

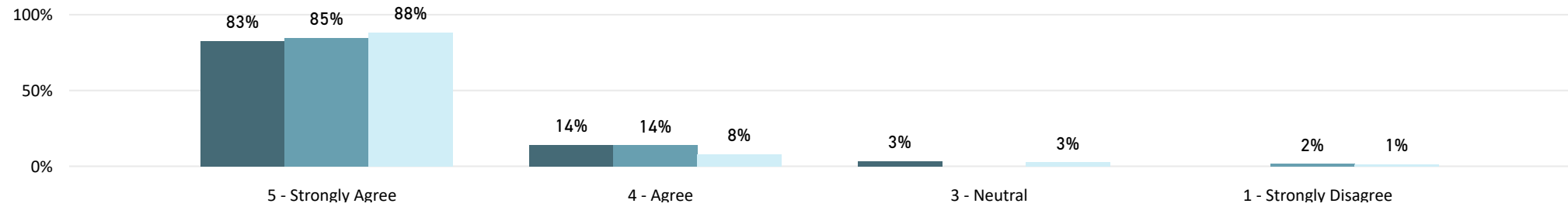


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	71	83%	55	85%	67	88%	193	85%
4 - Agree	12	14%	9	14%	6	8%	27	12%
3 - Neutral	3	3%			2	3%	5	2%
1 - Strongly Disagree			1	2%	1	1%	2	1%
Total	86	100%	65	100%	76	100%	227	100%

County

WASHTENAW

Court

C22 WASHTENAW

Subset

FAM

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

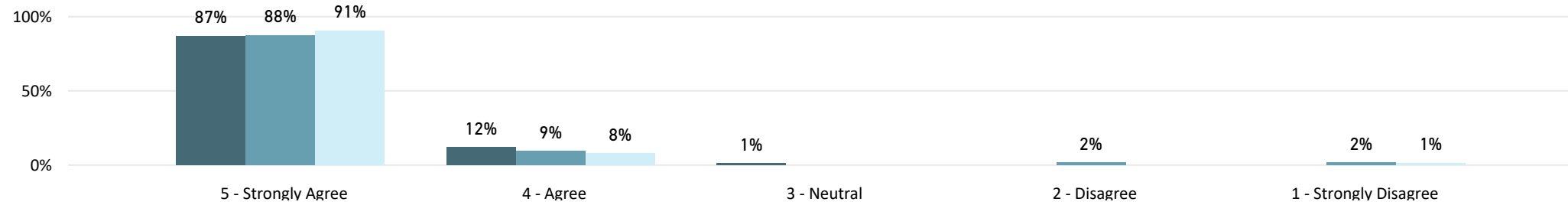


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	73	87%	56	88%	68	91%	197	88%
4 - Agree	10	12%	6	9%	6	8%	22	10%
3 - Neutral	1	1%					1	0%
2 - Disagree			1	2%			1	0%
1 - Strongly Disagree			1	2%	1	1%	2	1%
Total	84	100%	64	100%	75	100%	223	100%

