

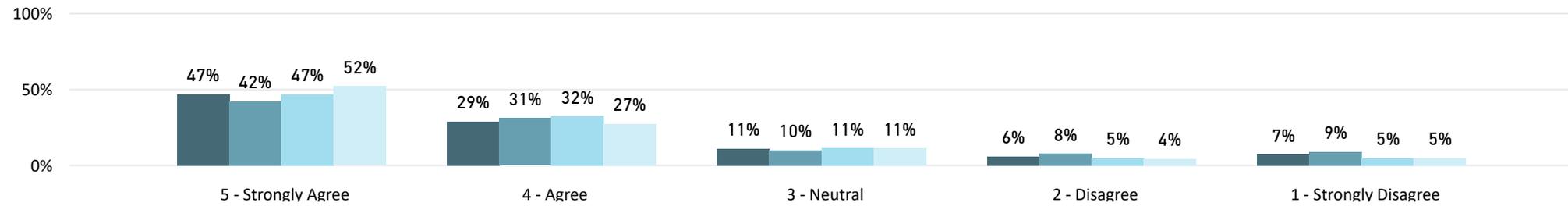


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2017		2018		Total	
Time	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	339	47%	444	42%	303	47%	397	52%	1,483	47%
4 - Agree	210	29%	328	31%	209	32%	208	27%	955	30%
3 - Neutral	80	11%	106	10%	73	11%	86	11%	345	11%
2 - Disagree	42	6%	81	8%	31	5%	32	4%	186	6%
1 - Strongly Disagree	52	7%	93	9%	31	5%	38	5%	214	7%
Total	723	100%	1,052	100%	647	100%	761	100%	3,183	100%

County

WAYNE

Court

C03-P82 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

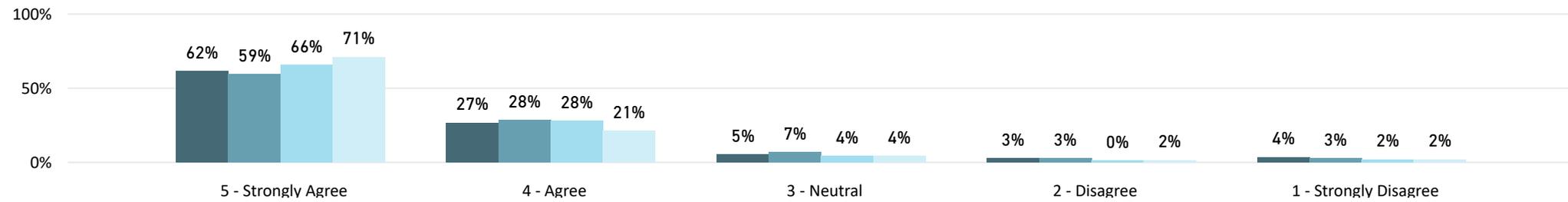


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	449	62%	638	59%	438	66%	552	71%	2,077	64%
4 - Agree	195	27%	305	28%	186	28%	165	21%	851	26%
3 - Neutral	39	5%	72	7%	29	4%	33	4%	173	5%
2 - Disagree	20	3%	29	3%	2	0%	12	2%	63	2%
1 - Strongly Disagree	26	4%	30	3%	13	2%	16	2%	85	3%
Total	729	100%	1,074	100%	668	100%	778	100%	3,249	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

