

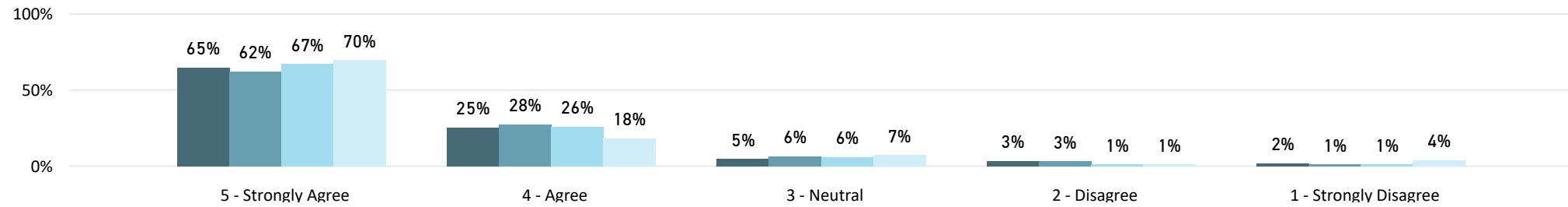


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



1. I was able to get my court business done in a reasonable amount of time today.

SurveyYear Time	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	112	65%	79	62%	114	67%	126	70%	431	66%
4 - Agree	44	25%	35	28%	44	26%	33	18%	156	24%
3 - Neutral	8	5%	8	6%	10	6%	13	7%	39	6%
2 - Disagree	6	3%	4	3%	1	1%	2	1%	13	2%
1 - Strongly Disagree	3	2%	1	1%	1	1%	7	4%	12	2%
Total	173	100%	127	100%	170	100%	181	100%	651	100%

County

WASHTENAW

Court

D15 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

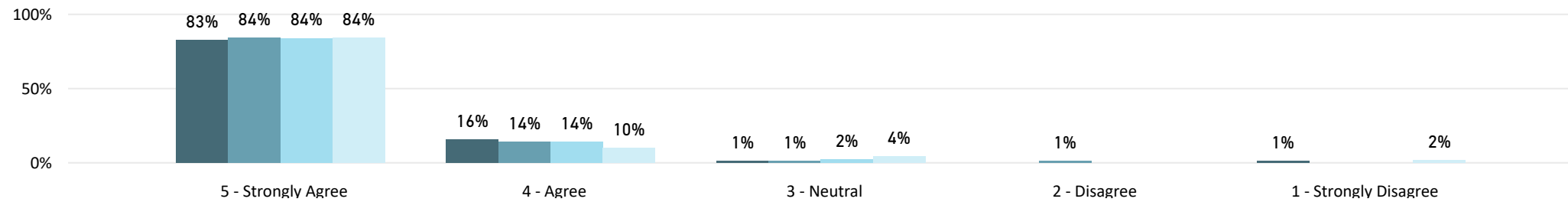


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

2. I was treated with courtesy and respect by court staff.

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



2. I was treated with courtesy and respect by court staff.

SurveyYear	2015		2016		2017		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	148	83%	107	84%	150	84%	154	84%	559	84%
4 - Agree	28	16%	18	14%	25	14%	18	10%	89	13%
3 - Neutral	1	1%	1	1%	4	2%	8	4%	14	2%
2 - Disagree			1	1%					1	0%
1 - Strongly Disagree	2	1%					3	2%	5	1%
Total	179	100%	127	100%	179	100%	183	100%	668	100%

County

WASHTENAW

Court

D15 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

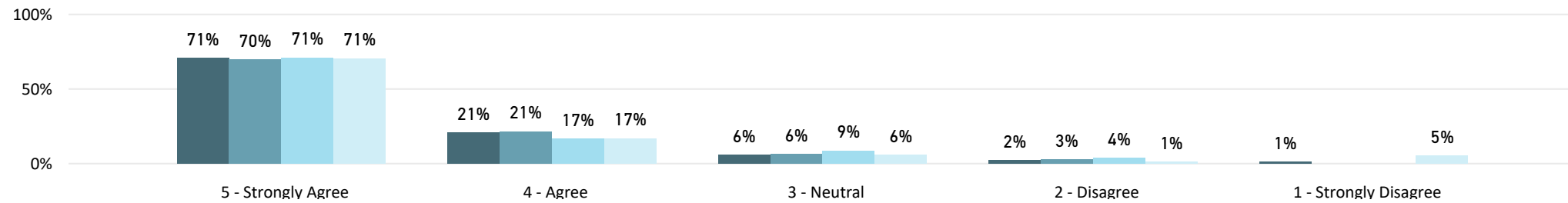


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 3 and 4 were directed to persons who attended a hearing or trial.

