

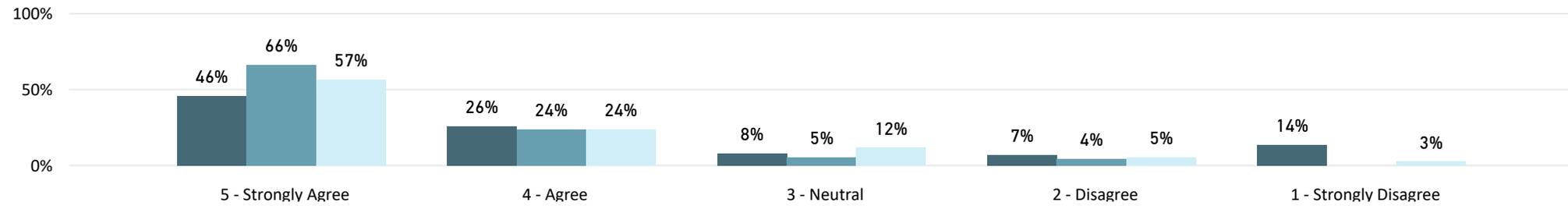


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	34	46%	61	66%	43	57%	138	57%
4 - Agree	19	26%	22	24%	18	24%	59	24%
3 - Neutral	6	8%	5	5%	9	12%	20	8%
2 - Disagree	5	7%	4	4%	4	5%	13	5%
1 - Strongly Disagree	10	14%			2	3%	12	5%
Total	74	100%	92	100%	76	100%	242	100%

County

WAYNE

Court

D27 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

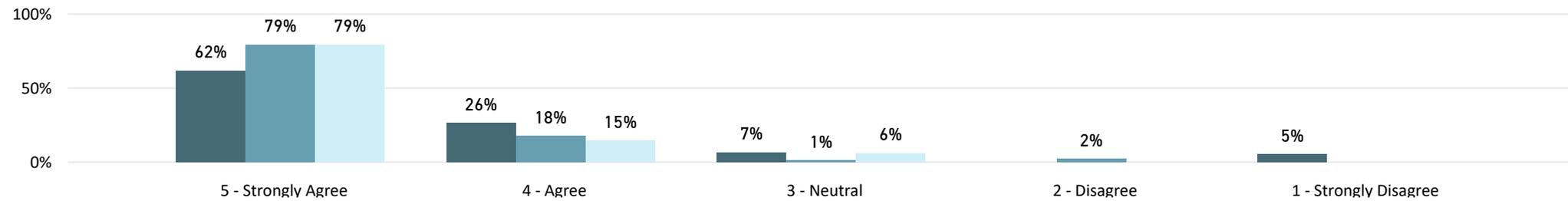


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	47	62%	76	79%	65	79%	188	74%
4 - Agree	20	26%	17	18%	12	15%	49	19%
3 - Neutral	5	7%	1	1%	5	6%	11	4%
2 - Disagree			2	2%			2	1%
1 - Strongly Disagree	4	5%					4	2%
Total	76	100%	96	100%	82	100%	254	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

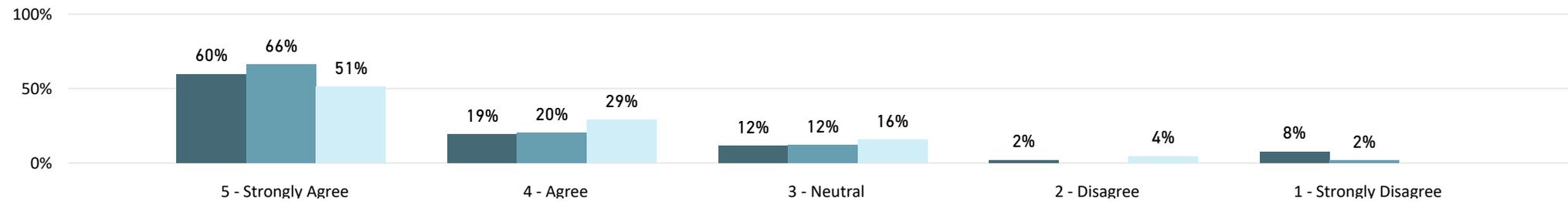


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	31	60%	39	66%	23	51%	93	60%
4 - Agree	10	19%	12	20%	13	29%	35	22%
3 - Neutral	6	12%	7	12%	7	16%	20	13%
2 - Disagree	1	2%	0	0%	2	4%	3	2%
1 - Strongly Disagree	4	8%	1	2%	0	0%	5	3%
Total	52	100%	59	100%	45	100%	156	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

