

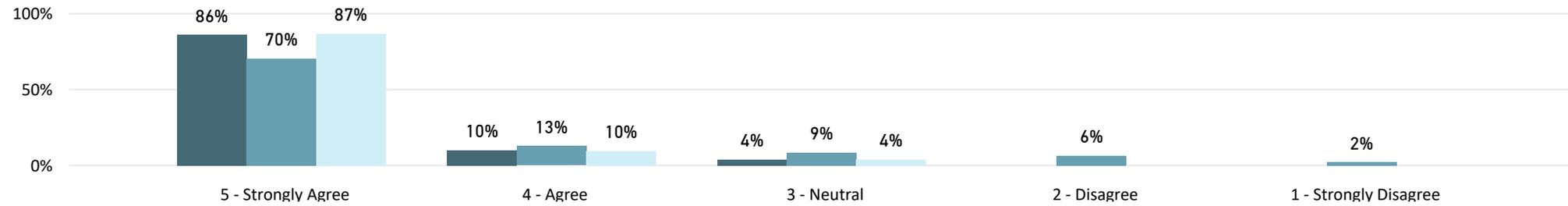


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	43	86%	33	70%	45	87%	121	81%
4 - Agree	5	10%	6	13%	5	10%	16	11%
3 - Neutral	2	4%	4	9%	2	4%	8	5%
2 - Disagree			3	6%			3	2%
1 - Strongly Disagree			1	2%			1	1%
<b>Total</b>	<b>50</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>149</b>	<b>100%</b>

County

WAYNE

Court

MGP WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

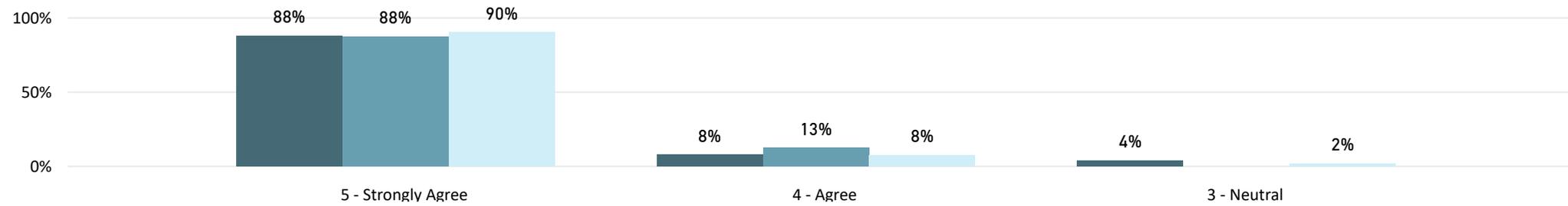


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	44	88%	42	88%	47	90%	133	89%
4 - Agree	4	8%	6	13%	4	8%	14	9%
3 - Neutral	2	4%	0	0%	1	2%	3	2%
<b>Total</b>	<b>50</b>	<b>100%</b>	<b>48</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>150</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

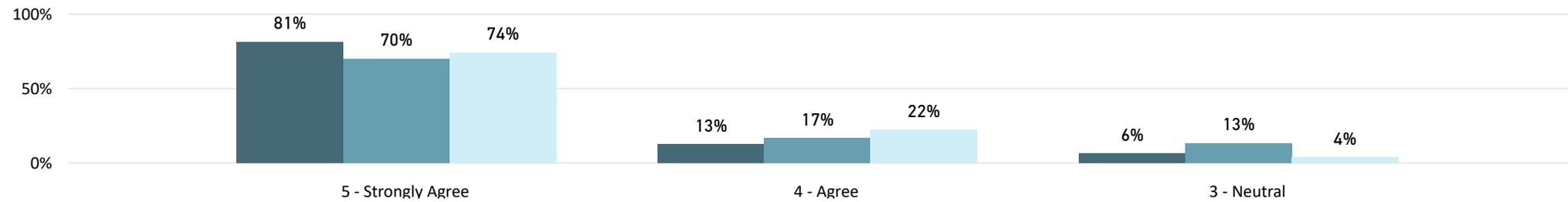


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	26	81%	21	70%	20	74%	67	75%
4 - Agree	4	13%	5	17%	6	22%	15	17%
3 - Neutral	2	6%	4	13%	1	4%	7	8%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>89</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

