

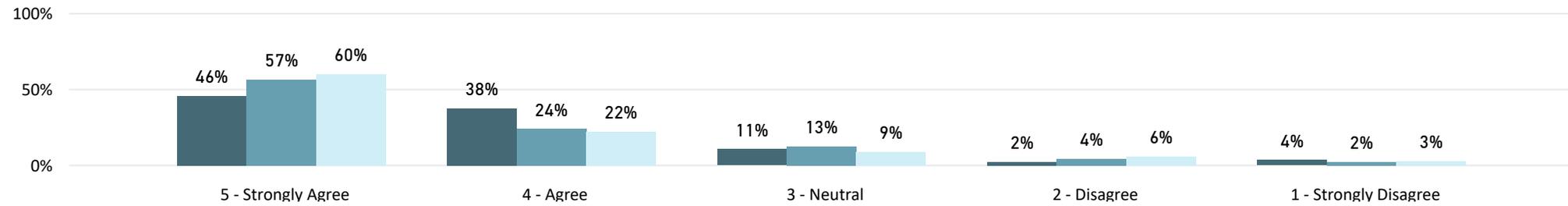


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
Time	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	77	46%	167	57%	81	60%	325	54%
4 - Agree	63	38%	71	24%	30	22%	164	27%
3 - Neutral	18	11%	37	13%	12	9%	67	11%
2 - Disagree	4	2%	13	4%	8	6%	25	4%
1 - Strongly Disagree	6	4%	7	2%	4	3%	17	3%
Total	168	100%	295	100%	135	100%	598	100%

County

WAYNE

Court

D16 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

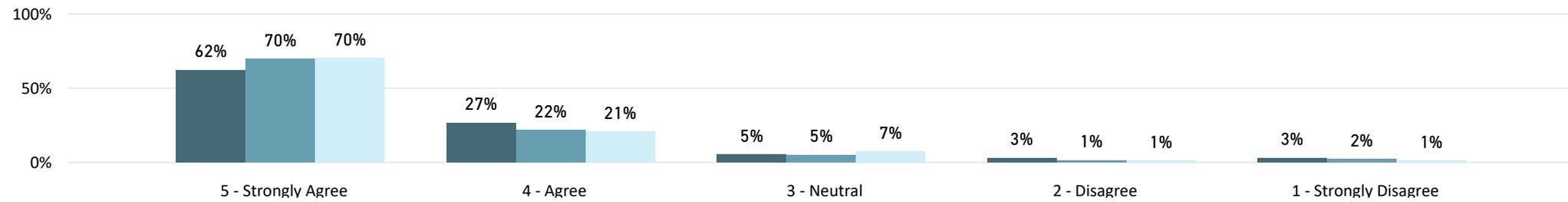


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

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

SurveyYear ● 2015 ● 2016 ● 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	107	62%	212	70%	95	70%	414	68%
4 - Agree	46	27%	66	22%	28	21%	140	23%
3 - Neutral	9	5%	15	5%	10	7%	34	6%
2 - Disagree	5	3%	4	1%	1	1%	10	2%
1 - Strongly Disagree	5	3%	7	2%	1	1%	13	2%
Total	172	100%	304	100%	135	100%	611	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