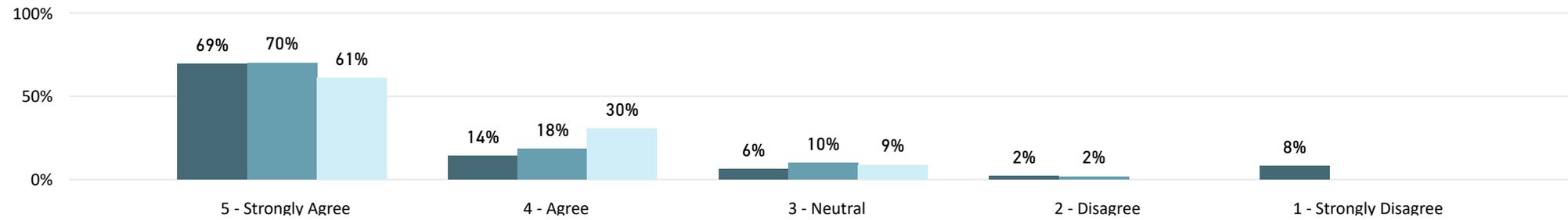


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	34	69%	42	70%	28	61%	104	67%
4 - Agree	7	14%	11	18%	14	30%	32	21%
3 - Neutral	3	6%	6	10%	4	9%	13	8%
2 - Disagree	1	2%	1	2%	0	0%	2	1%
1 - Strongly Disagree	4	8%	0	0%	0	0%	4	3%
Total	49	100%	60	100%	46	100%	155	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

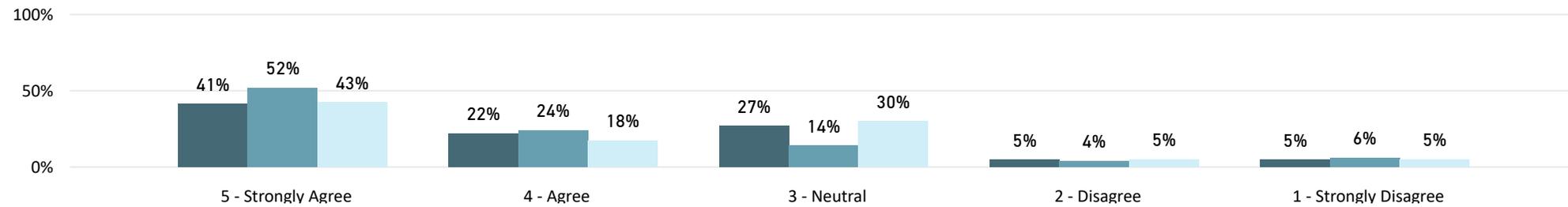


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	17	41%	26	52%	17	43%	60	46%
4 - Agree	9	22%	12	24%	7	18%	28	21%
3 - Neutral	11	27%	7	14%	12	30%	30	23%
2 - Disagree	2	5%	2	4%	2	5%	6	5%
1 - Strongly Disagree	2	5%	3	6%	2	5%	7	5%
Total	41	100%	50	100%	40	100%	131	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

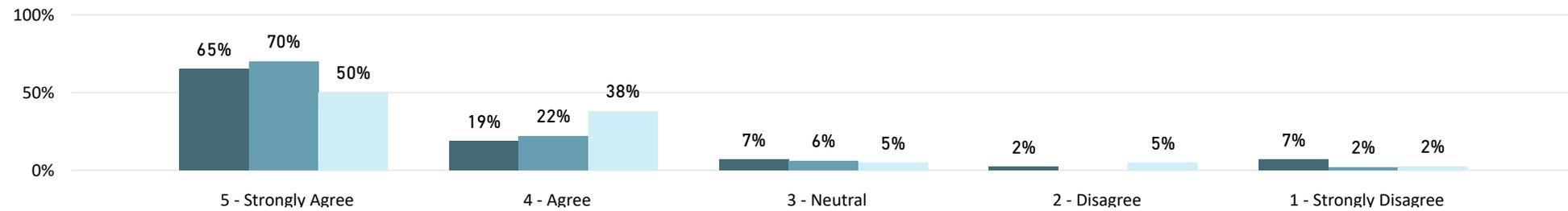


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	28	65%	35	70%	21	50%	84	62%
4 - Agree	8	19%	11	22%	16	38%	35	26%
3 - Neutral	3	7%	3	6%	2	5%	8	6%
2 - Disagree	1	2%			2	5%	3	2%
1 - Strongly Disagree	3	7%	1	2%	1	2%	5	4%
Total	43	100%	50	100%	42	100%	135	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

