

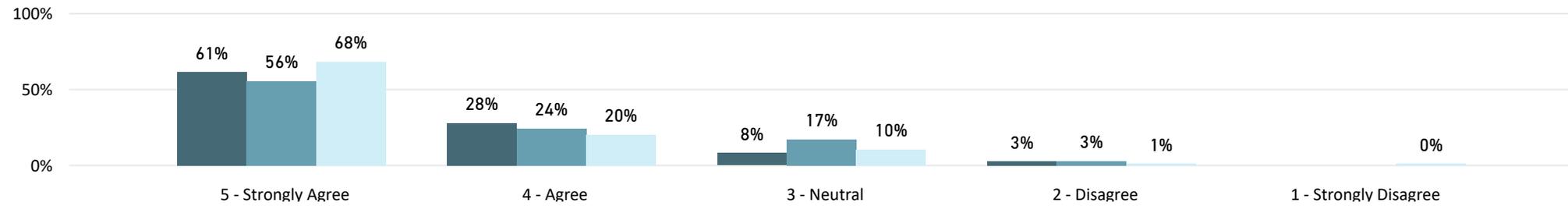


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 Time	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	188	61%	98	56%	165	68%	451	62%
4 - Agree	85	28%	43	24%	49	20%	177	24%
3 - Neutral	25	8%	30	17%	25	10%	80	11%
2 - Disagree	8	3%	5	3%	2	1%	15	2%
1 - Strongly Disagree					1	0%	1	0%
<b>Total</b>	<b>306</b>	<b>100%</b>	<b>176</b>	<b>100%</b>	<b>242</b>	<b>100%</b>	<b>724</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

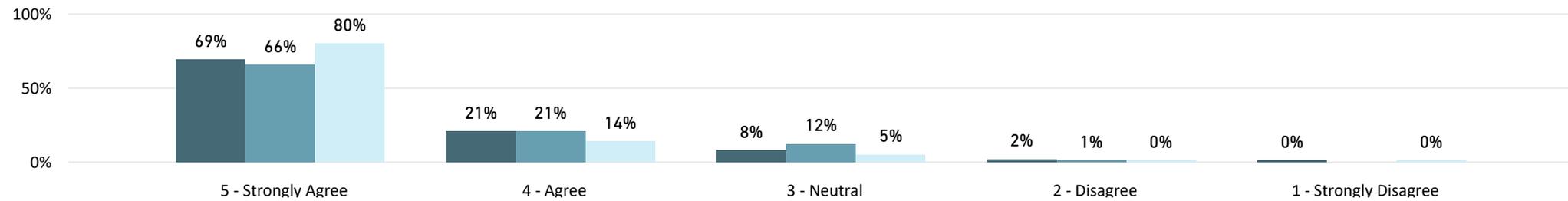


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	213	69%	117	66%	194	80%	524	72%
4 - Agree	64	21%	37	21%	34	14%	135	19%
3 - Neutral	24	8%	22	12%	12	5%	58	8%
2 - Disagree	6	2%	2	1%	1	0%	9	1%
1 - Strongly Disagree	1	0%			1	0%	2	0%
<b>Total</b>	<b>308</b>	<b>100%</b>	<b>178</b>	<b>100%</b>	<b>242</b>	<b>100%</b>	<b>728</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

