

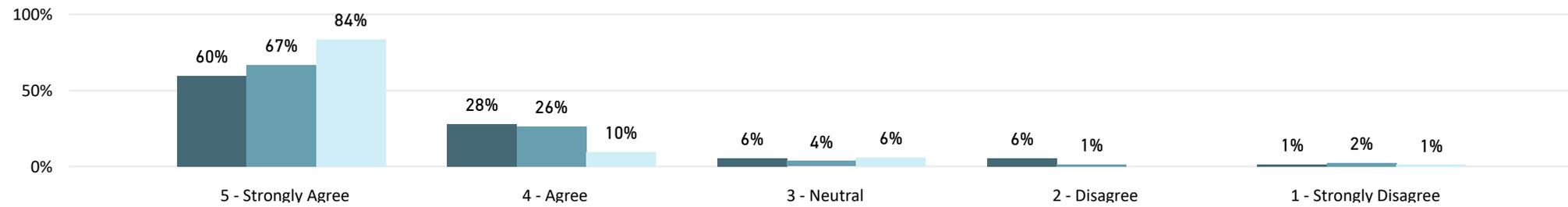


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	43	60%	56	67%	87	84%	186	72%
4 - Agree	20	28%	22	26%	10	10%	52	20%
3 - Neutral	4	6%	3	4%	6	6%	13	5%
2 - Disagree	4	6%	1	1%			5	2%
1 - Strongly Disagree	1	1%	2	2%	1	1%	4	2%
Total	72	100%	84	100%	104	100%	260	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

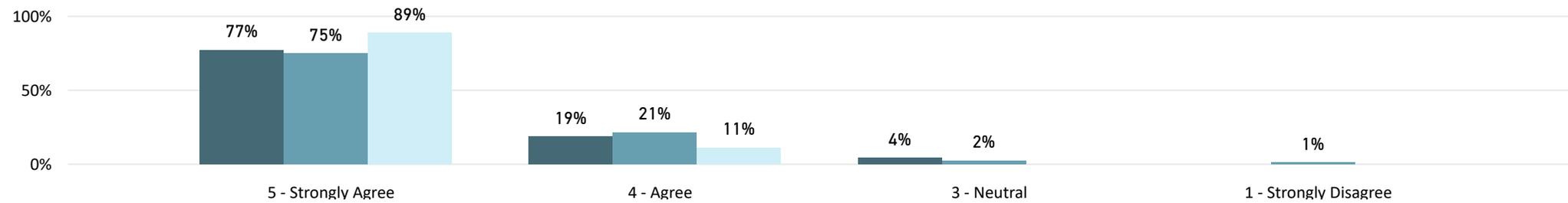


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	54	77%	63	75%	94	89%	211	81%
4 - Agree	13	19%	18	21%	12	11%	43	17%
3 - Neutral	3	4%	2	2%	0	0%	5	2%
1 - Strongly Disagree	0	0%	1	1%	0	0%	1	0%
Total	70	100%	84	100%	106	100%	260	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

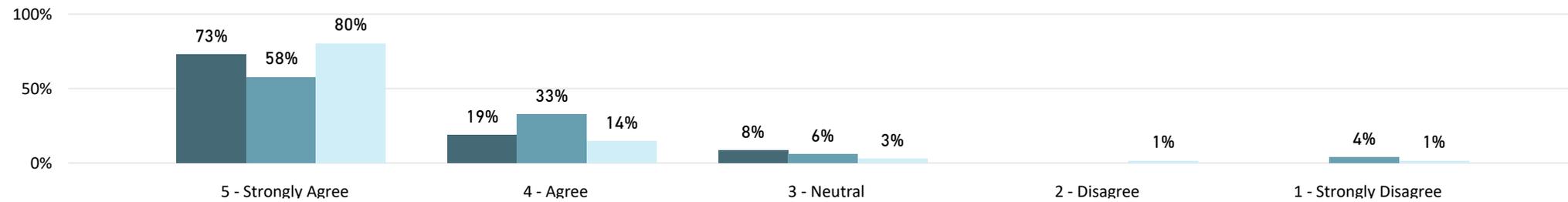


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	35	73%	30	58%	61	80%	126	72%
4 - Agree	9	19%	17	33%	11	14%	37	21%
3 - Neutral	4	8%	3	6%	2	3%	9	5%
2 - Disagree					1	1%	1	1%
1 - Strongly Disagree			2	4%	1	1%	3	2%
Total	48	100%	52	100%	76	100%	176	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

