

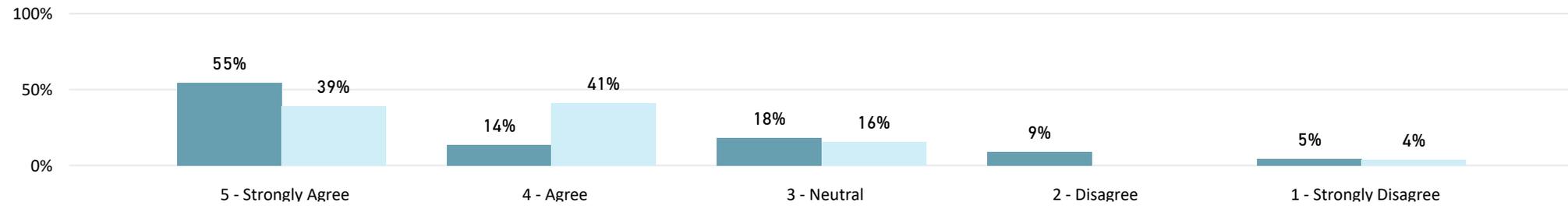


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2016 ● 2018



1. I was able to get my court business done in a reasonable amount of time today.

SurveyYear Time	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	12	55%	20	39%	32	44%
4 - Agree	3	14%	21	41%	24	33%
3 - Neutral	4	18%	8	16%	12	16%
2 - Disagree	2	9%			2	3%
1 - Strongly Disagree	1	5%	2	4%	3	4%
Total	22	100%	51	100%	73	100%

County

WAYNE

Court

MGPF WAYNE

Subset

GPS

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

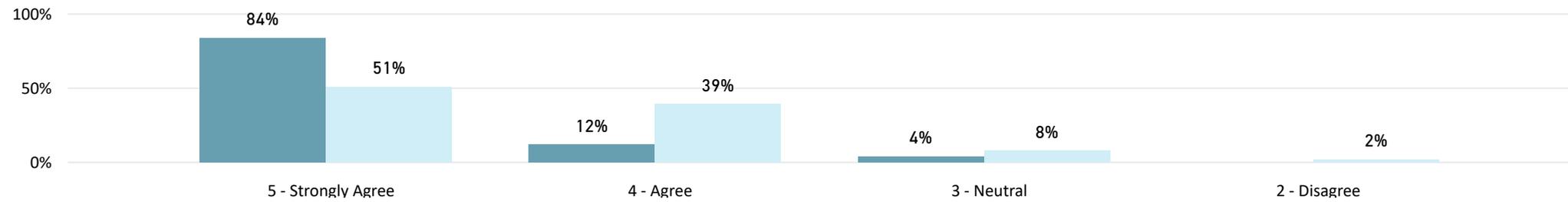


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

2. I was treated with courtesy and respect by court staff.

SurveyYear ● 2016 ● 2018



2. I was treated with courtesy and respect by court staff.

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	21	84%	26	51%	47	62%
4 - Agree	3	12%	20	39%	23	30%
3 - Neutral	1	4%	4	8%	5	7%
2 - Disagree			1	2%	1	1%
Total	25	100%	51	100%	76	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

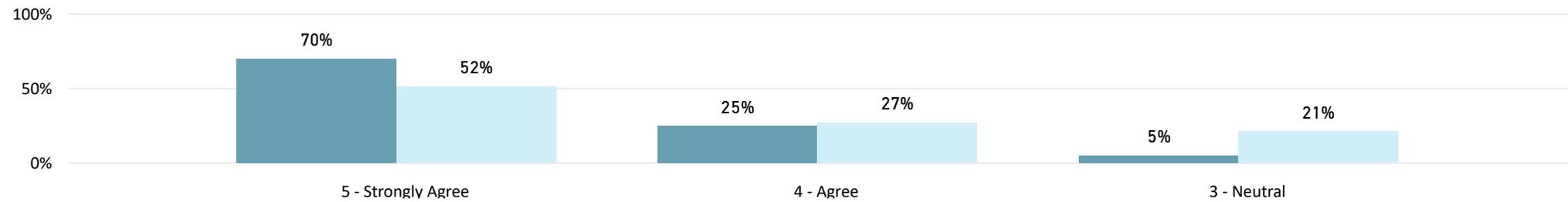


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 3 and 4 were directed to persons who attended a hearing or trial.

