

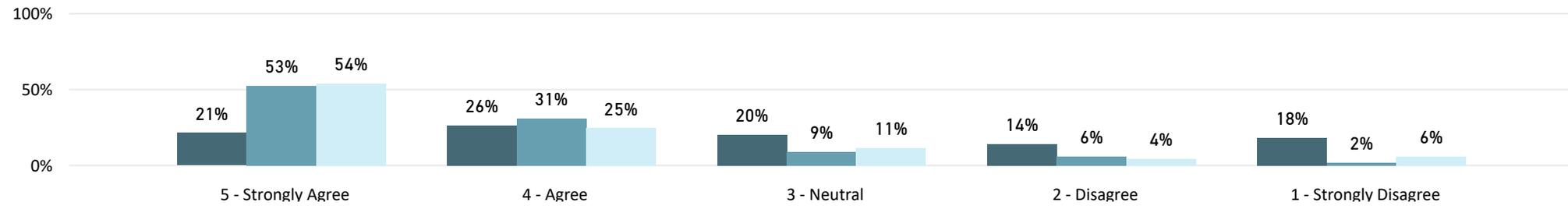


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	32	21%	63	53%	254	54%	349	47%
4 - Agree	39	26%	37	31%	116	25%	192	26%
3 - Neutral	30	20%	11	9%	54	11%	95	13%
2 - Disagree	21	14%	7	6%	21	4%	49	7%
1 - Strongly Disagree	27	18%	2	2%	27	6%	56	8%
Total	149	100%	120	100%	472	100%	741	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

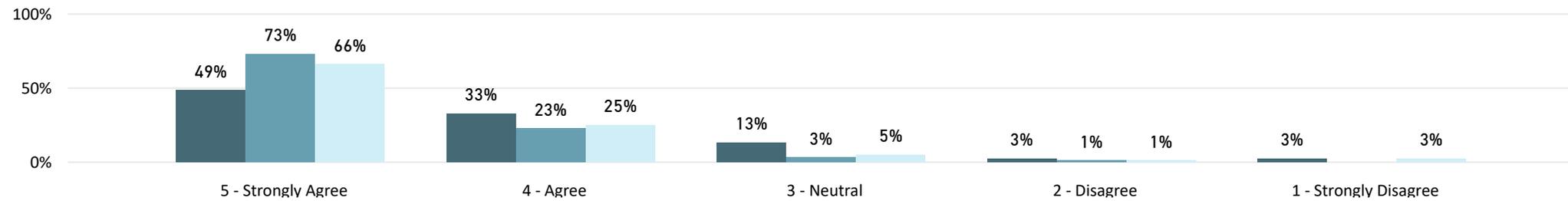


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	77	49%	90	73%	316	66%	483	64%
4 - Agree	52	33%	28	23%	120	25%	200	26%
3 - Neutral	21	13%	4	3%	24	5%	49	6%
2 - Disagree	4	3%	1	1%	5	1%	10	1%
1 - Strongly Disagree	4	3%			12	3%	16	2%
Total	158	100%	123	100%	477	100%	758	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

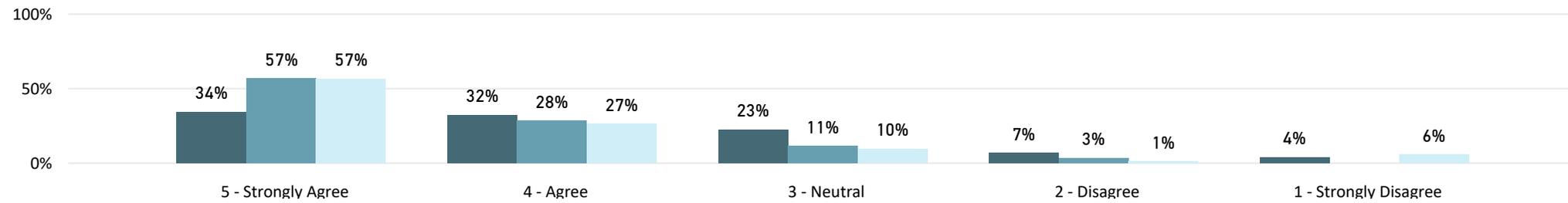


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	35	34%	50	57%	175	57%	260	52%
4 - Agree	33	32%	25	28%	82	27%	140	28%
3 - Neutral	23	23%	10	11%	30	10%	63	13%
2 - Disagree	7	7%	3	3%	4	1%	14	3%
1 - Strongly Disagree	4	4%			18	6%	22	4%
Total	102	100%	88	100%	309	100%	499	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