County

WASHTENAW

Court

C22 WASHTENAW

Subset

FAM

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

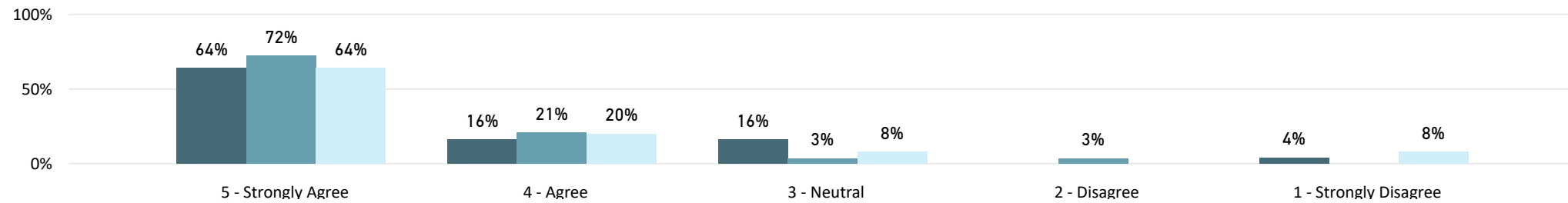


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	16	64%	21	72%	16	64%	53	67%
4 - Agree	4	16%	6	21%	5	20%	15	19%
3 - Neutral	4	16%	1	3%	2	8%	7	9%
2 - Disagree			1	3%			1	1%
1 - Strongly Disagree	1	4%			2	8%	3	4%
Total	25	100%	29	100%	25	100%	79	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

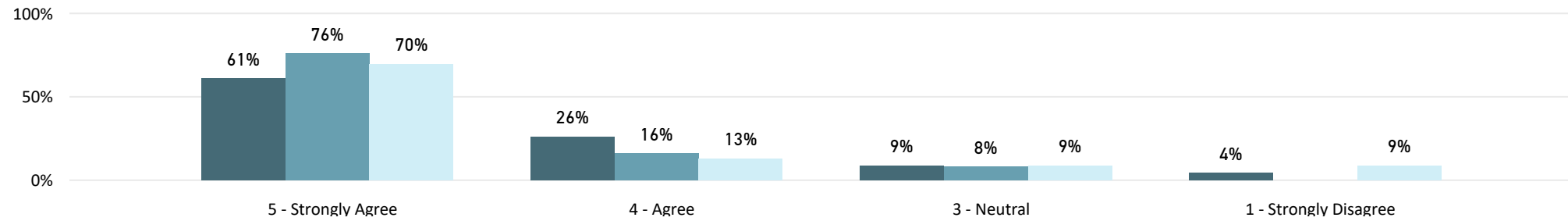


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	14	61%	19	76%	16	70%	49	69%
4 - Agree	6	26%	4	16%	3	13%	13	18%
3 - Neutral	2	9%	2	8%	2	9%	6	8%
1 - Strongly Disagree	1	4%			2	9%	3	4%
Total	23	100%	25	100%	23	100%	71	100%

County

WASHTENAW

Court

C22 WASHTENAW

Subset

FAM

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

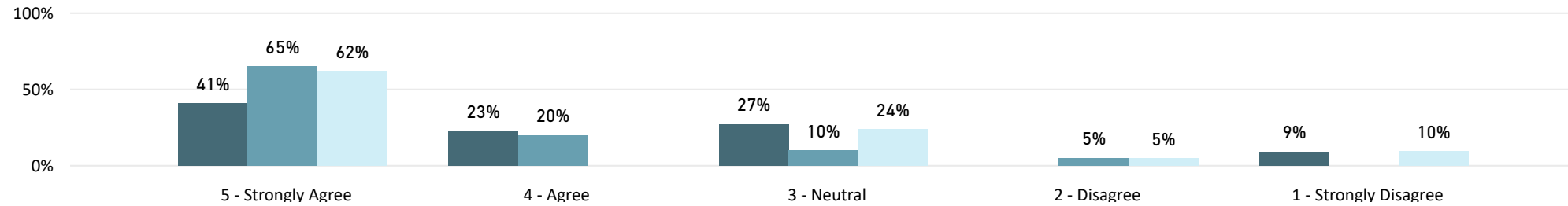


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	9	41%	13	65%	13	62%	35	56%
4 - Agree	5	23%	4	20%			9	14%
3 - Neutral	6	27%	2	10%	5	24%	13	21%
2 - Disagree			1	5%	1	5%	2	3%
1 - Strongly Disagree	2	9%			2	10%	4	6%
Total	22	100%	20	100%	21	100%	63	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