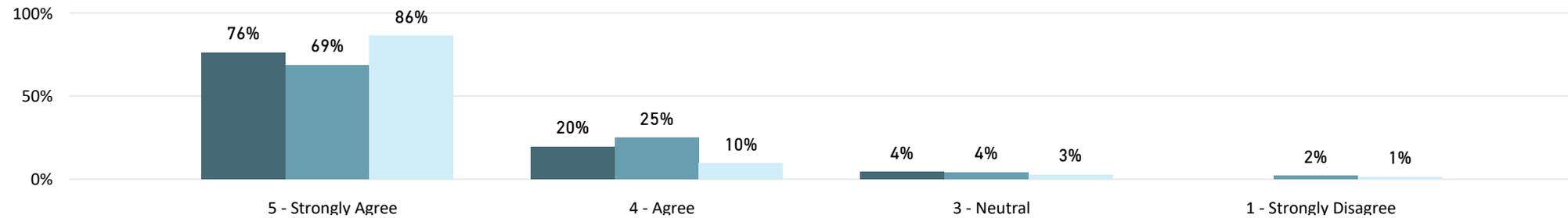


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	35	76%	33	69%	63	86%	131	78%
4 - Agree	9	20%	12	25%	7	10%	28	17%
3 - Neutral	2	4%	2	4%	2	3%	6	4%
1 - Strongly Disagree			1	2%	1	1%	2	1%
Total	46	100%	48	100%	73	100%	167	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

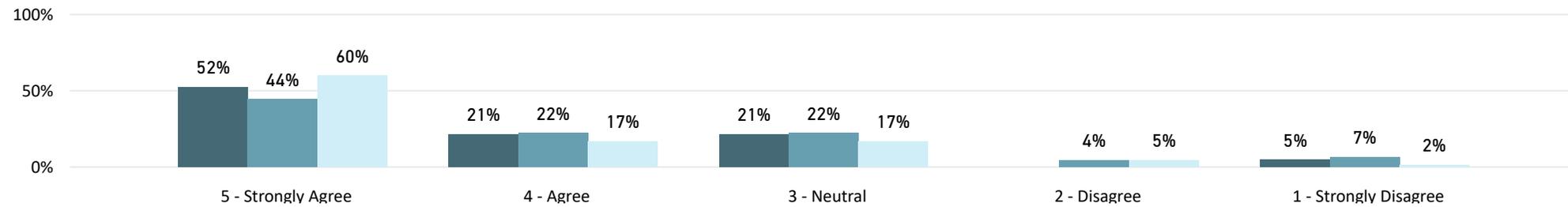


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	22	52%	20	44%	39	60%	81	53%
4 - Agree	9	21%	10	22%	11	17%	30	20%
3 - Neutral	9	21%	10	22%	11	17%	30	20%
2 - Disagree			2	4%	3	5%	5	3%
1 - Strongly Disagree	2	5%	3	7%	1	2%	6	4%
Total	42	100%	45	100%	65	100%	152	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

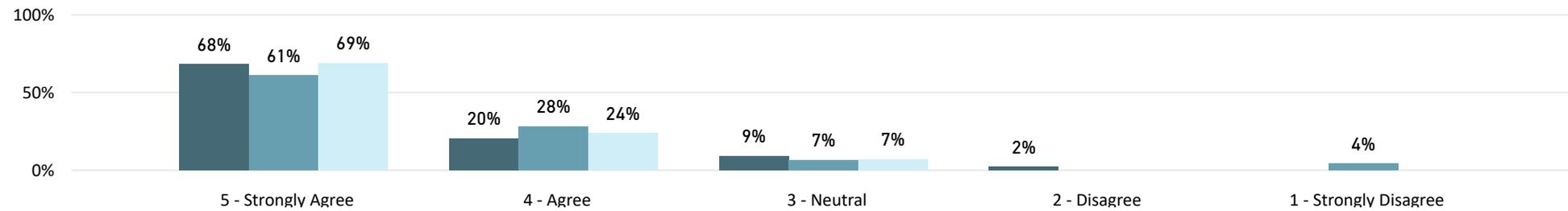


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	30	68%	28	61%	49	69%	107	66%
4 - Agree	9	20%	13	28%	17	24%	39	24%
3 - Neutral	4	9%	3	7%	5	7%	12	7%
2 - Disagree	1	2%					1	1%
1 - Strongly Disagree			2	4%			2	1%
Total	44	100%	46	100%	71	100%	161	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