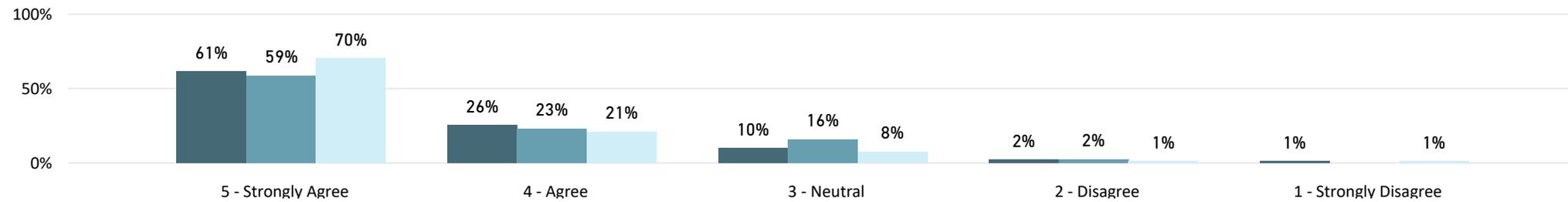


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	173	61%	96	59%	137	70%	406	63%
4 - Agree	72	26%	38	23%	41	21%	151	24%
3 - Neutral	28	10%	26	16%	15	8%	69	11%
2 - Disagree	6	2%	4	2%	1	1%	11	2%
1 - Strongly Disagree	3	1%			1	1%	4	1%
<b>Total</b>	<b>282</b>	<b>100%</b>	<b>164</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>641</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

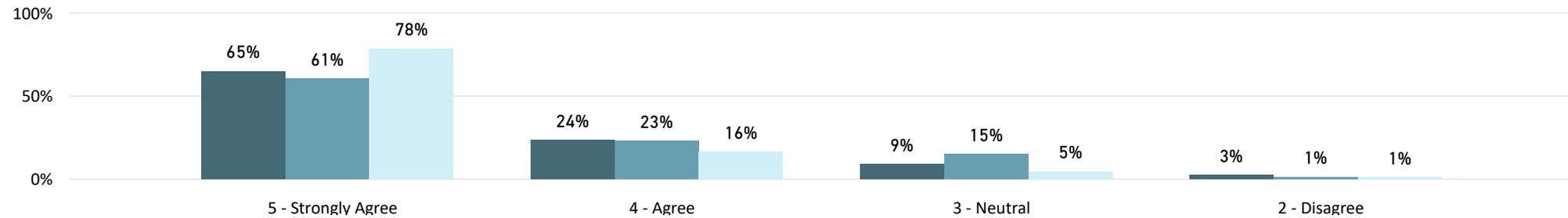


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	179	65%	100	61%	153	78%	432	68%
4 - Agree	65	24%	38	23%	32	16%	135	21%
3 - Neutral	25	9%	25	15%	9	5%	59	9%
2 - Disagree	7	3%	2	1%	1	1%	10	2%
<b>Total</b>	<b>276</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>195</b>	<b>100%</b>	<b>636</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

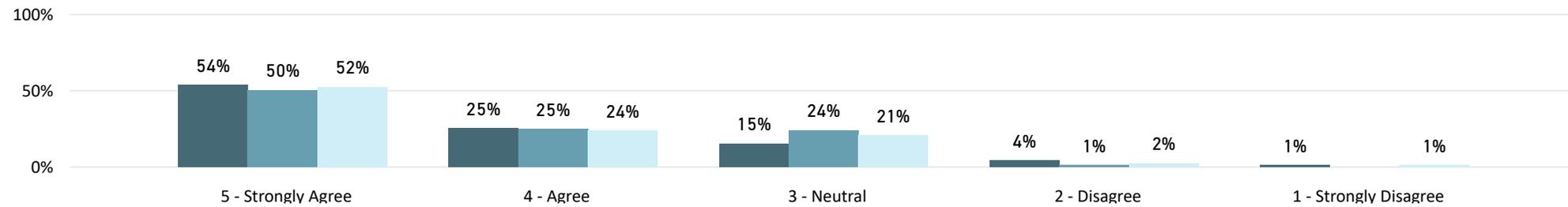


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	137	54%	73	50%	88	52%	298	52%
4 - Agree	65	25%	36	25%	40	24%	141	25%
3 - Neutral	39	15%	35	24%	35	21%	109	19%
2 - Disagree	11	4%	1	1%	4	2%	16	3%
1 - Strongly Disagree	3	1%			1	1%	4	1%
<b>Total</b>	<b>255</b>	<b>100%</b>	<b>145</b>	<b>100%</b>	<b>168</b>	<b>100%</b>	<b>568</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

