

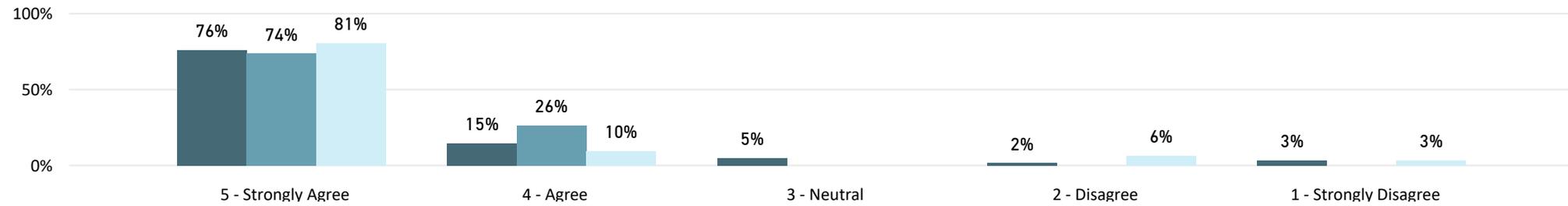


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	47	76%	14	74%	25	81%	86	77%
4 - Agree	9	15%	5	26%	3	10%	17	15%
3 - Neutral	3	5%					3	3%
2 - Disagree	1	2%			2	6%	3	3%
1 - Strongly Disagree	2	3%			1	3%	3	3%
Total	62	100%	19	100%	31	100%	112	100%

County

WASHTENAW

Court

D14B WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

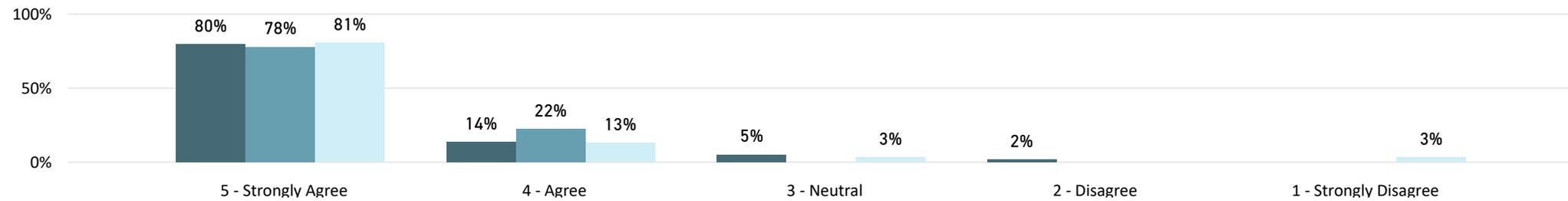


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	47	80%	14	78%	25	81%	86	80%
4 - Agree	8	14%	4	22%	4	13%	16	15%
3 - Neutral	3	5%			1	3%	4	4%
2 - Disagree	1	2%					1	1%
1 - Strongly Disagree					1	3%	1	1%
Total	59	100%	18	100%	31	100%	108	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

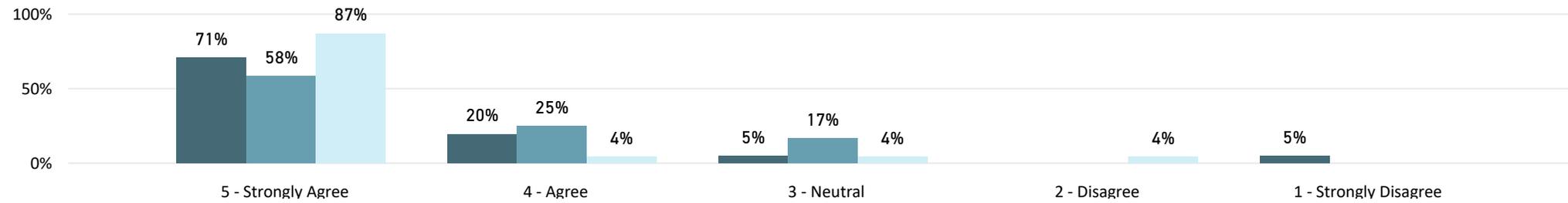


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	29	71%	7	58%	20	87%	56	74%
4 - Agree	8	20%	3	25%	1	4%	12	16%
3 - Neutral	2	5%	2	17%	1	4%	5	7%
2 - Disagree					1	4%	1	1%
1 - Strongly Disagree	2	5%					2	3%
Total	41	100%	12	100%	23	100%	76	100%