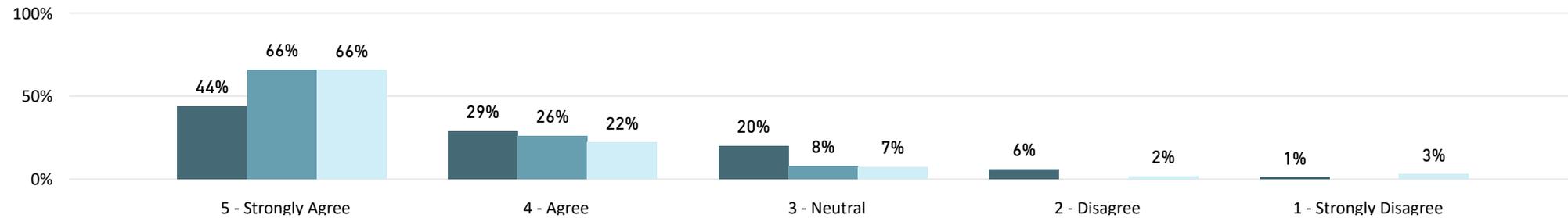


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	44	44%	58	66%	196	66%	298	61%
4 - Agree	29	29%	23	26%	66	22%	118	24%
3 - Neutral	20	20%	7	8%	22	7%	49	10%
2 - Disagree	6	6%			5	2%	11	2%
1 - Strongly Disagree	1	1%			9	3%	10	2%
Total	100	100%	88	100%	298	100%	486	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

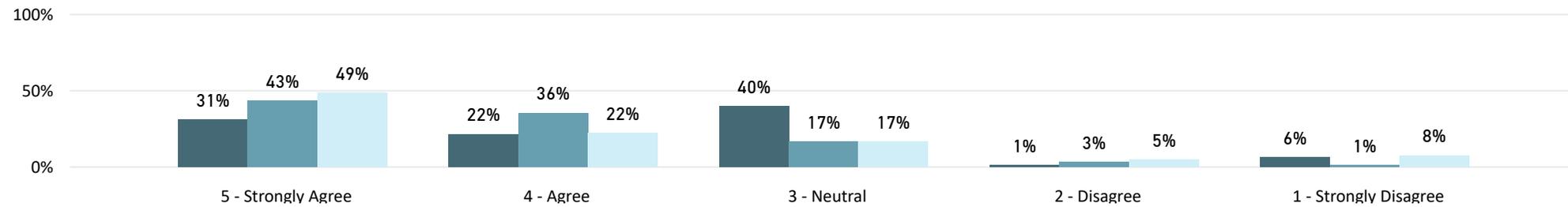


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	29	31%	39	43%	132	49%	200	44%
4 - Agree	20	22%	32	36%	61	22%	113	25%
3 - Neutral	37	40%	15	17%	45	17%	97	21%
2 - Disagree	1	1%	3	3%	13	5%	17	4%
1 - Strongly Disagree	6	6%	1	1%	21	8%	28	6%
Total	93	100%	90	100%	272	100%	455	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

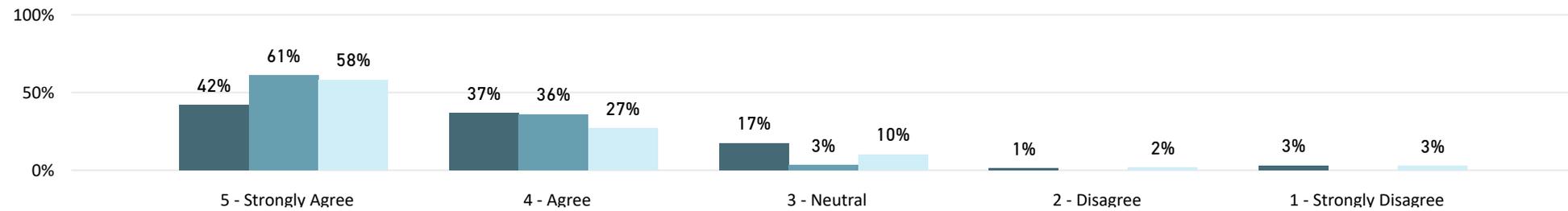


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	41	42%	56	61%	164	58%	261	55%
4 - Agree	36	37%	33	36%	76	27%	145	31%
3 - Neutral	17	17%	3	3%	29	10%	49	10%
2 - Disagree	1	1%			5	2%	6	1%
1 - Strongly Disagree	3	3%			8	3%	11	2%
Total	98	100%	92	100%	282	100%	472	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