3. The way the case was handled was fair.

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



3. The way the case was handled was fair.

SurveyYear	2015		2016		2017		2018		Total	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	99	71%	78	70%	98	71%	108	71%	383	71%
4 - Agree	29	21%	24	21%	23	17%	26	17%	102	19%
3 - Neutral	8	6%	7	6%	12	9%	9	6%	36	7%
2 - Disagree	3	2%	3	3%	5	4%	2	1%	13	2%
1 - Strongly Disagree	1	1%					8	5%	9	2%
Total	140	100%	112	100%	138	100%	153	100%	543	100%

County

WASHTENAW

Court

D15 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

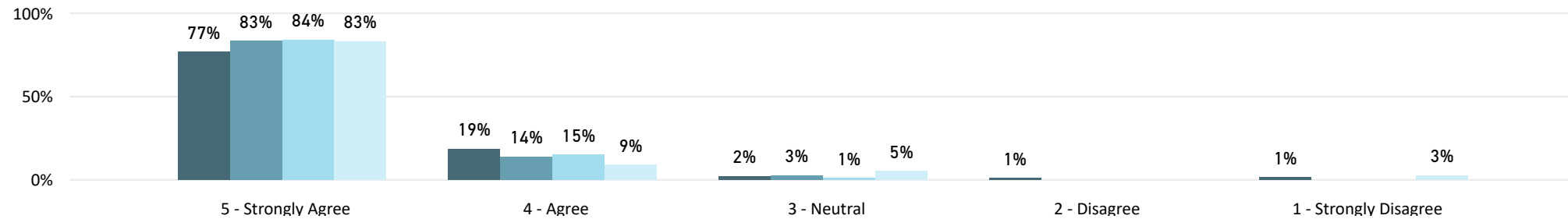


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



4. The judge/magistrate/referee treated everyone with courtesy and respect.

SurveyYear	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	107	77%	96	83%	117	84%	128	83%	448	82%
4 - Agree	26	19%	16	14%	21	15%	14	9%	77	14%
3 - Neutral	3	2%	3	3%	1	1%	8	5%	15	3%
2 - Disagree	1	1%							1	0%
1 - Strongly Disagree	2	1%					4	3%	6	1%
Total	139	100%	115	100%	139	100%	154	100%	547	100%

County

WASHTENAW

Court

D15 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

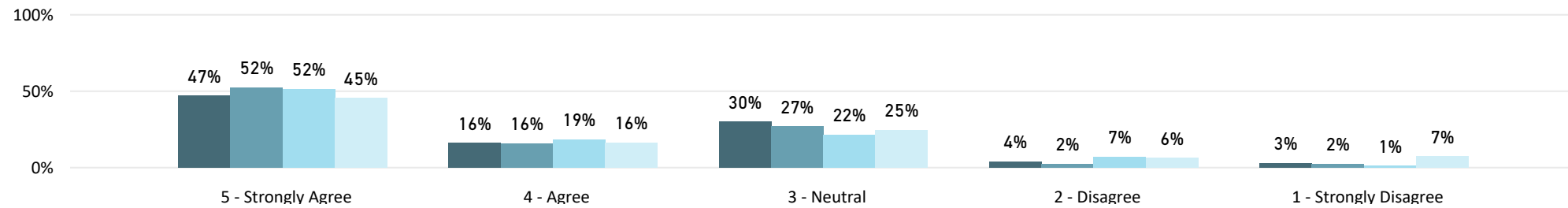


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



5. The outcome in my case was favorable to me.

SurveyYear	2015		2016		2017		2018		Total	
Outcome	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	47	47%	43	52%	50	52%	50	45%	190	49%
4 - Agree	16	16%	13	16%	18	19%	18	16%	65	17%
3 - Neutral	30	30%	22	27%	21	22%	27	25%	100	26%
2 - Disagree	4	4%	2	2%	7	7%	7	6%	20	5%
1 - Strongly Disagree	3	3%	2	2%	1	1%	8	7%	14	4%
Total	100	100%	82	100%	97	100%	110	100%	389	100%