County

WASHTENAW

Court

D14B WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

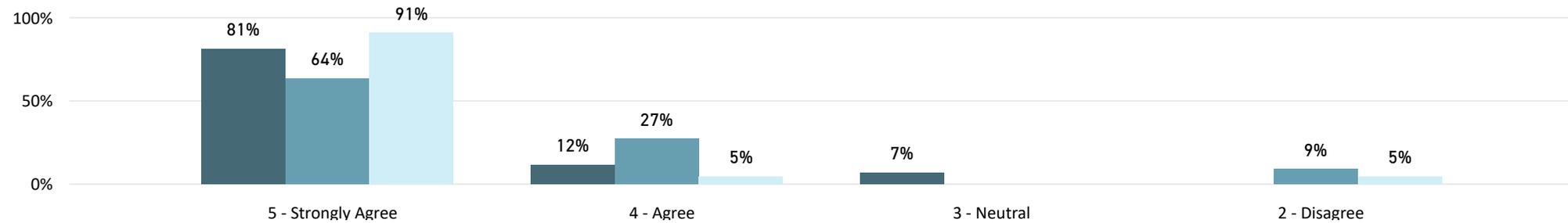


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	35	81%	7	64%	20	91%	62	82%
4 - Agree	5	12%	3	27%	1	5%	9	12%
3 - Neutral	3	7%					3	4%
2 - Disagree			1	9%	1	5%	2	3%
Total	43	100%	11	100%	22	100%	76	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

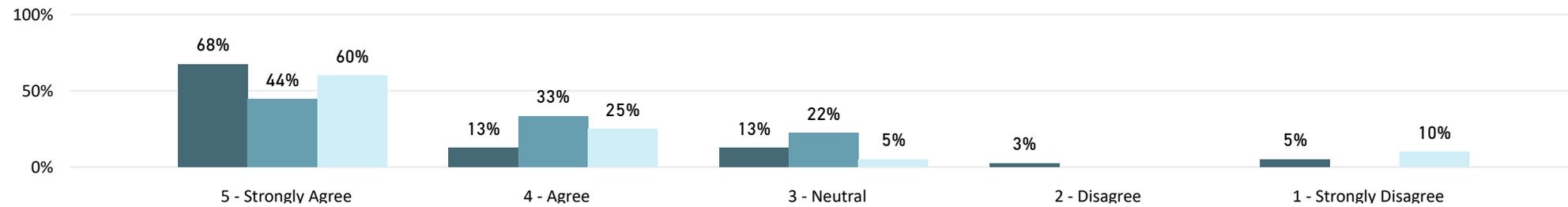


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	27	68%	4	44%	12	60%	43	62%
4 - Agree	5	13%	3	33%	5	25%	13	19%
3 - Neutral	5	13%	2	22%	1	5%	8	12%
2 - Disagree	1	3%					1	1%
1 - Strongly Disagree	2	5%			2	10%	4	6%
Total	40	100%	9	100%	20	100%	69	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

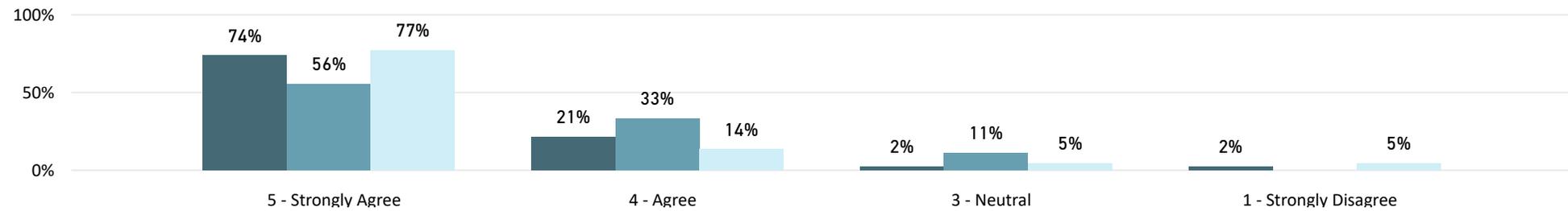


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	31	74%	5	56%	17	77%	53	73%
4 - Agree	9	21%	3	33%	3	14%	15	21%
3 - Neutral	1	2%	1	11%	1	5%	3	4%
1 - Strongly Disagree	1	2%	0	0%	1	5%	2	3%
Total	42	100%	9	100%	22	100%	73	100%