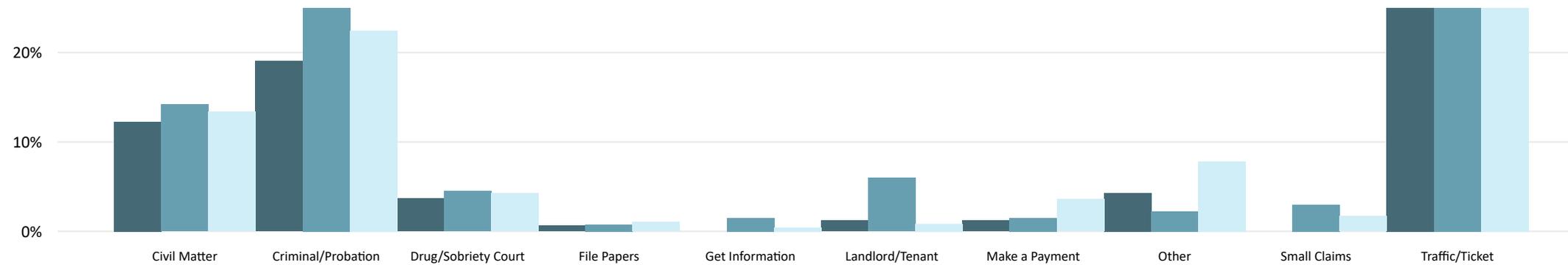
Race/Ethnicity



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	20	12%	19	14%	63	13%	102	13%
Criminal/Probation	31	19%	35	26%	106	22%	172	22%
Drug/Sobriety Court	6	4%	6	4%	20	4%	32	4%
File Papers	1	1%	1	1%	5	1%	7	1%
Get Information			2	1%	2	0%	4	1%
Landlord/Tenant	2	1%	8	6%	4	1%	14	2%
Make a Payment	2	1%	2	1%	17	4%	21	3%
Other	7	4%	3	2%	37	8%	47	6%
Small Claims			4	3%	8	2%	12	2%
Traffic/Ticket	94	58%	54	40%	210	44%	358	47%
Total	163	100%	134	100%	472	100%	769	100%

County

Court

Subset

Survey Year

Role

Gender

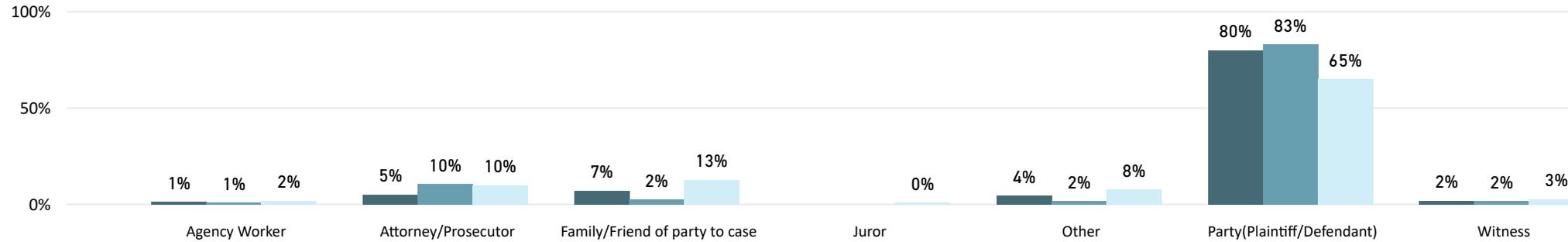
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

D35 WAYNE

Subset

All

Survey Year

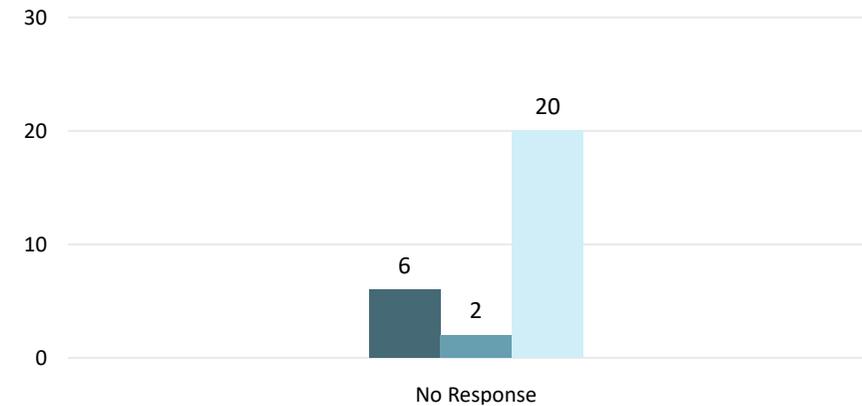
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	1%	1	1%	9	2%	12	2%
Attorney/Prosecutor	8	5%	13	10%	46	10%	67	9%
Family/Friend of party to case	11	7%	3	2%	59	13%	73	10%
Juror					2	0%	2	0%
Other	7	4%	2	2%	36	8%	45	6%
Party(Plaintiff/Defendant)	125	80%	103	83%	305	65%	533	71%
Witness	3	2%	2	2%	12	3%	17	2%
Total	156	100%	124	100%	469	100%	749	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

