

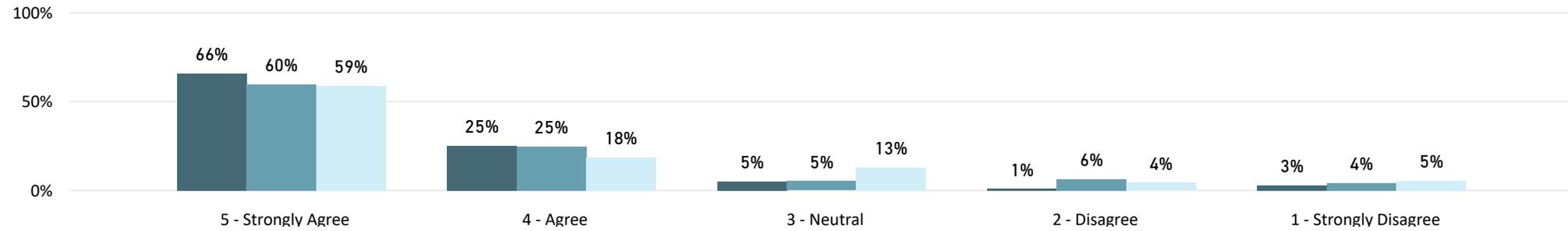


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	89	66%	114	60%	54	59%	257	61%
4 - Agree	34	25%	47	25%	17	18%	98	23%
3 - Neutral	7	5%	10	5%	12	13%	29	7%
2 - Disagree	1	1%	12	6%	4	4%	17	4%
1 - Strongly Disagree	4	3%	8	4%	5	5%	17	4%
Total	135	100%	191	100%	92	100%	418	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

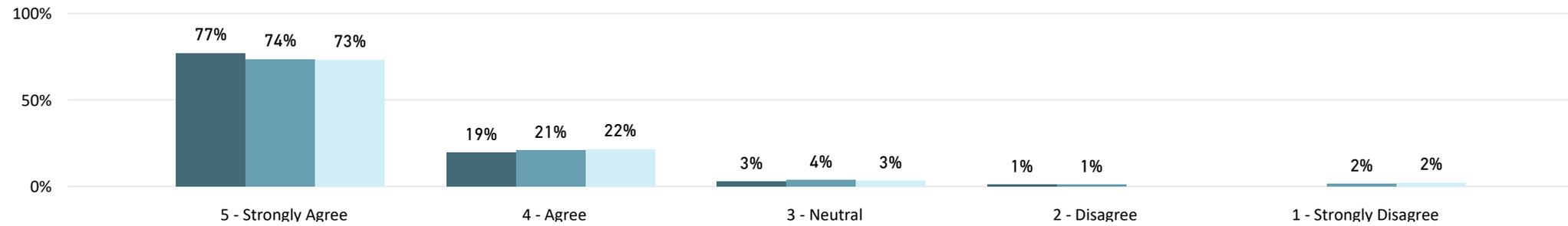


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*Questions 1 and 2 were directed to all respondents.

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

SurveyYear ● 2015 ● 2016 ● 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	107	77%	142	74%	68	73%	317	75%
4 - Agree	27	19%	40	21%	20	22%	87	20%
3 - Neutral	4	3%	7	4%	3	3%	14	3%
2 - Disagree	1	1%	1	1%	0	0%	2	0%
1 - Strongly Disagree	0	0%	3	2%	2	2%	5	1%
Total	139	100%	193	100%	93	100%	425	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

