

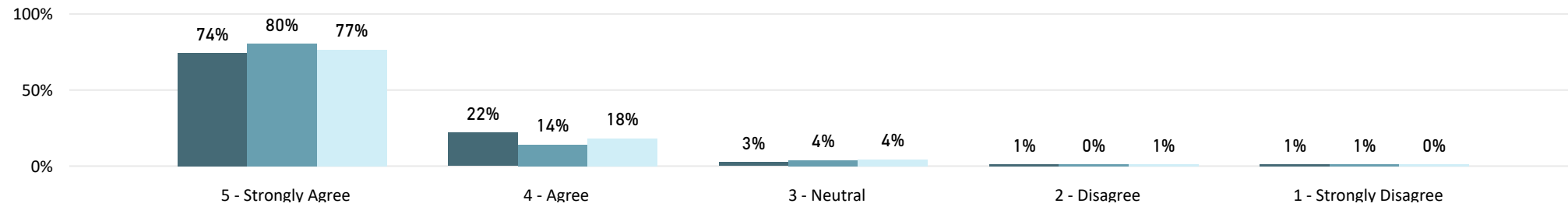


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	233	74%	221	80%	242	77%	696	77%
4 - Agree	69	22%	39	14%	57	18%	165	18%
3 - Neutral	8	3%	11	4%	14	4%	33	4%
2 - Disagree	2	1%	1	0%	2	1%	5	1%
1 - Strongly Disagree	2	1%	3	1%	1	0%	6	1%
Total	314	100%	275	100%	316	100%	905	100%

County

WASHTENAW ▾

Court

C22 WASHTENAW ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

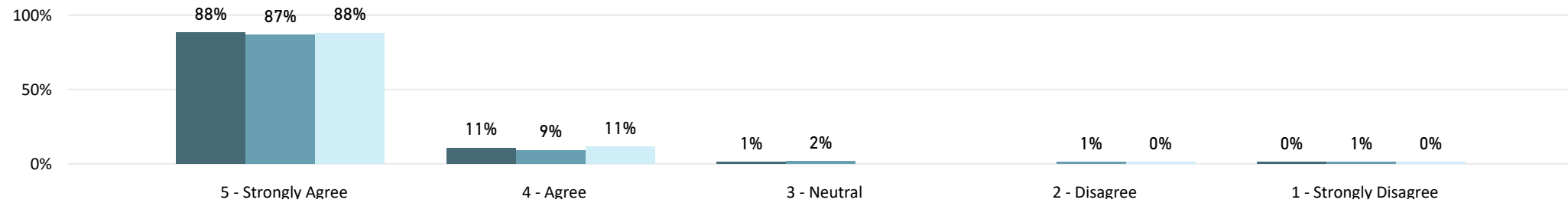


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	280	88%	244	87%	279	88%	803	88%
4 - Agree	34	11%	26	9%	36	11%	96	10%
3 - Neutral	2	1%	5	2%	0	0%	7	1%
2 - Disagree	0	0%	3	1%	1	0%	4	0%
1 - Strongly Disagree	1	0%	3	1%	1	0%	5	1%
Total	317	100%	281	100%	317	100%	915	100%