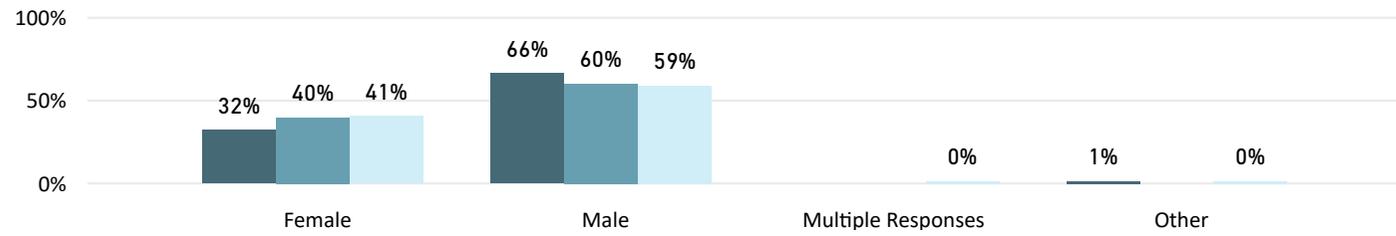
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

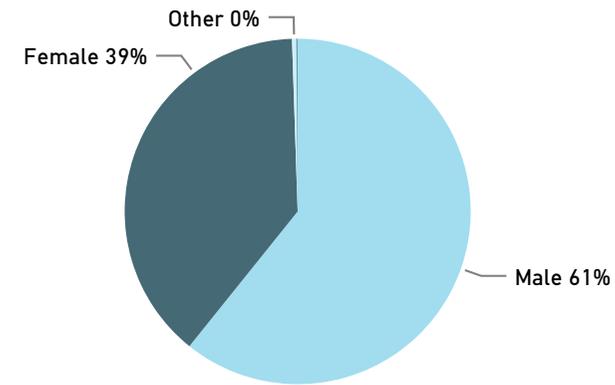
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

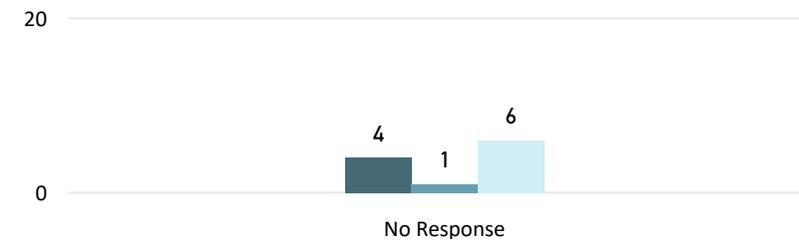
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	51	32%	49	40%	195	41%	295	39%
Male	105	66%	74	60%	284	59%	463	61%
Multiple Responses					1	0%	1	0%
Other	2	1%			1	0%	3	0%
Total	158	100%	123	100%	481	100%	762	100%

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

D35 WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

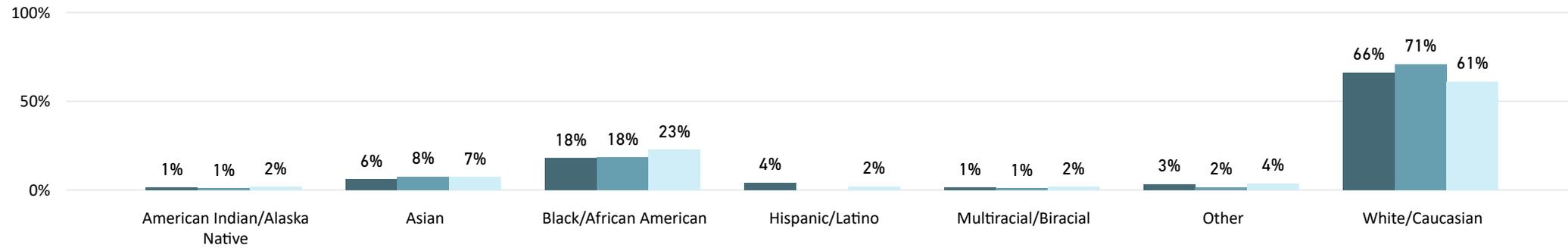
All

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	2	1%	1	1%	8	2%	11	1%
Asian	9	6%	9	8%	34	7%	52	7%
Black/African American	27	18%	22	18%	106	23%	155	21%
Hispanic/Latino	6	4%			9	2%	15	2%
Multiracial/Biracial	2	1%	1	1%	8	2%	11	1%
Other	5	3%	2	2%	17	4%	24	3%
White/Caucasian	100	66%	85	71%	287	61%	472	64%
Total	151	100%	120	100%	469	100%	740	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

