

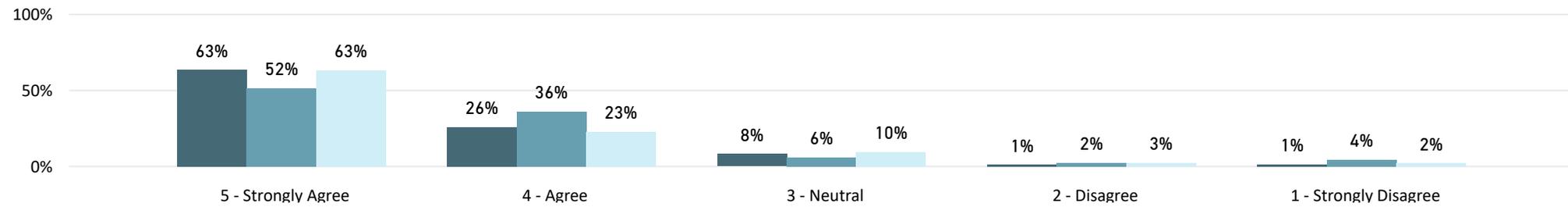


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	132	63%	116	52%	151	63%	399	59%
4 - Agree	54	26%	81	36%	54	23%	189	28%
3 - Neutral	17	8%	13	6%	23	10%	53	8%
2 - Disagree	2	1%	5	2%	6	3%	13	2%
1 - Strongly Disagree	3	1%	10	4%	5	2%	18	3%
Total	208	100%	225	100%	239	100%	672	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

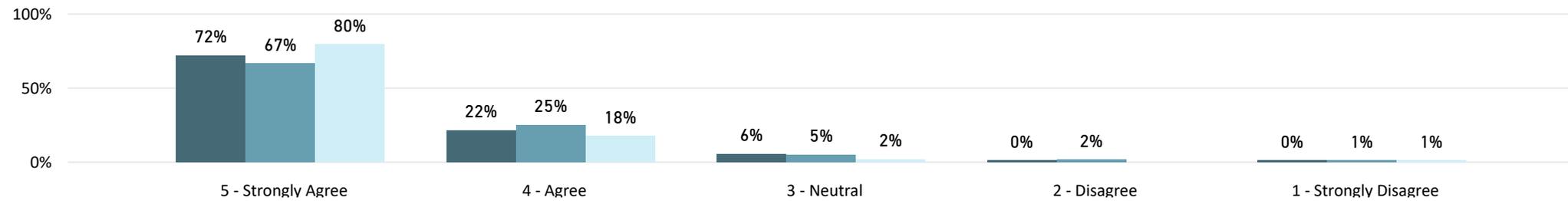


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	157	72%	156	67%	195	80%	508	73%
4 - Agree	47	22%	59	25%	43	18%	149	21%
3 - Neutral	12	6%	12	5%	5	2%	29	4%
2 - Disagree	1	0%	4	2%			5	1%
1 - Strongly Disagree	1	0%	3	1%	2	1%	6	1%
Total	218	100%	234	100%	245	100%	697	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

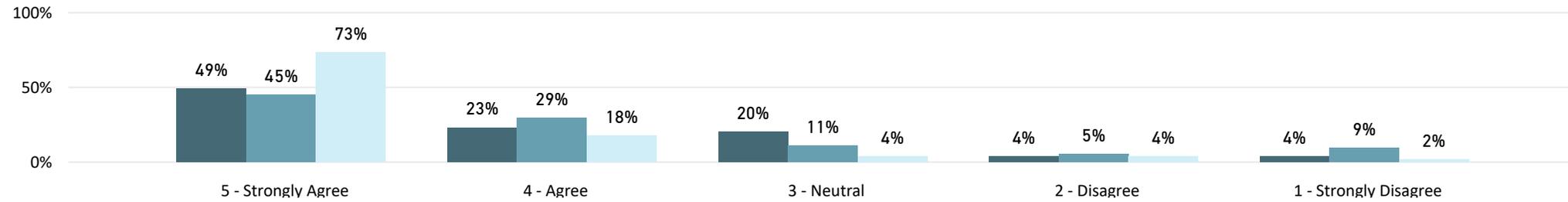


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	51	49%	58	45%	138	73%	247	59%
4 - Agree	24	23%	38	29%	33	18%	95	23%
3 - Neutral	21	20%	14	11%	7	4%	42	10%
2 - Disagree	4	4%	7	5%	7	4%	18	4%
1 - Strongly Disagree	4	4%	12	9%	3	2%	19	5%
Total	104	100%	129	100%	188	100%	421	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

