

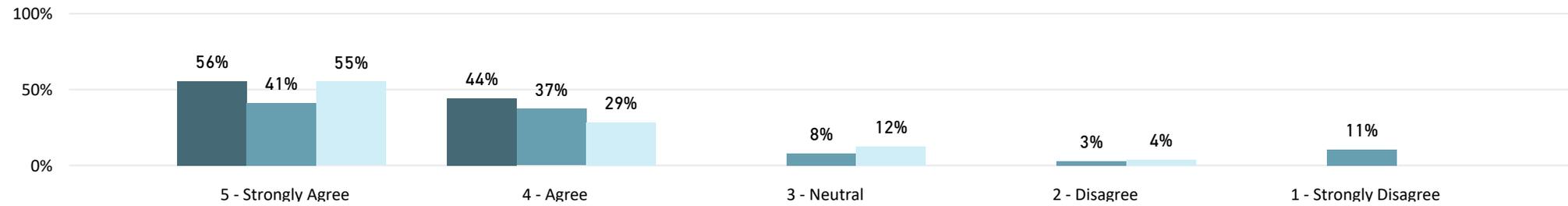


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	15	56%	31	41%	58	55%	104	50%
4 - Agree	12	44%	28	37%	30	29%	70	34%
3 - Neutral			6	8%	13	12%	19	9%
2 - Disagree			2	3%	4	4%	6	3%
1 - Strongly Disagree			8	11%			8	4%
<b>Total</b>	<b>27</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	<b>105</b>	<b>100%</b>	<b>207</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

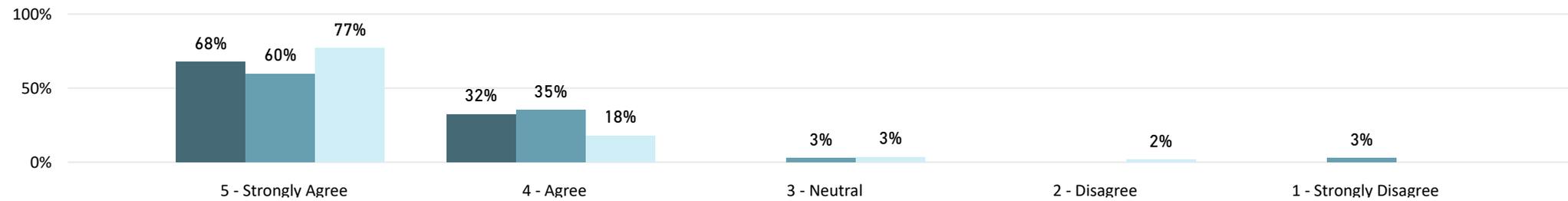


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	21	68%	46	60%	90	77%	157	70%
4 - Agree	10	32%	27	35%	21	18%	58	26%
3 - Neutral			2	3%	4	3%	6	3%
2 - Disagree					2	2%	2	1%
1 - Strongly Disagree			2	3%			2	1%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>77</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>225</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

