

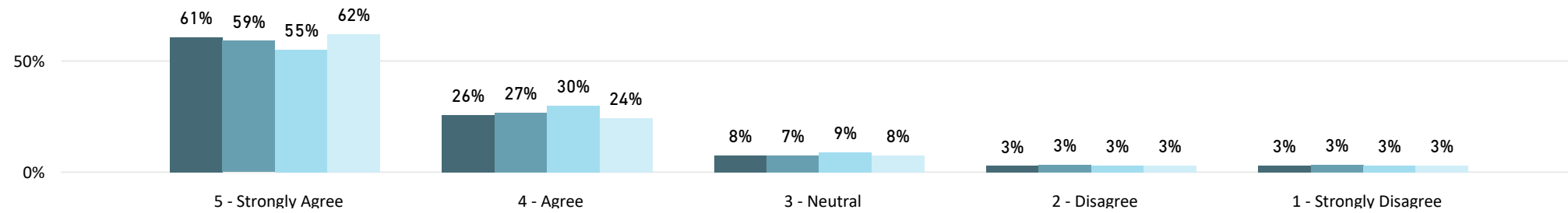


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



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

SurveyYear Time	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	14,701	61%	14,916	59%	628	55%	15,977	62%	46,222	61%
4 - Agree	6,241	26%	6,757	27%	340	30%	6,303	24%	19,641	26%
3 - Neutral	1,820	8%	1,881	7%	102	9%	1,934	8%	5,737	8%
2 - Disagree	684	3%	857	3%	35	3%	761	3%	2,337	3%
1 - Strongly Disagree	722	3%	833	3%	34	3%	799	3%	2,388	3%
Total	24,168	100%	25,244	100%	1,139	100%	25,774	100%	76,325	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

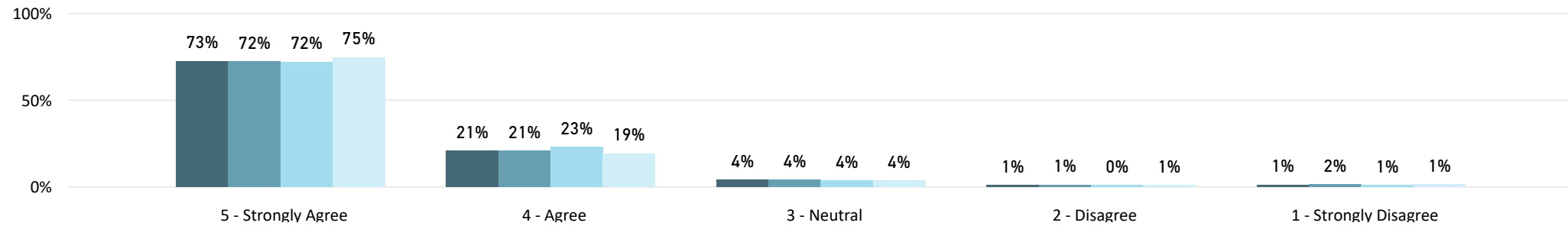


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

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

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



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

SurveyYear	2015		2016		2017		2018		Total	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	17,769	73%	18,583	72%	846	72%	19,581	75%	56,779	73%
4 - Agree	5,104	21%	5,382	21%	269	23%	5,038	19%	15,793	20%
3 - Neutral	1,029	4%	1,031	4%	43	4%	951	4%	3,054	4%
2 - Disagree	258	1%	318	1%	2	0%	261	1%	839	1%
1 - Strongly Disagree	323	1%	386	2%	13	1%	379	1%	1,101	1%
Total	24,483	100%	25,700	100%	1,173	100%	26,210	100%	77,566	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

