

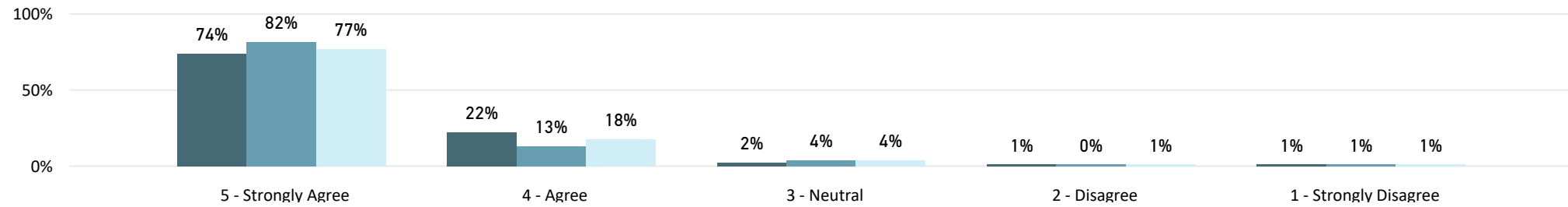


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	242	74%	302	82%	285	77%	829	78%
4 - Agree	73	22%	49	13%	66	18%	188	18%
3 - Neutral	8	2%	14	4%	15	4%	37	3%
2 - Disagree	2	1%	1	0%	2	1%	5	0%
1 - Strongly Disagree	2	1%	4	1%	2	1%	8	1%
Total	327	100%	370	100%	370	100%	1,067	100%

County

WASHTENAW ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

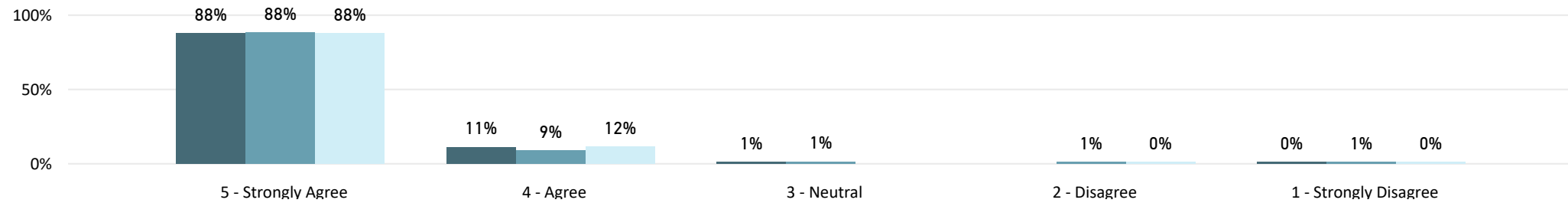


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	290	88%	331	88%	325	88%	946	88%
4 - Agree	37	11%	33	9%	43	12%	113	11%
3 - Neutral	2	1%	5	1%			7	1%
2 - Disagree			3	1%	1	0%	4	0%
1 - Strongly Disagree	1	0%	3	1%	1	0%	5	0%
Total	330	100%	375	100%	370	100%	1,075	100%