County

WASHTENAW

Court

C22 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

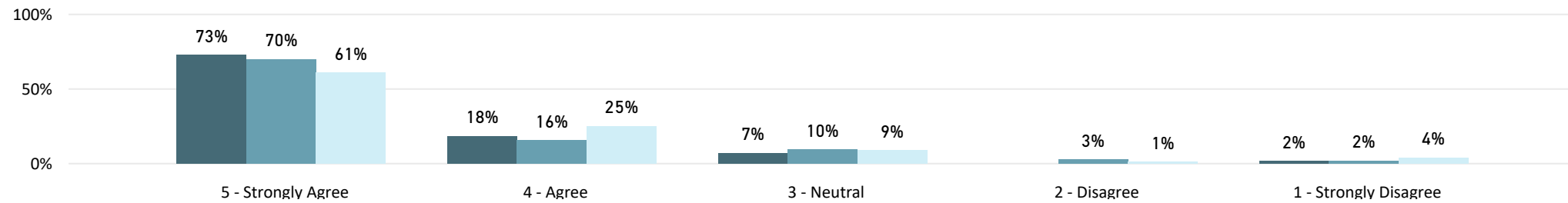


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	83	73%	103	70%	75	61%	261	68%
4 - Agree	21	18%	23	16%	31	25%	75	20%
3 - Neutral	8	7%	14	10%	11	9%	33	9%
2 - Disagree			4	3%	1	1%	5	1%
1 - Strongly Disagree	2	2%	3	2%	5	4%	10	3%
Total	114	100%	147	100%	123	100%	384	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

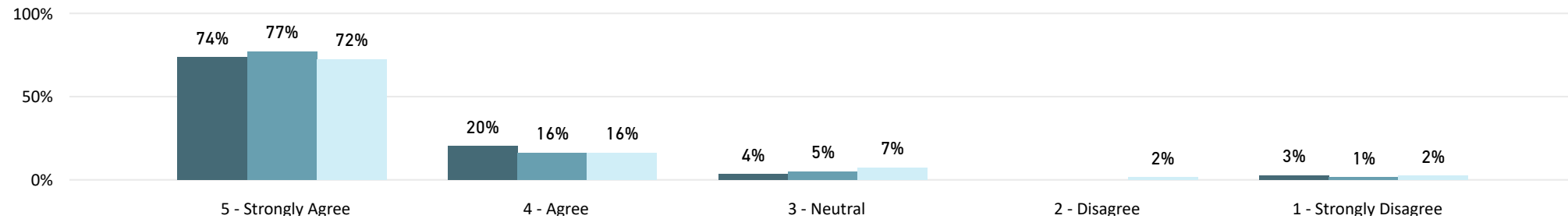


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	84	74%	105	77%	89	72%	278	75%
4 - Agree	23	20%	22	16%	20	16%	65	17%
3 - Neutral	4	4%	7	5%	9	7%	20	5%
2 - Disagree					2	2%	2	1%
1 - Strongly Disagree	3	3%	2	1%	3	2%	8	2%
Total	114	100%	136	100%	123	100%	373	100%

County

WASHTENAW

Court

C22 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

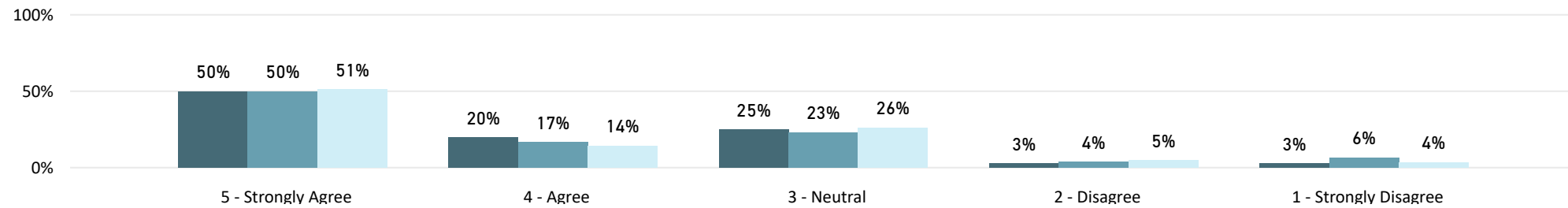


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	38	50%	54	50%	43	51%	135	50%
4 - Agree	15	20%	18	17%	12	14%	45	17%
3 - Neutral	19	25%	25	23%	22	26%	66	25%
2 - Disagree	2	3%	4	4%	4	5%	10	4%
1 - Strongly Disagree	2	3%	7	6%	3	4%	12	4%
Total	76	100%	108	100%	84	100%	268	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