County

WASHTENAW ▾

Court

D15 WASHTENAW ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

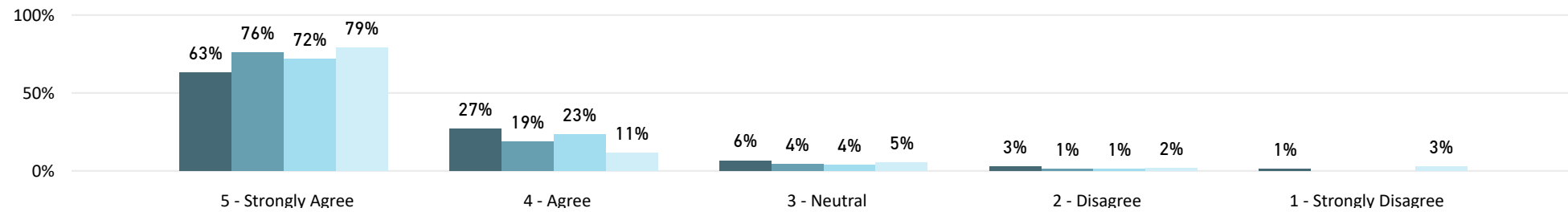


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



6. As I leave the court, I understand what happened in my case.

SurveyYear	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	68	63%	69	76%	74	72%	90	79%	301	72%
4 - Agree	29	27%	17	19%	24	23%	13	11%	83	20%
3 - Neutral	7	6%	4	4%	4	4%	6	5%	21	5%
2 - Disagree	3	3%	1	1%	1	1%	2	2%	7	2%
1 - Strongly Disagree	1	1%					3	3%	4	1%
Total	108	100%	91	100%	103	100%	114	100%	416	100%

County

WASHTENAW

Court

D15 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

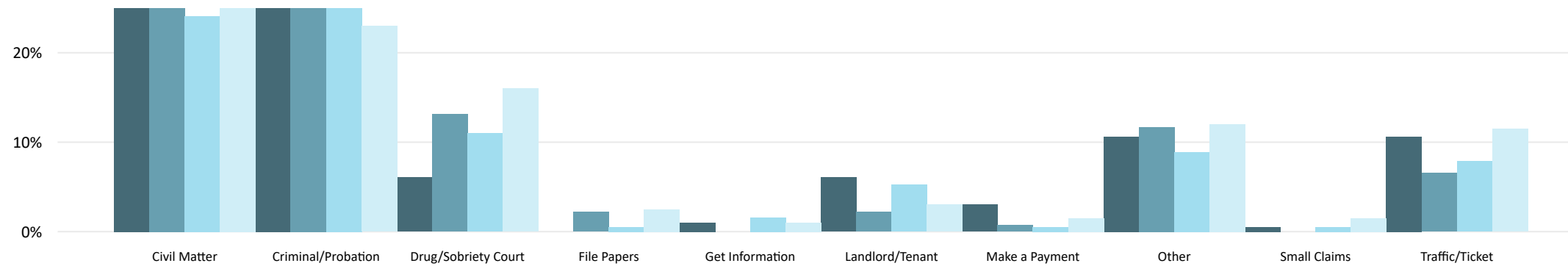
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear TypeOfCase	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Civil Matter	58	29%	37	27%	46	24%	56	28%	197	27%
Criminal/Probation	65	33%	50	36%	76	40%	46	23%	237	33%
Drug/Sobriety Court	12	6%	18	13%	21	11%	32	16%	83	11%
File Papers			3	2%	1	1%	5	3%	9	1%
Get Information	2	1%			3	2%	2	1%	7	1%
Landlord/Tenant	12	6%	3	2%	10	5%	6	3%	31	4%
Make a Payment	6	3%	1	1%	1	1%	3	2%	11	2%
Other	21	11%	16	12%	17	9%	24	12%	78	11%
Small Claims	1	1%			1	1%	3	2%	5	1%
Traffic/Ticket	21	11%	9	7%	15	8%	23	12%	68	9%
Total	198	100%	137	100%	191	100%	200	100%	726	100%

