

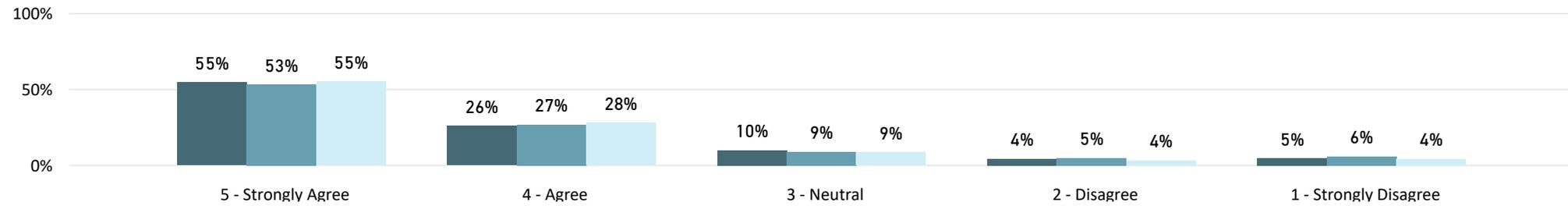


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	365	55%	314	53%	375	55%	1,054	54%
4 - Agree	174	26%	158	27%	191	28%	523	27%
3 - Neutral	67	10%	53	9%	59	9%	179	9%
2 - Disagree	30	4%	29	5%	24	4%	83	4%
1 - Strongly Disagree	31	5%	36	6%	30	4%	97	5%
Total	667	100%	590	100%	679	100%	1,936	100%

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

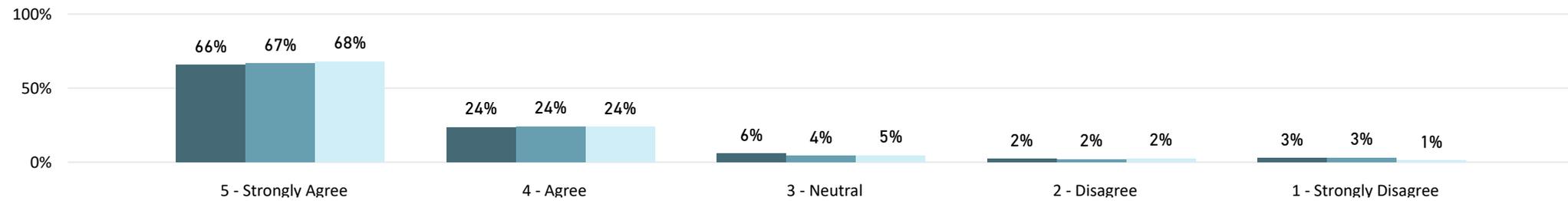


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	444	66%	400	67%	473	68%	1,317	67%
4 - Agree	160	24%	145	24%	167	24%	472	24%
3 - Neutral	39	6%	25	4%	32	5%	96	5%
2 - Disagree	15	2%	11	2%	17	2%	43	2%
1 - Strongly Disagree	18	3%	18	3%	8	1%	44	2%
Total	676	100%	599	100%	697	100%	1,972	100%

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

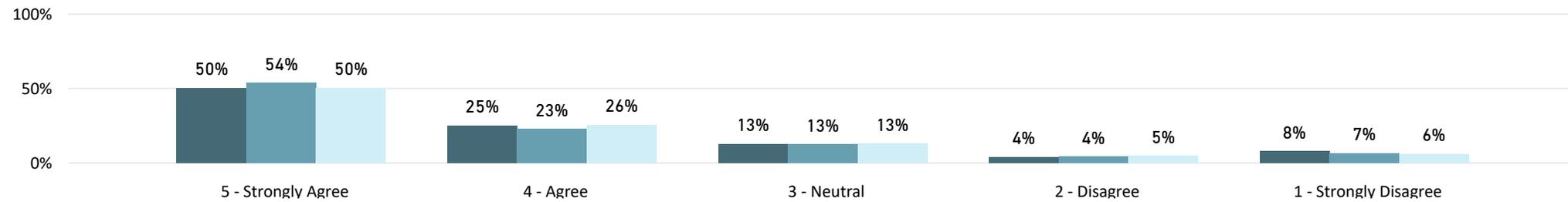


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	214	50%	202	54%	220	50%	636	51%
4 - Agree	107	25%	86	23%	112	26%	305	25%
3 - Neutral	54	13%	47	13%	57	13%	158	13%
2 - Disagree	17	4%	16	4%	21	5%	54	4%
1 - Strongly Disagree	33	8%	25	7%	27	6%	85	7%
Total	425	100%	376	100%	437	100%	1,238	100%