3. The way the case was handled was fair.

SurveyYear ● 2016 ● 2018



3. The way the case was handled was fair.

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	14	70%	17	52%	31	58%
4 - Agree	5	25%	9	27%	14	26%
3 - Neutral	1	5%	7	21%	8	15%
Total	20	100%	33	100%	53	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

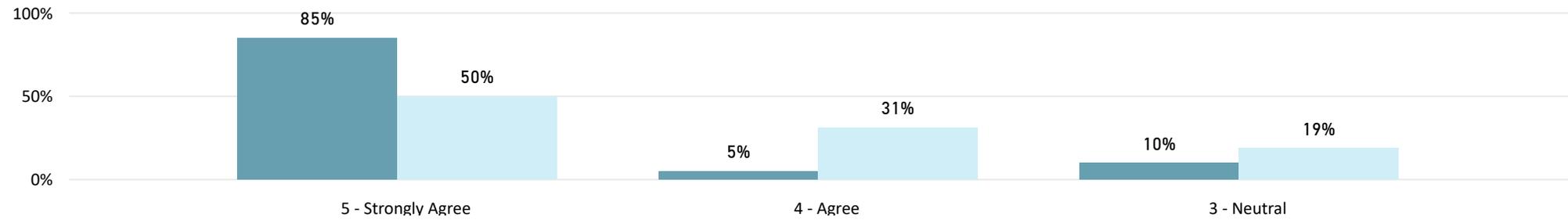


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2016 ● 2018



4. The judge/magistrate/referee treated everyone with courtesy and respect.

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	17	85%	16	50%	33	63%
4 - Agree	1	5%	10	31%	11	21%
3 - Neutral	2	10%	6	19%	8	15%
Total	20	100%	32	100%	52	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

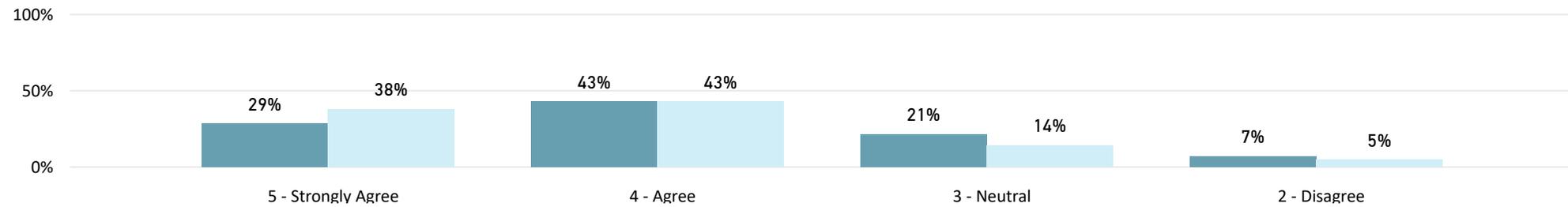


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2016 ● 2018



5. The outcome in my case was favorable to me.

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	4	29%	16	38%	20	36%
4 - Agree	6	43%	18	43%	24	43%
3 - Neutral	3	21%	6	14%	9	16%
2 - Disagree	1	7%	2	5%	3	5%
Total	14	100%	42	100%	56	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

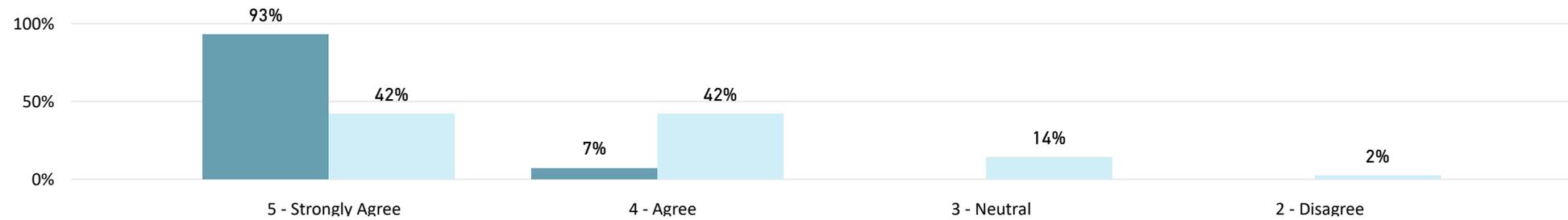


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2016 ● 2018



6. As I leave the court, I understand what happened in my case.

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	13	93%	18	42%	31	54%
4 - Agree	1	7%	18	42%	19	33%
3 - Neutral			6	14%	6	11%
2 - Disagree			1	2%	1	2%
Total	14	100%	43	100%	57	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 ● 2016 ● 2018