County

Court

Subset

Survey Year

Role

Gender

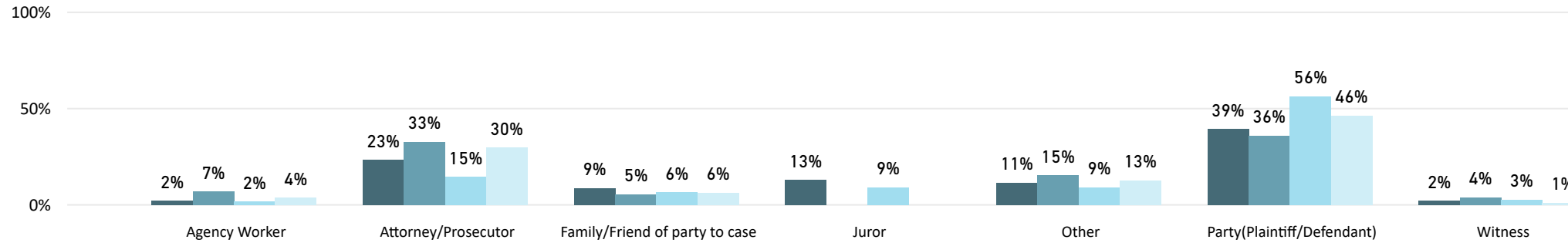
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



County

WASHTENAW

Court

D15 WASHTENAW

Subset

All

Survey Year

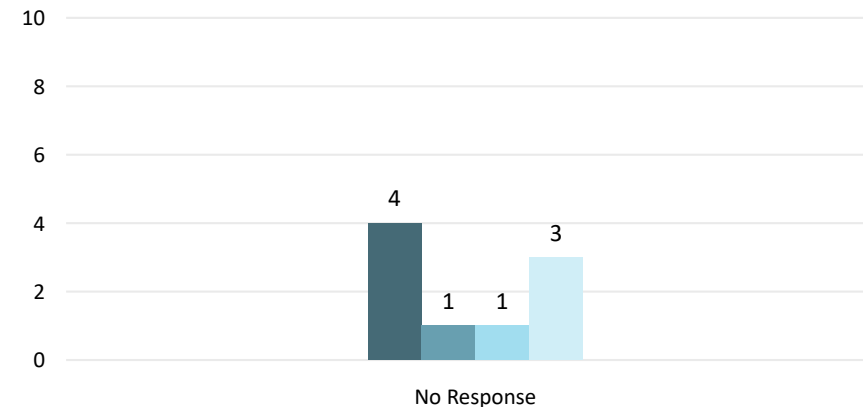
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	4	2%	9	7%	3	2%	7	4%	23	3%
Attorney/Prosecutor	45	23%	43	33%	27	15%	56	30%	171	24%
Family/Friend of party to case	17	9%	7	5%	12	6%	12	6%	48	7%
Juror	25	13%			17	9%			42	6%
Other	22	11%	20	15%	17	9%	24	13%	83	12%
Party(Plaintiff/Defendant)	76	39%	47	36%	105	56%	87	46%	315	45%
Witness	4	2%	5	4%	5	3%	2	1%	16	2%
Total	193	100%	131	100%	186	100%	188	100%	698	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

