

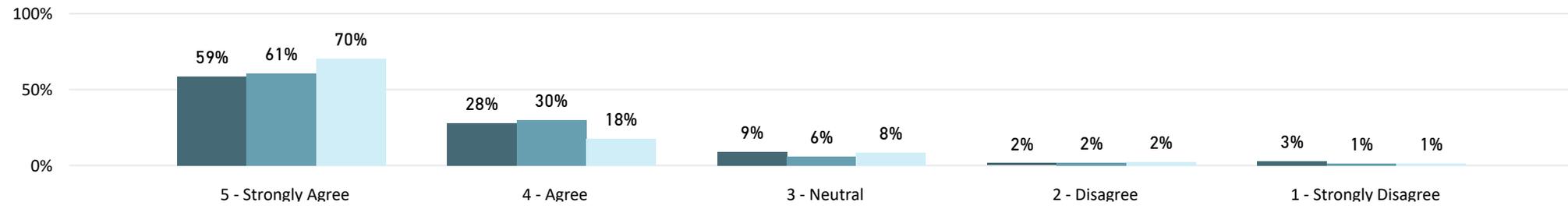


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 116        | 59%         | 129        | 61%         | 59        | 70%         | 304        | 61%         |
| 4 - Agree             | 55         | 28%         | 64         | 30%         | 15        | 18%         | 134        | 27%         |
| 3 - Neutral           | 18         | 9%          | 13         | 6%          | 7         | 8%          | 38         | 8%          |
| 2 - Disagree          | 3          | 2%          | 4          | 2%          | 2         | 2%          | 9          | 2%          |
| 1 - Strongly Disagree | 6          | 3%          | 3          | 1%          | 1         | 1%          | 10         | 2%          |
| <b>Total</b>          | <b>198</b> | <b>100%</b> | <b>213</b> | <b>100%</b> | <b>84</b> | <b>100%</b> | <b>495</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

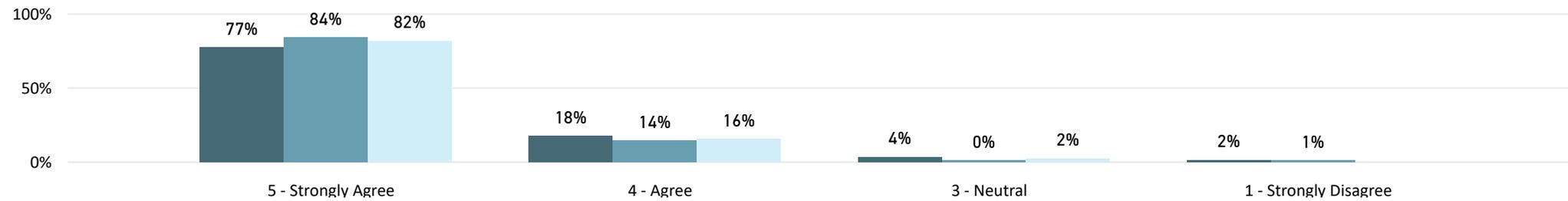


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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<br>CourtesyStaff | 2015       |             | 2016       |             | 2018      |             | Total      |             |
|-----------------------------|------------|-------------|------------|-------------|-----------|-------------|------------|-------------|
|                             | Count      | Percent     | Count      | Percent     | Count     | Percent     | Count      | Percent     |
| 5 - Strongly Agree          | 154        | 77%         | 180        | 84%         | 68        | 82%         | 402        | 81%         |
| 4 - Agree                   | 35         | 18%         | 31         | 14%         | 13        | 16%         | 79         | 16%         |
| 3 - Neutral                 | 7          | 4%          | 1          | 0%          | 2         | 2%          | 10         | 2%          |
| 1 - Strongly Disagree       | 3          | 2%          | 2          | 1%          |           |             | 5          | 1%          |
| <b>Total</b>                | <b>199</b> | <b>100%</b> | <b>214</b> | <b>100%</b> | <b>83</b> | <b>100%</b> | <b>496</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