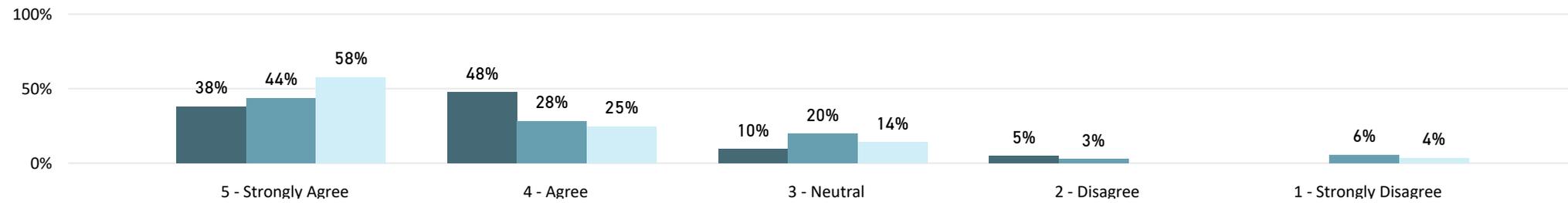


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	8	38%	31	44%	49	58%	88	50%
4 - Agree	10	48%	20	28%	21	25%	51	29%
3 - Neutral	2	10%	14	20%	12	14%	28	16%
2 - Disagree	1	5%	2	3%	0	0%	3	2%
1 - Strongly Disagree	0	0%	4	6%	3	4%	7	4%
<b>Total</b>	<b>21</b>	<b>100%</b>	<b>71</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>177</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

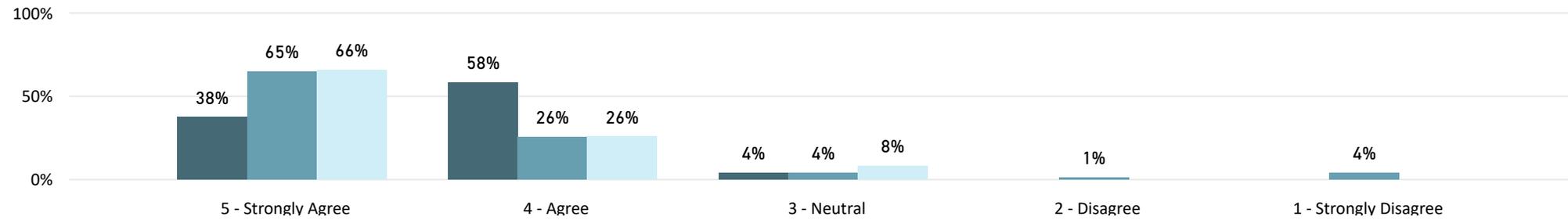


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	9	38%	48	65%	56	66%	113	62%
4 - Agree	14	58%	19	26%	22	26%	55	30%
3 - Neutral	1	4%	3	4%	7	8%	11	6%
2 - Disagree			1	1%			1	1%
1 - Strongly Disagree			3	4%			3	2%
<b>Total</b>	<b>24</b>	<b>100%</b>	<b>74</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>183</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

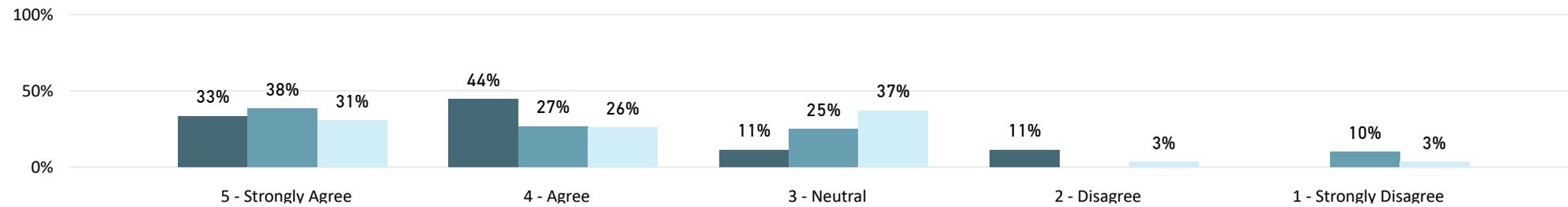


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	6	33%	23	38%	19	31%	48	34%
4 - Agree	8	44%	16	27%	16	26%	40	29%
3 - Neutral	2	11%	15	25%	23	37%	40	29%
2 - Disagree	2	11%	0	0%	2	3%	4	3%
1 - Strongly Disagree	0	0%	6	10%	2	3%	8	6%
<b>Total</b>	<b>18</b>	<b>100%</b>	<b>60</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>140</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

