

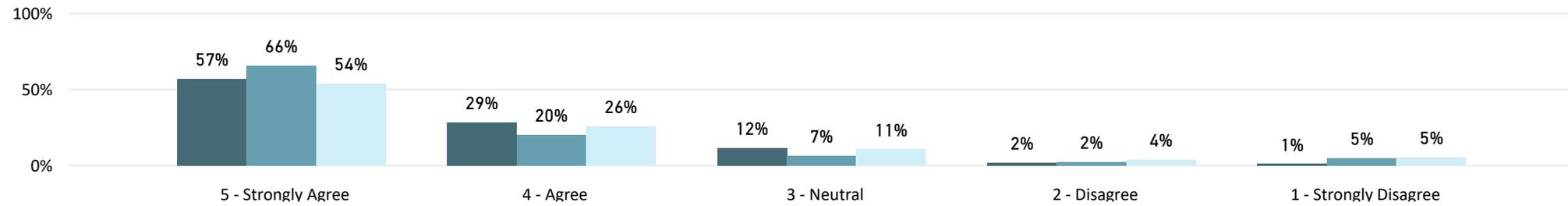


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	64	57%	81	66%	40	54%	185	60%
4 - Agree	32	29%	25	20%	19	26%	76	25%
3 - Neutral	13	12%	8	7%	8	11%	29	9%
2 - Disagree	2	2%	3	2%	3	4%	8	3%
1 - Strongly Disagree	1	1%	6	5%	4	5%	11	4%
Total	112	100%	123	100%	74	100%	309	100%

County

WAYNE

Court

D17 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

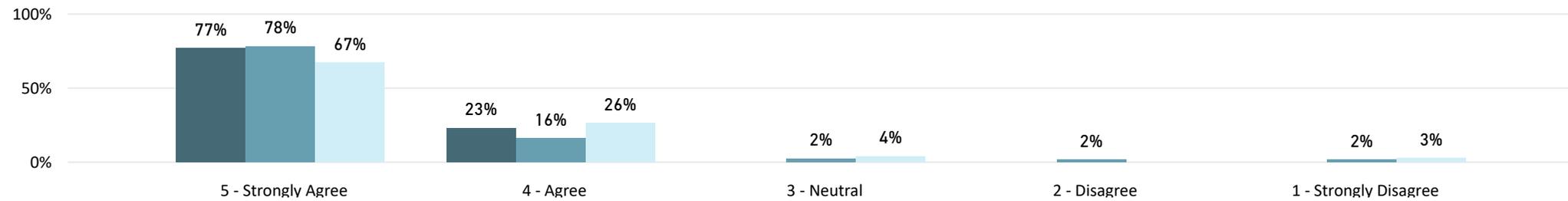


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	83	77%	97	78%	51	67%	231	75%
4 - Agree	25	23%	20	16%	20	26%	65	21%
3 - Neutral			3	2%	3	4%	6	2%
2 - Disagree			2	2%			2	1%
1 - Strongly Disagree			2	2%	2	3%	4	1%
Total	108	100%	124	100%	76	100%	308	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

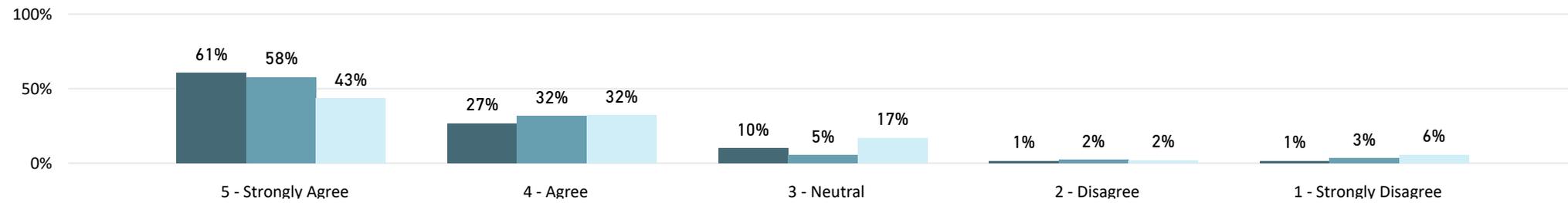


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	43	61%	53	58%	23	43%	119	55%
4 - Agree	19	27%	29	32%	17	32%	65	30%
3 - Neutral	7	10%	5	5%	9	17%	21	10%
2 - Disagree	1	1%	2	2%	1	2%	4	2%
1 - Strongly Disagree	1	1%	3	3%	3	6%	7	3%
Total	71	100%	92	100%	53	100%	216	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