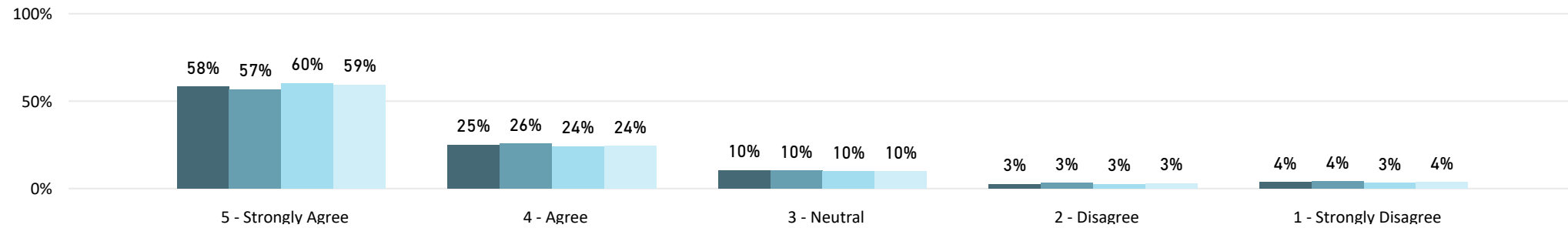


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



3. The way the case was handled was fair.

SurveyYear	2015		2016		2017		2018		Total	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	9,160	58%	9,506	57%	469	60%	9,979	59%	29,114	58%
4 - Agree	3,941	25%	4,309	26%	187	24%	4,086	24%	12,523	25%
3 - Neutral	1,648	10%	1,730	10%	76	10%	1,634	10%	5,088	10%
2 - Disagree	399	3%	538	3%	20	3%	487	3%	1,444	3%
1 - Strongly Disagree	559	4%	685	4%	25	3%	600	4%	1,869	4%
Total	15,707	100%	16,768	100%	777	100%	16,786	100%	50,038	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

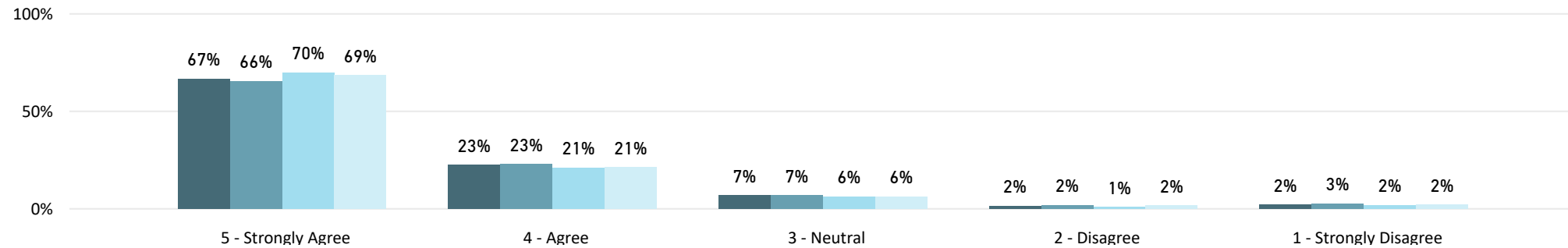


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



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

SurveyYear	2015		2016		2017		2018		Total	
CourtesyJudge	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	10,335	67%	10,860	66%	537	70%	11,316	69%	33,048	67%
4 - Agree	3,489	23%	3,810	23%	162	21%	3,529	21%	10,990	22%
3 - Neutral	1,062	7%	1,137	7%	49	6%	1,040	6%	3,288	7%
2 - Disagree	244	2%	315	2%	7	1%	287	2%	853	2%
1 - Strongly Disagree	340	2%	445	3%	14	2%	342	2%	1,141	2%
Total	15,470	100%	16,567	100%	769	100%	16,514	100%	49,320	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

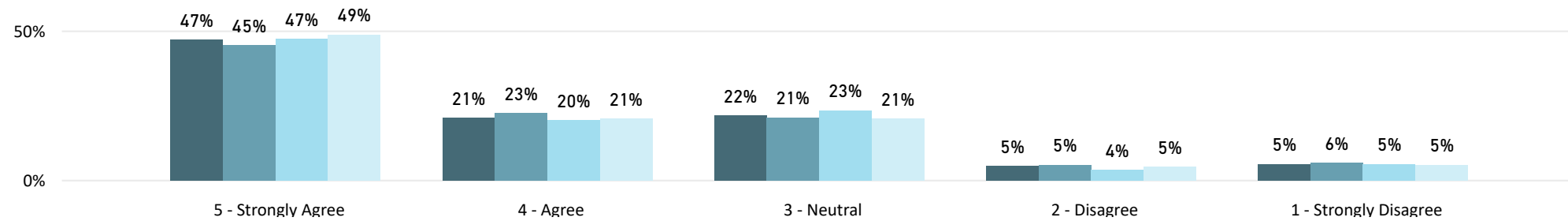


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



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

SurveyYear	2015		2016		2017		2018		Total	
Outcome	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	6,197	47%	6,440	45%	295	47%	6,850	49%	19,782	47%
4 - Agree	2,758	21%	3,210	23%	125	20%	2,897	21%	8,990	21%
3 - Neutral	2,853	22%	3,002	21%	146	23%	2,898	21%	8,899	21%
2 - Disagree	631	5%	743	5%	22	4%	649	5%	2,045	5%
1 - Strongly Disagree	718	5%	836	6%	34	5%	739	5%	2,327	6%
Total	13,157	100%	14,231	100%	622	100%	14,033	100%	42,043	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