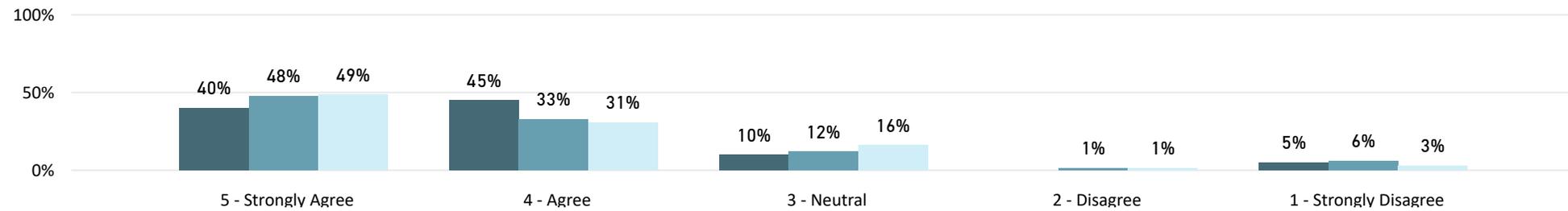


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	8	40%	32	48%	33	49%	73	47%
4 - Agree	9	45%	22	33%	21	31%	52	34%
3 - Neutral	2	10%	8	12%	11	16%	21	14%
2 - Disagree			1	1%	1	1%	2	1%
1 - Strongly Disagree	1	5%	4	6%	2	3%	7	5%
<b>Total</b>	<b>20</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>68</b>	<b>100%</b>	<b>155</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

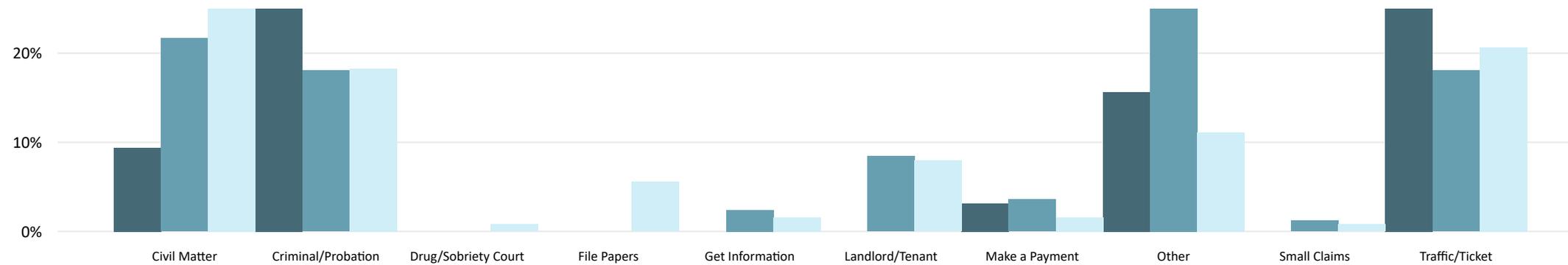
Race/Ethnicity



# 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	3	9%	18	22%	40	32%	61	25%
Criminal/Probation	11	34%	15	18%	23	18%	49	20%
Drug/Sobriety Court					1	1%	1	0%
File Papers					7	6%	7	3%
Get Information			2	2%	2	2%	4	2%
Landlord/Tenant			7	8%	10	8%	17	7%
Make a Payment	1	3%	3	4%	2	2%	6	2%
Other	5	16%	22	27%	14	11%	41	17%
Small Claims			1	1%	1	1%	2	1%
Traffic/Ticket	12	38%	15	18%	26	21%	53	22%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>83</b>	<b>100%</b>	<b>126</b>	<b>100%</b>	<b>241</b>	<b>100%</b>