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

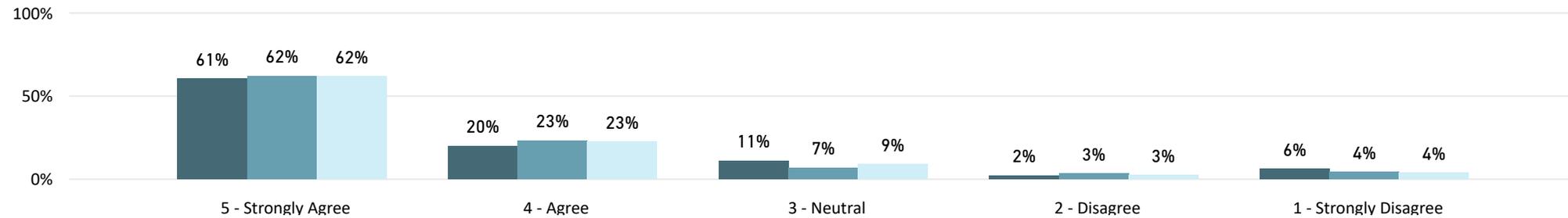


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	246	61%	225	62%	264	62%	735	62%
4 - Agree	81	20%	84	23%	96	23%	261	22%
3 - Neutral	45	11%	25	7%	38	9%	108	9%
2 - Disagree	9	2%	12	3%	11	3%	32	3%
1 - Strongly Disagree	25	6%	16	4%	17	4%	58	5%
Total	406	100%	362	100%	426	100%	1,194	100%

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

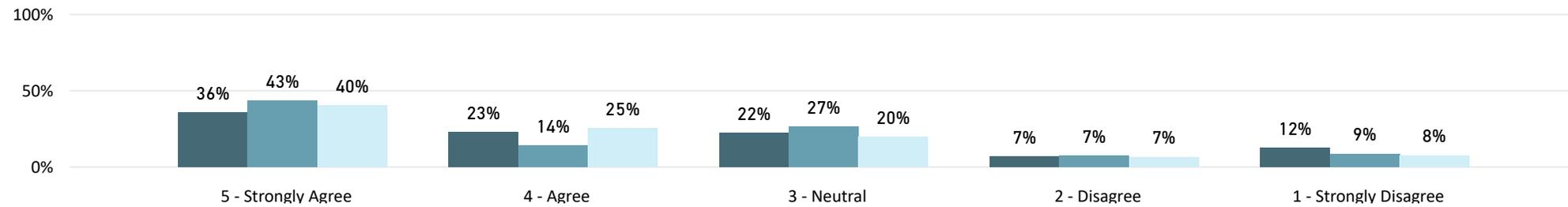


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	132	36%	144	43%	159	40%	435	40%
4 - Agree	84	23%	47	14%	100	25%	231	21%
3 - Neutral	83	22%	88	27%	78	20%	249	23%
2 - Disagree	25	7%	24	7%	26	7%	75	7%
1 - Strongly Disagree	46	12%	29	9%	30	8%	105	10%
Total	370	100%	332	100%	393	100%	1,095	100%

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

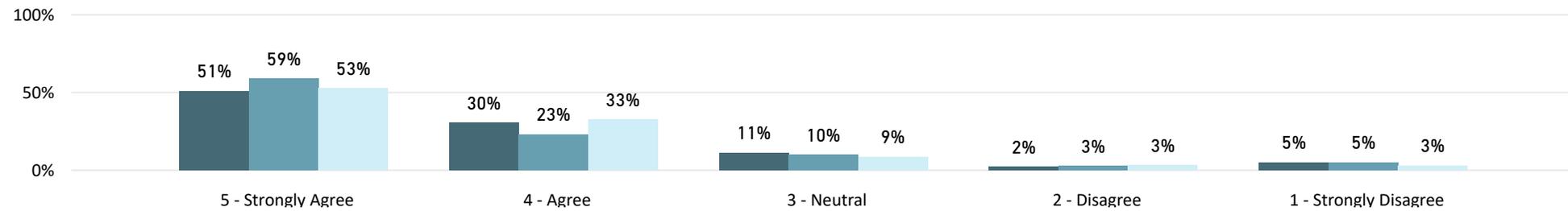


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	189	51%	206	59%	219	53%	614	54%
4 - Agree	113	30%	81	23%	135	33%	329	29%
3 - Neutral	42	11%	35	10%	36	9%	113	10%
2 - Disagree	8	2%	10	3%	13	3%	31	3%
1 - Strongly Disagree	19	5%	18	5%	12	3%	49	4%
Total	371	100%	350	100%	415	100%	1,136	100%