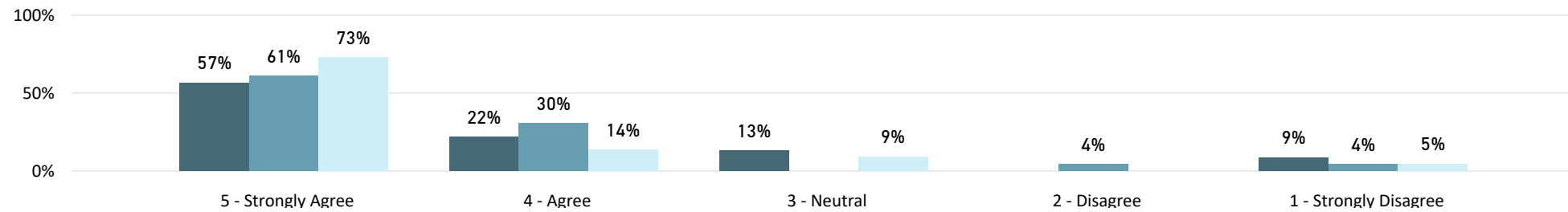


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	13	57%	14	61%	16	73%	43	63%
4 - Agree	5	22%	7	30%	3	14%	15	22%
3 - Neutral	3	13%			2	9%	5	7%
2 - Disagree			1	4%			1	1%
1 - Strongly Disagree	2	9%	1	4%	1	5%	4	6%
Total	23	100%	23	100%	22	100%	68	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

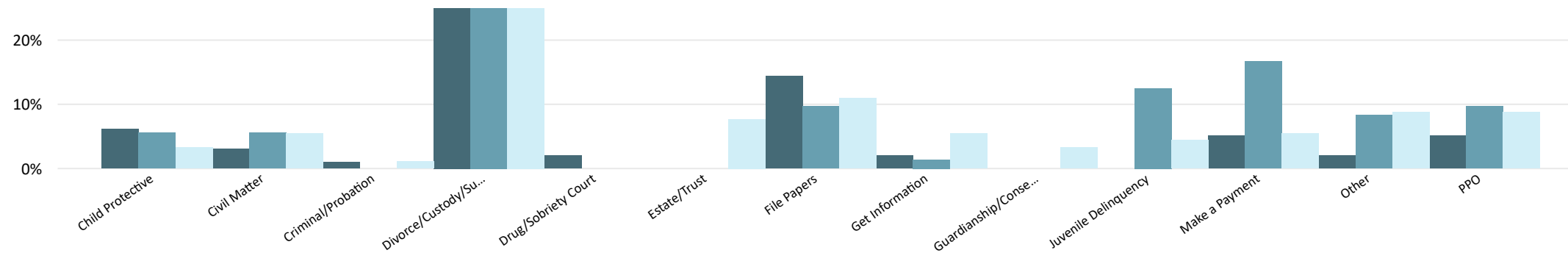
Race/Ethnicity



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	6	6%	4	6%	3	3%	13	5%
Civil Matter	3	3%	4	6%	5	5%	12	5%
Criminal/Probation	1	1%			1	1%	2	1%
Divorce/Custody/Support	57	59%	22	31%	32	35%	111	43%
Drug/Sobriety Court	2	2%					2	1%
Estate/Trust					7	8%	7	3%
File Papers	14	14%	7	10%	10	11%	31	12%
Get Information	2	2%	1	1%	5	5%	8	3%
Guardianship/Conservatorship					3	3%	3	1%
Juvenile Delinquency			9	13%	4	4%	13	5%
Make a Payment	5	5%	12	17%	5	5%	22	8%
Other	2	2%	6	8%	8	9%	16	6%
PPO	5	5%	7	10%	8	9%	20	8%
Total	97	100%	72	100%	91	100%	260	100%