County

WASHTENAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

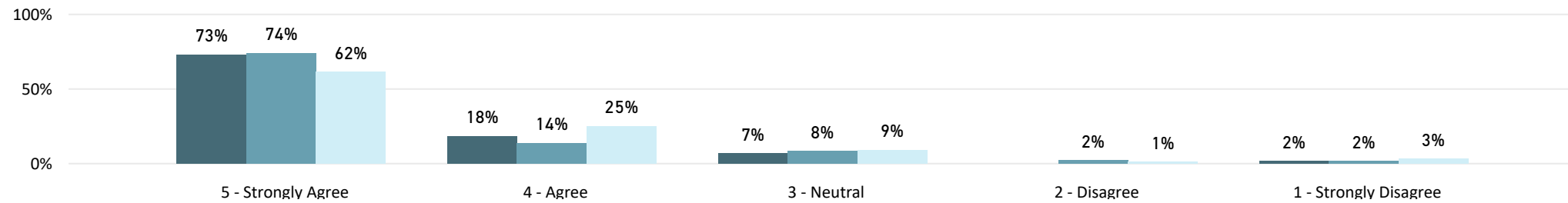


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	87	73%	140	74%	93	62%	320	70%
4 - Agree	22	18%	26	14%	38	25%	86	19%
3 - Neutral	8	7%	16	8%	14	9%	38	8%
2 - Disagree			4	2%	1	1%	5	1%
1 - Strongly Disagree	2	2%	3	2%	5	3%	10	2%
Total	119	100%	189	100%	151	100%	459	100%

County

WASHTENAW ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

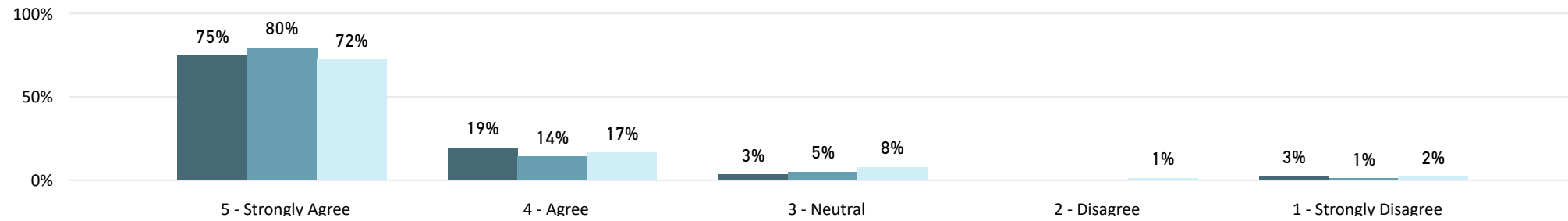


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	88	75%	140	80%	109	72%	337	76%
4 - Agree	23	19%	25	14%	25	17%	73	16%
3 - Neutral	4	3%	9	5%	12	8%	25	6%
2 - Disagree					2	1%	2	0%
1 - Strongly Disagree	3	3%	2	1%	3	2%	8	2%
Total	118	100%	176	100%	151	100%	445	100%

County

WASHTENAW ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

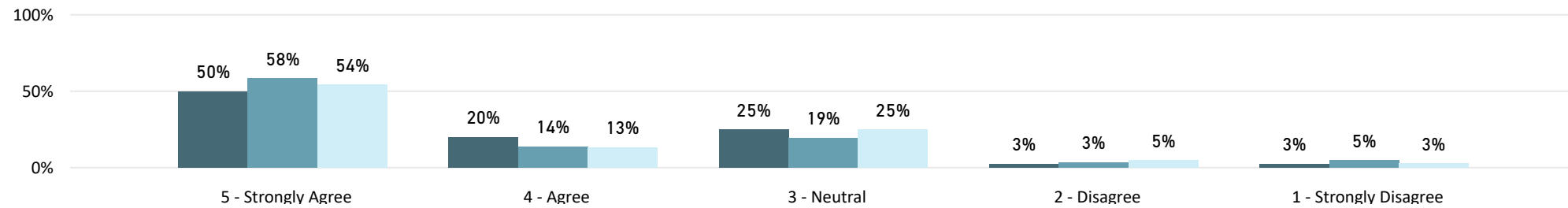


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	40	50%	84	58%	57	54%	181	55%
4 - Agree	16	20%	20	14%	14	13%	50	15%
3 - Neutral	20	25%	28	19%	26	25%	74	22%
2 - Disagree	2	3%	5	3%	5	5%	12	4%
1 - Strongly Disagree	2	3%	7	5%	3	3%	12	4%
Total	80	100%	144	100%	105	100%	329	100%

