

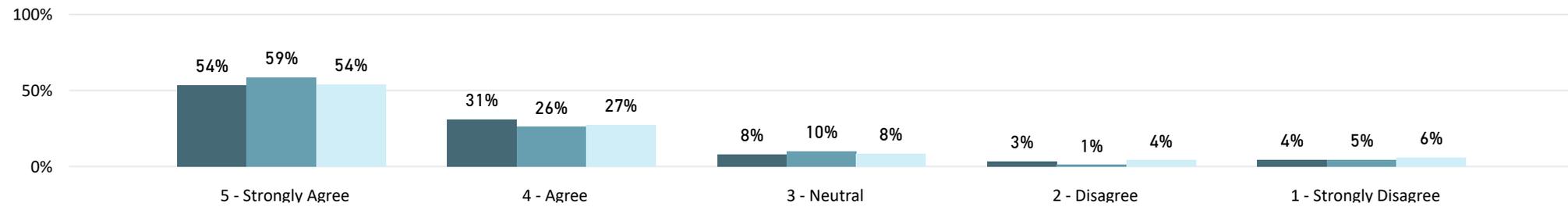


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	114	54%	130	59%	91	54%	335	56%
4 - Agree	66	31%	58	26%	46	27%	170	28%
3 - Neutral	17	8%	22	10%	14	8%	53	9%
2 - Disagree	7	3%	2	1%	7	4%	16	3%
1 - Strongly Disagree	9	4%	10	5%	10	6%	29	5%
Total	213	100%	222	100%	168	100%	603	100%

County

WASHTENAW ▾

Court

D14A WASHTENAW ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

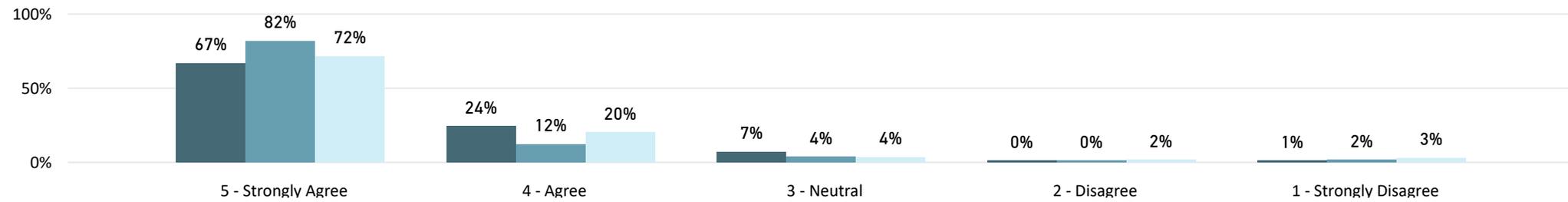


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	140	67%	179	82%	121	72%	440	74%
4 - Agree	51	24%	27	12%	34	20%	112	19%
3 - Neutral	15	7%	8	4%	6	4%	29	5%
2 - Disagree	1	0%	1	0%	3	2%	5	1%
1 - Strongly Disagree	2	1%	4	2%	5	3%	11	2%
Total	209	100%	219	100%	169	100%	597	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

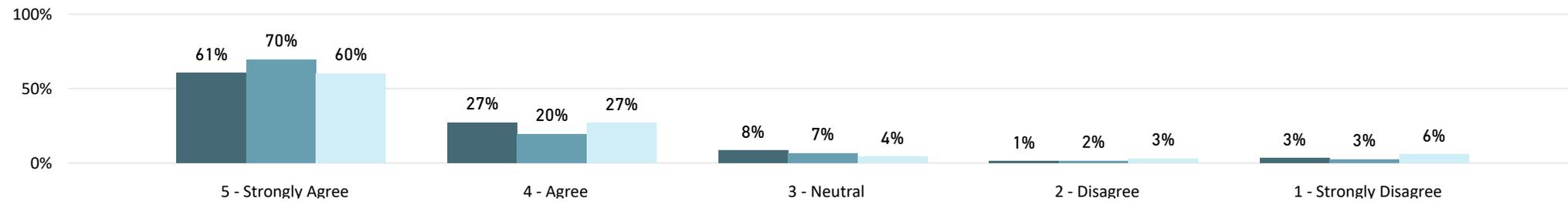


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	109	61%	135	70%	83	60%	327	64%
4 - Agree	49	27%	38	20%	37	27%	124	24%
3 - Neutral	15	8%	13	7%	6	4%	34	7%
2 - Disagree	1	1%	3	2%	4	3%	8	2%
1 - Strongly Disagree	6	3%	5	3%	8	6%	19	4%
Total	180	100%	194	100%	138	100%	512	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