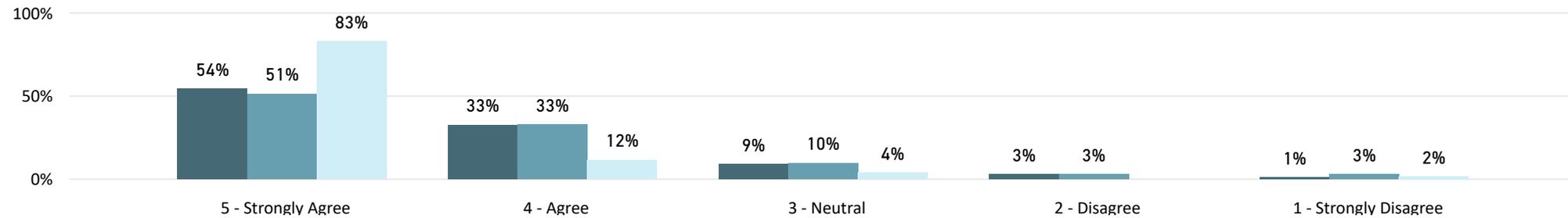


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	54%	69	51%	151	83%	275	66%
4 - Agree	33	33%	44	33%	21	12%	98	24%
3 - Neutral	9	9%	13	10%	7	4%	29	7%
2 - Disagree	3	3%	4	3%			7	2%
1 - Strongly Disagree	1	1%	4	3%	3	2%	8	2%
Total	101	100%	134	100%	182	100%	417	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

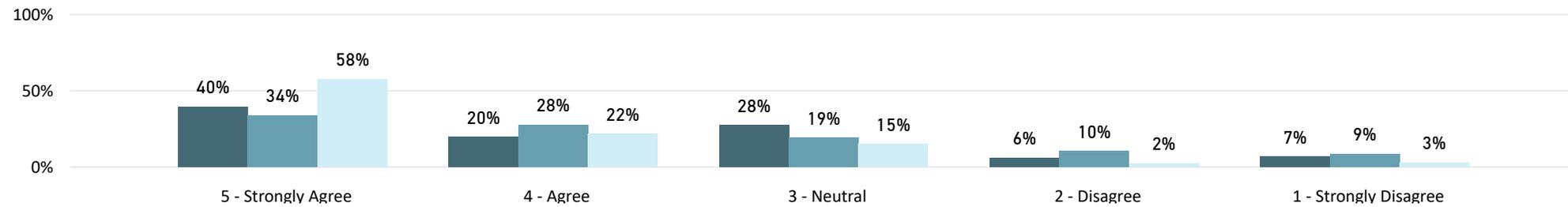


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	46	40%	39	34%	95	58%	180	45%
4 - Agree	23	20%	32	28%	36	22%	91	23%
3 - Neutral	32	28%	22	19%	25	15%	79	20%
2 - Disagree	7	6%	12	10%	4	2%	23	6%
1 - Strongly Disagree	8	7%	10	9%	5	3%	23	6%
Total	116	100%	115	100%	165	100%	396	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

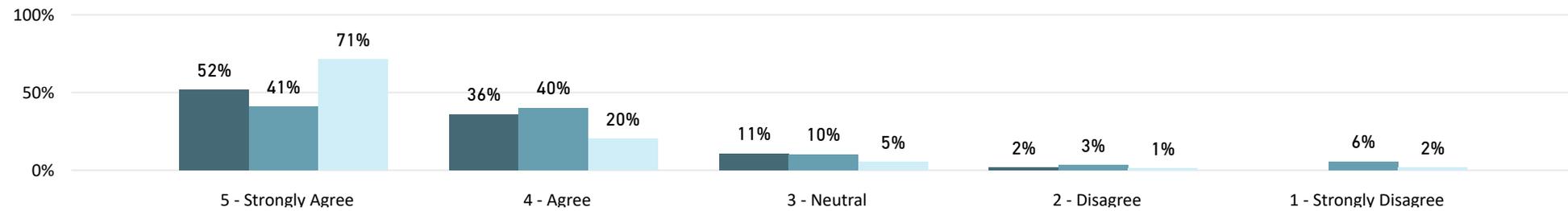


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	63	52%	52	41%	119	71%	234	56%
4 - Agree	44	36%	51	40%	34	20%	129	31%
3 - Neutral	13	11%	13	10%	9	5%	35	8%
2 - Disagree	2	2%	4	3%	2	1%	8	2%
1 - Strongly Disagree			7	6%	3	2%	10	2%
Total	122	100%	127	100%	167	100%	416	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