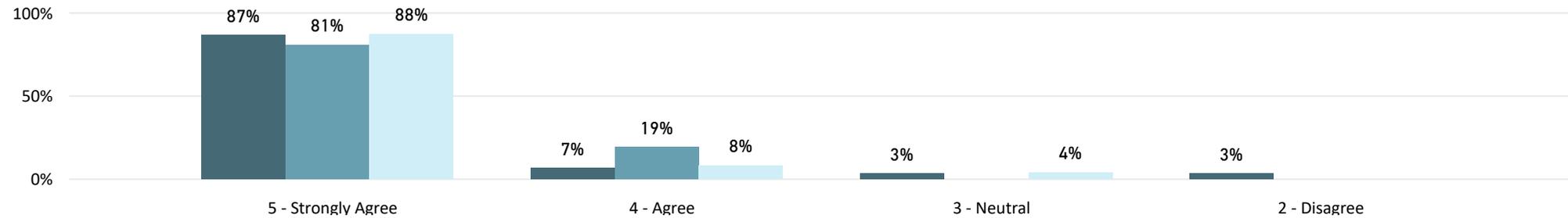


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
CourtesyJudge	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	26	87%	21	81%	21	88%	68	85%
4 - Agree	2	7%	5	19%	2	8%	9	11%
3 - Neutral	1	3%	0	0%	1	4%	2	3%
2 - Disagree	1	3%	0	0%	0	0%	1	1%
<b>Total</b>	<b>30</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>80</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

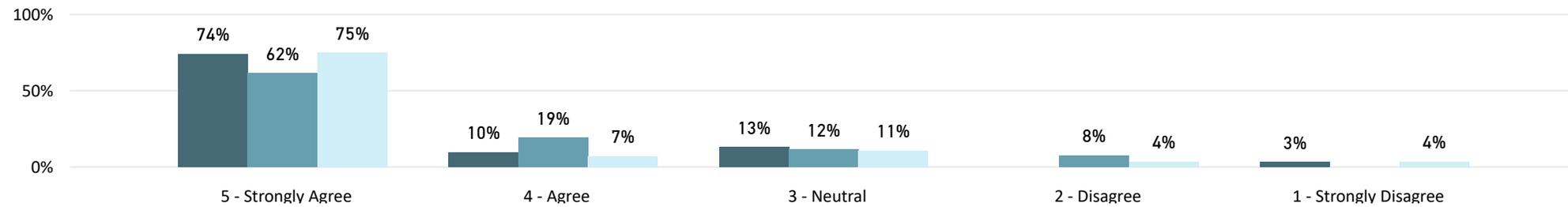


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	23	74%	16	62%	21	75%	60	71%
4 - Agree	3	10%	5	19%	2	7%	10	12%
3 - Neutral	4	13%	3	12%	3	11%	10	12%
2 - Disagree			2	8%	1	4%	3	4%
1 - Strongly Disagree	1	3%			1	4%	2	2%
<b>Total</b>	<b>31</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>85</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