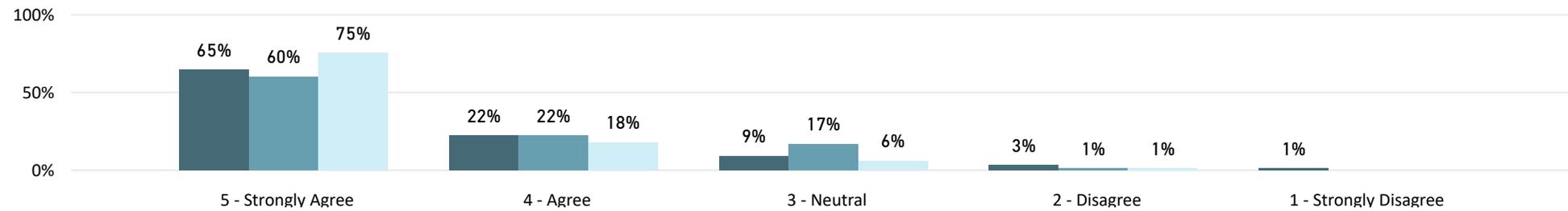


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	164	65%	89	60%	134	75%	387	67%
4 - Agree	57	22%	33	22%	32	18%	122	21%
3 - Neutral	23	9%	25	17%	11	6%	59	10%
2 - Disagree	8	3%	1	1%	1	1%	10	2%
1 - Strongly Disagree	2	1%	0	0%	0	0%	2	0%
<b>Total</b>	<b>254</b>	<b>100%</b>	<b>148</b>	<b>100%</b>	<b>178</b>	<b>100%</b>	<b>580</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

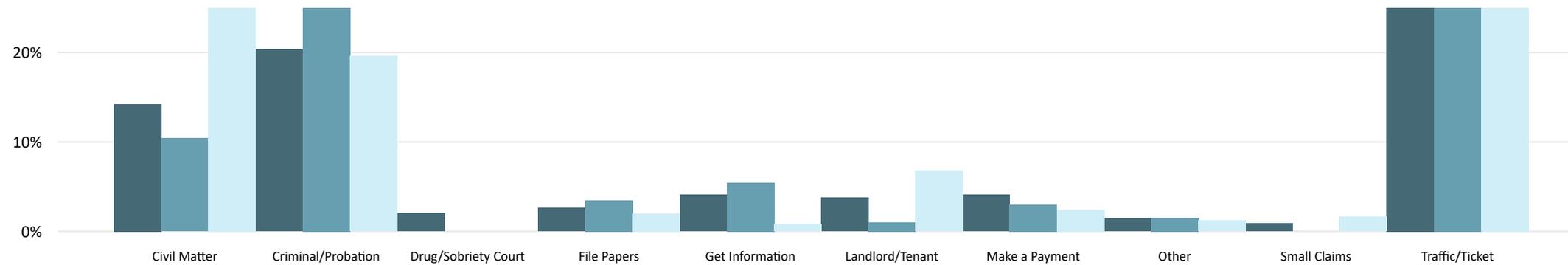
Race/Ethnicity



# 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	49	14%	21	10%	66	26%	136	17%
Criminal/Probation	70	20%	58	29%	49	20%	177	22%
Drug/Sobriety Court	7	2%					7	1%
File Papers	9	3%	7	3%	5	2%	21	3%
Get Information	14	4%	11	5%	2	1%	27	3%
Landlord/Tenant	13	4%	2	1%	17	7%	32	4%
Make a Payment	14	4%	6	3%	6	2%	26	3%
Other	5	1%	3	1%	3	1%	11	1%
Small Claims	3	1%			4	2%	7	1%
Traffic/Ticket	160	47%	94	47%	98	39%	352	44%
<b>Total</b>	<b>344</b>	<b>100%</b>	<b>202</b>	<b>100%</b>	<b>250</b>	<b>100%</b>	<b>796</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Gender