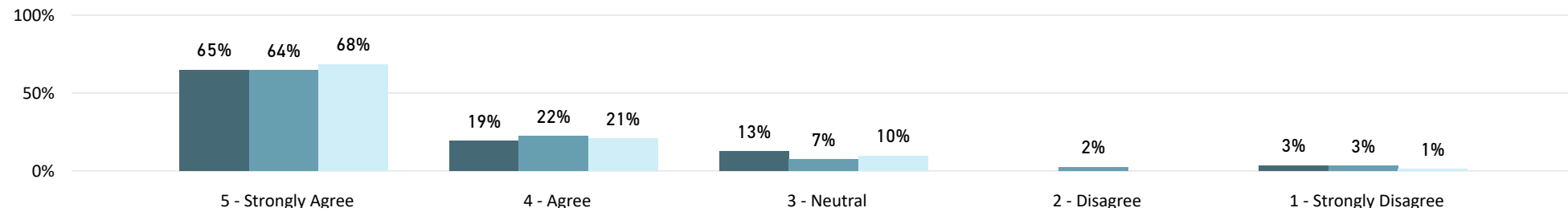


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	57	65%	78	64%	63	68%	198	66%
4 - Agree	17	19%	27	22%	19	21%	63	21%
3 - Neutral	11	13%	9	7%	9	10%	29	10%
2 - Disagree			3	2%			3	1%
1 - Strongly Disagree	3	3%	4	3%	1	1%	8	3%
Total	88	100%	121	100%	92	100%	301	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

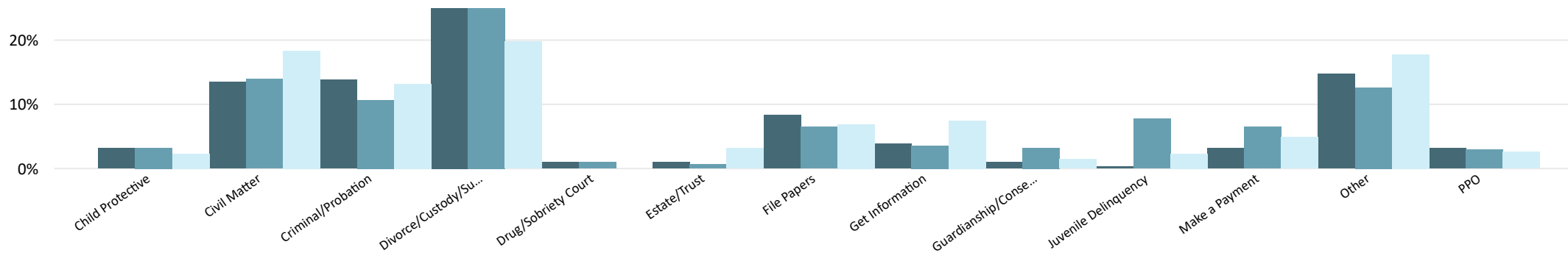
Race/Ethnicity



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
Child Protective	10	3%	10	3%	8	2%	28	3%
Civil Matter	42	13%	43	14%	64	18%	149	15%
Criminal/Probation	43	14%	33	11%	46	13%	122	13%
Divorce/Custody/Support	103	33%	85	28%	69	20%	257	26%
Drug/Sobriety Court	3	1%	3	1%			6	1%
Estate/Trust	3	1%	2	1%	11	3%	16	2%
File Papers	26	8%	20	6%	24	7%	70	7%
Get Information	12	4%	11	4%	26	7%	49	5%
Guardianship/Conservatorship	3	1%	10	3%	5	1%	18	2%
Juvenile Delinquency	1	0%	24	8%	8	2%	33	3%
Make a Payment	10	3%	20	6%	17	5%	47	5%
Other	46	15%	39	13%	62	18%	147	15%
PPO	10	3%	9	3%	9	3%	28	3%
Total	312	100%	309	100%	349	100%	970	100%