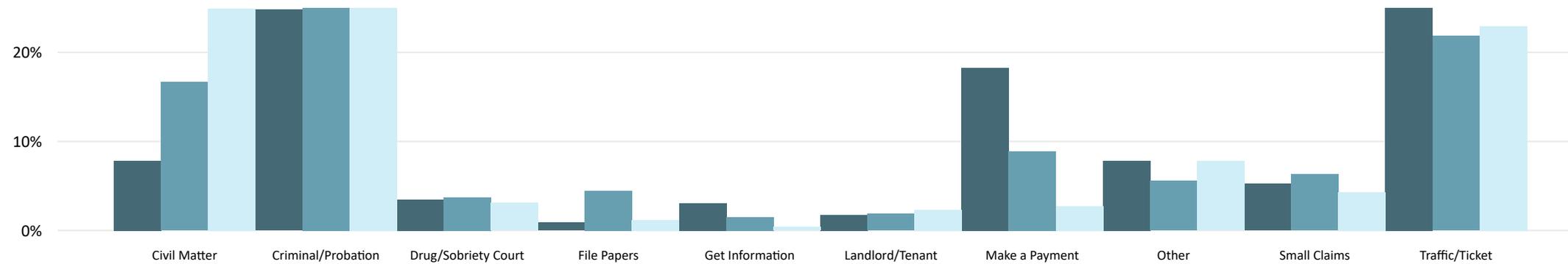
Race/Ethnicity



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	18	8%	45	17%	64	25%	127	17%
Criminal/Probation	57	25%	79	29%	78	30%	214	28%
Drug/Sobriety Court	8	3%	10	4%	8	3%	26	3%
File Papers	2	1%	12	4%	3	1%	17	2%
Get Information	7	3%	4	1%	1	0%	12	2%
Landlord/Tenant	4	2%	5	2%	6	2%	15	2%
Make a Payment	42	18%	24	9%	7	3%	73	10%
Other	18	8%	15	6%	20	8%	53	7%
Small Claims	12	5%	17	6%	11	4%	40	5%
Traffic/Ticket	62	27%	59	22%	59	23%	180	24%
Total	230	100%	270	100%	257	100%	757	100%

County

WAYNE

Court

D19 WAYNE

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

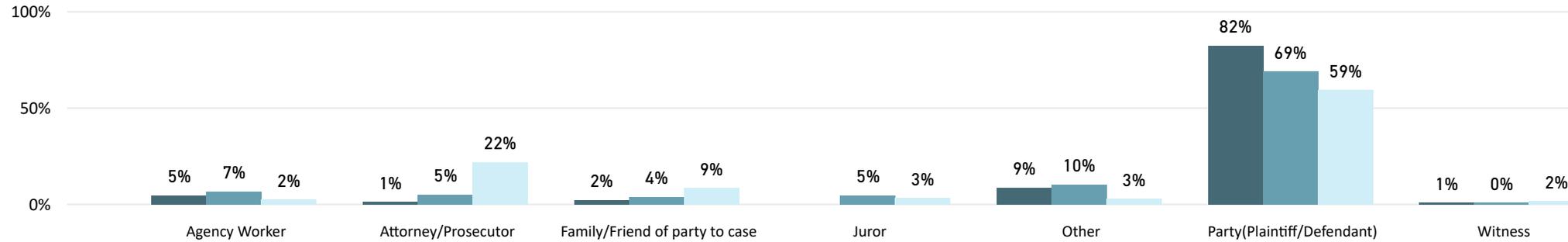
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

D19 WAYNE

Subset

All

Survey Year

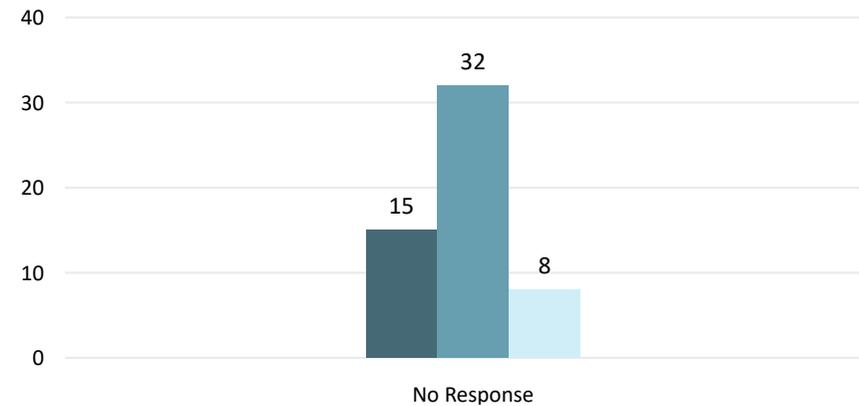
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	11	5%	14	7%	6	2%	31	4%
Attorney/Prosecutor	3	1%	11	5%	54	22%	68	10%
Family/Friend of party to case	5	2%	8	4%	21	9%	34	5%
Juror			10	5%	8	3%	18	3%
Other	20	9%	22	10%	7	3%	49	7%
Party(Plaintiff/Defendant)	191	82%	147	69%	146	59%	484	70%
Witness	2	1%	1	0%	4	2%	7	1%
Total	232	100%	213	100%	246	100%	691	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