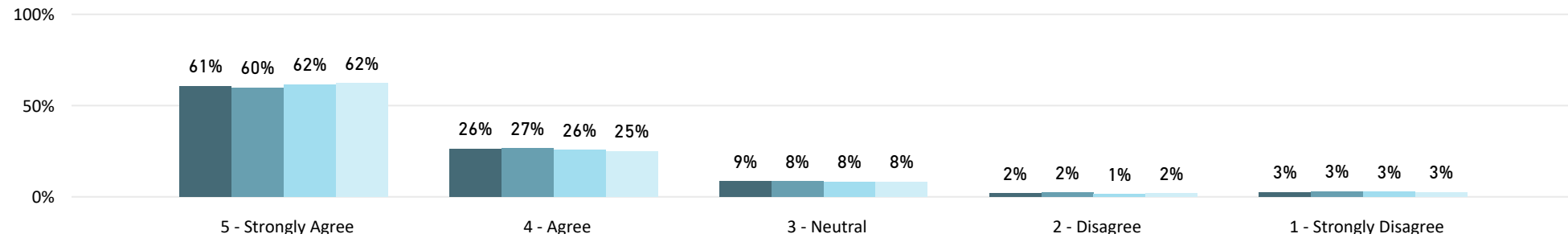


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 2017 ● 2018



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

SurveyYear	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	8,386	61%	9,001	60%	406	62%	9,264	62%	27,057	61%
4 - Agree	3,633	26%	3,996	27%	170	26%	3,707	25%	11,506	26%
3 - Neutral	1,184	9%	1,266	8%	55	8%	1,215	8%	3,720	8%
2 - Disagree	264	2%	333	2%	9	1%	288	2%	894	2%
1 - Strongly Disagree	354	3%	452	3%	19	3%	380	3%	1,205	3%
Total	13,821	100%	15,048	100%	659	100%	14,854	100%	44,382	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

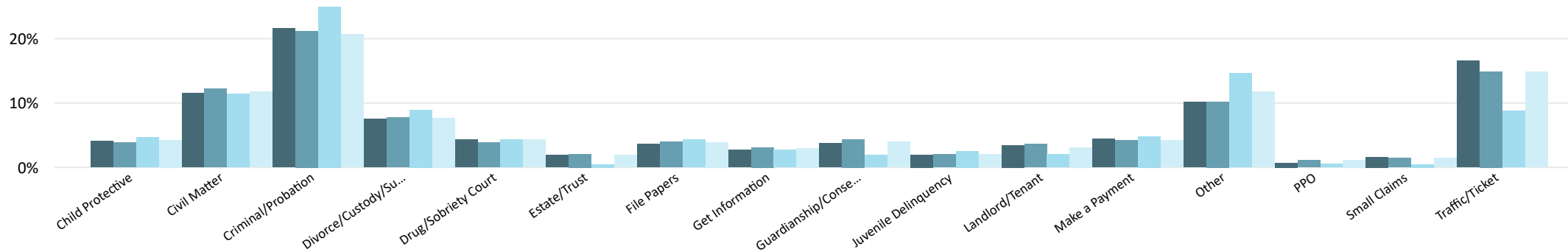
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

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

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



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

SurveyYear TypeOfCase	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Child Protective	1,094	4%	1,095	4%	59	5%	1,210	4%	3,458	4%
Civil Matter	3,082	12%	3,434	12%	144	11%	3,361	12%	10,021	12%
Criminal/Probation	5,785	22%	5,972	21%	347	27%	5,894	21%	17,998	21%
Divorce/Custody/Support	2,011	8%	2,191	8%	113	9%	2,194	8%	6,509	8%
Drug/Sobriety Court	1,154	4%	1,076	4%	54	4%	1,231	4%	3,515	4%
Estate/Trust	514	2%	587	2%	6	0%	545	2%	1,652	2%
File Papers	976	4%	1,111	4%	54	4%	1,117	4%	3,258	4%
Get Information	735	3%	878	3%	34	3%	856	3%	2,503	3%
Guardianship/Conservatorship	1,011	4%	1,226	4%	24	2%	1,124	4%	3,385	4%
Juvenile Delinquency	525	2%	578	2%	32	3%	565	2%	1,700	2%
Landlord/Tenant	925	3%	1,024	4%	25	2%	887	3%	2,861	3%
Make a Payment	1,182	4%	1,176	4%	61	5%	1,196	4%	3,615	4%
Other	2,710	10%	2,878	10%	185	15%	3,352	12%	9,125	11%
PPO	191	1%	310	1%	7	1%	330	1%	838	1%
Small Claims	435	2%	415	1%	6	0%	413	1%	1,269	1%
Traffic/Ticket	4,435	17%	4,201	15%	111	9%	4,227	15%	12,974	15%
Total	26,765	100%	28,152	100%	1,262	100%	28,502	100%	84,681	100%

