

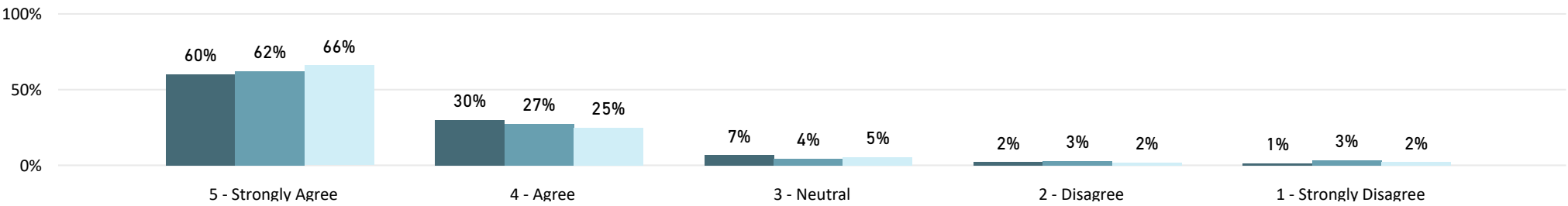


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	143	60%	190	62%	415	66%	748	64%
4 - Agree	71	30%	84	27%	156	25%	311	27%
3 - Neutral	16	7%	13	4%	34	5%	63	5%
2 - Disagree	5	2%	9	3%	11	2%	25	2%
1 - Strongly Disagree	3	1%	10	3%	13	2%	26	2%
Total	238	100%	306	100%	629	100%	1,173	100%

County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

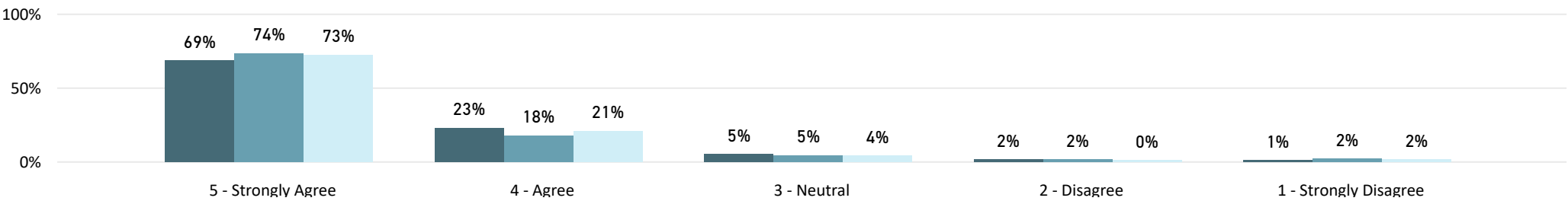


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	
CourtesyStaff	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	166	69%	227	74%	459	73%	852	72%
4 - Agree	56	23%	55	18%	133	21%	244	21%
3 - Neutral	13	5%	14	5%	27	4%	54	5%
2 - Disagree	4	2%	5	2%	2	0%	11	1%
1 - Strongly Disagree	3	1%	7	2%	11	2%	21	2%
Total	242	100%	308	100%	632	100%	1,182	100%

County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

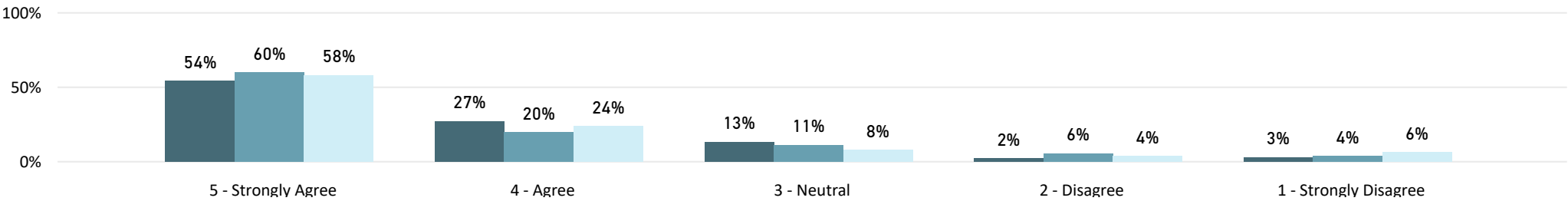


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	74	54%	128	60%	229	58%	431	58%
4 - Agree	37	27%	42	20%	94	24%	173	23%
3 - Neutral	18	13%	24	11%	31	8%	73	10%
2 - Disagree	3	2%	12	6%	15	4%	30	4%
1 - Strongly Disagree	4	3%	8	4%	25	6%	37	5%
Total	136	100%	214	100%	394	100%	744	100%