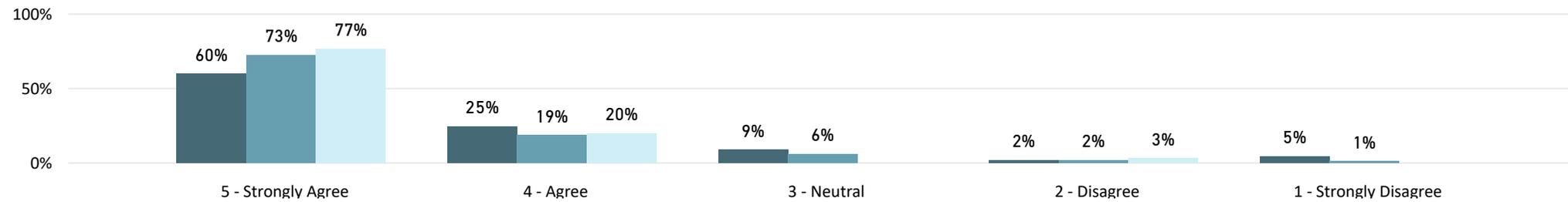


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 93         | 60%         | 109        | 73%         | 46        | 77%         | 248        | 68%         |
| 4 - Agree             | 38         | 25%         | 28         | 19%         | 12        | 20%         | 78         | 21%         |
| 3 - Neutral           | 14         | 9%          | 9          | 6%          |           |             | 23         | 6%          |
| 2 - Disagree          | 3          | 2%          | 3          | 2%          | 2         | 3%          | 8          | 2%          |
| 1 - Strongly Disagree | 7          | 5%          | 1          | 1%          |           |             | 8          | 2%          |
| <b>Total</b>          | <b>155</b> | <b>100%</b> | <b>150</b> | <b>100%</b> | <b>60</b> | <b>100%</b> | <b>365</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

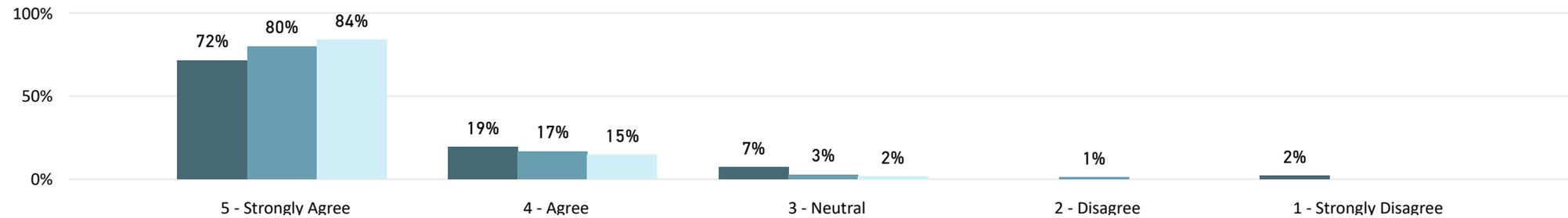


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 111        | 72%         | 119        | 80%         | 52        | 84%         | 282        | 77%         |
| 4 - Agree             | 30         | 19%         | 25         | 17%         | 9         | 15%         | 64         | 17%         |
| 3 - Neutral           | 11         | 7%          | 4          | 3%          | 1         | 2%          | 16         | 4%          |
| 2 - Disagree          |            |             | 1          | 1%          |           |             | 1          | 0%          |
| 1 - Strongly Disagree | 3          | 2%          |            |             |           |             | 3          | 1%          |
| <b>Total</b>          | <b>155</b> | <b>100%</b> | <b>149</b> | <b>100%</b> | <b>62</b> | <b>100%</b> | <b>366</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