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

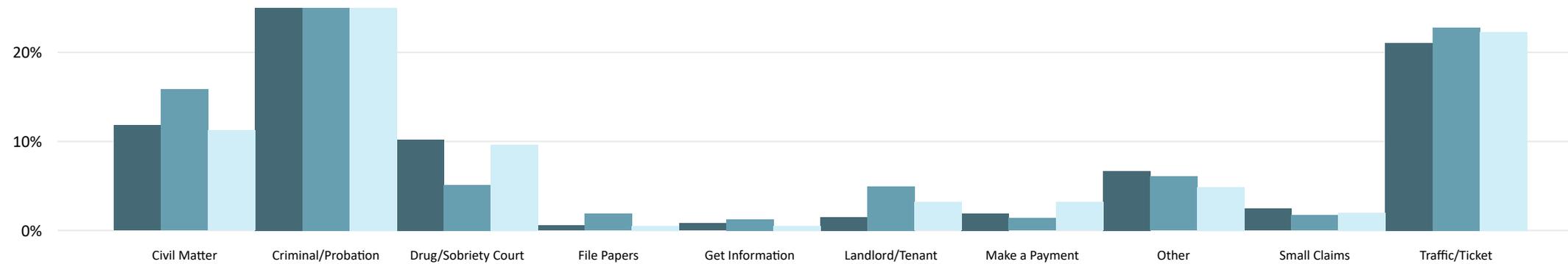
All



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	87	12%	102	16%	85	11%	274	13%
Criminal/Probation	317	43%	252	39%	323	43%	892	42%
Drug/Sobriety Court	75	10%	33	5%	73	10%	181	8%
File Papers	4	1%	12	2%	4	1%	20	1%
Get Information	6	1%	8	1%	4	1%	18	1%
Landlord/Tenant	11	1%	32	5%	24	3%	67	3%
Make a Payment	14	2%	9	1%	24	3%	47	2%
Other	49	7%	39	6%	37	5%	125	6%
Small Claims	18	2%	11	2%	15	2%	44	2%
Traffic/Ticket	155	21%	147	23%	169	22%	471	22%
Total	736	100%	645	100%	758	100%	2,139	100%

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

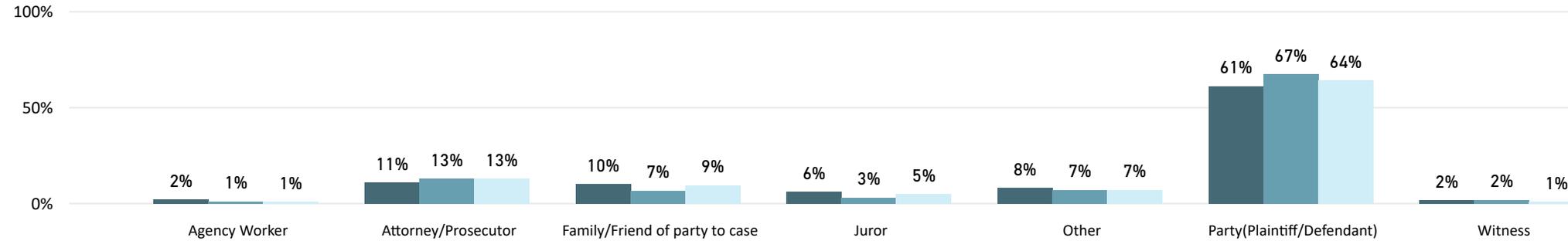
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

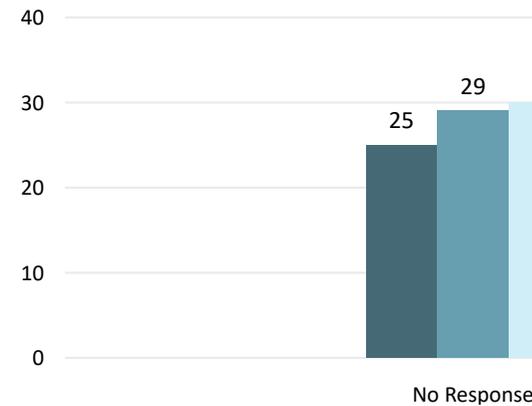


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	14	2%	6	1%	5	1%	25	1%
Attorney/Prosecutor	74	11%	77	13%	90	13%	241	12%
Family/Friend of party to case	69	10%	40	7%	66	9%	175	9%
Juror	41	6%	18	3%	34	5%	93	5%
Other	55	8%	42	7%	49	7%	146	7%
Party(Plaintiff/Defendant)	417	61%	402	67%	447	64%	1,266	64%
Witness	11	2%	11	2%	6	1%	28	1%
Total	681	100%	596	100%	697	100%	1,974	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018





MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

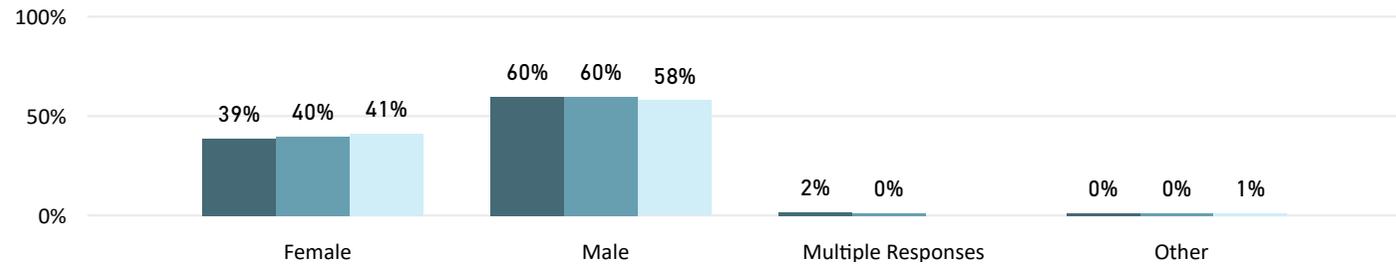
Role

Type of Case

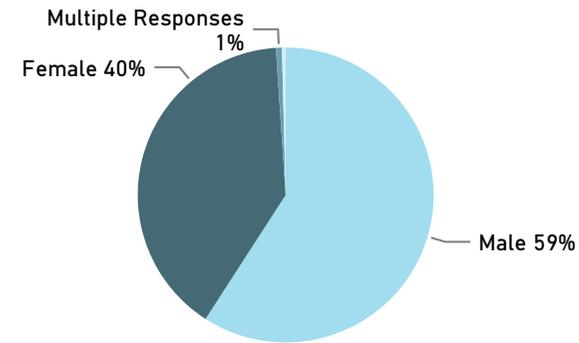
Race/Ethnicity

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

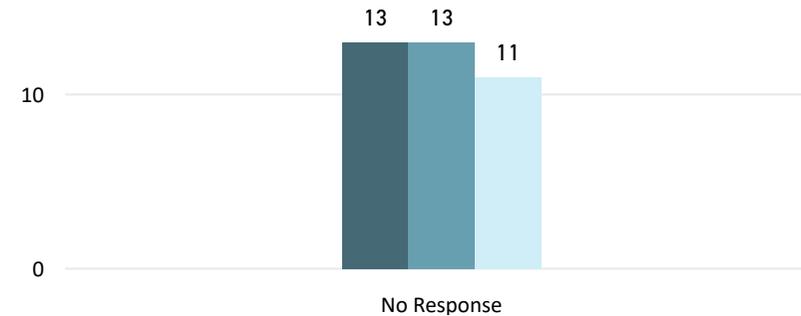


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	260	39%	239	40%	290	41%	789	40%
Male	402	60%	361	60%	408	58%	1,171	59%
Multiple Responses	11	2%	2	0%			13	1%
Other	1	0%	2	0%	5	1%	8	0%
Total	674	100%	604	100%	703	100%	1,981	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018





MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

OAKLAND

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

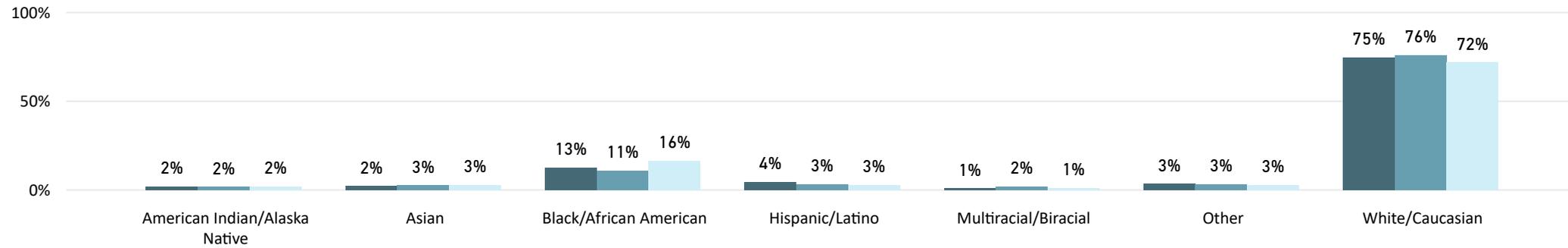
All

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	12	2%	10	2%	13	2%	35	2%
Asian	14	2%	15	3%	20	3%	49	3%
Black/African American	81	13%	63	11%	111	16%	255	13%
Hispanic/Latino	29	4%	18	3%	19	3%	66	3%
Multiracial/Biracial	6	1%	12	2%	8	1%	26	1%
Other	22	3%	19	3%	20	3%	61	3%
White/Caucasian	482	75%	435	76%	490	72%	1,407	74%
Total	646	100%	572	100%	681	100%	1,899	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