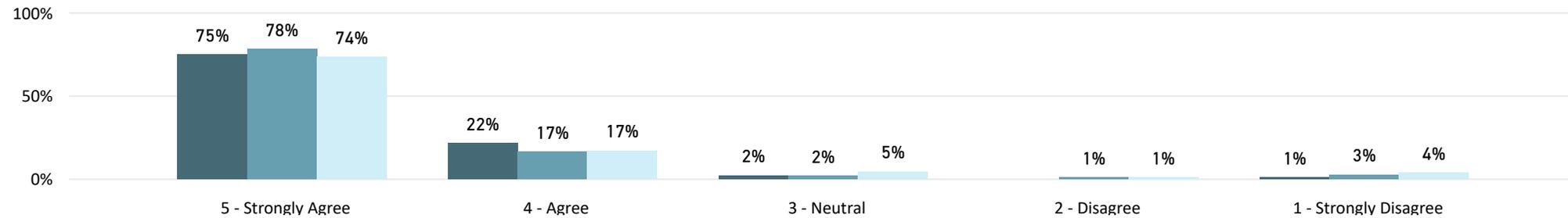


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	135	75%	151	78%	98	74%	384	76%
4 - Agree	39	22%	32	17%	23	17%	94	19%
3 - Neutral	4	2%	4	2%	6	5%	14	3%
2 - Disagree			1	1%	1	1%	2	0%
1 - Strongly Disagree	2	1%	5	3%	5	4%	12	2%
Total	180	100%	193	100%	133	100%	506	100%

County

WASHTENAW

Court

D14A WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

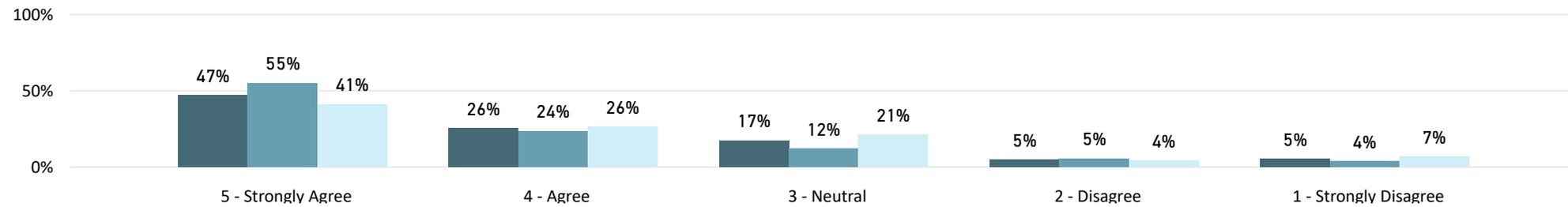


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	70	47%	91	55%	48	41%	209	48%
4 - Agree	38	26%	39	24%	31	26%	108	25%
3 - Neutral	26	17%	20	12%	25	21%	71	16%
2 - Disagree	7	5%	9	5%	5	4%	21	5%
1 - Strongly Disagree	8	5%	6	4%	8	7%	22	5%
Total	149	100%	165	100%	117	100%	431	100%

County

WASHTENAW

Court

D14A WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

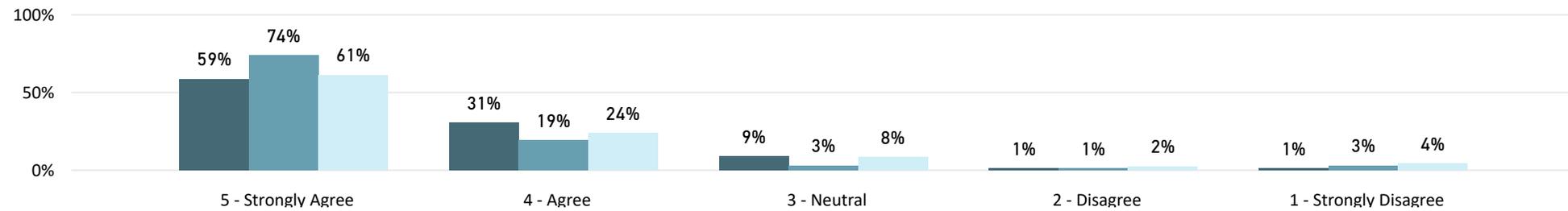


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	92	59%	127	74%	74	61%	293	65%
4 - Agree	48	31%	33	19%	29	24%	110	24%
3 - Neutral	14	9%	5	3%	10	8%	29	6%
2 - Disagree	1	1%	2	1%	3	2%	6	1%
1 - Strongly Disagree	2	1%	5	3%	5	4%	12	3%
Total	157	100%	172	100%	121	100%	450	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