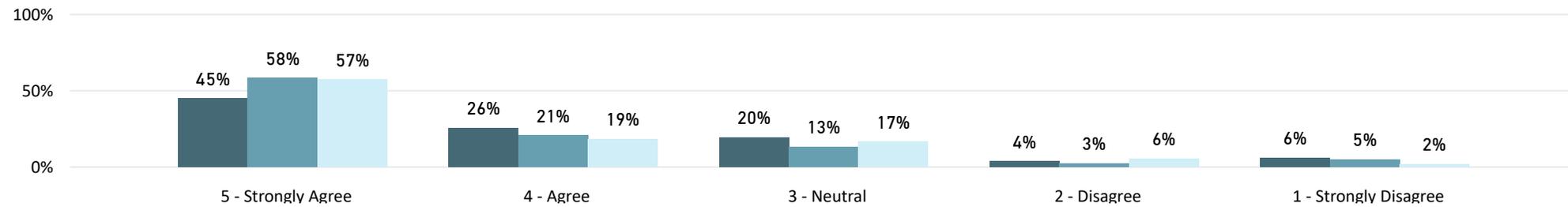


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 60         | 45%         | 70         | 58%         | 31        | 57%         | 161        | 52%         |
| 4 - Agree             | 34         | 26%         | 25         | 21%         | 10        | 19%         | 69         | 22%         |
| 3 - Neutral           | 26         | 20%         | 16         | 13%         | 9         | 17%         | 51         | 17%         |
| 2 - Disagree          | 5          | 4%          | 3          | 3%          | 3         | 6%          | 11         | 4%          |
| 1 - Strongly Disagree | 8          | 6%          | 6          | 5%          | 1         | 2%          | 15         | 5%          |
| <b>Total</b>          | <b>133</b> | <b>100%</b> | <b>120</b> | <b>100%</b> | <b>54</b> | <b>100%</b> | <b>307</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

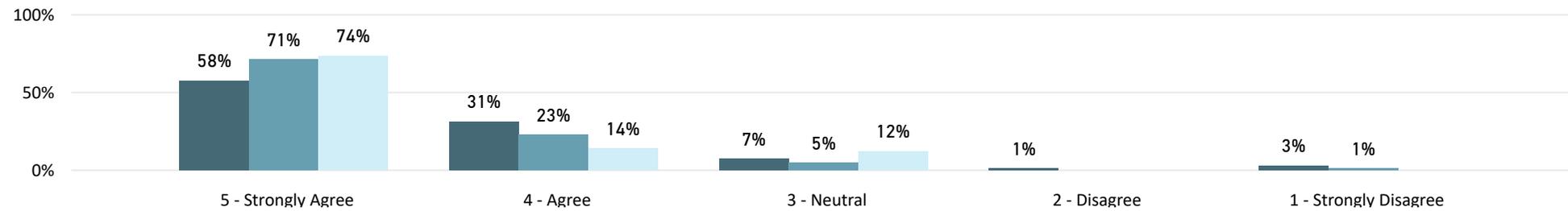


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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    | 79         | 58%         | 87         | 71%         | 42        | 74%         | 208        | 66%         |
| 4 - Agree             | 43         | 31%         | 28         | 23%         | 8         | 14%         | 79         | 25%         |
| 3 - Neutral           | 10         | 7%          | 6          | 5%          | 7         | 12%         | 23         | 7%          |
| 2 - Disagree          | 1          | 1%          |            |             |           |             | 1          | 0%          |
| 1 - Strongly Disagree | 4          | 3%          | 1          | 1%          |           |             | 5          | 2%          |
| <b>Total</b>          | <b>137</b> | <b>100%</b> | <b>122</b> | <b>100%</b> | <b>57</b> | <b>100%</b> | <b>316</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Type of Case