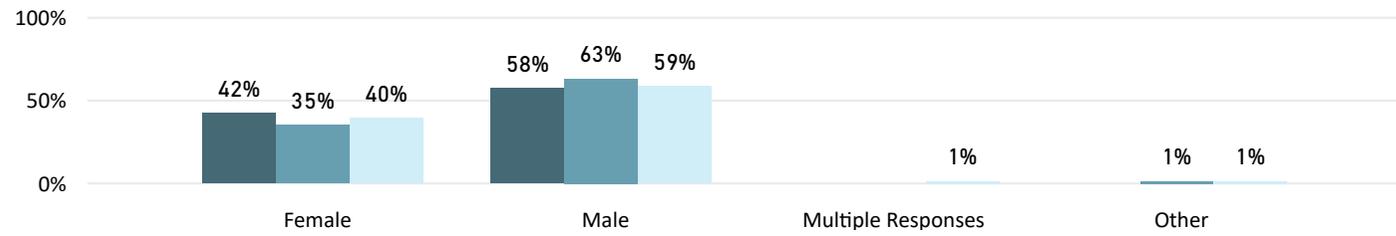
All



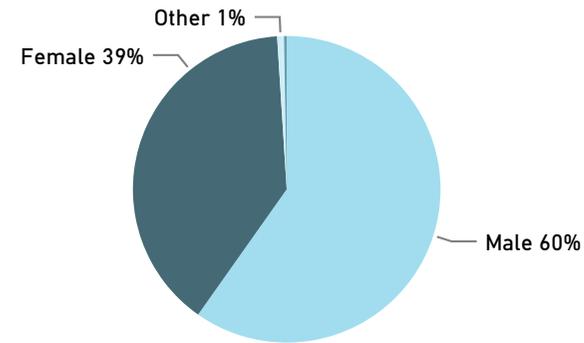
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

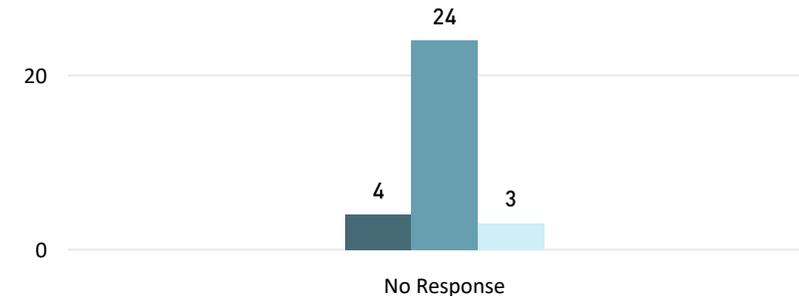


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	99	42%	77	35%	99	40%	275	39%
Male	134	58%	138	63%	147	59%	419	60%
Multiple Responses					2	1%	2	0%
Other			3	1%	2	1%	5	1%
Total	233	100%	218	100%	250	100%	701	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

D19 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

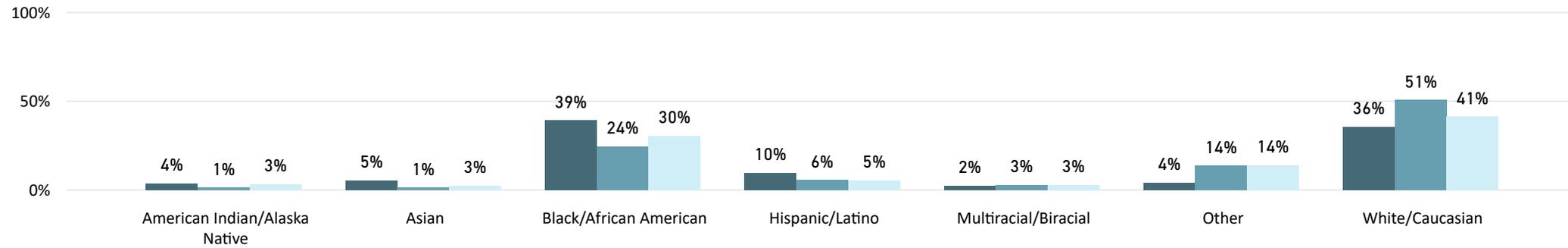
All

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	8	4%	3	1%	8	3%	19	3%
Asian	12	5%	3	1%	6	3%	21	3%
Black/African American	86	39%	52	24%	72	30%	210	31%
Hispanic/Latino	21	10%	12	6%	13	5%	46	7%
Multiracial/Biracial	5	2%	6	3%	7	3%	18	3%
Other	9	4%	29	14%	33	14%	71	11%
White/Caucasian	78	36%	108	51%	98	41%	284	42%
Total	219	100%	213	100%	237	100%	669	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