County

WASHTENAW ▼

Court

C22 WASHTENAW ▼

Subset

FAM ▼

Survey Year

All ▼

Role

All ▼

Gender

All ▼

Race/Ethnicity

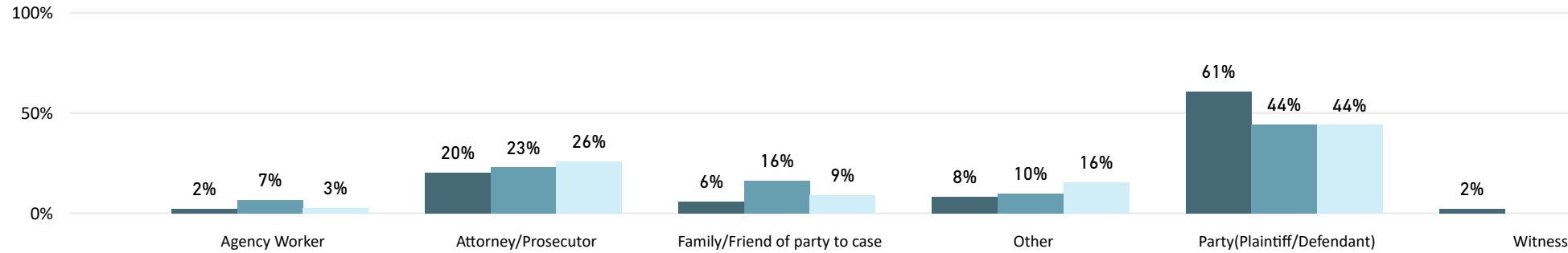
All ▼



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

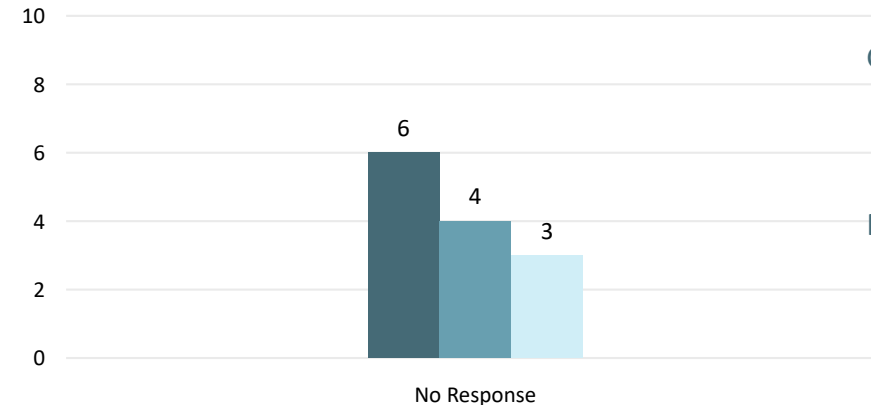


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	2%	4	7%	2	3%	8	4%
Attorney/Prosecutor	17	20%	14	23%	20	26%	51	23%
Family/Friend of party to case	5	6%	10	16%	7	9%	22	10%
Other	7	8%	6	10%	12	16%	25	11%
Party(Plaintiff/Defendant)	51	61%	27	44%	34	44%	112	50%
Witness	2	2%	0	0%	2	3%	4	2%
Total	84	100%	61	100%	77	100%	222	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