Gender

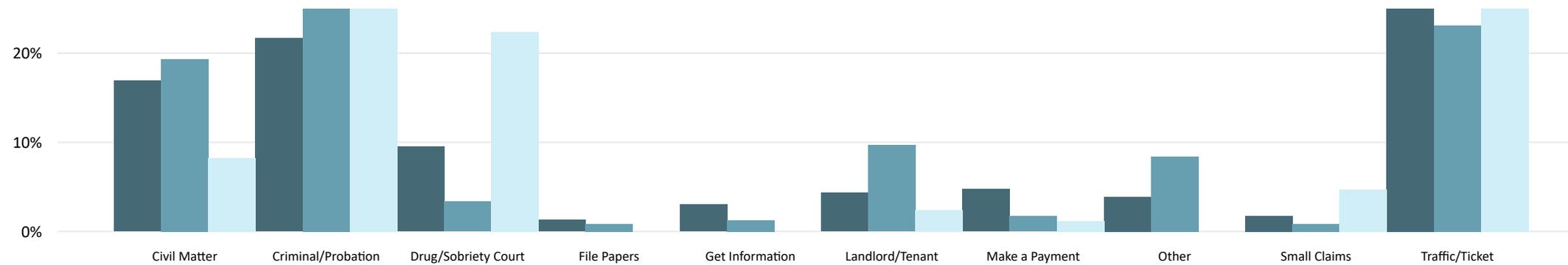
Race/Ethnicity



# 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<br>TypeOfCase | 2015       |             | 2016       |             | 2018      |             | Total      |             |
|--------------------------|------------|-------------|------------|-------------|-----------|-------------|------------|-------------|
|                          | Count      | Percent     | Count      | Percent     | Count     | Percent     | Count      | Percent     |
| Civil Matter             | 39         | 17%         | 46         | 19%         | 7         | 8%          | 92         | 17%         |
| Criminal/Probation       | 50         | 22%         | 75         | 32%         | 26        | 31%         | 151        | 27%         |
| Drug/Sobriety Court      | 22         | 10%         | 8          | 3%          | 19        | 22%         | 49         | 9%          |
| File Papers              | 3          | 1%          | 2          | 1%          |           |             | 5          | 1%          |
| Get Information          | 7          | 3%          | 3          | 1%          |           |             | 10         | 2%          |
| Landlord/Tenant          | 10         | 4%          | 23         | 10%         | 2         | 2%          | 35         | 6%          |
| Make a Payment           | 11         | 5%          | 4          | 2%          | 1         | 1%          | 16         | 3%          |
| Other                    | 9          | 4%          | 20         | 8%          |           |             | 29         | 5%          |
| Small Claims             | 4          | 2%          | 2          | 1%          | 4         | 5%          | 10         | 2%          |
| Traffic/Ticket           | 76         | 33%         | 55         | 23%         | 26        | 31%         | 157        | 28%         |
| <b>Total</b>             | <b>231</b> | <b>100%</b> | <b>238</b> | <b>100%</b> | <b>85</b> | <b>100%</b> | <b>554</b> | <b>100%</b> |

County

Court

Subset

Survey Year

Role

Gender

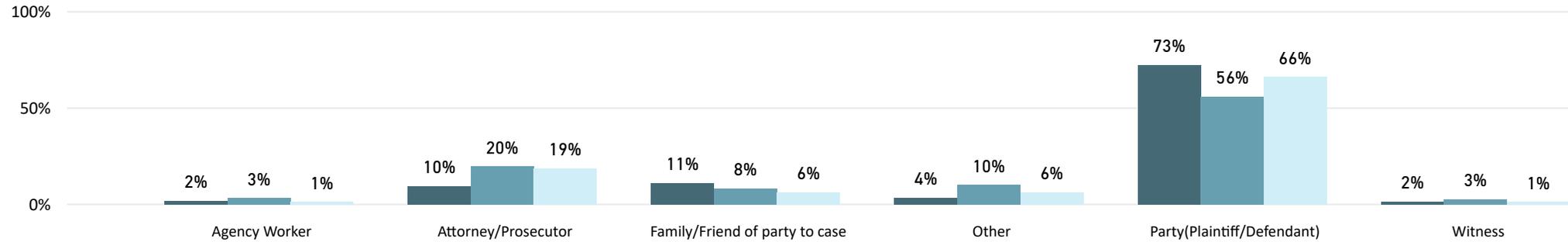
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