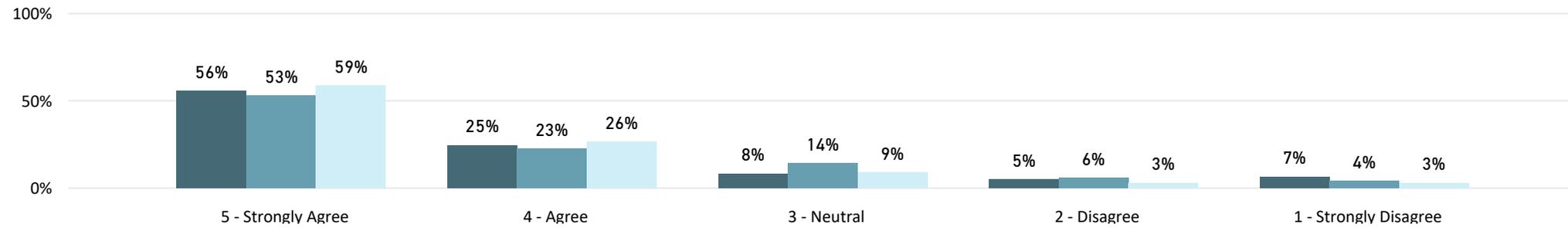


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 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	34	56%	63	53%	40	59%	137	55%
4 - Agree	15	25%	27	23%	18	26%	60	24%
3 - Neutral	5	8%	17	14%	6	9%	28	11%
2 - Disagree	3	5%	7	6%	2	3%	12	5%
1 - Strongly Disagree	4	7%	5	4%	2	3%	11	4%
Total	61	100%	119	100%	68	100%	248	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

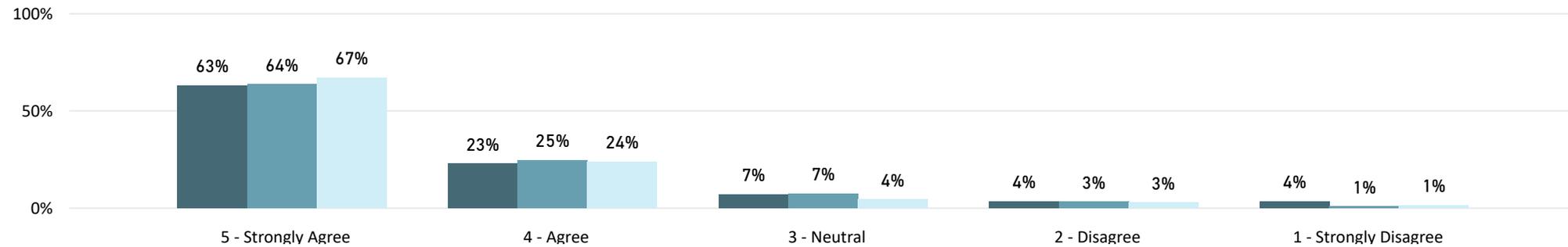


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	36	63%	77	64%	45	67%	158	64%
4 - Agree	13	23%	30	25%	16	24%	59	24%
3 - Neutral	4	7%	9	7%	3	4%	16	7%
2 - Disagree	2	4%	4	3%	2	3%	8	3%
1 - Strongly Disagree	2	4%	1	1%	1	1%	4	2%
Total	57	100%	121	100%	67	100%	245	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

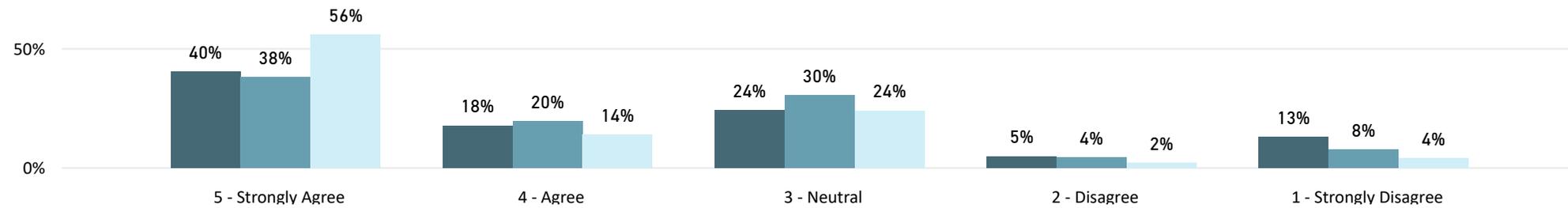


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 ● 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	25	40%	35	38%	28	56%	88	43%
4 - Agree	11	18%	18	20%	7	14%	36	18%
3 - Neutral	15	24%	28	30%	12	24%	55	27%
2 - Disagree	3	5%	4	4%	1	2%	8	4%
1 - Strongly Disagree	8	13%	7	8%	2	4%	17	8%
Total	62	100%	92	100%	50	100%	204	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