County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

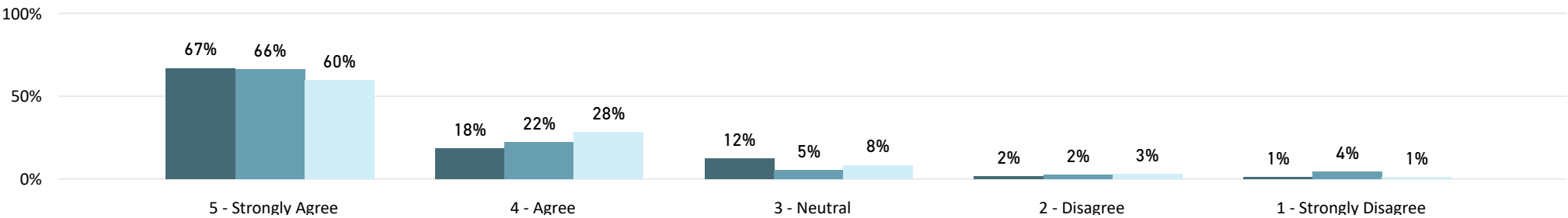


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 3 and 4 were directed to persons who attended a hearing or trial.

## 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	
CourtesyJudge	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	87	67%	138	66%	221	60%	446	63%
4 - Agree	24	18%	46	22%	105	28%	175	25%
3 - Neutral	16	12%	11	5%	31	8%	58	8%
2 - Disagree	2	2%	5	2%	11	3%	18	3%
1 - Strongly Disagree	1	1%	9	4%	3	1%	13	2%
Total	130	100%	209	100%	371	100%	710	100%

County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

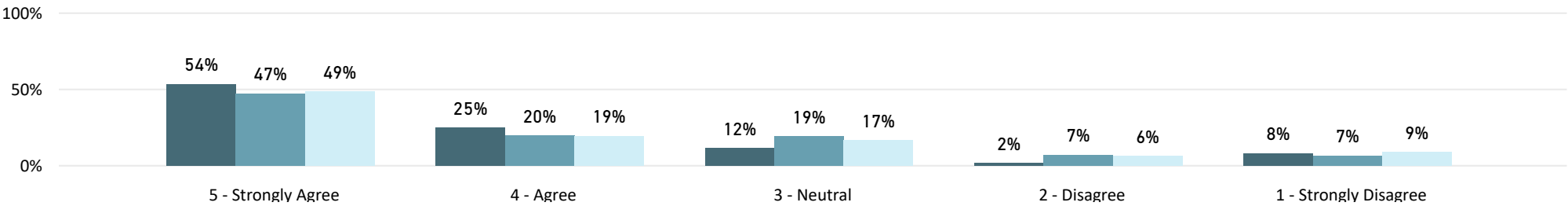


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*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	60	54%	86	47%	173	49%	319	49%
4 - Agree	28	25%	36	20%	69	19%	133	20%
3 - Neutral	13	12%	35	19%	59	17%	107	16%
2 - Disagree	2	2%	13	7%	22	6%	37	6%
1 - Strongly Disagree	9	8%	12	7%	32	9%	53	8%
Total	112	100%	182	100%	355	100%	649	100%

County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

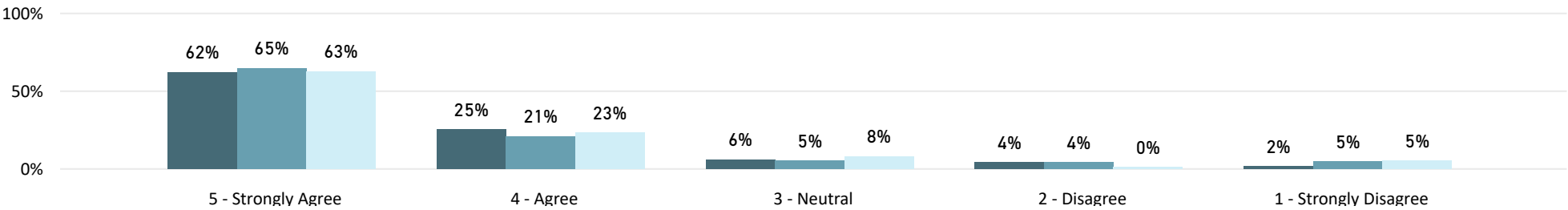


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

\*Questions 5 and 6 were directed to persons who were a party to the case.