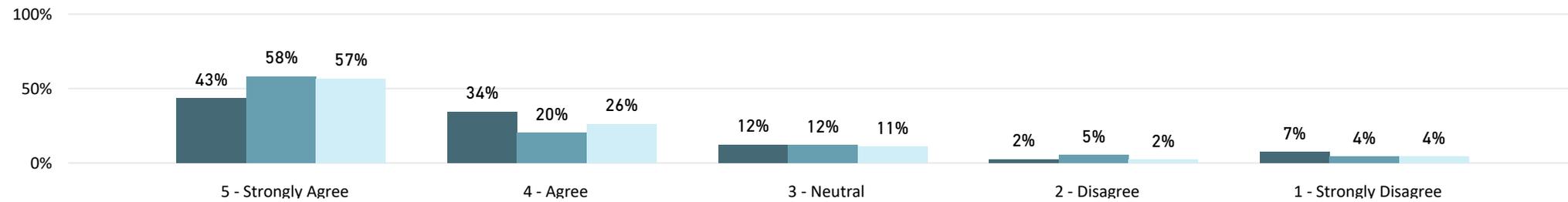


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	53	43%	121	58%	52	57%	226	54%
4 - Agree	42	34%	42	20%	24	26%	108	26%
3 - Neutral	15	12%	25	12%	10	11%	50	12%
2 - Disagree	3	2%	11	5%	2	2%	16	4%
1 - Strongly Disagree	9	7%	9	4%	4	4%	22	5%
Total	122	100%	208	100%	92	100%	422	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

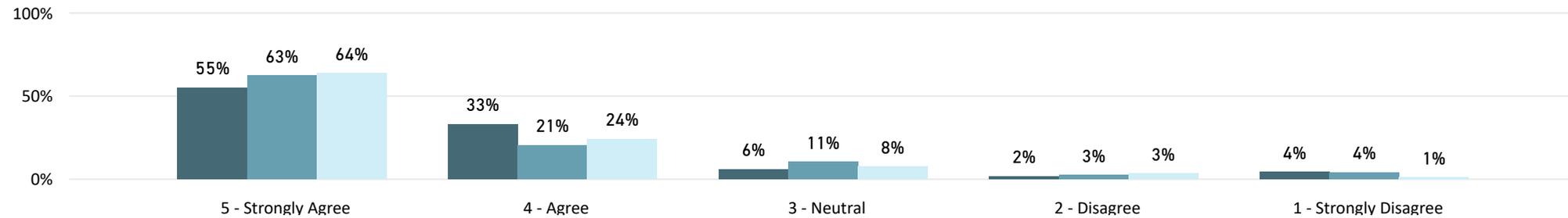


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	65	55%	125	63%	58	64%	248	61%
4 - Agree	39	33%	41	21%	22	24%	102	25%
3 - Neutral	7	6%	21	11%	7	8%	35	9%
2 - Disagree	2	2%	5	3%	3	3%	10	2%
1 - Strongly Disagree	5	4%	8	4%	1	1%	14	3%
Total	118	100%	200	100%	91	100%	409	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

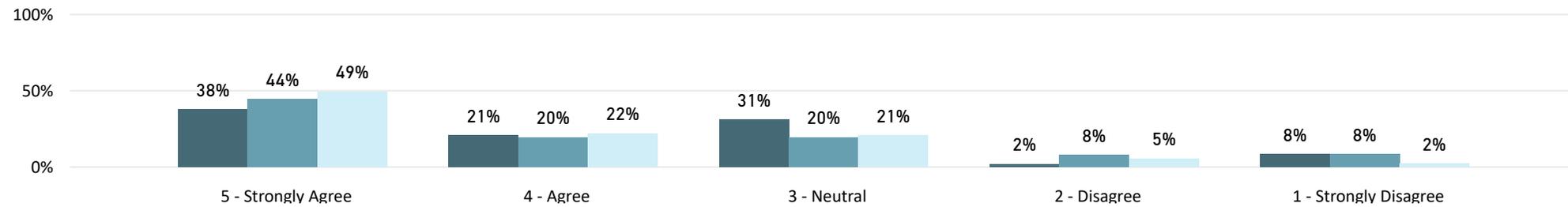


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	40	38%	84	44%	45	49%	169	44%
4 - Agree	22	21%	37	20%	20	22%	79	20%
3 - Neutral	33	31%	37	20%	19	21%	89	23%
2 - Disagree	2	2%	15	8%	5	5%	22	6%
1 - Strongly Disagree	9	8%	16	8%	2	2%	27	7%
Total	106	100%	189	100%	91	100%	386	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