County

WASHTENAW ▾

Court

C22 WASHTENAW ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Gender

All ▾

Race/Ethnicity

All ▾



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WASHTENAW

Court

C22 WASHTENAW

Subset

All

Survey Year

All

Type of Case

All

Gender

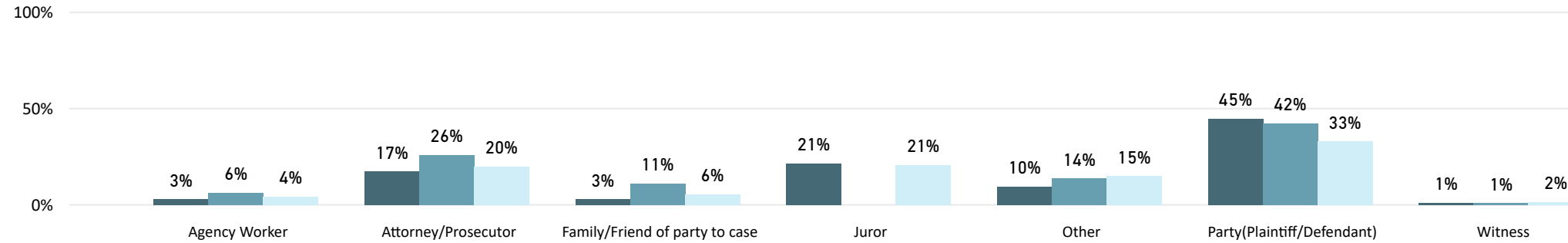
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

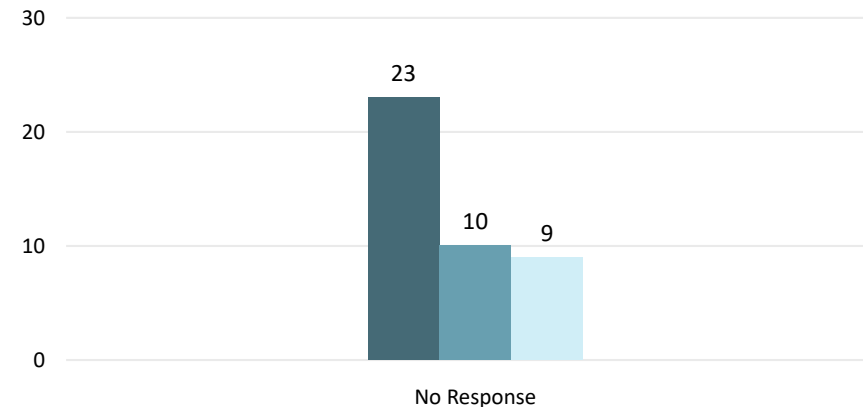


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	9	3%	18	6%	14	4%	41	4%
Attorney/Prosecutor	54	17%	74	26%	64	20%	192	21%
Family/Friend of party to case	9	3%	32	11%	18	6%	59	6%
Juror	67	21%			67	21%	134	15%
Other	30	10%	39	14%	48	15%	117	13%
Party(Plaintiff/Defendant)	140	45%	121	42%	106	33%	367	40%
Witness	3	1%	2	1%	5	2%	10	1%
Total	312	100%	286	100%	322	100%	920	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