County

WASHTENAW ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

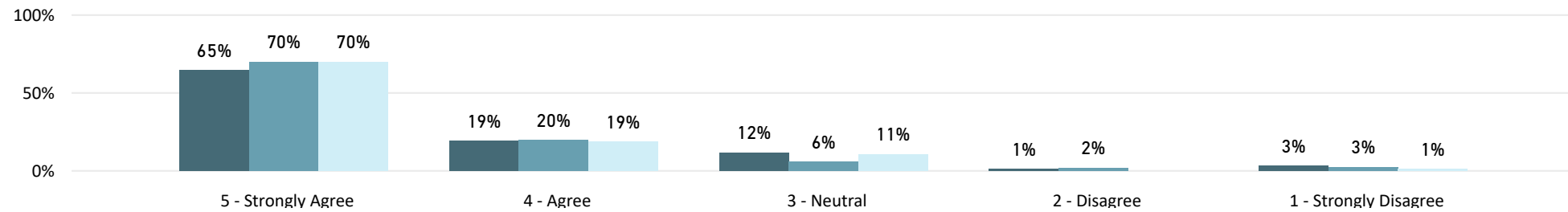


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	60	65%	110	70%	79	70%	249	69%
4 - Agree	18	19%	31	20%	21	19%	70	19%
3 - Neutral	11	12%	9	6%	12	11%	32	9%
2 - Disagree	1	1%	3	2%			4	1%
1 - Strongly Disagree	3	3%	4	3%	1	1%	8	2%
Total	93	100%	157	100%	113	100%	363	100%

County

WASHTENAW ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

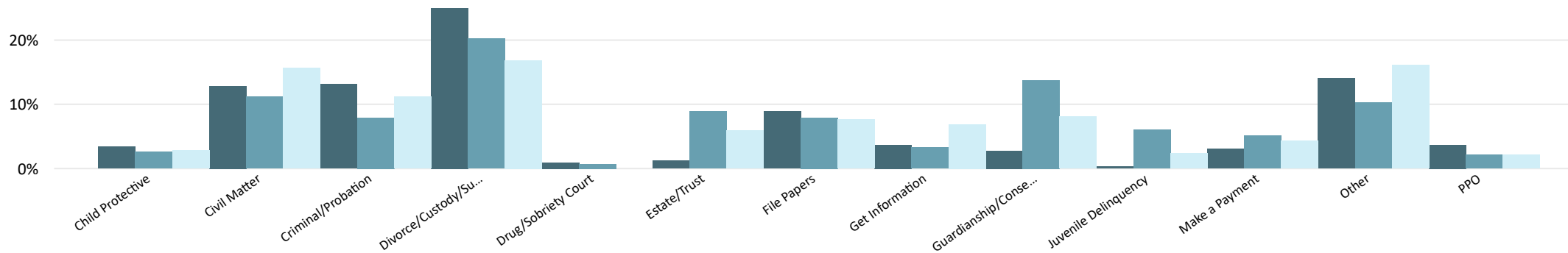
All ▾



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
Child Protective	11	3%	11	3%	12	3%	34	3%
Civil Matter	42	13%	48	11%	66	16%	156	13%
Criminal/Probation	43	13%	34	8%	47	11%	124	11%
Divorce/Custody/Support	105	32%	87	20%	71	17%	263	22%
Drug/Sobriety Court	3	1%	3	1%			6	1%
Estate/Trust	4	1%	38	9%	25	6%	67	6%
File Papers	29	9%	34	8%	32	8%	95	8%
Get Information	12	4%	14	3%	29	7%	55	5%
Guardianship/Conservatorship	9	3%	59	14%	34	8%	102	9%
Juvenile Delinquency	1	0%	26	6%	10	2%	37	3%
Make a Payment	10	3%	22	5%	18	4%	50	4%
Other	46	14%	44	10%	68	16%	158	13%
PPO	12	4%	9	2%	9	2%	30	3%
Total	327	100%	429	100%	421	100%	1,177	100%