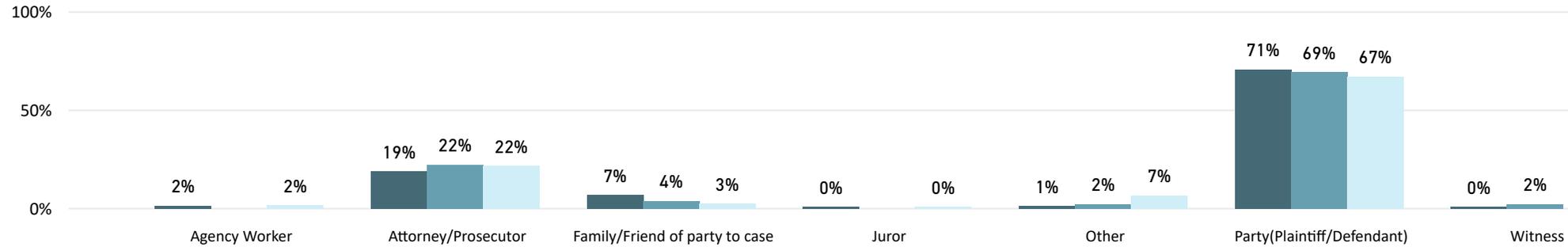
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

D20 WAYNE

Subset

All

Survey Year

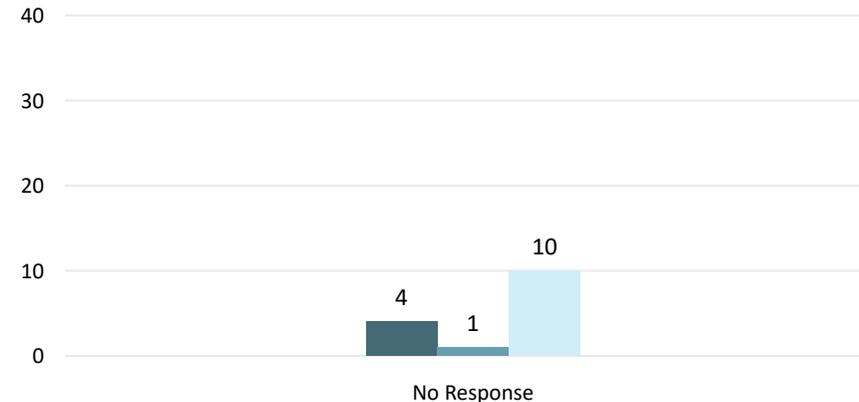
All

## 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%			4	2%	9	1%
Attorney/Prosecutor	60	19%	40	22%	52	22%	152	21%
Family/Friend of party to case	22	7%	7	4%	6	3%	35	5%
Juror	1	0%			1	0%	2	0%
Other	4	1%	4	2%	16	7%	24	3%
Party(Plaintiff/Defendant)	225	71%	125	69%	161	67%	511	69%
Witness	1	0%	4	2%			5	1%
<b>Total</b>	<b>318</b>	<b>100%</b>	<b>180</b>	<b>100%</b>	<b>240</b>	<b>100%</b>	<b>738</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

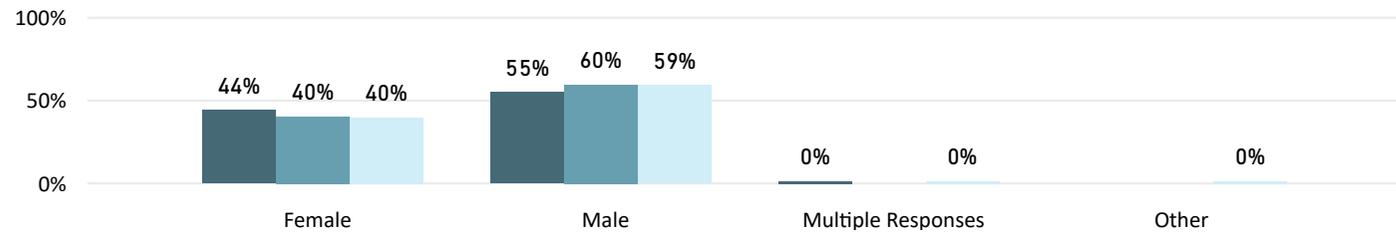
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