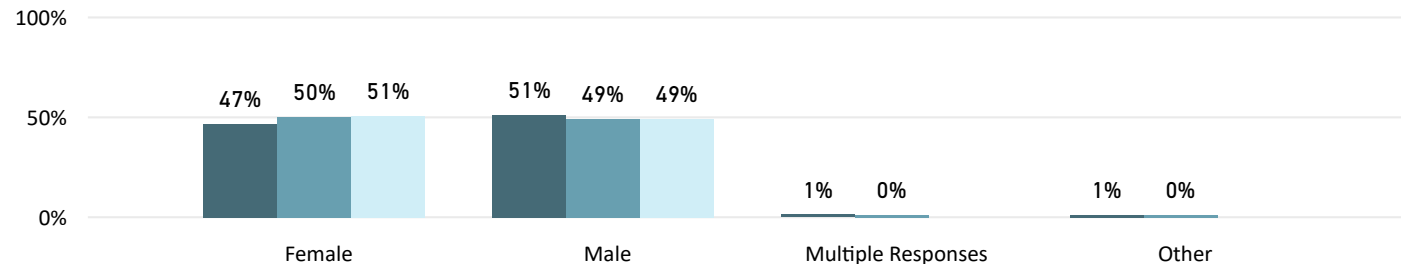




MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

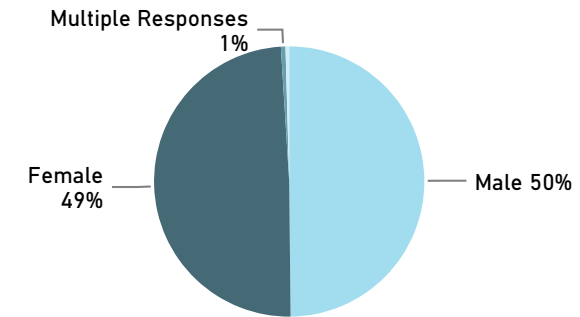
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

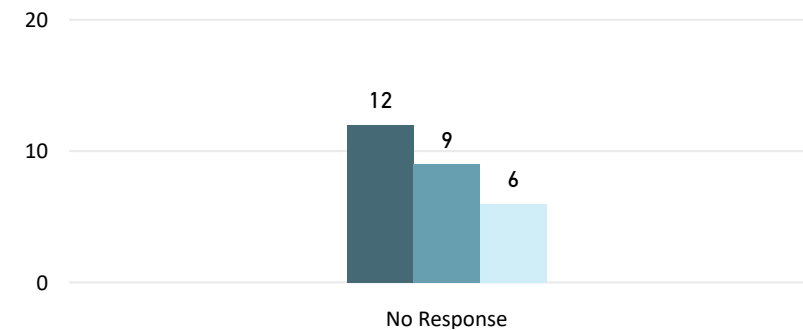
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	146	47%	141	50%	161	51%	448	49%
Male	160	51%	138	49%	156	49%	454	50%
Multiple Responses	4	1%	1	0%			5	1%
Other	3	1%	1	0%			4	0%
Total	313	100%	281	100%	317	100%	911	100%

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

WASHTENAW

Court

C22 WASHTENAW

Subset

All

Survey Year

All

Role

All

Type of Case

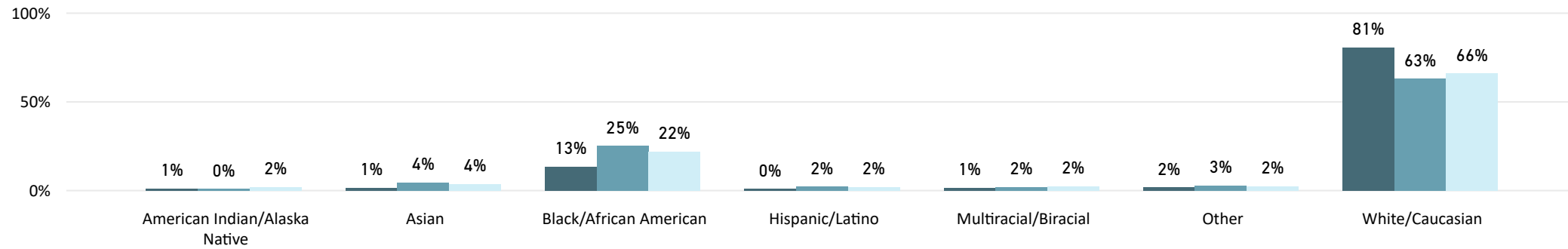
All

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	1%	1	0%	6	2%	10	1%
Asian	4	1%	12	4%	11	4%	27	3%
Black/African American	38	13%	68	25%	68	22%	174	20%
Hispanic/Latino	1	0%	6	2%	6	2%	13	2%
Multiracial/Biracial	4	1%	5	2%	7	2%	16	2%
Other	5	2%	8	3%	7	2%	20	2%
White/Caucasian	228	81%	170	63%	204	66%	602	70%
Total	283	100%	270	100%	309	100%	862	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