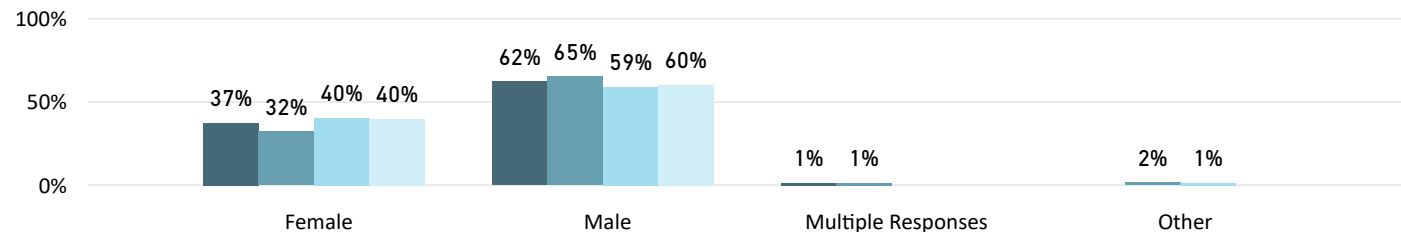
All



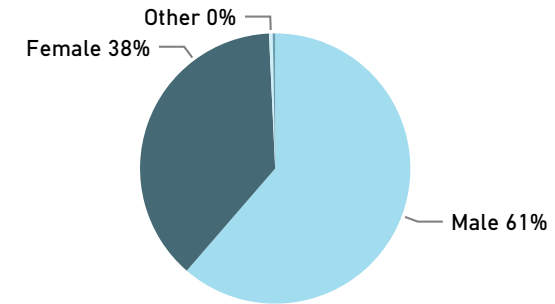
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2017 ● 2018



9. What is your gender?

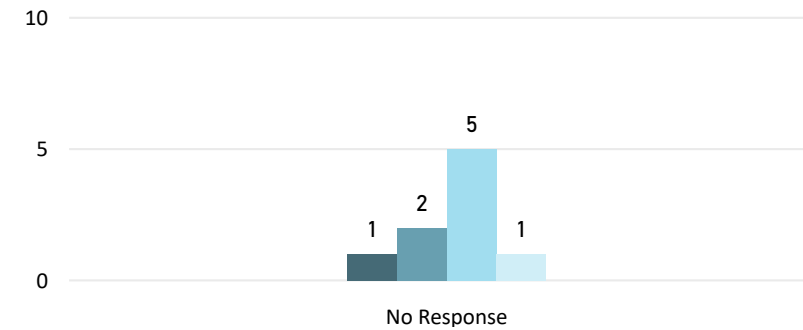


9. What is your gender?

SurveyYear	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	69	37%	41	32%	72	40%	75	40%	257	38%
Male	115	62%	83	65%	105	59%	113	60%	416	61%
Multiple Responses	1	1%	1	1%					2	0%
Other			2	2%	1	1%			3	0%
Total	185	100%	127	100%	178	100%	188	100%	678	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2017 ● 2018



County

WASHTENAW

Court

D15 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WASHTENAW

Court

D15 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

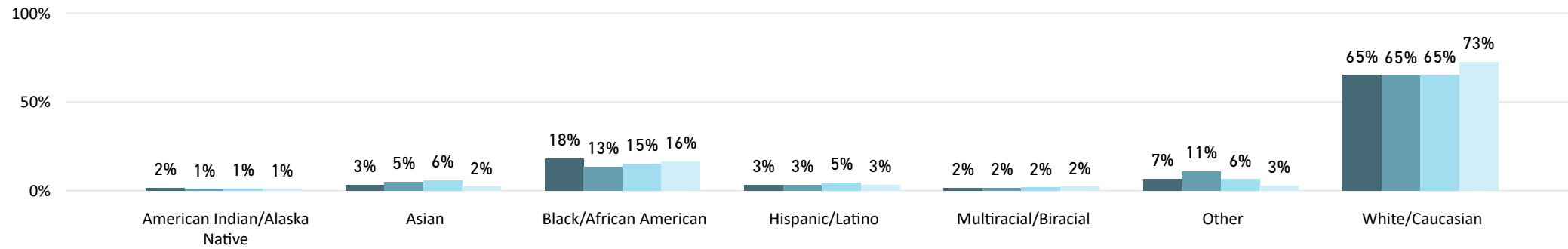
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



10. How do you identify yourself?

SurveyYear Race/Identity	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	3	2%	1	1%	2	1%	1	1%	7	1%
Asian	6	3%	6	5%	10	6%	4	2%	26	4%
Black/African American	33	18%	16	13%	26	15%	30	16%	105	16%
Hispanic/Latino	6	3%	4	3%	8	5%	6	3%	24	4%
Multiracial/Biracial	3	2%	2	2%	3	2%	4	2%	12	2%
Other	12	7%	13	11%	11	6%	5	3%	41	6%
White/Caucasian	118	65%	77	65%	112	65%	132	73%	439	67%
Total	181	100%	119	100%	172	100%	182	100%	654	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018