WASHTENAW

Court

C22 WASHTENAW

Subset

FAM

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

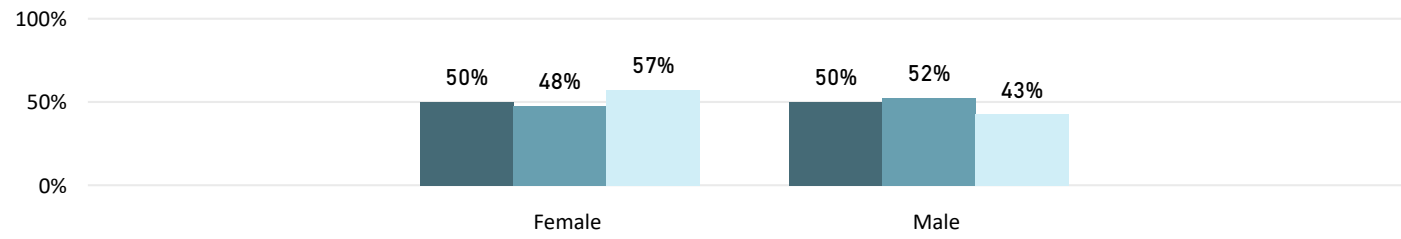
All



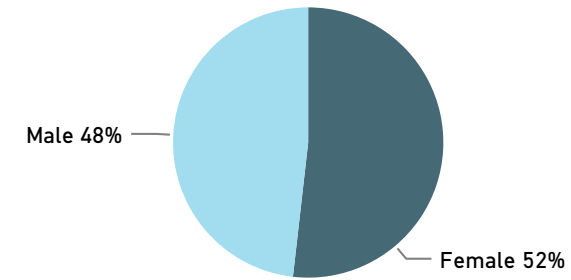
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

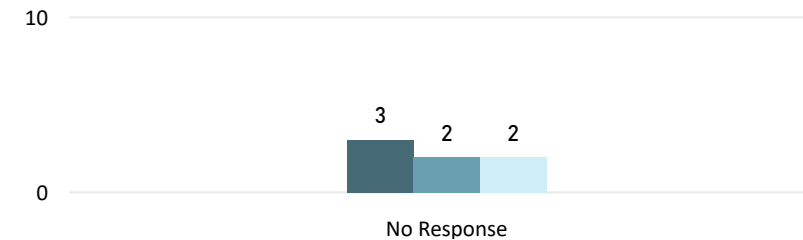


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	42	50%	30	48%	43	57%	115	52%
Male	42	50%	33	52%	32	43%	107	48%
Total	84	100%	63	100%	75	100%	222	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

WASHTENAW

Court

C22 WASHTENAW

Subset

FAM

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

WASHTENAW

Court

C22 WASHTENAW

Subset

FAM

Survey Year

All

Role

All

Type of Case

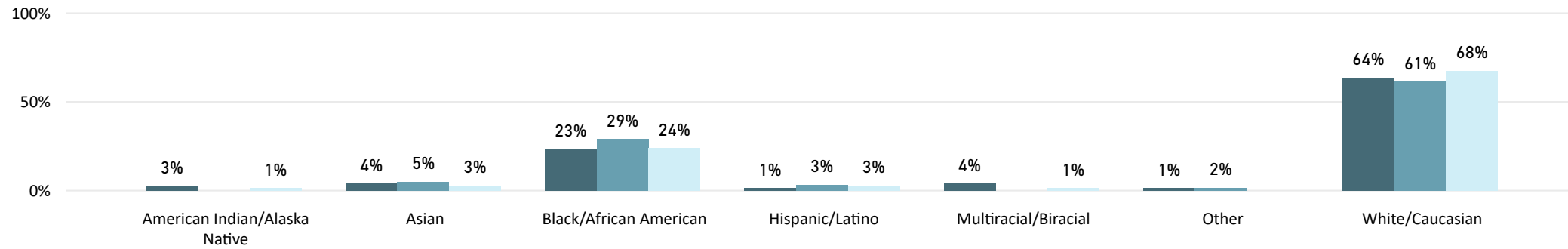
All

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	3%	1	1%	3	1%	3	1%
Asian	3	4%	3	5%	2	3%	8	4%
Black/African American	18	23%	18	29%	17	24%	53	25%
Hispanic/Latino	1	1%	2	3%	2	3%	5	2%
Multiracial/Biracial	3	4%	1	1%	4	2%	4	2%
Other	1	1%	1	2%	2	1%	2	1%
White/Caucasian	49	64%	38	61%	48	68%	135	64%
Total	77	100%	62	100%	71	100%	210	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