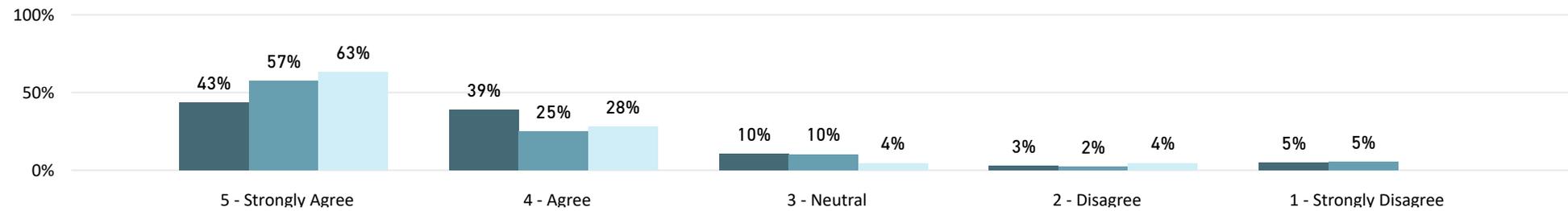


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	46	43%	108	57%	56	63%	210	55%
4 - Agree	41	39%	47	25%	25	28%	113	30%
3 - Neutral	11	10%	19	10%	4	4%	34	9%
2 - Disagree	3	3%	4	2%	4	4%	11	3%
1 - Strongly Disagree	5	5%	10	5%			15	4%
Total	106	100%	188	100%	89	100%	383	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

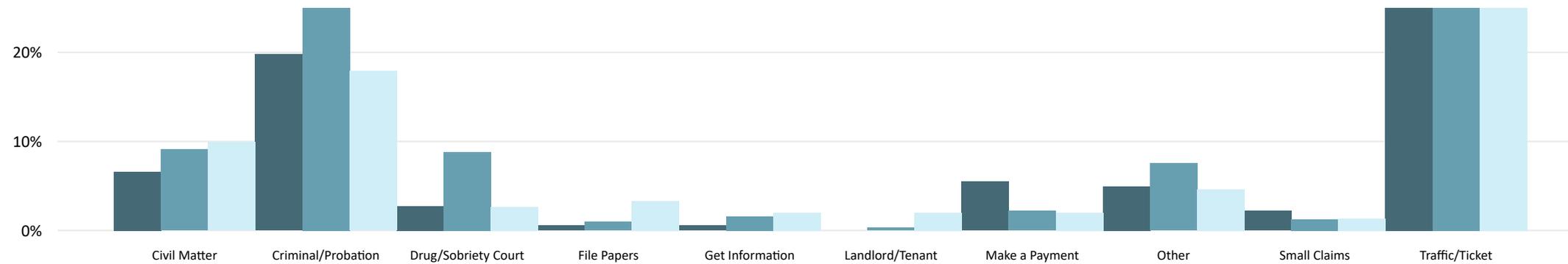
Race/Ethnicity



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	12	7%	29	9%	15	10%	56	9%
Criminal/Probation	36	20%	83	26%	27	18%	146	22%
Drug/Sobriety Court	5	3%	28	9%	4	3%	37	6%
File Papers	1	1%	3	1%	5	3%	9	1%
Get Information	1	1%	5	2%	3	2%	9	1%
Landlord/Tenant			1	0%	3	2%	4	1%
Make a Payment	10	5%	7	2%	3	2%	20	3%
Other	9	5%	24	8%	7	5%	40	6%
Small Claims	4	2%	4	1%	2	1%	10	2%
Traffic/Ticket	104	57%	134	42%	82	54%	320	49%
Total	182	100%	318	100%	151	100%	651	100%