County

WAYNE

Court

D30 WAYNE

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

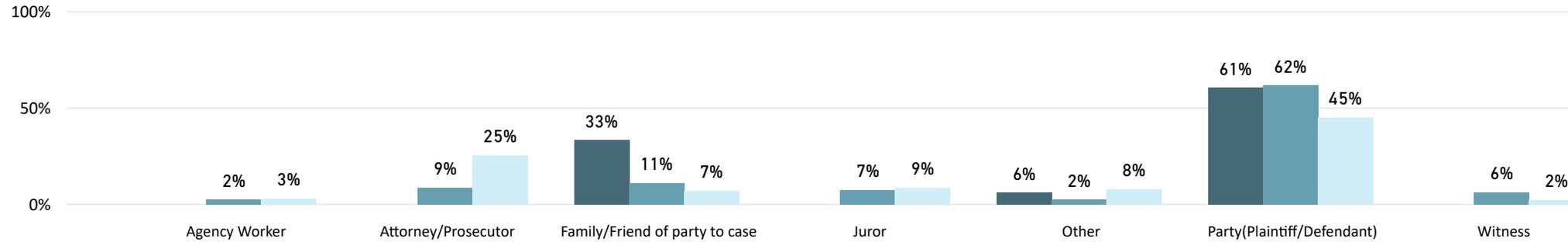
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

D30 WAYNE

Subset

All

Survey Year

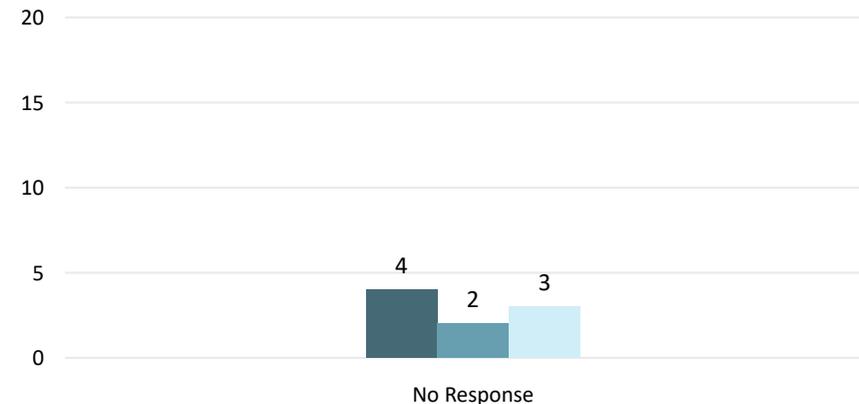
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker			2	2%	4	3%	6	3%
Attorney/Prosecutor			7	9%	32	25%	39	16%
Family/Friend of party to case	11	33%	9	11%	9	7%	29	12%
Juror			6	7%	11	9%	17	7%
Other	2	6%	2	2%	10	8%	14	6%
Party (Plaintiff/Defendant)	20	61%	50	62%	57	45%	127	53%
Witness			5	6%	3	2%	8	3%
<b>Total</b>	<b>33</b>	<b>100%</b>	<b>81</b>	<b>100%</b>	<b>126</b>	<b>100%</b>	<b>240</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