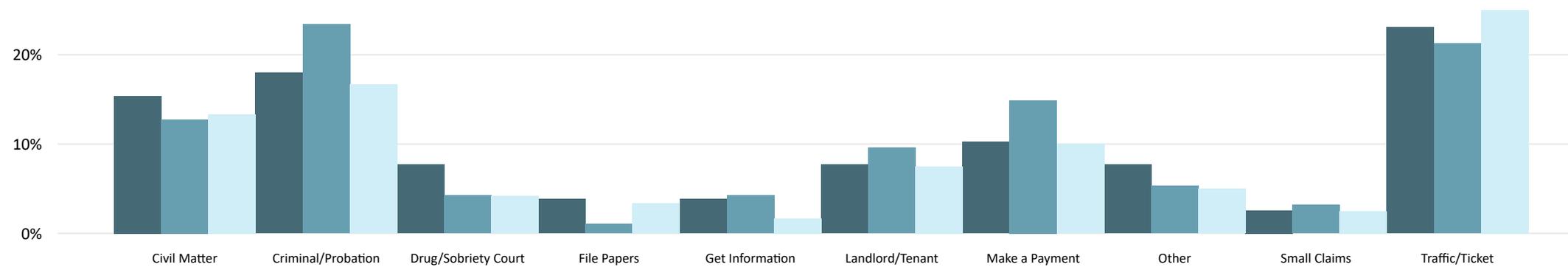
Race/Ethnicity



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	12	15%	12	13%	16	13%	40	14%
Criminal/Probation	14	18%	22	23%	20	17%	56	19%
Drug/Sobriety Court	6	8%	4	4%	5	4%	15	5%
File Papers	3	4%	1	1%	4	3%	8	3%
Get Information	3	4%	4	4%	2	2%	9	3%
Landlord/Tenant	6	8%	9	10%	9	8%	24	8%
Make a Payment	8	10%	14	15%	12	10%	34	12%
Other	6	8%	5	5%	6	5%	17	6%
Small Claims	2	3%	3	3%	3	3%	8	3%
Traffic/Ticket	18	23%	20	21%	43	36%	81	28%
Total	78	100%	94	100%	120	100%	292	100%

County

Court

Subset

Survey Year

Role

Gender

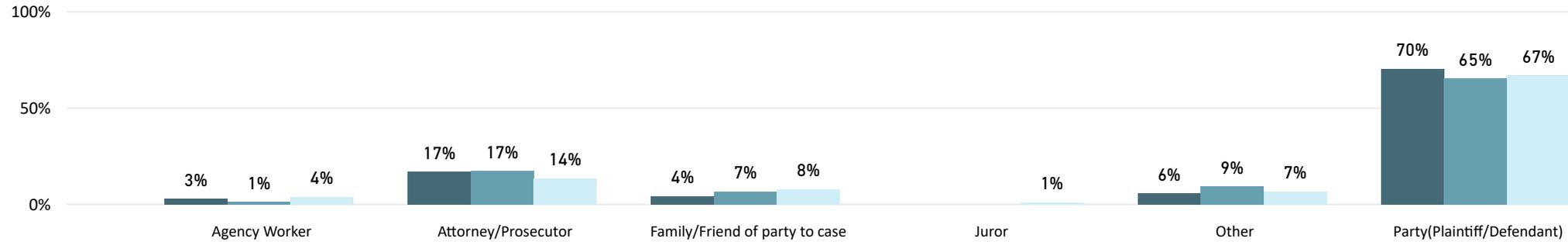
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

IONIA

Court

D64A IONIA

Subset

All

Survey Year

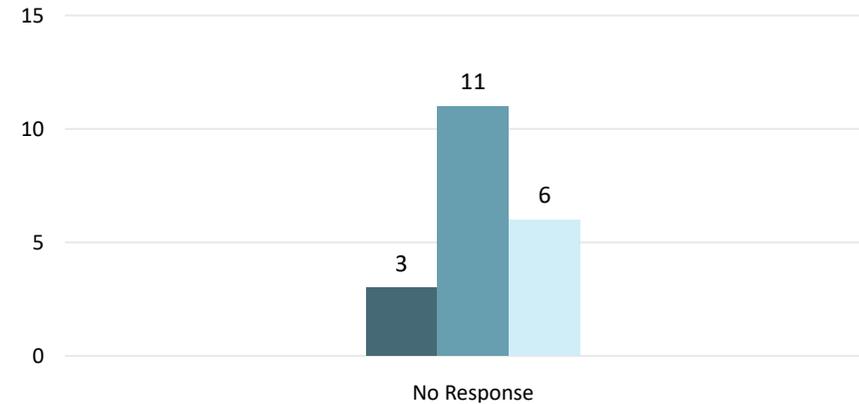
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	2	3%	1	1%	4	4%	7	3%
Attorney/Prosecutor	12	17%	13	17%	14	14%	39	16%
Family/Friend of party to case	3	4%	5	7%	8	8%	16	6%
Juror					1	1%	1	0%
Other	4	6%	7	9%	7	7%	18	7%
Party(Plaintiff/Defendant)	50	70%	49	65%	69	67%	168	67%
Total	71	100%	75	100%	103	100%	249	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

