	2%	5	1%
Landlord/Tenant	2	2%			3	3%	5	1%
Make a Payment			1	1%	2	2%	3	1%
Other	10	8%	10	10%	6	5%	26	8%
Small Claims	1	1%	4	4%	2	2%	7	2%
Traffic/Ticket	12	10%	40	38%	28	25%	80	24%
Total	122	100%	104	100%	110	100%	336	100%

County

Court

Subset

Survey Year

Role

Gender

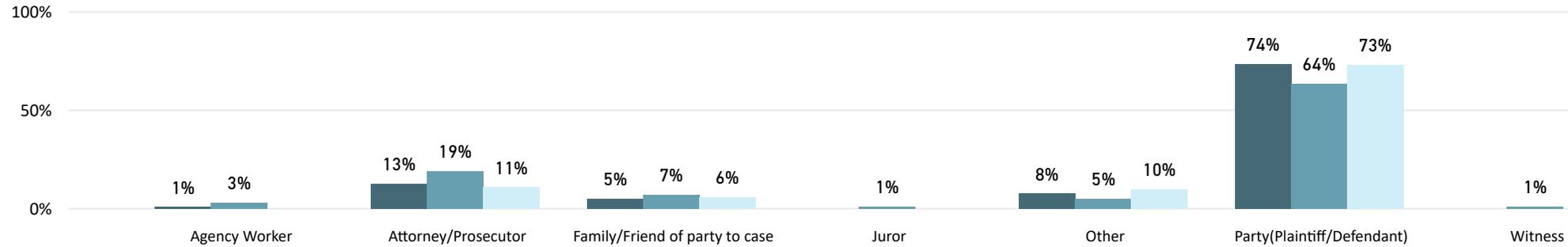
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

OAKLAND

Court

D48 OAKLAND

Subset

All

Survey Year

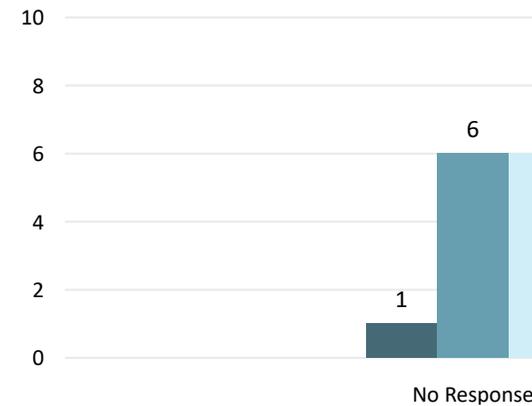
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	1%	3	3%			4	1%
Attorney/Prosecutor	15	13%	19	19%	11	11%	45	14%
Family/Friend of party to case	6	5%	7	7%	6	6%	19	6%
Juror			1	1%			1	0%
Other	9	8%	5	5%	10	10%	24	8%
Party (Plaintiff/Defendant)	86	74%	63	64%	74	73%	223	70%
Witness			1	1%			1	0%
Total	117	100%	99	100%	101	100%	317	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