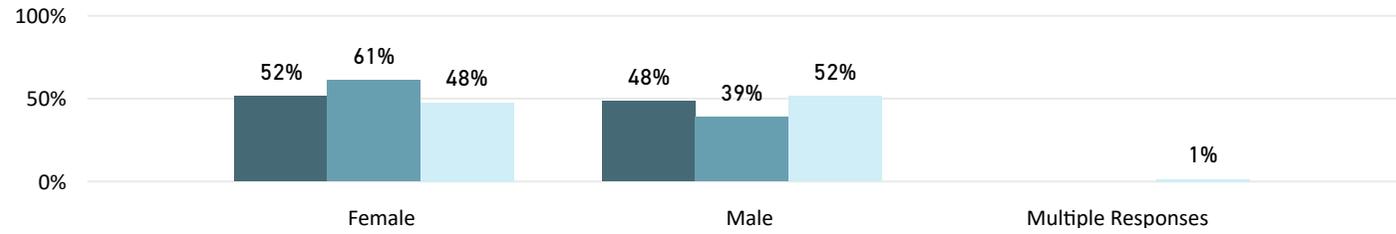
All



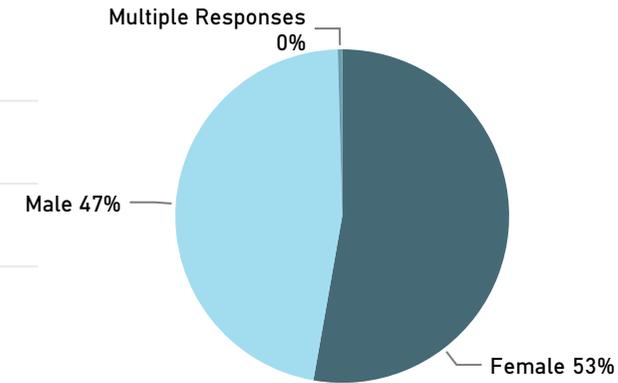
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

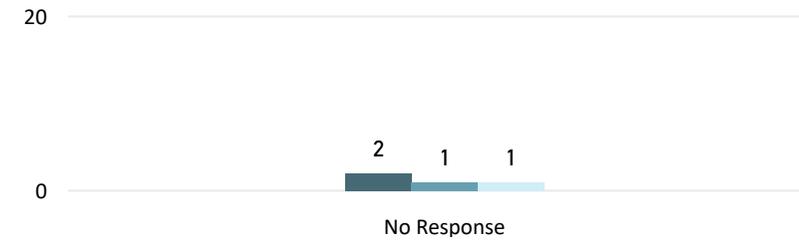


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	17	52%	49	61%	58	48%	124	53%
Male	16	48%	31	39%	63	52%	110	47%
Multiple Responses					1	1%	1	0%
<b>Total</b>	<b>33</b>	<b>100%</b>	<b>80</b>	<b>100%</b>	<b>122</b>	<b>100%</b>	<b>235</b>	<b>100%</b>

## 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

D30 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

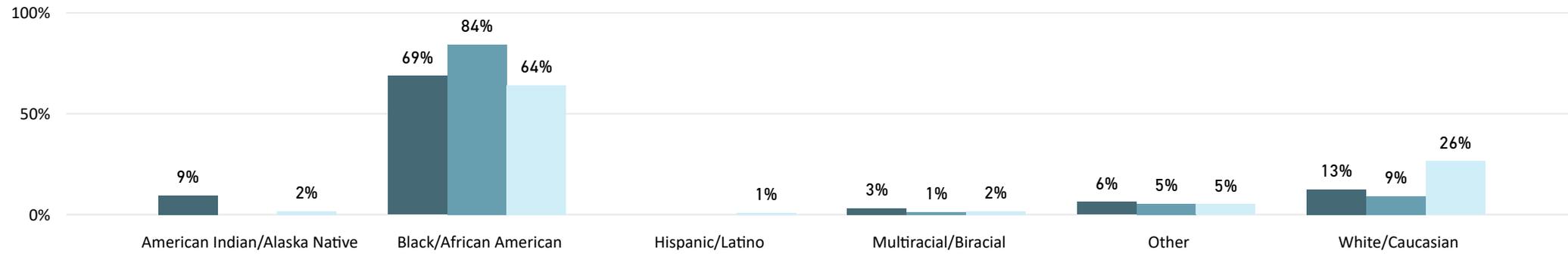
All

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	3	9%			2	2%	5	2%
Black/African American	22	69%	64	84%	75	64%	161	72%
Hispanic/Latino					1	1%	1	0%
Multiracial/Biracial	1	3%	1	1%	2	2%	4	2%
Other	2	6%	4	5%	6	5%	12	5%
White/Caucasian	4	13%	7	9%	31	26%	42	19%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>76</b>	<b>100%</b>	<b>117</b>	<b>100%</b>	<b>225</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