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

SurveyYear TypeOfCase	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
Civil Matter			12	21%	12	14%
Criminal/Probation	11	39%	13	23%	24	28%
Drug/Sobriety Court	1	4%	1	2%	2	2%
File Papers	2	7%	1	2%	3	4%
Get Information	1	4%	3	5%	4	5%
Make a Payment			4	7%	4	5%
Other			1	2%	1	1%
Traffic/Ticket	13	46%	22	39%	35	41%
Total	28	100%	57	100%	85	100%

County

Court

Subset

Survey Year

Role

Gender

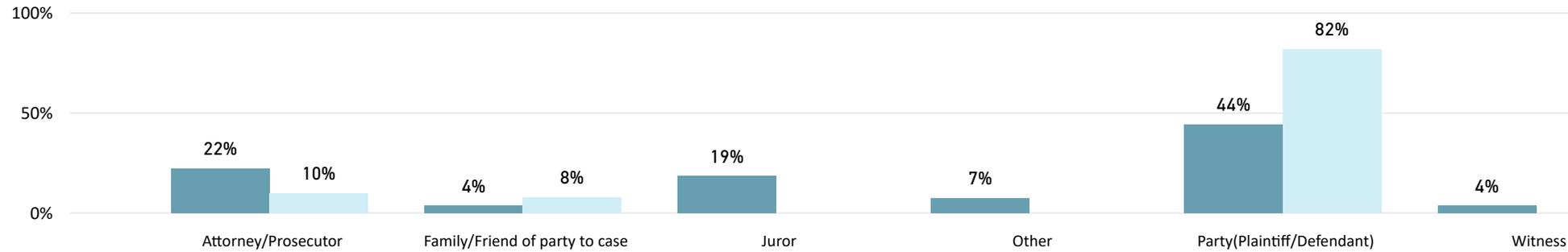
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2016 ● 2018



County

WAYNE

Court

MGPF WAYNE

Subset

GPS

Survey Year

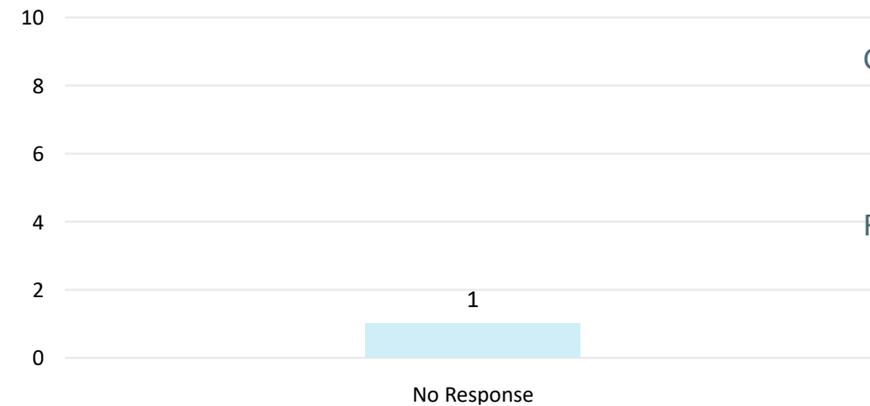
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
Attorney/Prosecutor	6	22%	5	10%	11	14%
Family/Friend of party to case	1	4%	4	8%	5	6%
Juror	5	19%	0	0%	5	6%
Other	2	7%	0	0%	2	3%
Party(Plaintiff/Defendant)	12	44%	41	82%	53	69%
Witness	1	4%	0	0%	1	1%
Total	27	100%	50	100%	77	100%

8. No Response

SurveyYear ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

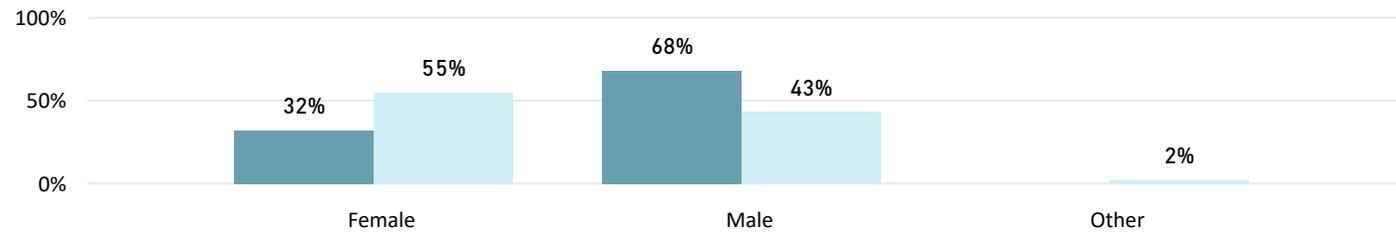
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