D33 WAYNE

Subset

All

Survey Year

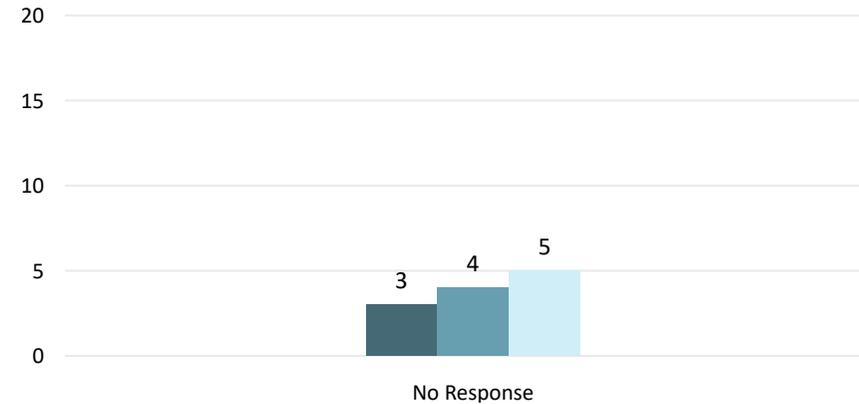
All

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

| SurveyYear<br>WhoRole          | 2015       |             | 2016       |             | 2018      |             | Total      |             |
|--------------------------------|------------|-------------|------------|-------------|-----------|-------------|------------|-------------|
|                                | Count      | Percent     | Count      | Percent     | Count     | Percent     | Count      | Percent     |
| Agency Worker                  | 4          | 2%          | 7          | 3%          | 1         | 1%          | 12         | 2%          |
| Attorney/Prosecutor            | 19         | 10%         | 43         | 20%         | 15        | 19%         | 77         | 15%         |
| Family/Friend of party to case | 22         | 11%         | 18         | 8%          | 5         | 6%          | 45         | 9%          |
| Other                          | 7          | 4%          | 22         | 10%         | 5         | 6%          | 34         | 7%          |
| Party(Plaintiff/Defendant)     | 145        | 73%         | 122        | 56%         | 53        | 66%         | 320        | 64%         |
| Witness                        | 3          | 2%          | 6          | 3%          | 1         | 1%          | 10         | 2%          |
| <b>Total</b>                   | <b>200</b> | <b>100%</b> | <b>218</b> | <b>100%</b> | <b>80</b> | <b>100%</b> | <b>498</b> | <b>100%</b> |

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

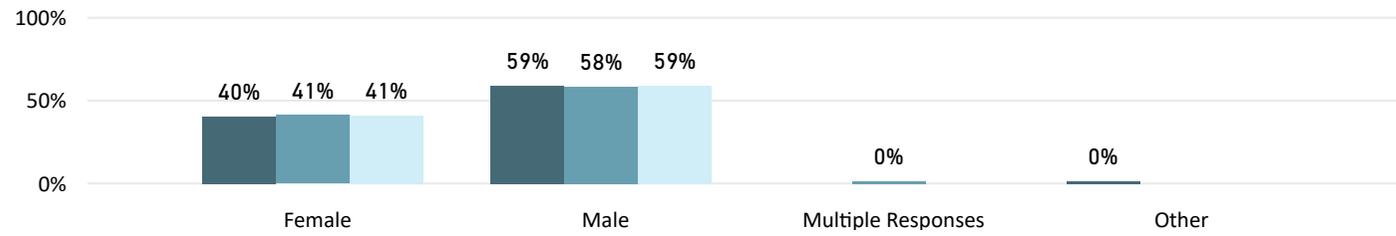
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

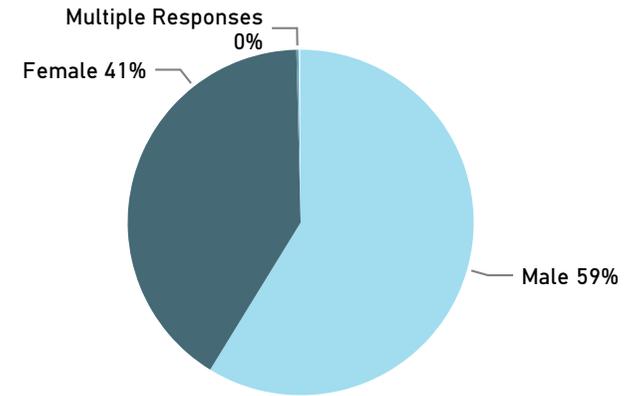
Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