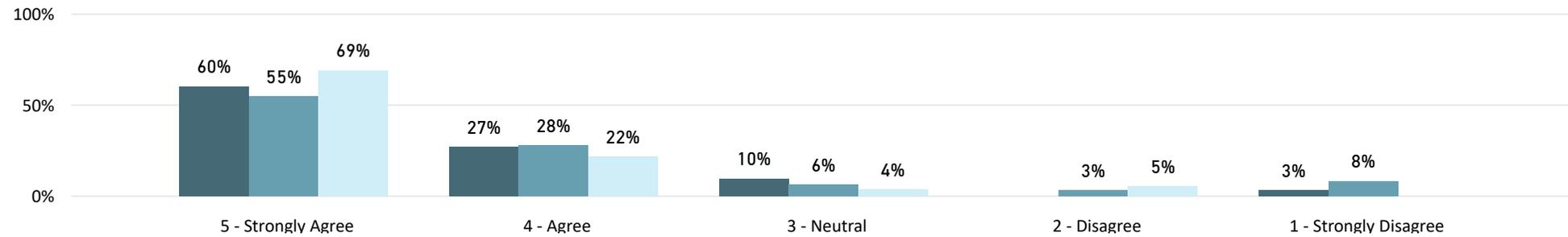


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	38	60%	53	55%	38	69%	129	60%
4 - Agree	17	27%	27	28%	12	22%	56	26%
3 - Neutral	6	10%	6	6%	2	4%	14	7%
2 - Disagree			3	3%	3	5%	6	3%
1 - Strongly Disagree	2	3%	8	8%			10	5%
Total	63	100%	97	100%	55	100%	215	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

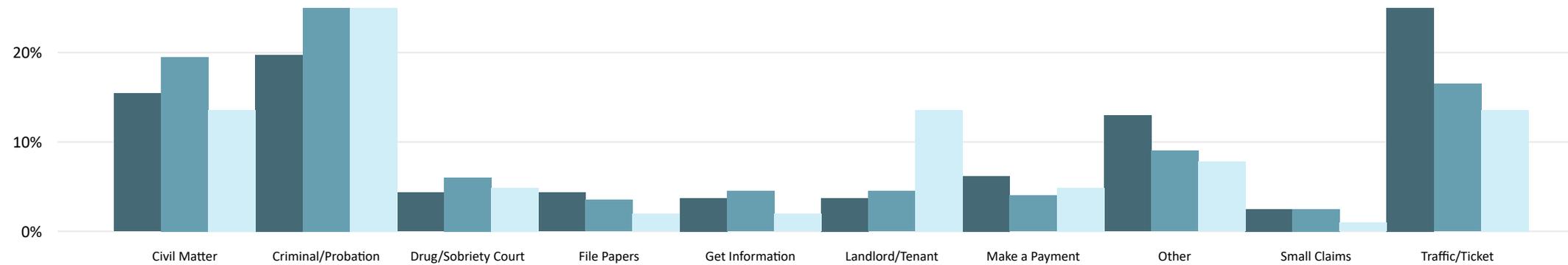
Race/Ethnicity



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
Civil Matter	25	15%	39	20%	14	14%	78	17%
Criminal/Probation	32	20%	60	30%	38	37%	130	28%
Drug/Sobriety Court	7	4%	12	6%	5	5%	24	5%
File Papers	7	4%	7	4%	2	2%	16	3%
Get Information	6	4%	9	5%	2	2%	17	4%
Landlord/Tenant	6	4%	9	5%	14	14%	29	6%
Make a Payment	10	6%	8	4%	5	5%	23	5%
Other	21	13%	18	9%	8	8%	47	10%
Small Claims	4	2%	5	3%	1	1%	10	2%
Traffic/Ticket	44	27%	33	17%	14	14%	91	20%
Total	162	100%	200	100%	103	100%	465	100%