County

WASHTENAW

Court

D14B WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

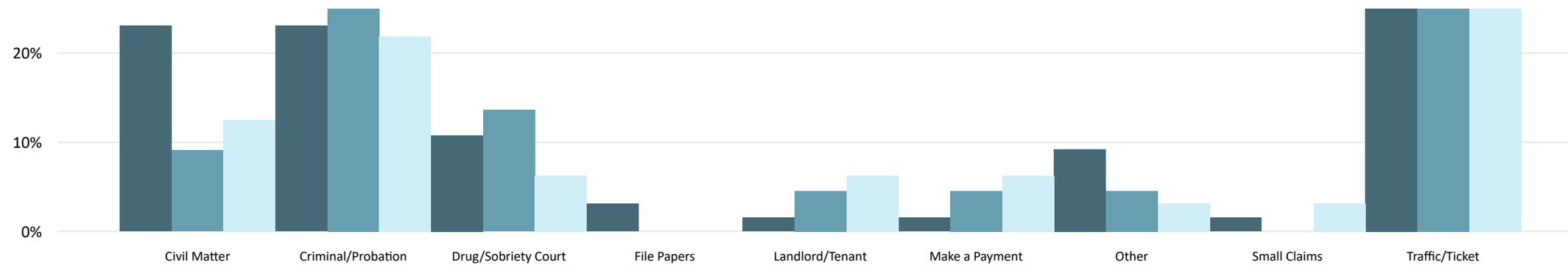
All



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	15	23%	2	9%	4	13%	21	18%
Criminal/Probation	15	23%	6	27%	7	22%	28	24%
Drug/Sobriety Court	7	11%	3	14%	2	6%	12	10%
File Papers	2	3%	0	0%	0	0%	2	2%
Landlord/Tenant	1	2%	1	5%	2	6%	4	3%
Make a Payment	1	2%	1	5%	2	6%	4	3%
Other	6	9%	1	5%	1	3%	8	7%
Small Claims	1	2%	0	0%	1	3%	2	2%
Traffic/Ticket	17	26%	8	36%	13	41%	38	32%
Total	65	100%	22	100%	32	100%	119	100%

County

WASHTENAW

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Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

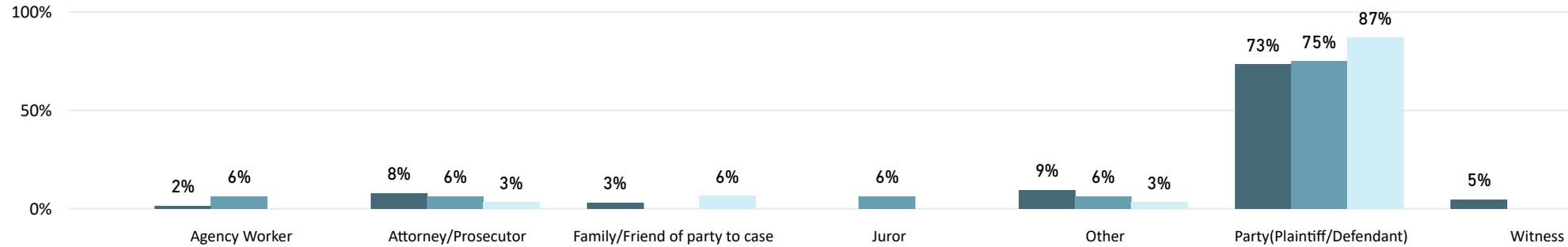
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WASHTENAW

Court

D14B WASHTENAW

Subset

All

Survey Year

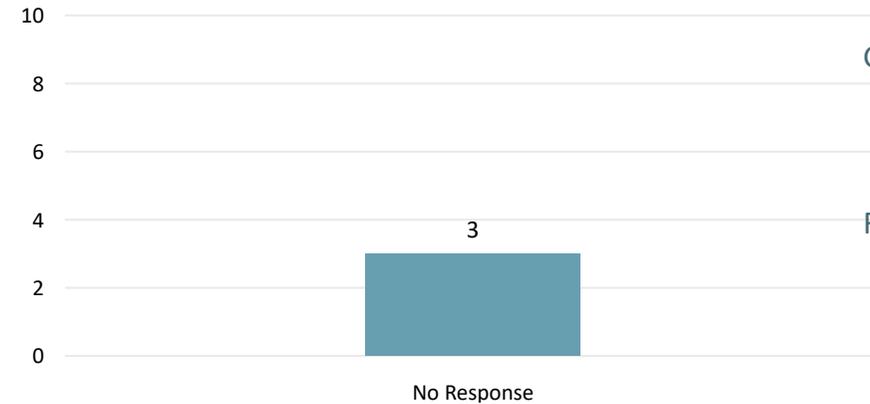
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	2%	1	6%			2	2%
Attorney/Prosecutor	5	8%	1	6%	1	3%	7	6%
Family/Friend of party to case	2	3%			2	6%	4	4%
Juror			1	6%			1	1%
Other	6	9%	1	6%	1	3%	8	7%
Party (Plaintiff/Defendant)	47	73%	12	75%	27	87%	86	77%
Witness	3	5%					3	3%
Total	64	100%	16	100%	31	100%	111	100%