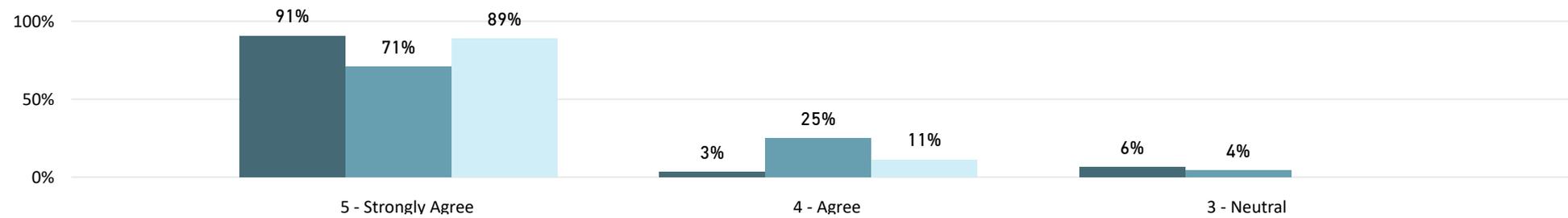


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	29	91%	17	71%	24	89%	70	84%
4 - Agree	1	3%	6	25%	3	11%	10	12%
3 - Neutral	2	6%	1	4%	0	0%	3	4%
<b>Total</b>	<b>32</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>27</b>	<b>100%</b>	<b>83</b>	<b>100%</b>

County

Court

Subset

Survey Year

Role

Type of Case

Gender

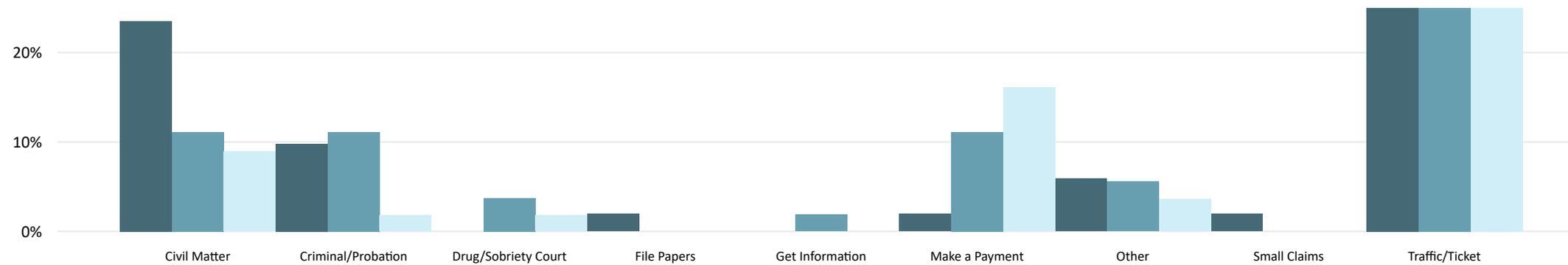
Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 7. What type of case brought you to the courthouse today (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Gender

Race/Ethnicity

## 7. What type of case brought you to the courthouse today (All that apply)?

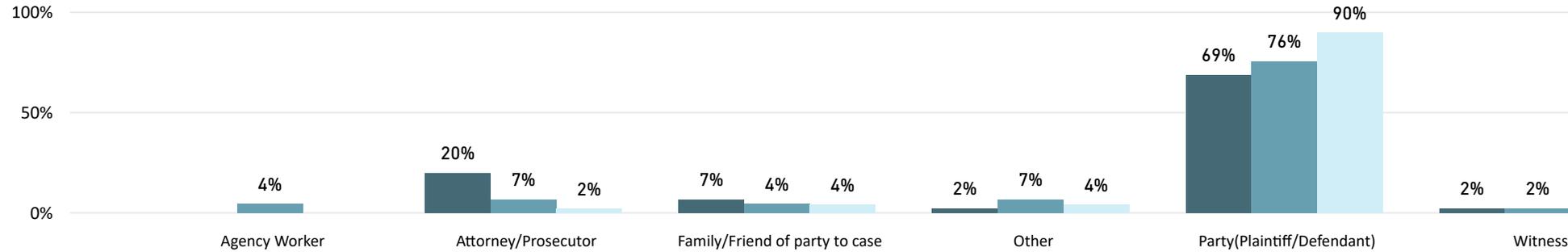
SurveyYear TypeOfCase	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Civil Matter	12	24%	6	11%	5	9%	23	14%
Criminal/Probation	5	10%	6	11%	1	2%	12	7%
Drug/Sobriety Court			2	4%	1	2%	3	2%
File Papers	1	2%					1	1%
Get Information			1	2%			1	1%
Make a Payment	1	2%	6	11%	9	16%	16	10%
Other	3	6%	3	6%	2	4%	8	5%
Small Claims	1	2%					1	1%
Traffic/Ticket	28	55%	30	56%	38	68%	96	60%
<b>Total</b>	<b>51</b>	<b>100%</b>	<b>54</b>	<b>100%</b>	<b>56</b>	<b>100%</b>	<b>161</b>	<b>100%</b>