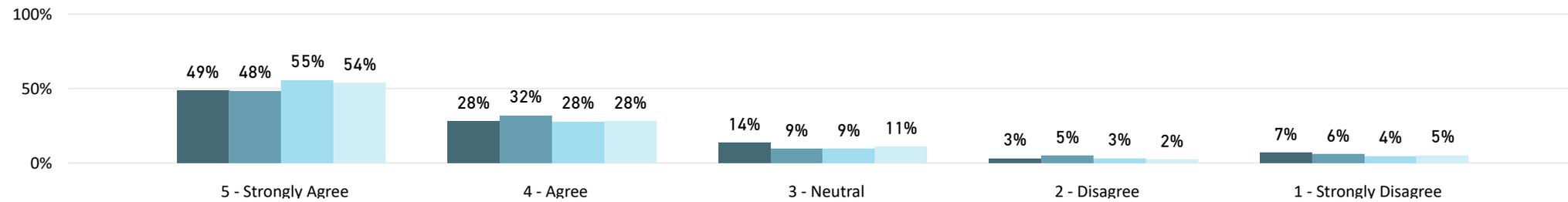


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 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	239	49%	377	48%	273	55%	299	54%	1,188	51%
4 - Agree	137	28%	248	32%	136	28%	155	28%	676	29%
3 - Neutral	67	14%	73	9%	46	9%	61	11%	247	11%
2 - Disagree	15	3%	37	5%	15	3%	12	2%	79	3%
1 - Strongly Disagree	33	7%	46	6%	22	4%	28	5%	129	6%
Total	491	100%	781	100%	492	100%	555	100%	2,319	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

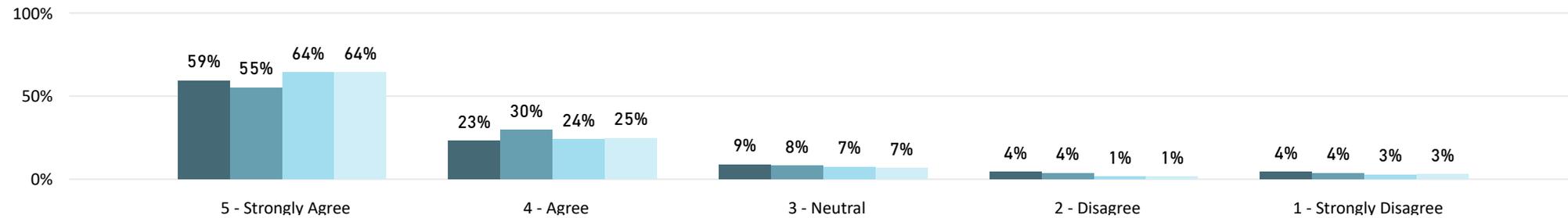


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 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	287	59%	425	55%	318	64%	360	64%	1,390	60%
4 - Agree	112	23%	229	30%	119	24%	138	25%	598	26%
3 - Neutral	43	9%	62	8%	37	7%	38	7%	180	8%
2 - Disagree	21	4%	28	4%	7	1%	8	1%	64	3%
1 - Strongly Disagree	21	4%	28	4%	13	3%	16	3%	78	3%
Total	484	100%	772	100%	494	100%	560	100%	2,310	100%

County

WAYNE

Court

C03-P82 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

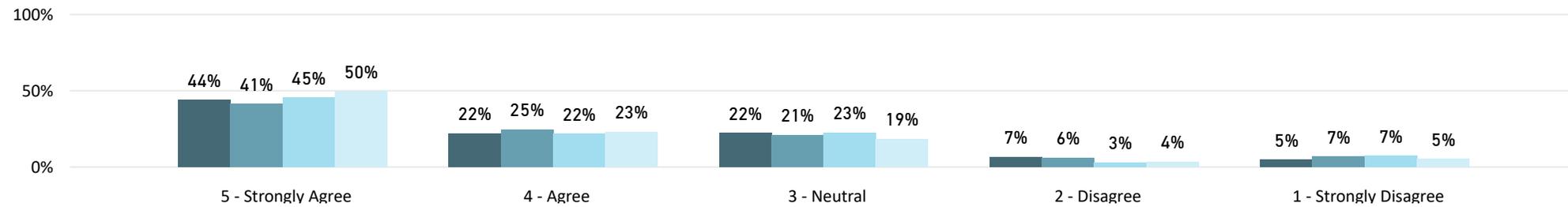


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	171	44%	270	41%	173	45%	225	50%	839	45%
4 - Agree	86	22%	161	25%	83	22%	105	23%	435	23%
3 - Neutral	87	22%	138	21%	86	23%	84	19%	395	21%
2 - Disagree	26	7%	39	6%	11	3%	16	4%	92	5%
1 - Strongly Disagree	19	5%	45	7%	28	7%	24	5%	116	6%
Total	389	100%	653	100%	381	100%	454	100%	1,877	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