## 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	
Understand	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	71	62%	124	65%	231	63%	426	63%
4 - Agree	29	25%	40	21%	86	23%	155	23%
3 - Neutral	7	6%	10	5%	30	8%	47	7%
2 - Disagree	5	4%	8	4%	1	0%	14	2%
1 - Strongly Disagree	2	2%	9	5%	20	5%	31	5%
Total	114	100%	191	100%	368	100%	673	100%

County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

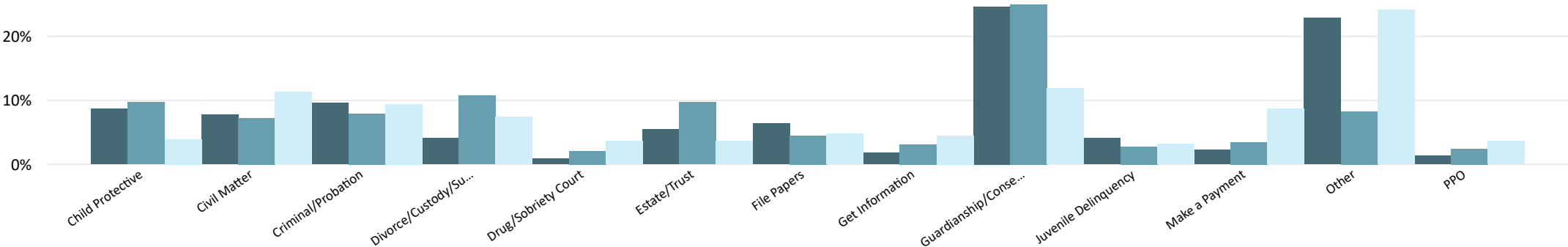
All



# 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	2015		2016		2018		Total	
TypeOfCase	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Child Protective	19	9%	28	10%	27	4%	74	6%
Civil Matter	17	8%	21	7%	78	11%	116	10%
Criminal/Probation	21	10%	23	8%	65	9%	109	9%
Divorce/Custody/Support	9	4%	31	11%	51	7%	91	8%
Drug/Sobriety Court	2	1%	6	2%	25	4%	33	3%
Estate/Trust	12	5%	28	10%	25	4%	65	5%
File Papers	14	6%	13	4%	33	5%	60	5%
Get Information	4	2%	9	3%	31	4%	44	4%
Guardianship/Conservatorship	54	25%	82	28%	82	12%	218	18%
Juvenile Delinquency	9	4%	8	3%	22	3%	39	3%
Make a Payment	5	2%	10	3%	60	9%	75	6%
Other	50	23%	24	8%	167	24%	241	20%
PPO	3	1%	7	2%	25	4%	35	3%
Total	219	100%	290	100%	691	100%	1,200	100%

County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

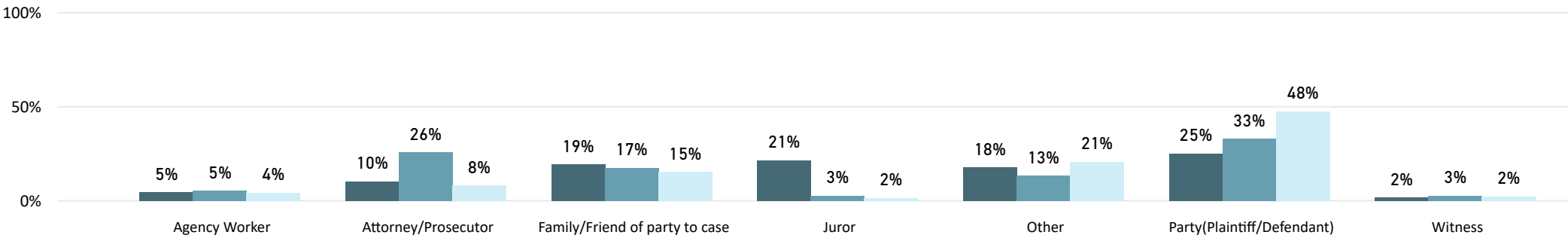
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 8. Who are you (All that apply)?