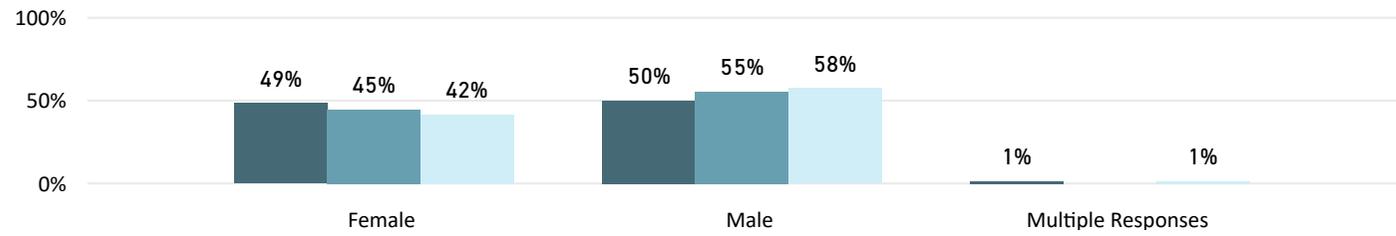
All



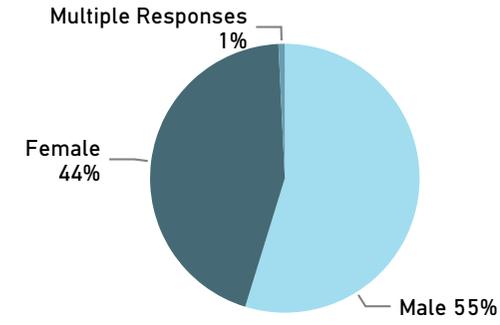
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

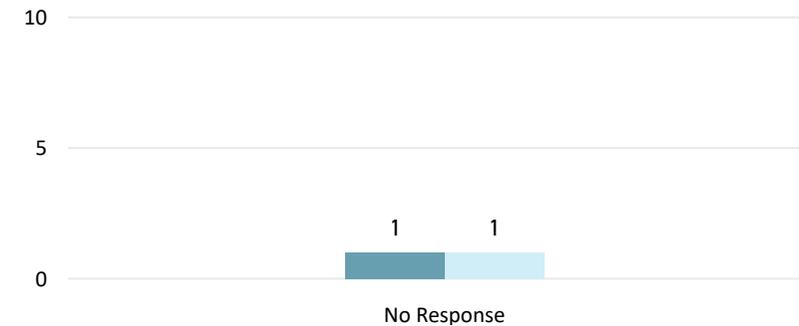


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	35	49%	38	45%	44	42%	117	44%
Male	36	50%	47	55%	61	58%	144	55%
Multiple Responses	1	1%			1	1%	2	1%
Total	72	100%	85	100%	106	100%	263	100%

9. No Responses

Gender Type: ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

IONIA

Court

D64A IONIA

Subset

All

Survey Year

All

Role

All

Type of Case

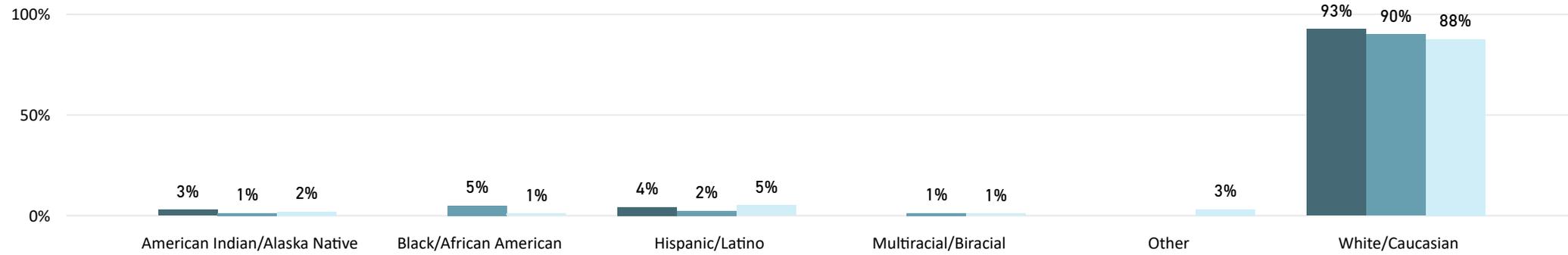
All

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	2	3%	1	1%	2	2%	5	2%
Black/African American			4	5%	1	1%	5	2%
Hispanic/Latino	3	4%	2	2%	5	5%	10	4%
Multiracial/Biracial			1	1%	1	1%	2	1%
Other					3	3%	3	1%
White/Caucasian	64	93%	73	90%	85	88%	222	90%
Total	69	100%	81	100%	97	100%	247	100%

10. No Responses.

SurveyYear ● 2016 ● 2018