8. No Response

SurveyYear ● 2016



Type of Case

All

Gender

All

Race/Ethnicity

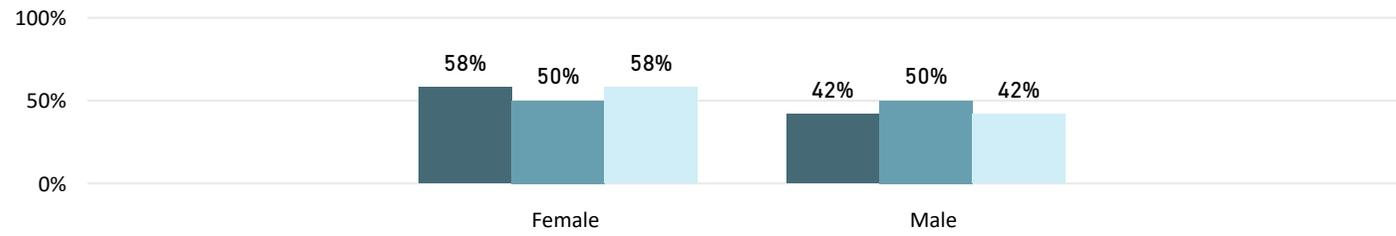
All



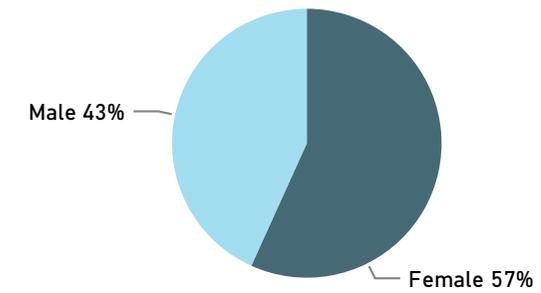
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

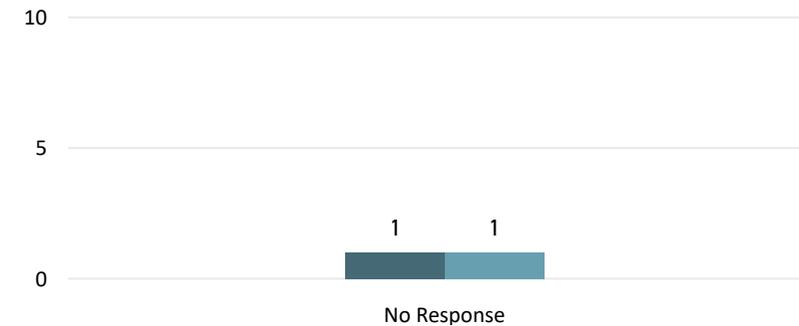


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	36	58%	9	50%	18	58%	63	57%
Male	26	42%	9	50%	13	42%	48	43%
Total	62	100%	18	100%	31	100%	111	100%

9. No Responses

Gender Type: ● 2015 ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WASHTENAW

Court

D14B WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

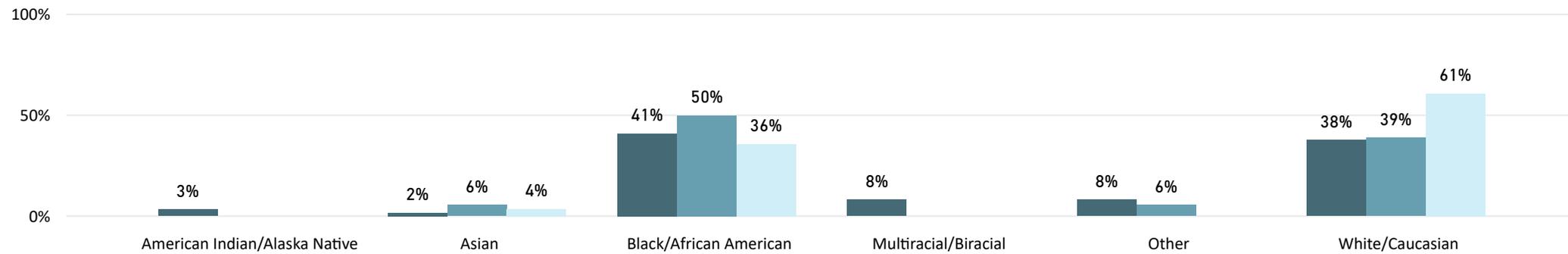
All

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	3%					2	2%
Asian	1	2%	1	6%	1	4%	3	3%
Black/African American	25	41%	9	50%	10	36%	44	41%
Multiracial/Biracial	5	8%					5	5%
Other	5	8%	1	6%			6	6%
White/Caucasian	23	38%	7	39%	17	61%	47	44%
Total	61	100%	18	100%	28	100%	107	100%

10. No Responses.