County

Court

Subset

Survey Year

Role

Gender

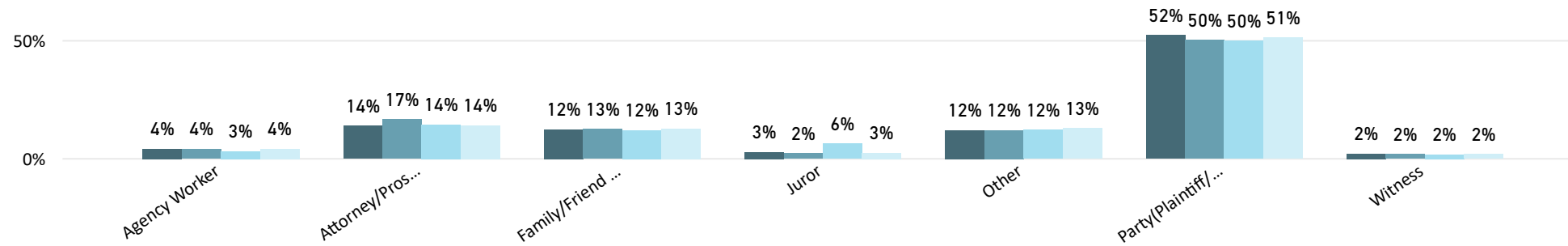
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018

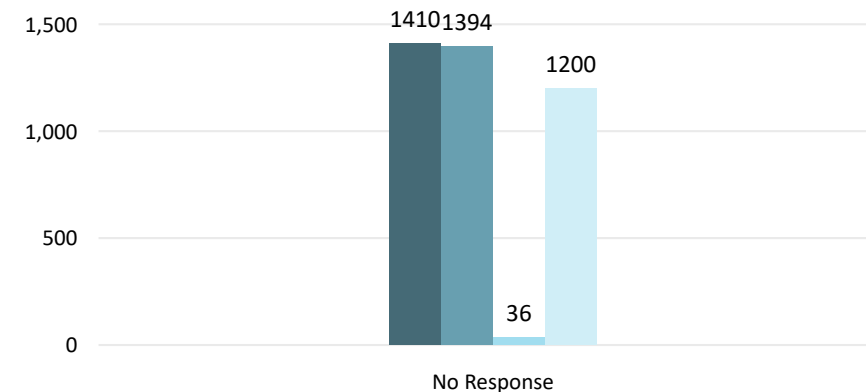


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1,043	4%	1,059	4%	38	3%	1,116	4%	3,256	4%
Attorney/Prosecutor	3,425	14%	4,308	17%	171	14%	3,735	14%	11,639	15%
Family/Friend of party to case	3,059	12%	3,242	13%	143	12%	3,368	13%	9,812	13%
Juror	709	3%	581	2%	75	6%	664	3%	2,029	3%
Other	2,963	12%	3,107	12%	144	12%	3,406	13%	9,620	12%
Party (Plaintiff/Defendant)	12,886	52%	12,952	50%	591	50%	13,481	51%	39,910	51%
Witness	506	2%	502	2%	22	2%	521	2%	1,551	2%
Total	24,591	100%	25,751	100%	1,184	100%	26,291	100%	77,817	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