County

Court

Subset

Survey Year

Role

Gender

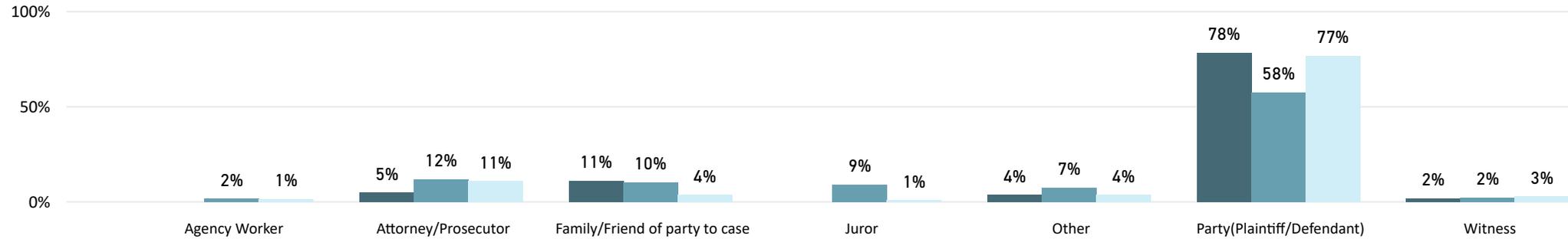
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

D16 WAYNE

Subset

All

Survey Year

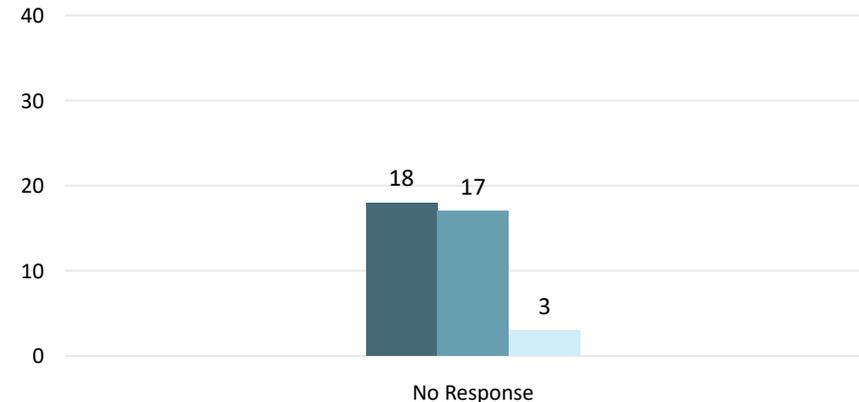
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker			5	2%	2	1%	7	1%
Attorney/Prosecutor	8	5%	37	12%	15	11%	60	10%
Family/Friend of party to case	18	11%	32	10%	5	4%	55	9%
Juror			28	9%	1	1%	29	5%
Other	6	4%	23	7%	5	4%	34	6%
Party(Plaintiff/Defendant)	127	78%	179	58%	106	77%	412	67%
Witness	3	2%	7	2%	4	3%	14	2%
Total	162	100%	311	100%	138	100%	611	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