County

WASHTENAW ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

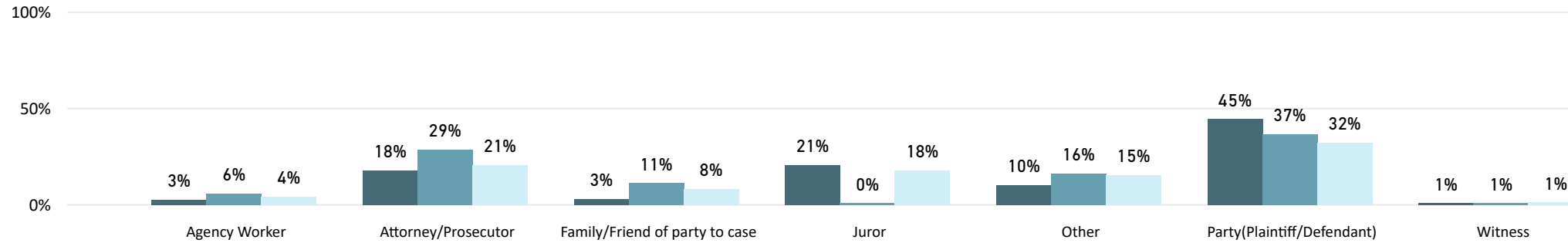
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WASHTENAW

Court

(Multiple Selections)

Subset

All

Survey Year

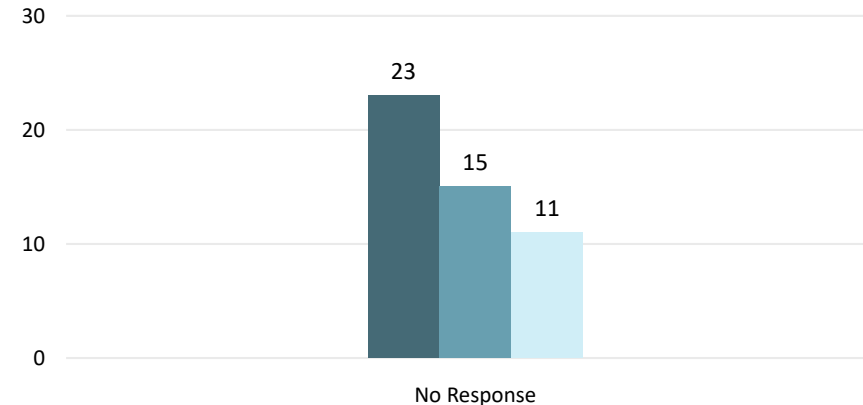
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	9	3%	22	6%	16	4%	47	4%
Attorney/Prosecutor	58	18%	109	29%	78	21%	245	23%
Family/Friend of party to case	10	3%	43	11%	31	8%	84	8%
Juror	67	21%	1	0%	67	18%	135	12%
Other	33	10%	62	16%	58	15%	153	14%
Party(Plaintiff/Defendant)	145	45%	139	37%	122	32%	406	38%
Witness	3	1%	3	1%	5	1%	11	1%
Total	325	100%	379	100%	377	100%	1,081	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

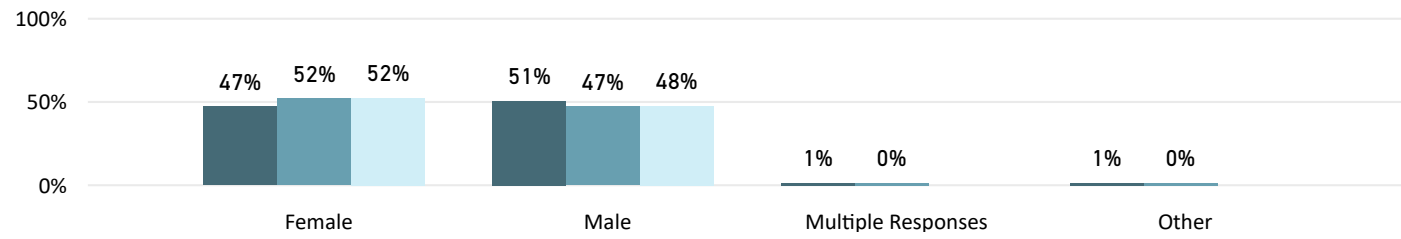
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