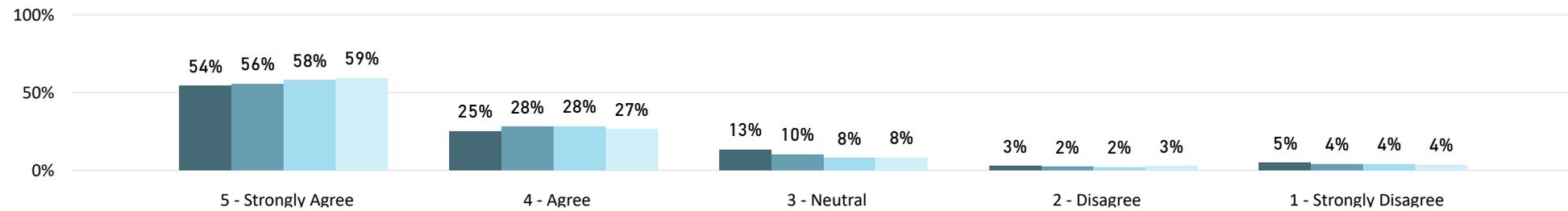


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



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

SurveyYear	2015		2016		2017		2018		Total	
Understand	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	221	54%	386	56%	235	58%	283	59%	1,125	57%
4 - Agree	102	25%	194	28%	115	28%	127	27%	538	27%
3 - Neutral	54	13%	70	10%	32	8%	39	8%	195	10%
2 - Disagree	11	3%	16	2%	8	2%	13	3%	48	2%
1 - Strongly Disagree	19	5%	28	4%	16	4%	17	4%	80	4%
Total	407	100%	694	100%	406	100%	479	100%	1,986	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

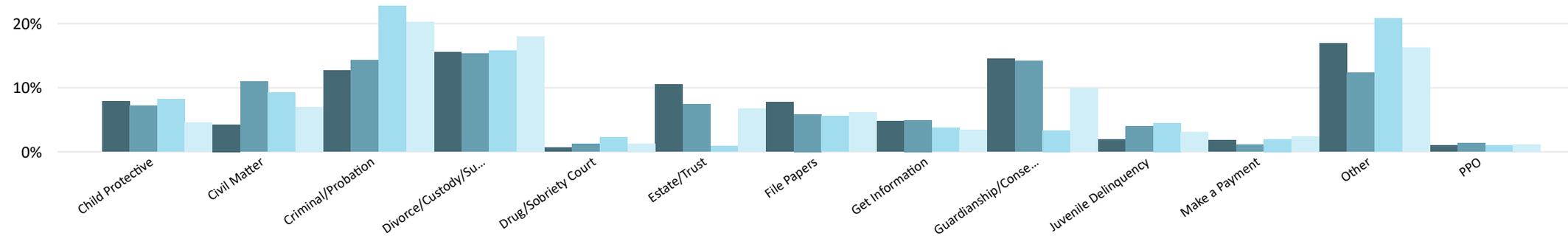
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 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
Child Protective	63	8%	86	7%	59	8%	39	5%	247	7%
Civil Matter	34	4%	131	11%	66	9%	60	7%	291	8%
Criminal/Probation	101	13%	171	14%	163	23%	174	20%	609	17%
Divorce/Custody/Support	124	16%	183	15%	113	16%	154	18%	574	16%
Drug/Sobriety Court	5	1%	15	1%	16	2%	11	1%	47	1%
Estate/Trust	84	11%	89	7%	6	1%	58	7%	237	7%
File Papers	62	8%	70	6%	40	6%	53	6%	225	6%
Get Information	38	5%	59	5%	27	4%	29	3%	153	4%
Guardianship/Conservatorship	116	15%	169	14%	24	3%	85	10%	394	11%
Juvenile Delinquency	15	2%	47	4%	32	4%	26	3%	120	3%
Make a Payment	14	2%	13	1%	14	2%	20	2%	61	2%
Other	135	17%	147	12%	149	21%	139	16%	570	16%
PPO	8	1%	16	1%	7	1%	10	1%	41	1%
Total	799	100%	1,196	100%	716	100%	858	100%	3,569	100%