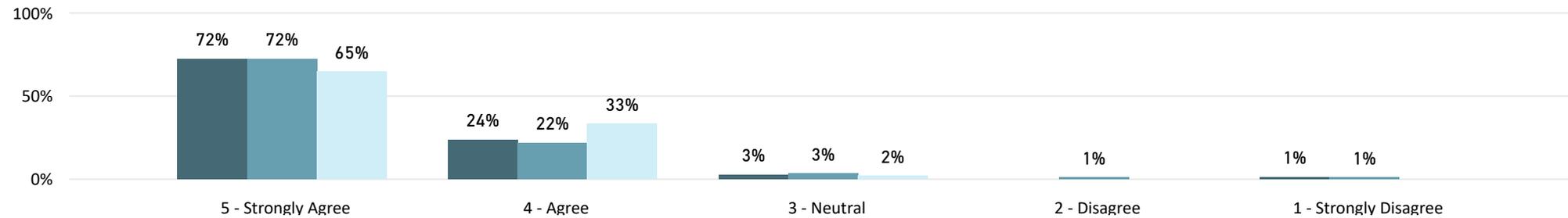


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	55	72%	63	72%	33	65%	151	71%
4 - Agree	18	24%	19	22%	17	33%	54	25%
3 - Neutral	2	3%	3	3%	1	2%	6	3%
2 - Disagree			1	1%			1	0%
1 - Strongly Disagree	1	1%	1	1%			2	1%
Total	76	100%	87	100%	51	100%	214	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

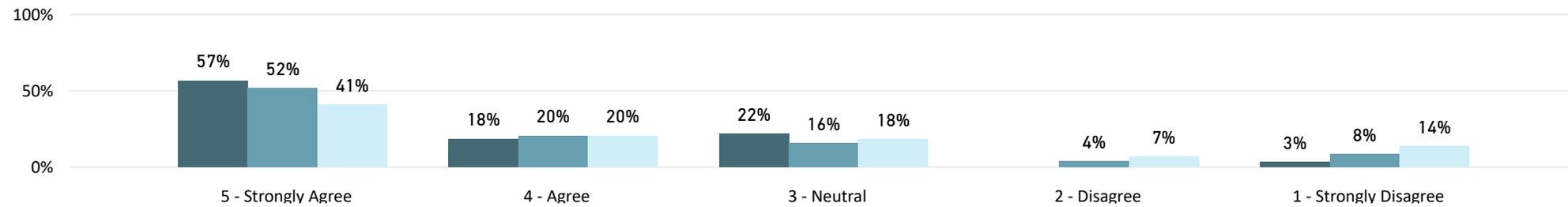


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	34	57%	43	52%	18	41%	95	51%
4 - Agree	11	18%	17	20%	9	20%	37	20%
3 - Neutral	13	22%	13	16%	8	18%	34	18%
2 - Disagree			3	4%	3	7%	6	3%
1 - Strongly Disagree	2	3%	7	8%	6	14%	15	8%
Total	60	100%	83	100%	44	100%	187	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

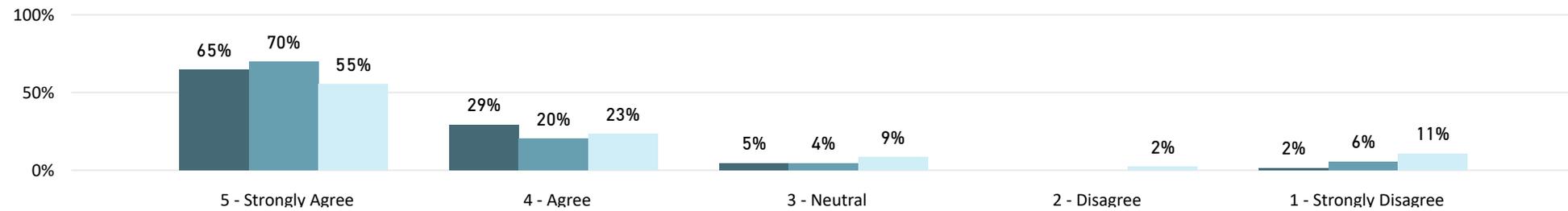


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	42	65%	62	70%	26	55%	130	65%
4 - Agree	19	29%	18	20%	11	23%	48	24%
3 - Neutral	3	5%	4	4%	4	9%	11	5%
2 - Disagree					1	2%	1	0%
1 - Strongly Disagree	1	2%	5	6%	5	11%	11	5%
Total	65	100%	89	100%	47	100%	201	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