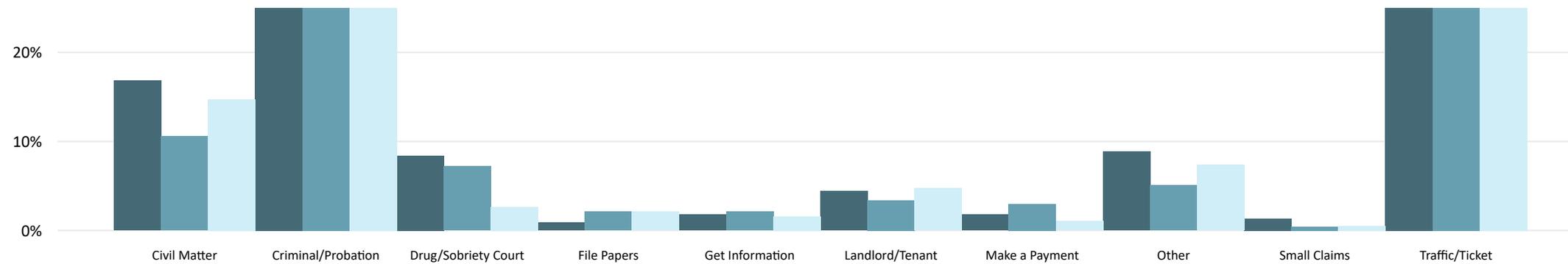
Race/Ethnicity



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	38	17%	25	11%	28	15%	91	14%
Criminal/Probation	66	29%	94	40%	58	31%	218	33%
Drug/Sobriety Court	19	8%	17	7%	5	3%	41	6%
File Papers	2	1%	5	2%	4	2%	11	2%
Get Information	4	2%	5	2%	3	2%	12	2%
Landlord/Tenant	10	4%	8	3%	9	5%	27	4%
Make a Payment	4	2%	7	3%	2	1%	13	2%
Other	20	9%	12	5%	14	7%	46	7%
Small Claims	3	1%	1	0%	1	1%	5	1%
Traffic/Ticket	60	27%	62	26%	66	35%	188	29%
Total	226	100%	236	100%	190	100%	652	100%

County

WASHTENAW ▾

Court

D14A WASHTENAW ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

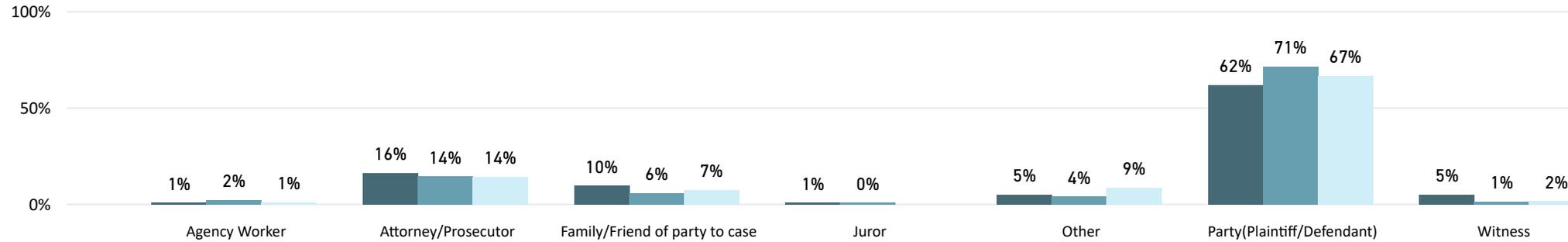
All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WASHTENAW

Court

D14A WASHTENAW

Subset

All

Survey Year

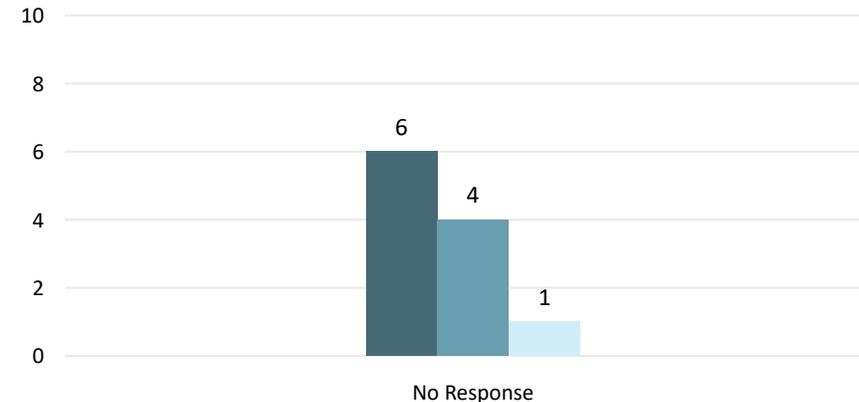
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	1%	5	2%	2	1%	9	1%
Attorney/Prosecutor	35	16%	32	14%	25	14%	92	15%
Family/Friend of party to case	21	10%	13	6%	13	7%	47	8%
Juror	2	1%	1	0%			3	0%
Other	11	5%	9	4%	15	9%	35	6%
Party(Plaintiff/Defendant)	134	62%	158	71%	117	67%	409	67%
Witness	11	5%	3	1%	3	2%	17	3%
Total	216	100%	221	100%	175	100%	612	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