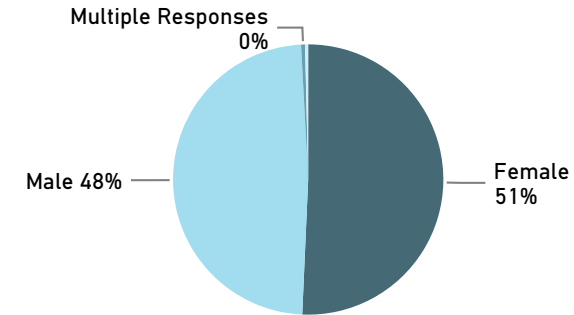
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

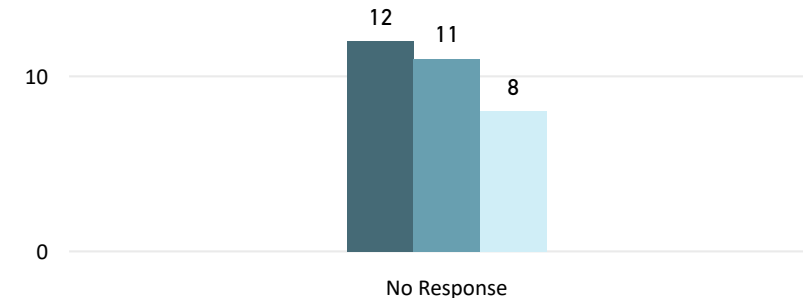
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	154	47%	195	52%	194	52%	543	51%
Male	165	51%	177	47%	177	48%	519	48%
Multiple Responses	4	1%	1	0%			5	0%
Other	3	1%	1	0%			4	0%
Total	326	100%	374	100%	371	100%	1,071	100%

9. What is your gender?



9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

WASHTENAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WASHTENAW

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

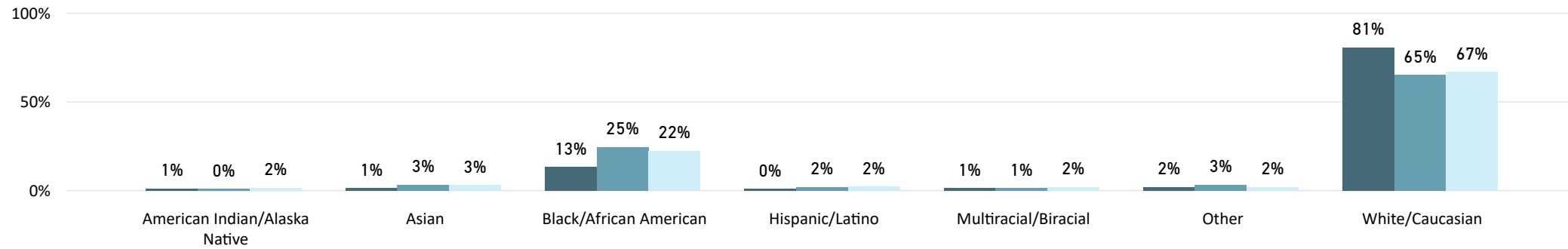
All

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	3	1%	1	0%	6	2%	10	1%
Asian	4	1%	12	3%	11	3%	27	3%
Black/African American	39	13%	88	25%	81	22%	208	20%
Hispanic/Latino	1	0%	7	2%	8	2%	16	2%
Multiracial/Biracial	4	1%	5	1%	7	2%	16	2%
Other	6	2%	12	3%	7	2%	25	2%
White/Caucasian	238	81%	234	65%	242	67%	714	70%
Total	295	100%	359	100%	362	100%	1,016	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