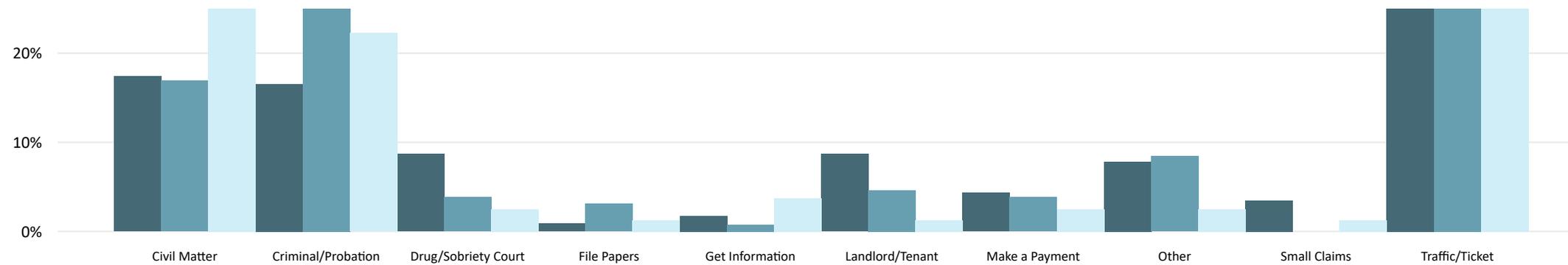
Race/Ethnicity



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	20	17%	22	17%	22	27%	64	20%
Criminal/Probation	19	17%	37	28%	18	22%	74	23%
Drug/Sobriety Court	10	9%	5	4%	2	2%	17	5%
File Papers	1	1%	4	3%	1	1%	6	2%
Get Information	2	2%	1	1%	3	4%	6	2%
Landlord/Tenant	10	9%	6	5%	1	1%	17	5%
Make a Payment	5	4%	5	4%	2	2%	12	4%
Other	9	8%	11	8%	2	2%	22	7%
Small Claims	4	3%			1	1%	5	2%
Traffic/Ticket	35	30%	39	30%	29	36%	103	32%
Total	115	100%	130	100%	81	100%	326	100%

County

WAYNE

Court

D17 WAYNE

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

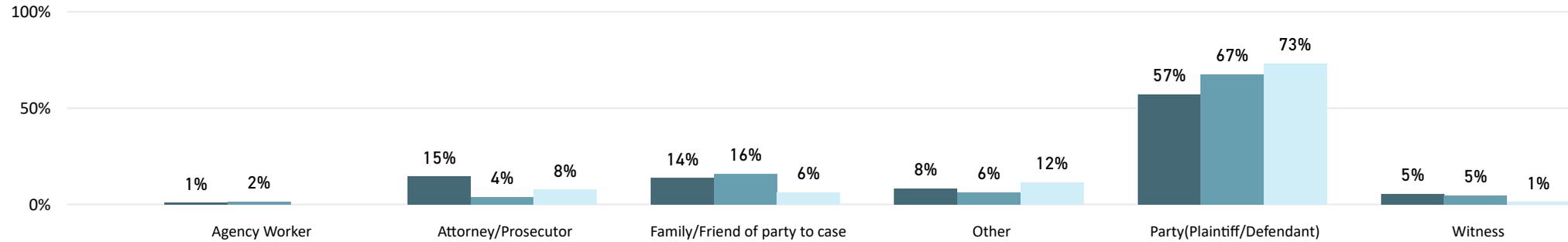
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

D17 WAYNE

Subset

All

Survey Year

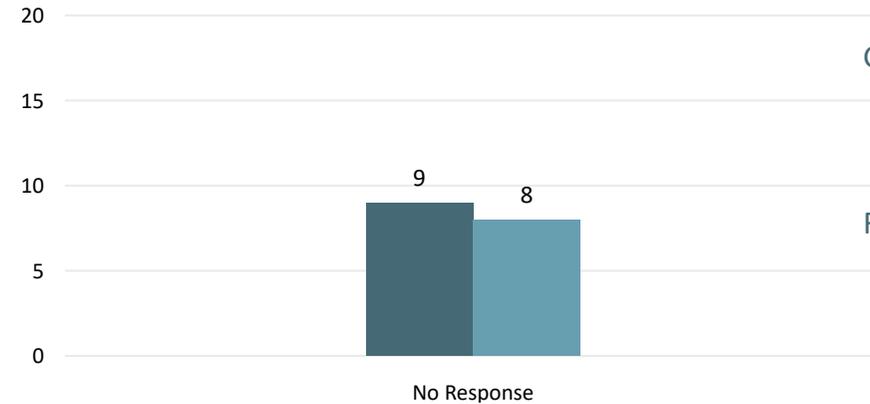
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	1%	2	2%			3	1%
Attorney/Prosecutor	16	15%	5	4%	6	8%	27	9%
Family/Friend of party to case	15	14%	20	16%	5	6%	40	13%
Other	9	8%	8	6%	9	12%	26	8%
Party(Plaintiff/Defendant)	63	57%	85	67%	57	73%	205	65%
Witness	6	5%	6	5%	1	1%	13	4%
Total	110	100%	126	100%	78	100%	314	100%