County

Court

Subset

Survey Year

Role

Gender

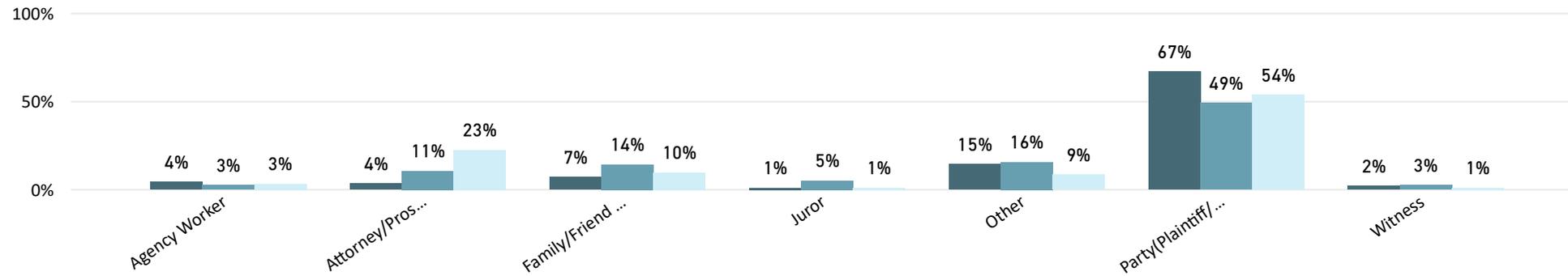
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

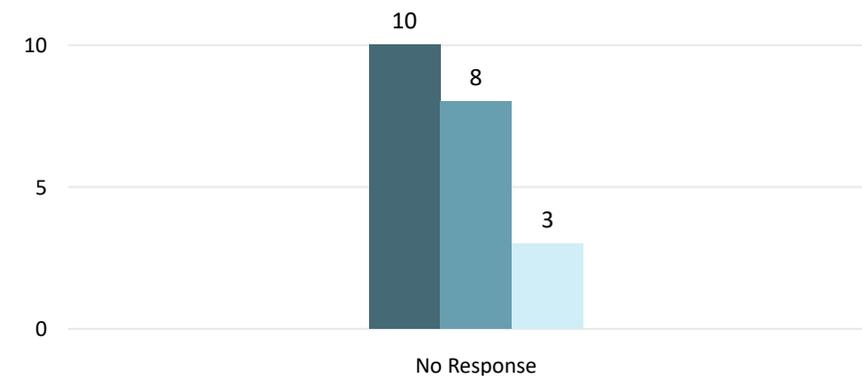


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	6	4%	5	3%	3	3%	14	3%
Attorney/Prosecutor	5	4%	21	11%	21	23%	47	11%
Family/Friend of party to case	10	7%	28	14%	9	10%	47	11%
Juror	1	1%	10	5%	1	1%	12	3%
Other	20	15%	31	16%	8	9%	59	14%
Party(Plaintiff/Defendant)	92	67%	97	49%	50	54%	239	56%
Witness	3	2%	5	3%	1	1%	9	2%
Total	137	100%	197	100%	93	100%	427	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