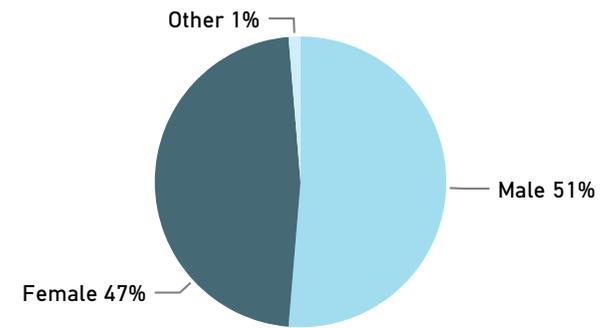
Gender Type: ● 2016 ● 2018



9. What is your gender?

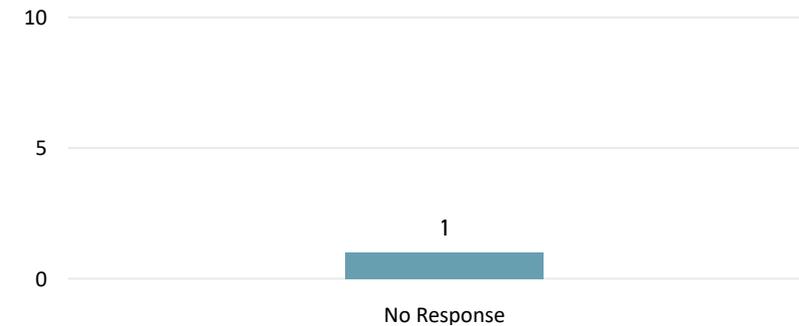
SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
Female	8	32%	28	55%	36	47%
Male	17	68%	22	43%	39	51%
Other			1	2%	1	1%
Total	25	100%	51	100%	76	100%

9. What is your gender?



9. No Responses

Gender Type: ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WAYNE

Court

MGPF WAYNE

Subset

GPS

Survey Year

All

Role

All

Type of Case

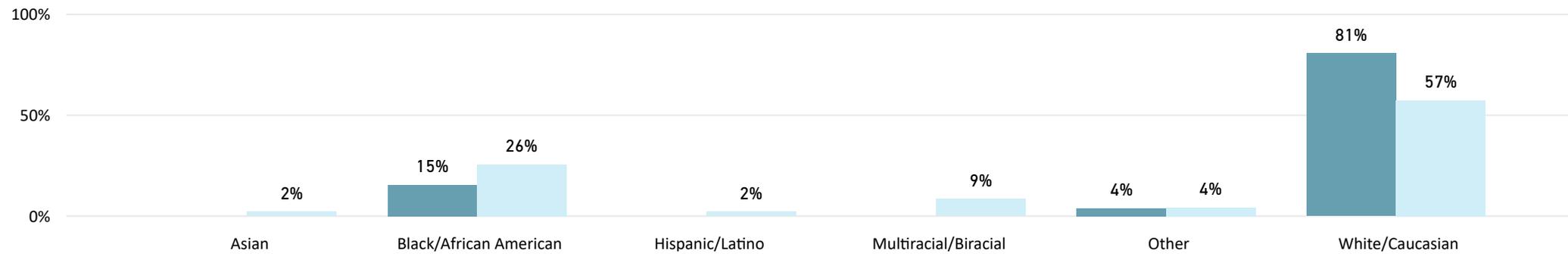
All

Gender

All

10. How do you identify yourself?

SurveyYear ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear	2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent
Asian			1	2%	1	1%
Black/African American	4	15%	12	26%	16	22%
Hispanic/Latino			1	2%	1	1%
Multiracial/Biracial			4	9%	4	5%
Other	1	4%	2	4%	3	4%
White/Caucasian	21	81%	27	57%	48	66%
Total	26	100%	47	100%	73	100%

10. No Responses.

SurveyYear ● 2018