SurveyYear 2015 2016 2018



County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

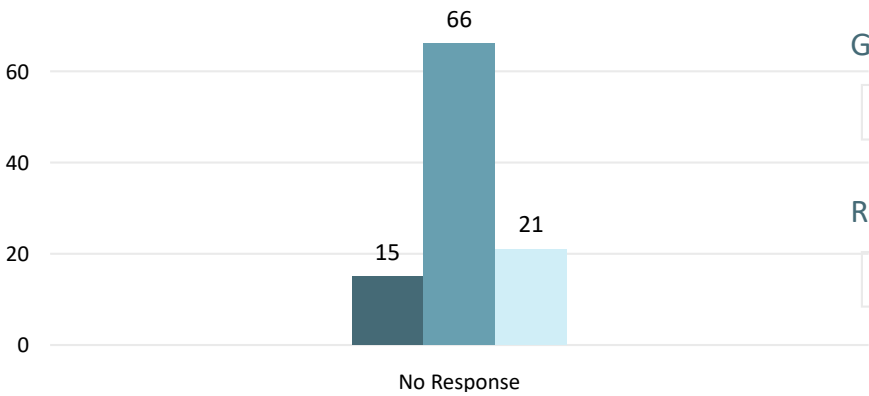
All

## 8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		Total	
WhoRole	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	11	5%	14	5%	28	4%	53	5%
Attorney/Prosecutor	25	10%	68	26%	52	8%	145	13%
Family/Friend of party to case	47	19%	46	17%	98	15%	191	17%
Juror	52	21%	7	3%	10	2%	69	6%
Other	43	18%	35	13%	132	21%	210	18%
Party(Plaintiff/Defendant)	61	25%	87	33%	304	48%	452	39%
Witness	4	2%	7	3%	15	2%	26	2%
Total	243	100%	264	100%	639	100%	1,146	100%

## 8. No Response

SurveyYear 2015 2016 2018



Type of Case

All

Gender

All

Race/Ethnicity

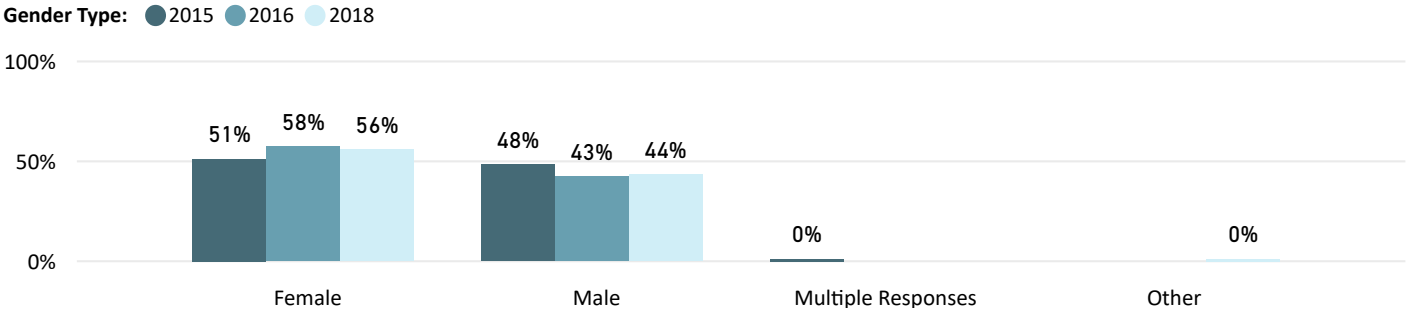
All



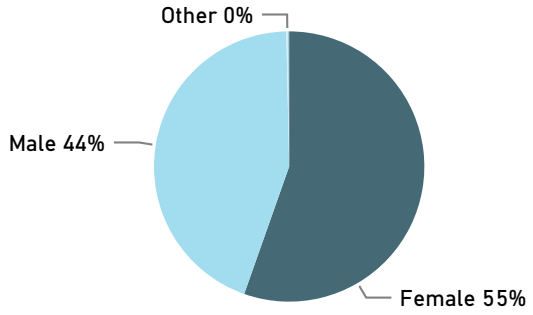


# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 9. What is your gender?