ALLEGAN

Court

D57 ALLEGAN

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

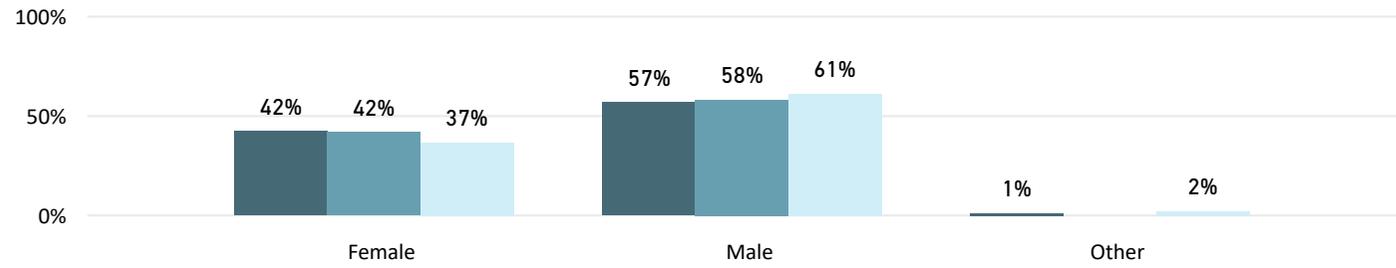
All



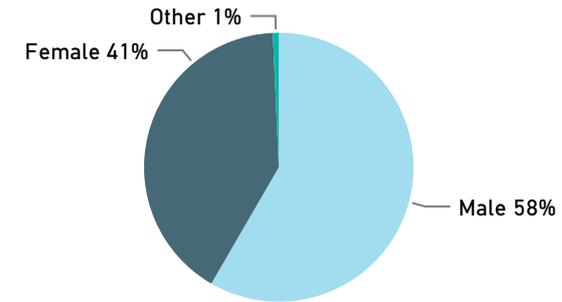
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

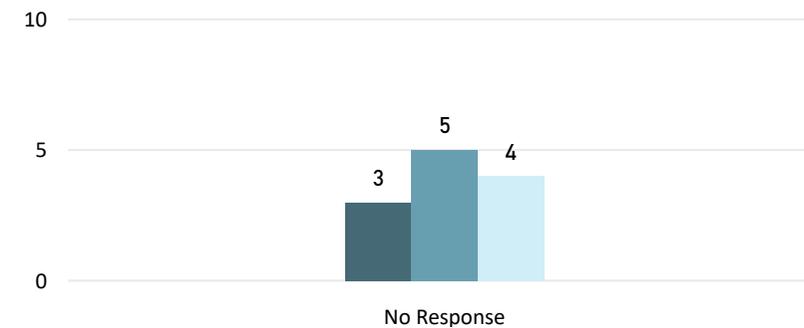


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	59	42%	82	42%	33	37%	174	41%
Male	79	57%	114	58%	55	61%	248	58%
Other	1	1%			2	2%	3	1%
Total	139	100%	196	100%	90	100%	425	100%

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

ALLEGAN

Court

D57 ALLEGAN

Subset

All

Survey Year

All

Role

All

Type of Case

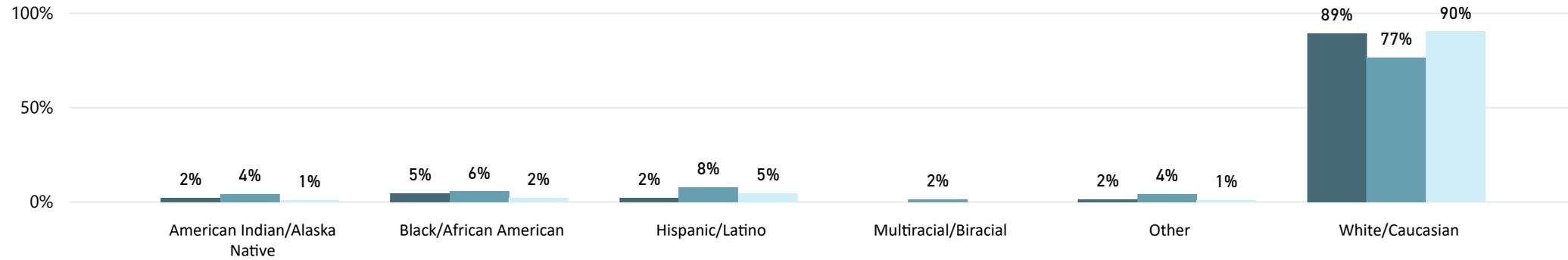
All

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	2%	8	4%	1	1%	12	3%
Black/African American	6	5%	11	6%	2	2%	19	5%
Hispanic/Latino	3	2%	15	8%	4	5%	22	5%
Multiracial/Biracial			3	2%			3	1%
Other	2	2%	8	4%	1	1%	11	3%
White/Caucasian	117	89%	148	77%	76	90%	341	84%
Total	131	100%	193	100%	84	100%	408	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