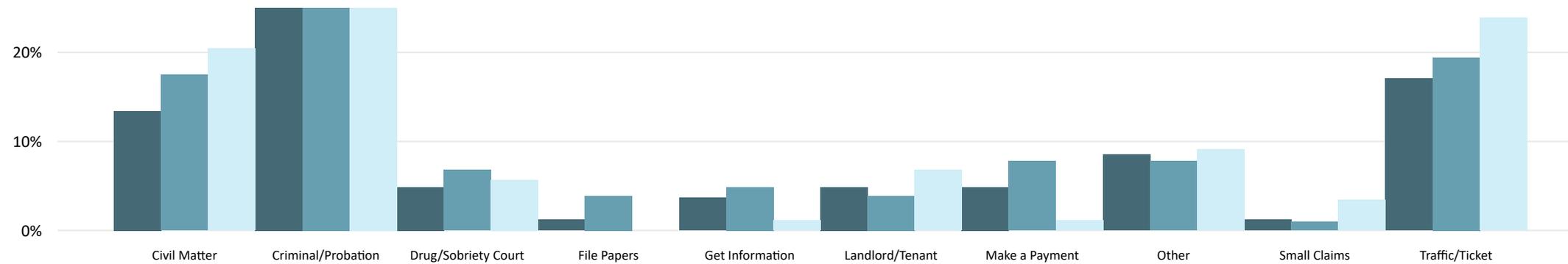
Race/Ethnicity



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	11	13%	18	17%	18	20%	47	17%
Criminal/Probation	33	40%	28	27%	25	28%	86	32%
Drug/Sobriety Court	4	5%	7	7%	5	6%	16	6%
File Papers	1	1%	4	4%			5	2%
Get Information	3	4%	5	5%	1	1%	9	3%
Landlord/Tenant	4	5%	4	4%	6	7%	14	5%
Make a Payment	4	5%	8	8%	1	1%	13	5%
Other	7	9%	8	8%	8	9%	23	8%
Small Claims	1	1%	1	1%	3	3%	5	2%
Traffic/Ticket	14	17%	20	19%	21	24%	55	20%
Total	82	100%	103	100%	88	100%	273	100%

County

Court

Subset

Survey Year

Role

Gender

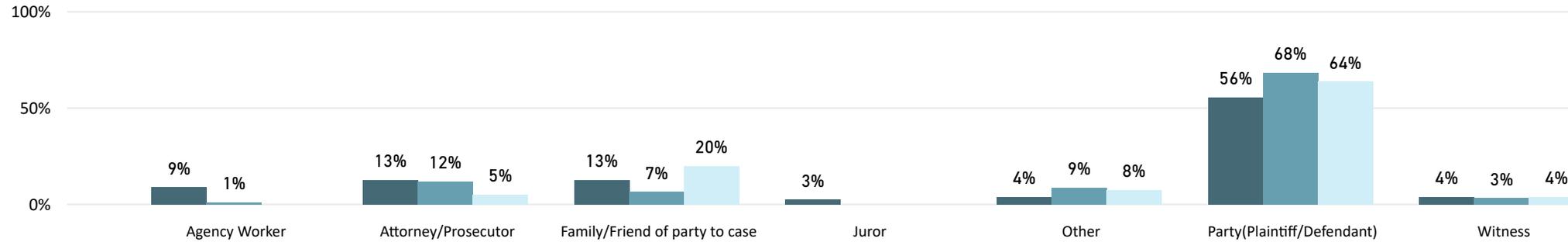
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

D27 WAYNE

Subset

All

Survey Year

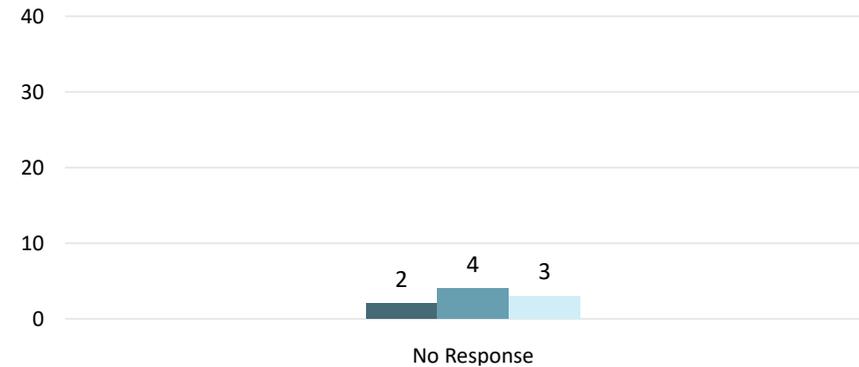
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	7	9%	1	1%			8	3%
Attorney/Prosecutor	10	13%	11	12%	4	5%	25	10%
Family/Friend of party to case	10	13%	6	7%	16	20%	32	13%
Juror	2	3%					2	1%
Other	3	4%	8	9%	6	8%	17	7%
Party(Plaintiff/Defendant)	44	56%	63	68%	51	64%	158	63%
Witness	3	4%	3	3%	3	4%	9	4%
Total	79	100%	92	100%	80	100%	251	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