County

WAYNE

Court

C03-P82 WAYNE

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

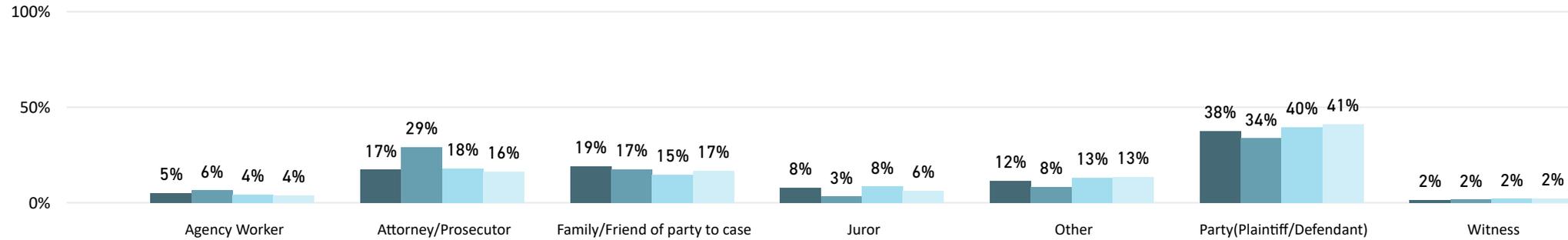
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



County

WAYNE

Court

C03-P82 WAYNE

Subset

All

Survey Year

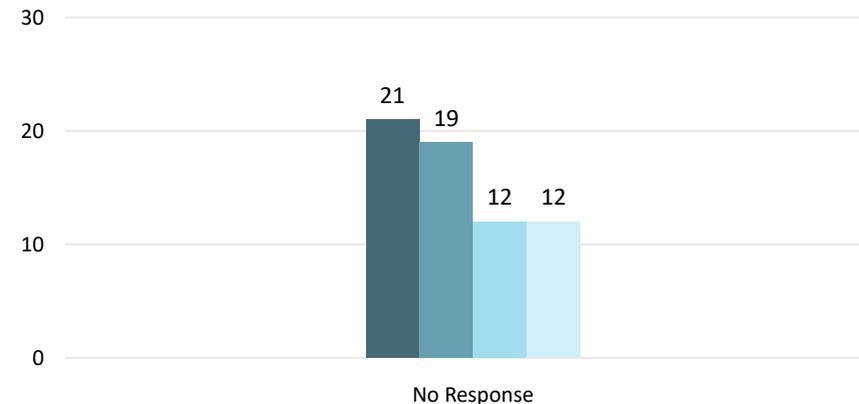
All

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	40	5%	72	6%	30	4%	31	4%	173	5%
Attorney/Prosecutor	133	17%	323	29%	122	18%	132	16%	710	21%
Family/Friend of party to case	147	19%	193	17%	101	15%	134	17%	575	17%
Juror	60	8%	37	3%	58	8%	50	6%	205	6%
Other	89	12%	91	8%	89	13%	109	13%	378	11%
Party(Plaintiff/Defendant)	289	38%	374	34%	271	40%	333	41%	1,267	38%
Witness	12	2%	18	2%	14	2%	19	2%	63	2%
Total	770	100%	1,108	100%	685	100%	808	100%	3,371	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