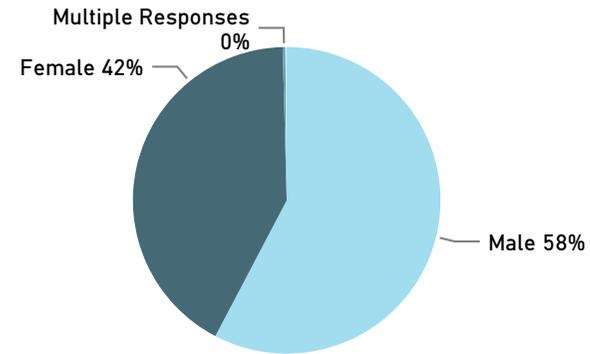
Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

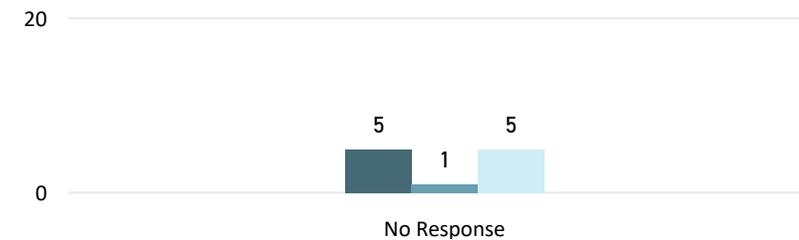
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	136	44%	72	40%	95	40%	303	42%
Male	169	55%	106	60%	142	59%	417	58%
Multiple Responses	1	0%			1	0%	2	0%
Other					1	0%	1	0%
<b>Total</b>	<b>306</b>	<b>100%</b>	<b>178</b>	<b>100%</b>	<b>239</b>	<b>100%</b>	<b>723</b>	<b>100%</b>

## 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

D20 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

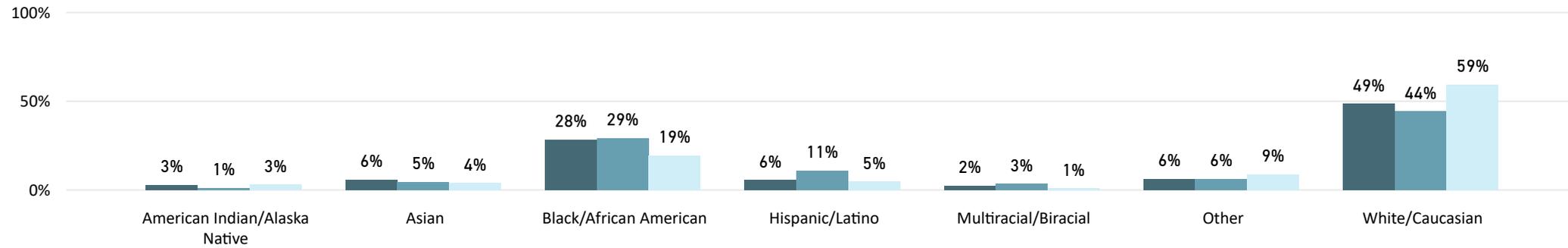
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

SurveyYear Race/ethnicity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	8	3%	2	1%	7	3%	17	2%
Asian	17	6%	8	5%	9	4%	34	5%
Black/African American	82	28%	51	29%	45	19%	178	26%
Hispanic/Latino	16	6%	19	11%	11	5%	46	7%
Multiracial/Biracial	7	2%	6	3%	2	1%	15	2%
Other	18	6%	11	6%	20	9%	49	7%
White/Caucasian	140	49%	77	44%	137	59%	354	51%
<b>Total</b>	<b>288</b>	<b>100%</b>	<b>174</b>	<b>100%</b>	<b>231</b>	<b>100%</b>	<b>693</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