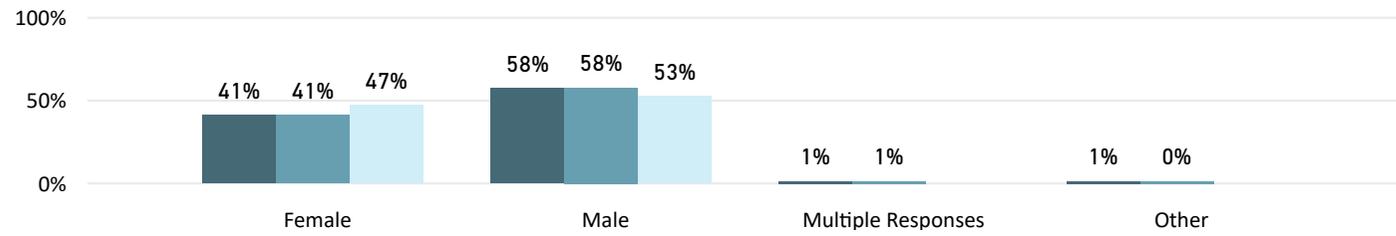
All



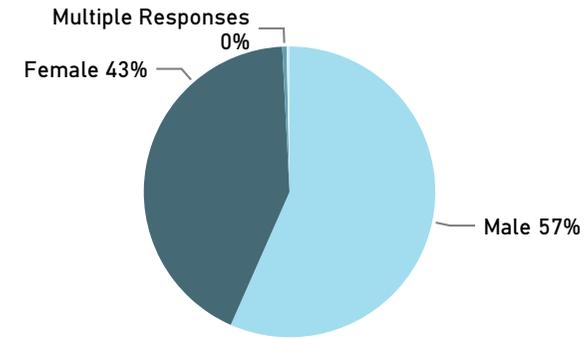
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

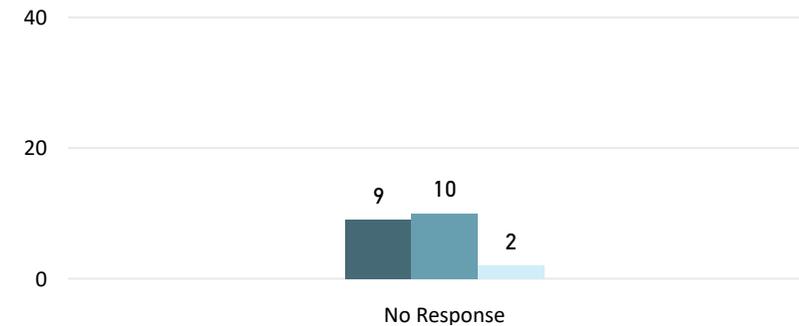


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	70	41%	129	41%	65	47%	264	43%
Male	98	58%	181	58%	72	53%	351	57%
Multiple Responses	1	1%	2	1%			3	0%
Other	1	1%	1	0%			2	0%
Total	170	100%	313	100%	137	100%	620	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

WAYNE

Court

D16 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

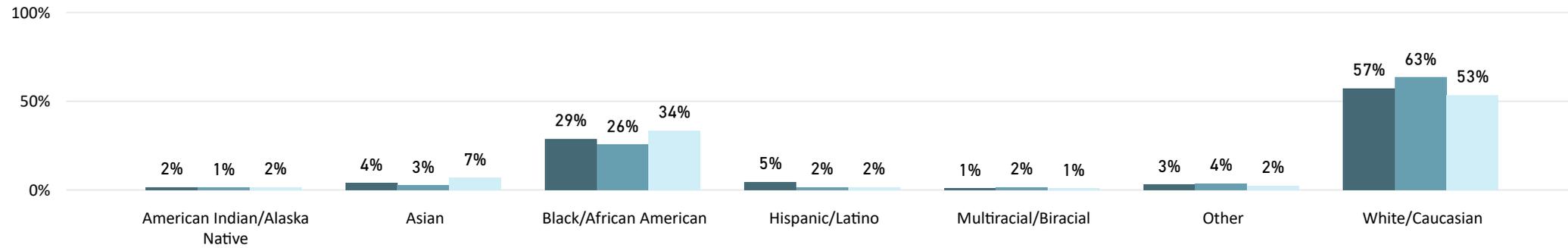
All

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	2%	4	1%	2	2%	8	1%
Asian	5	4%	8	3%	9	7%	22	4%
Black/African American	37	29%	77	26%	44	34%	158	28%
Hispanic/Latino	6	5%	5	2%	2	2%	13	2%
Multiracial/Biracial	1	1%	5	2%	1	1%	7	1%
Other	4	3%	11	4%	3	2%	18	3%
White/Caucasian	74	57%	191	63%	70	53%	335	60%
Total	129	100%	301	100%	131	100%	561	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