County

Court

Subset

Survey Year

Type of Case

Gender

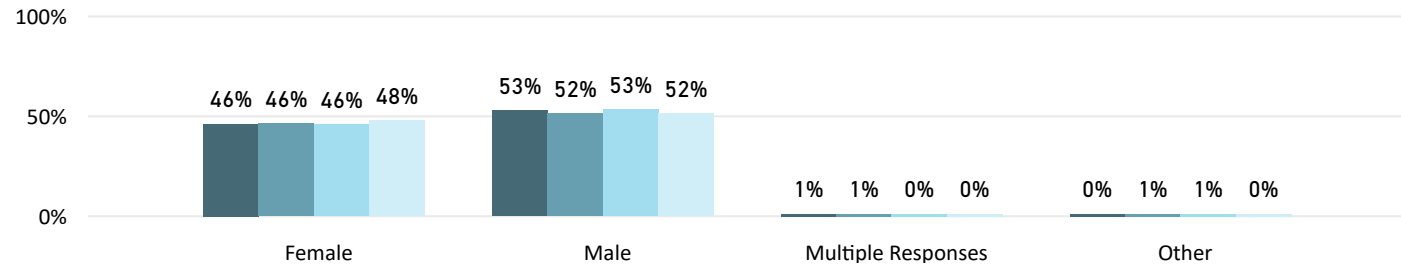
Race/Ethnicity



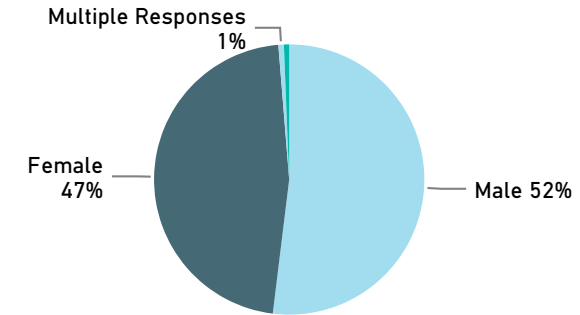
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2017 ● 2018



9. What is your gender?

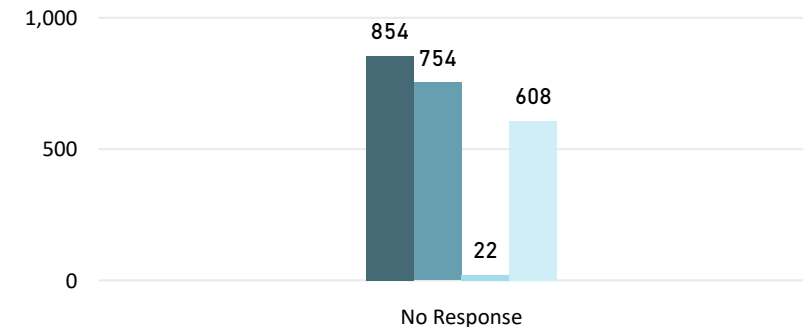


9. What is your gender?

SurveyYear	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	11,259	46%	12,002	46%	545	46%	12,623	48%	36,429	47%
Male	12,904	53%	13,321	52%	632	53%	13,597	52%	40,454	52%
Multiple Responses	156	1%	302	1%	1	0%	53	0%	512	1%
Other	112	0%	241	1%	7	1%	128	0%	488	1%
Total	24,431	100%	25,866	100%	1,185	100%	26,401	100%	77,883	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2017 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

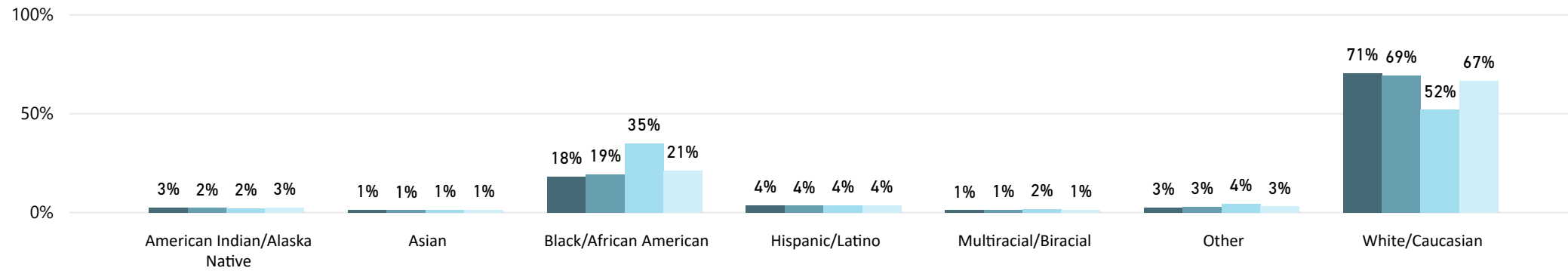
Role

Type of Case

Gender

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018



10. How do you identify yourself?

SurveyYear Race/identity	2015		2016		2017		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	583	3%	570	2%	24	2%	644	3%	1,821	2%
Asian	298	1%	291	1%	15	1%	370	1%	974	1%
Black/African American	4,234	18%	4,790	19%	399	35%	5,387	21%	14,810	20%
Hispanic/Latino	856	4%	881	4%	41	4%	928	4%	2,706	4%
Multiracial/Biracial	286	1%	356	1%	19	2%	341	1%	1,002	1%
Other	596	3%	703	3%	51	4%	789	3%	2,139	3%
White/Caucasian	16,386	71%	17,196	69%	595	52%	16,927	67%	51,104	69%
Total	23,239	100%	24,787	100%	1,144	100%	25,386	100%	74,556	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2017 ● 2018