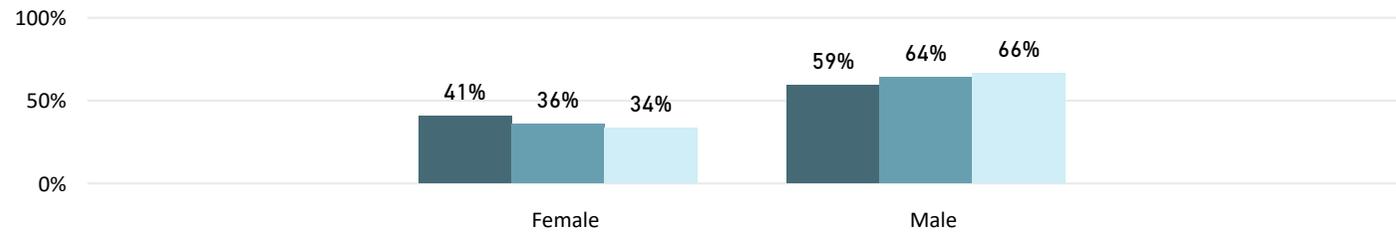
All



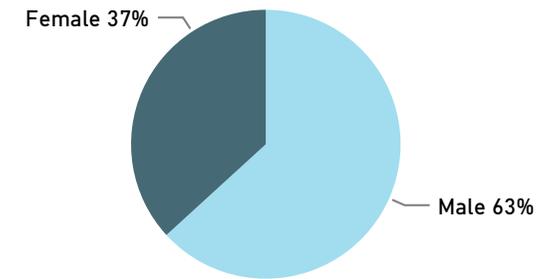
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

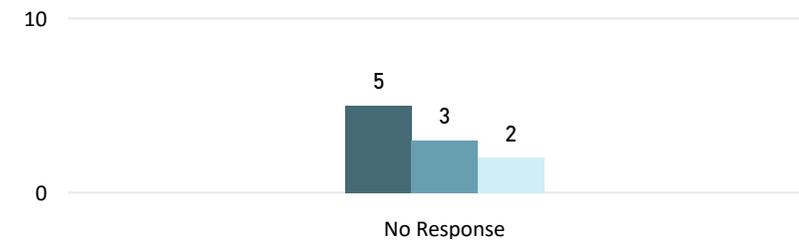


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	86	41%	79	36%	58	34%	223	37%
Male	126	59%	142	64%	115	66%	383	63%
Total	212	100%	221	100%	173	100%	606	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

WASHTENAW

Court

D14A WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

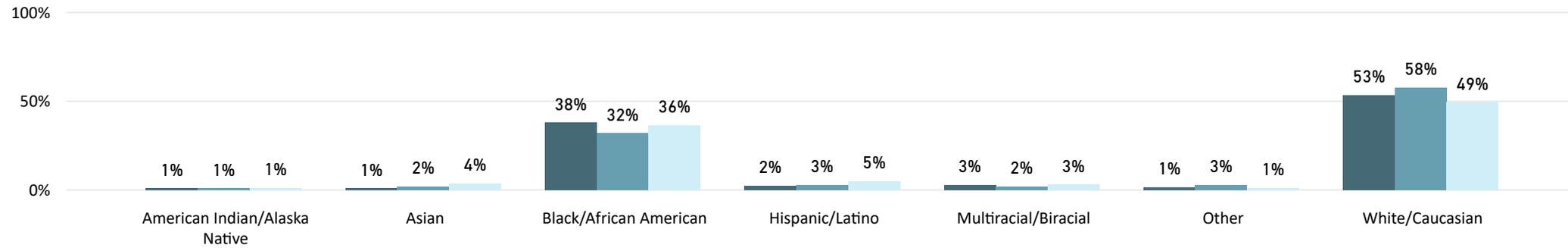
All

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%	2	1%	6	1%
Asian	2	1%	4	2%	6	4%	12	2%
Black/African American	78	38%	67	32%	59	36%	204	35%
Hispanic/Latino	5	2%	6	3%	8	5%	19	3%
Multiracial/Biracial	6	3%	4	2%	5	3%	15	3%
Other	3	1%	6	3%	2	1%	11	2%
White/Caucasian	110	53%	121	58%	80	49%	311	54%
Total	206	100%	210	100%	162	100%	578	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