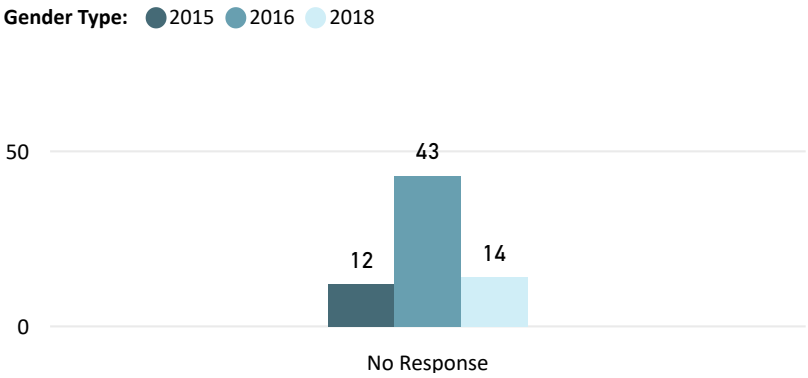
## 9. What is your gender?



## 9. What is your gender?

SurveyYear	2015		2016		2018		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	121	51%	161	58%	359	56%	641	55%
Male	114	48%	119	43%	279	44%	512	44%
Multiple Responses	1	0%					1	0%
Other					3	0%	3	0%
Total	236	100%	280	100%	641	100%	1,157	100%

## 9. No Responses



County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

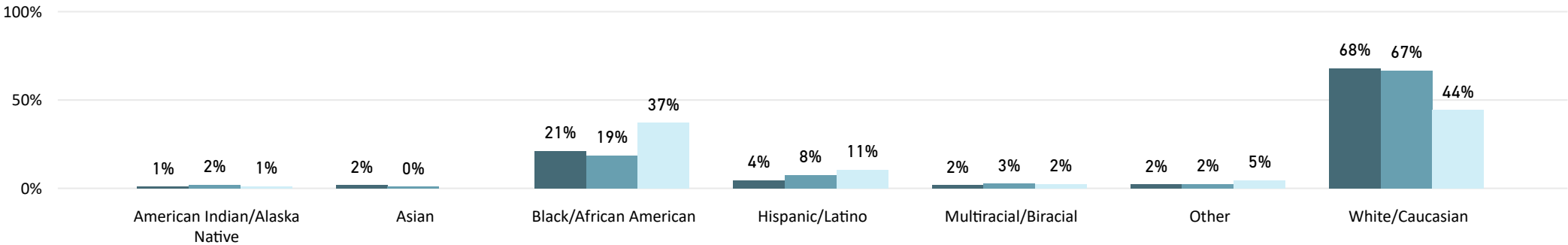
All



# MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

## 10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

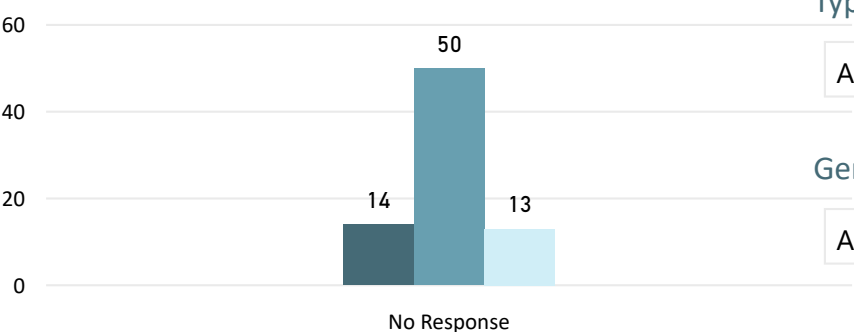


## 10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
RaceIdentity	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	2	1%	5	2%	7	1%	14	1%
Asian	4	2%	1	0%			5	0%
Black/African American	48	21%	49	19%	226	37%	323	29%
Hispanic/Latino	10	4%	20	8%	64	11%	94	9%
Multiracial/Biracial	4	2%	7	3%	14	2%	25	2%
Other	5	2%	6	2%	28	5%	39	4%
White/Caucasian	154	68%	175	67%	270	44%	599	55%
Total	227	100%	263	100%	609	100%	1,099	100%

## 10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018



County

KENT

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All