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2018



County

WAYNE

Court

MGP WAYNE

Subset

All

Survey Year

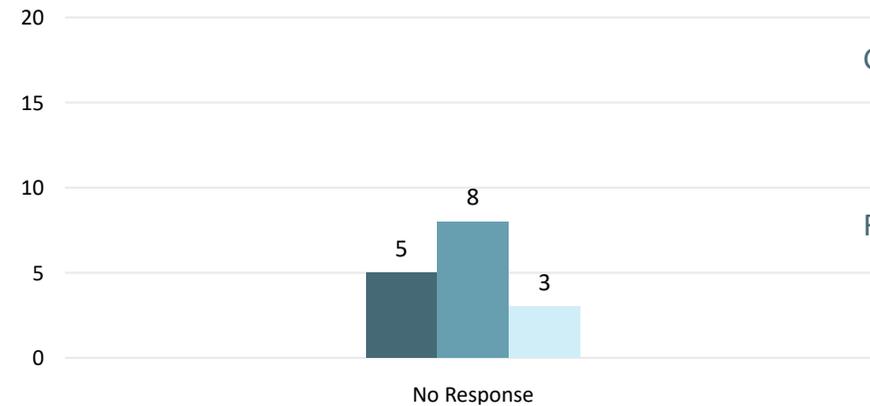
All

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

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker			2	4%			2	1%
Attorney/Prosecutor	9	20%	3	7%	1	2%	13	9%
Family/Friend of party to case	3	7%	2	4%	2	4%	7	5%
Other	1	2%	3	7%	2	4%	6	4%
Party(Plaintiff/Defendant)	31	69%	34	76%	44	90%	109	78%
Witness	1	2%	1	2%			2	1%
<b>Total</b>	<b>45</b>	<b>100%</b>	<b>45</b>	<b>100%</b>	<b>49</b>	<b>100%</b>	<b>139</b>	<b>100%</b>