8. No Response

SurveyYear ● 2015 ● 2016



Type of Case

All

Gender

All

Race/Ethnicity

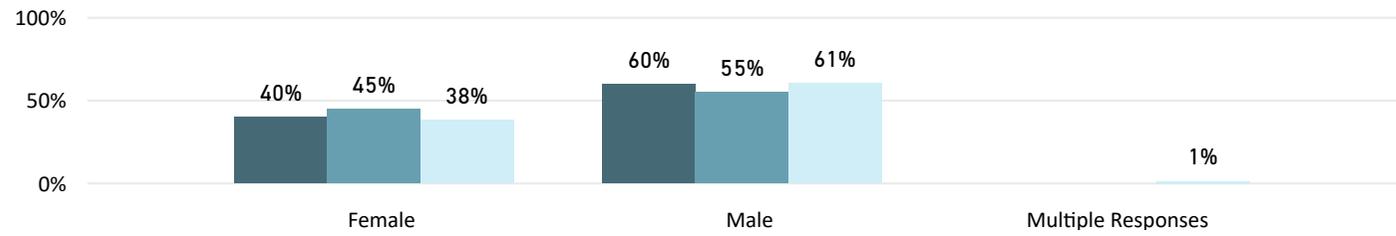
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

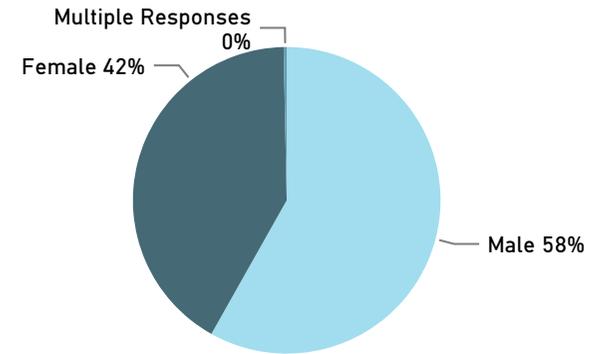
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

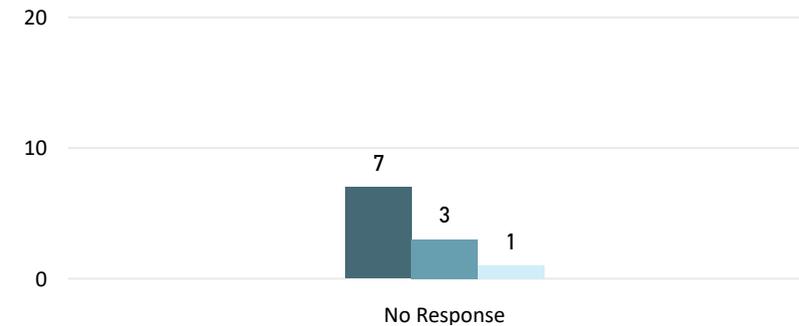
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	44	40%	57	45%	29	38%	130	42%
Male	66	60%	70	55%	46	61%	182	58%
Multiple Responses					1	1%	1	0%
Total	110	100%	127	100%	76	100%	313	100%

9. What is your gender?



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

D17 WAYNE

Subset

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Survey Year

All

Role

All

Type of Case

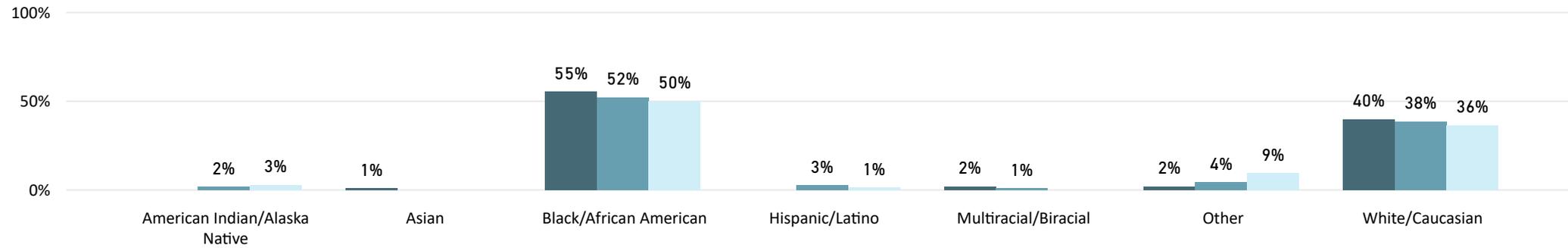
All

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%	2	3%	4	1%
Asian	1	1%					1	0%
Black/African American	57	55%	61	52%	37	50%	155	53%
Hispanic/Latino			3	3%	1	1%	4	1%
Multiracial/Biracial	2	2%	1	1%			3	1%
Other	2	2%	5	4%	7	9%	14	5%
White/Caucasian	41	40%	45	38%	27	36%	113	38%
Total	103	100%	117	100%	74	100%	294	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