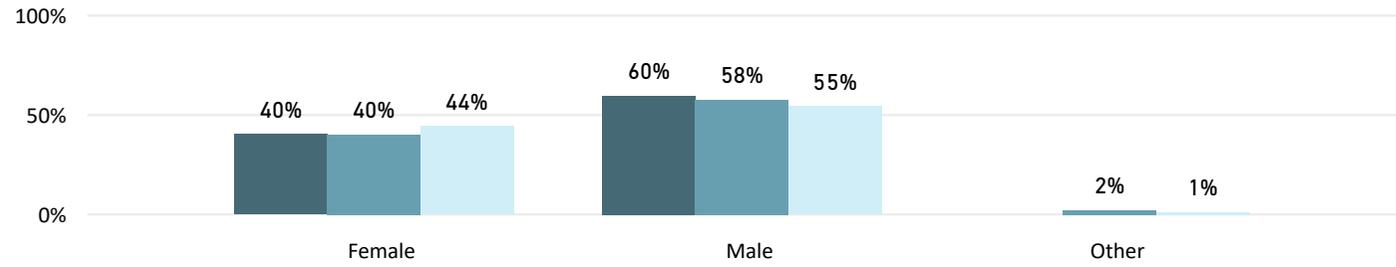
All



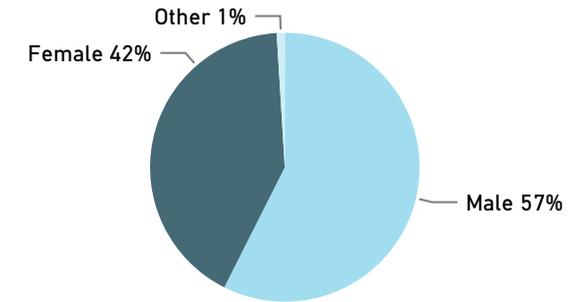
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

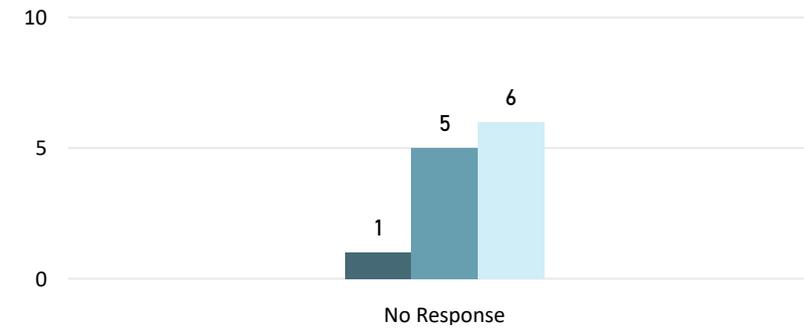


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	46	40%	39	40%	44	44%	129	42%
Male	68	60%	56	58%	54	55%	178	57%
Other			2	2%	1	1%	3	1%
Total	114	100%	97	100%	99	100%	310	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

D48 OAKLAND

Subset

All

Survey Year

All

Role

All

Type of Case

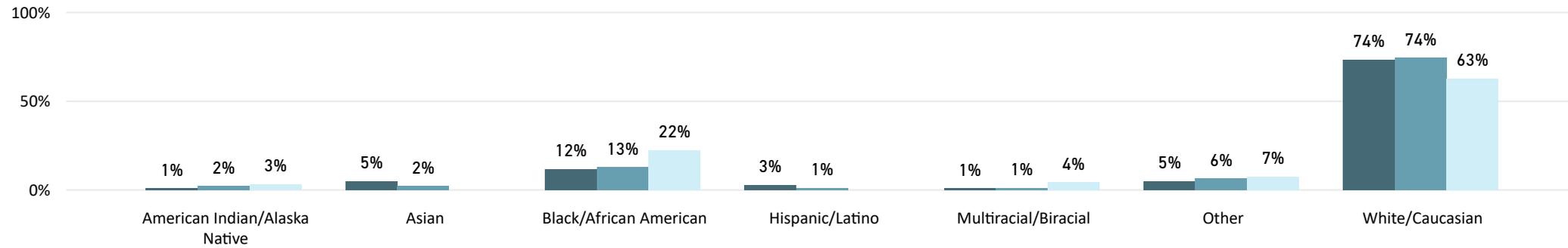
All

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	1	1%	2	2%	3	3%	6	2%
Asian	5	5%	2	2%	7	2%	7	2%
Black/African American	12	12%	12	13%	21	22%	45	16%
Hispanic/Latino	3	3%	1	1%	4	1%	4	1%
Multiracial/Biracial	1	1%	1	1%	4	4%	6	2%
Other	5	5%	6	6%	7	7%	18	6%
White/Caucasian	75	74%	70	74%	59	63%	204	70%
Total	102	100%	94	100%	94	100%	290	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