## 8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

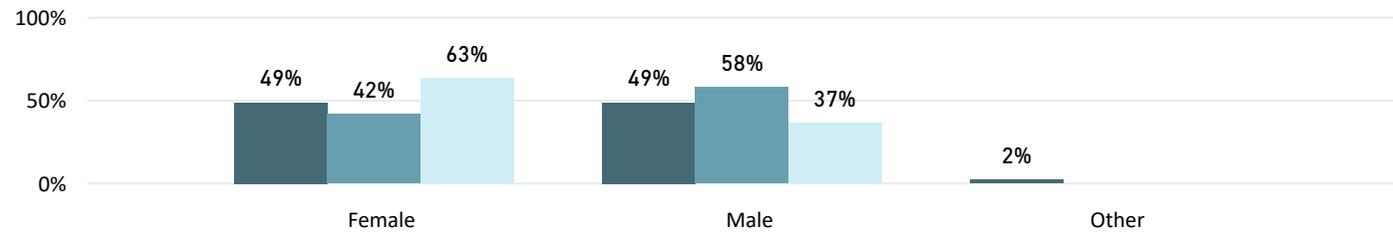
All



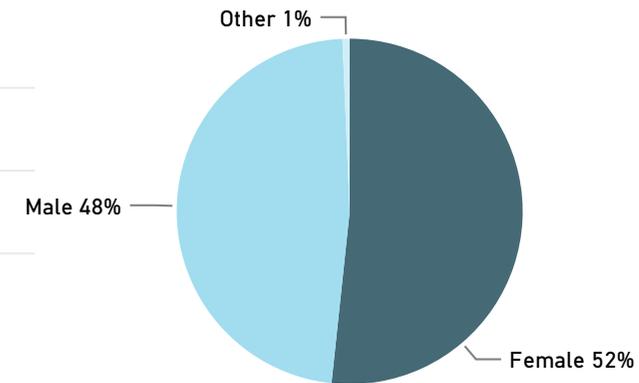
# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



## 9. What is your gender?

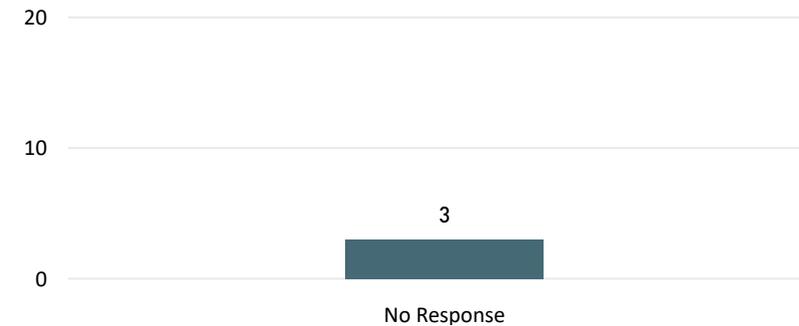


## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	23	49%	21	42%	33	63%	77	52%
Male	23	49%	29	58%	19	37%	71	48%
Other	1	2%					1	1%
<b>Total</b>	<b>47</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>52</b>	<b>100%</b>	<b>149</b>	<b>100%</b>

## 9. No Responses

Gender Type: ● 2015



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WAYNE

Court

MGP WAYNE

Subset

All

Survey Year

All

Role

All

Type of Case

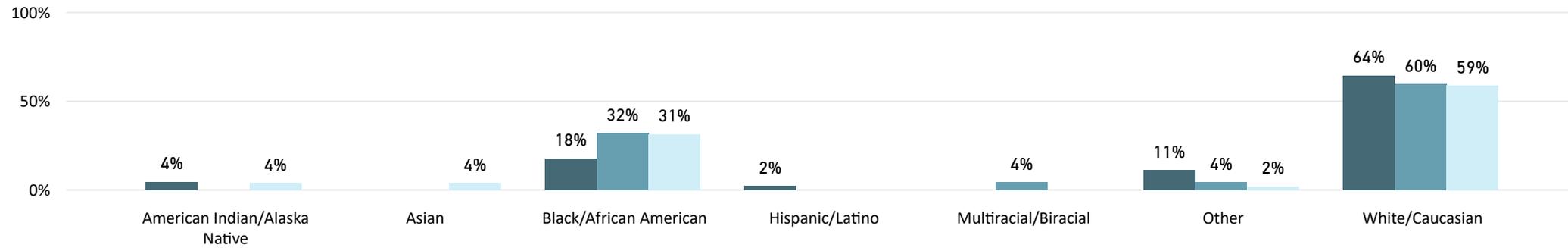
All

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	2	4%			2	4%	4	3%
Asian					2	4%	2	1%
Black/African American	8	18%	15	32%	16	31%	39	27%
Hispanic/Latino	1	2%					1	1%
Multiracial/Biracial			2	4%			2	1%
Other	5	11%	2	4%	1	2%	8	6%
White/Caucasian	29	64%	28	60%	30	59%	87	61%
<b>Total</b>	<b>45</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>51</b>	<b>100%</b>	<b>143</b>	<b>100%</b>

## 10. No Responses.

SurveyYear ● 2015 ● 2016