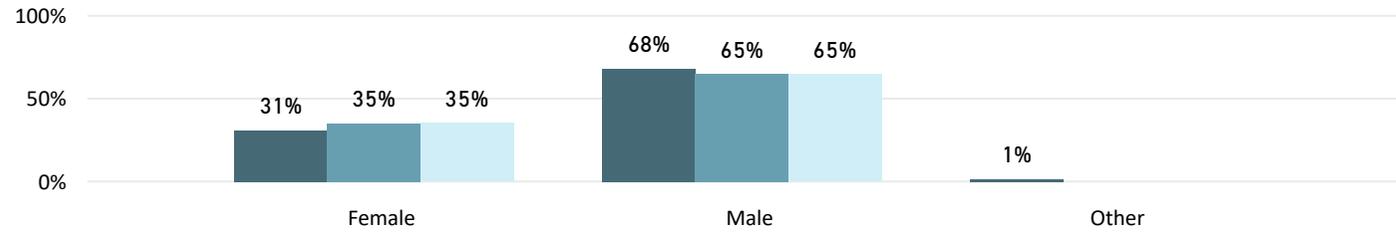
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

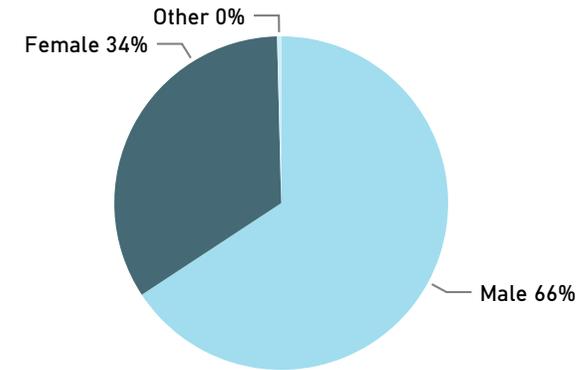
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

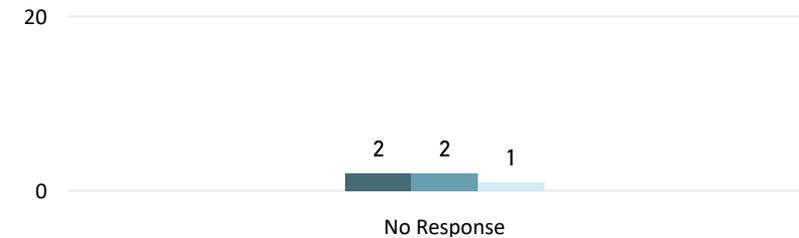
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	23	31%	33	35%	29	35%	85	34%
Male	51	68%	61	65%	53	65%	165	66%
Other	1	1%					1	0%
Total	75	100%	94	100%	82	100%	251	100%

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

D27 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

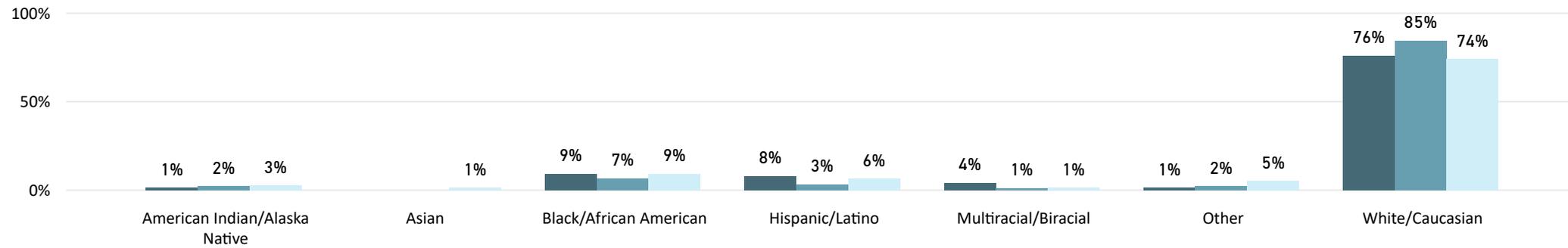
All

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	1	1%	2	2%	2	3%	5	2%
Asian					1	1%	1	0%
Black/African American	7	9%	6	7%	7	9%	20	8%
Hispanic/Latino	6	8%	3	3%	5	6%	14	6%
Multiracial/Biracial	3	4%	1	1%	1	1%	5	2%
Other	1	1%	2	2%	4	5%	7	3%
White/Caucasian	57	76%	77	85%	57	74%	191	79%
Total	75	100%	91	100%	77	100%	243	100%

10. No Responses.

SurveyYear ● 2016 ● 2018