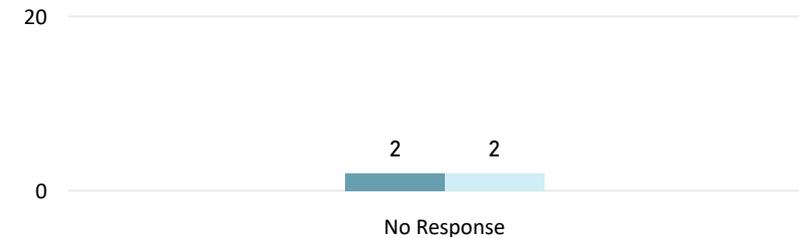
| SurveyYear         | 2015       |             | 2016       |             | 2018      |             | Total      |             |
|--------------------|------------|-------------|------------|-------------|-----------|-------------|------------|-------------|
|                    | Count      | Percent     | Count      | Percent     | Count     | Percent     | Count      | Percent     |
| Female             | 82         | 40%         | 89         | 41%         | 34        | 41%         | 205        | 41%         |
| Male               | 120        | 59%         | 126        | 58%         | 49        | 59%         | 295        | 59%         |
| Multiple Responses |            |             | 1          | 0%          |           |             | 1          | 0%          |
| Other              | 1          | 0%          |            |             |           |             | 1          | 0%          |
| <b>Total</b>       | <b>203</b> | <b>100%</b> | <b>216</b> | <b>100%</b> | <b>83</b> | <b>100%</b> | <b>502</b> | <b>100%</b> |

## 9. What is your gender?



## 9. No Responses

Gender Type: ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WAYNE

Court

D33 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

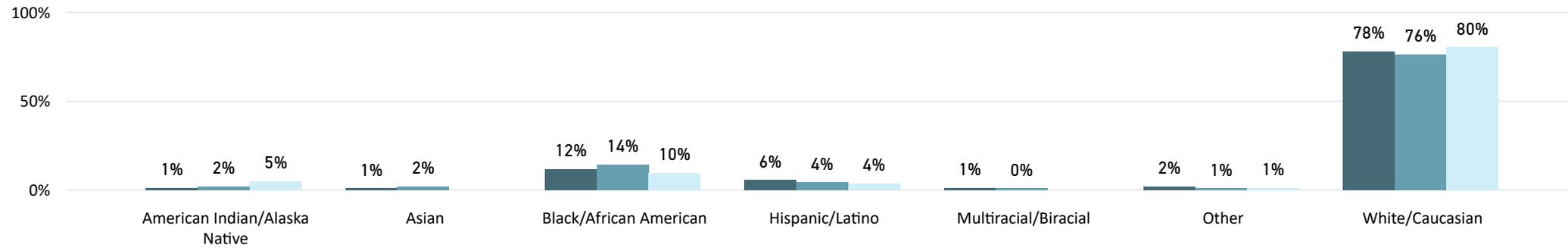
All

Gender

All

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018



## 10. How do you identify yourself?

| SurveyYear<br>Race/identity   | 2015       |             | 2016       |             | 2018      |             | Total      |             |
|-------------------------------|------------|-------------|------------|-------------|-----------|-------------|------------|-------------|
|                               | Count      | Percent     | Count      | Percent     | Count     | Percent     | Count      | Percent     |
| American Indian/Alaska Native | 2          | 1%          | 4          | 2%          | 4         | 5%          | 10         | 2%          |
| Asian                         | 1          | 1%          | 4          | 2%          | 0         | 0%          | 5          | 1%          |
| Black/African American        | 23         | 12%         | 30         | 14%         | 8         | 10%         | 61         | 12%         |
| Hispanic/Latino               | 11         | 6%          | 9          | 4%          | 3         | 4%          | 23         | 5%          |
| Multiracial/Biracial          | 2          | 1%          | 1          | 0%          | 0         | 0%          | 3          | 1%          |
| Other                         | 4          | 2%          | 2          | 1%          | 1         | 1%          | 7          | 1%          |
| White/Caucasian               | 154        | 78%         | 161        | 76%         | 66        | 80%         | 381        | 78%         |
| <b>Total</b>                  | <b>197</b> | <b>100%</b> | <b>211</b> | <b>100%</b> | <b>82</b> | <b>100%</b> | <b>490</b> | <b>100%</b> |

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