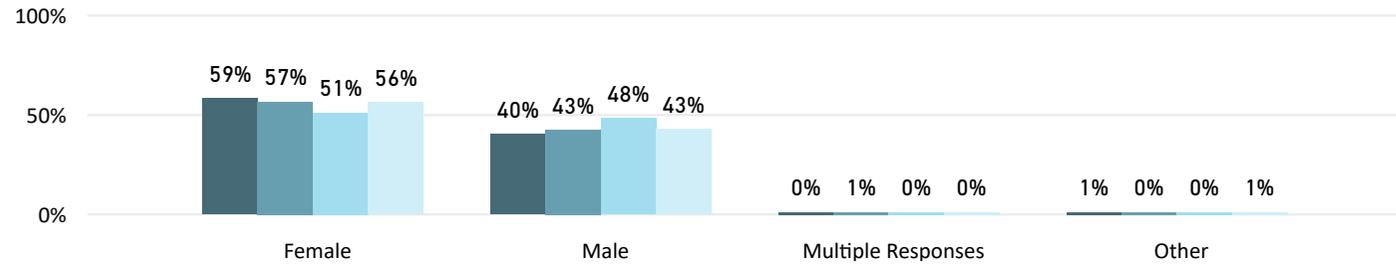
All



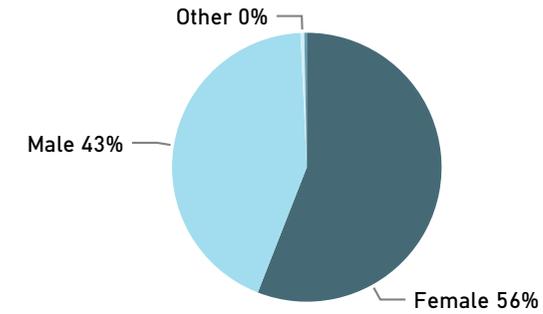
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2017 ● 2018



9. What is your gender?

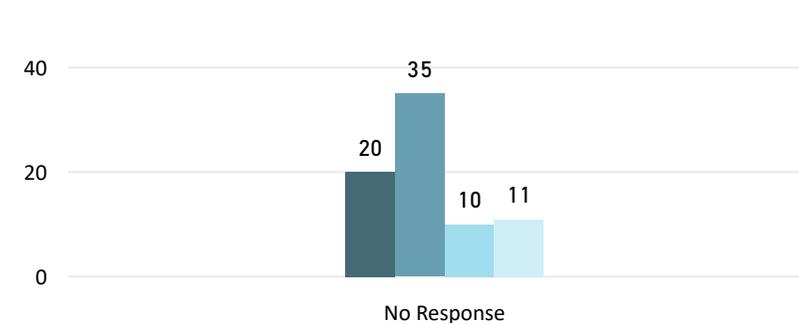


9. What is your gender?

SurveyYear	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	439	59%	614	57%	350	51%	447	56%	1,850	56%
Male	303	40%	461	43%	330	48%	339	43%	1,433	43%
Multiple Responses	2	0%	6	1%	1	0%	1	0%	10	0%
Other	6	1%	2	0%	2	0%	5	1%	15	0%
Total	750	100%	1,083	100%	683	100%	792	100%	3,308	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2017 ● 2018



County

WAYNE

Court

C03-P82 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WAYNE

Court

C03-P82 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

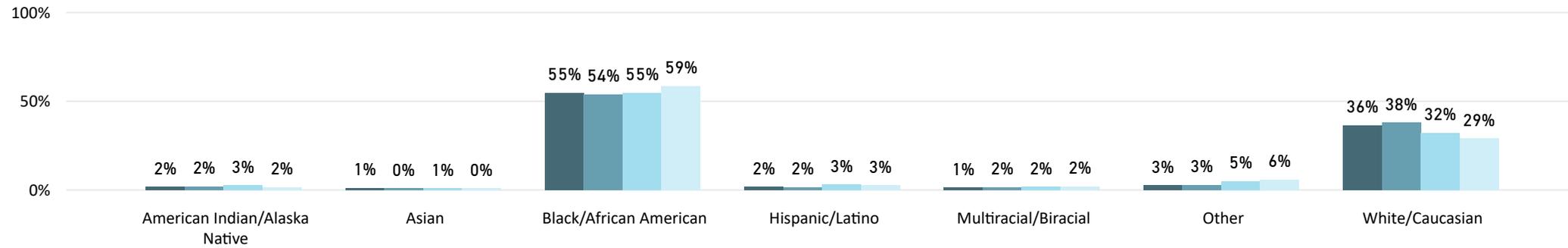
All

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	13	2%	20	2%	17	3%	12	2%	62	2%
Asian	8	1%	5	0%	5	1%	3	0%	21	1%
Black/African American	391	55%	568	54%	359	55%	452	59%	1,770	55%
Hispanic/Latino	13	2%	16	2%	20	3%	20	3%	69	2%
Multiracial/Biracial	10	1%	17	2%	12	2%	15	2%	54	2%
Other	19	3%	30	3%	32	5%	45	6%	126	4%
White/Caucasian	259	36%	401	38%	210	32%	223	29%	1,093	34%
Total	713	100%	1,057	100%	655	100%	770	100%	3,195	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018

