

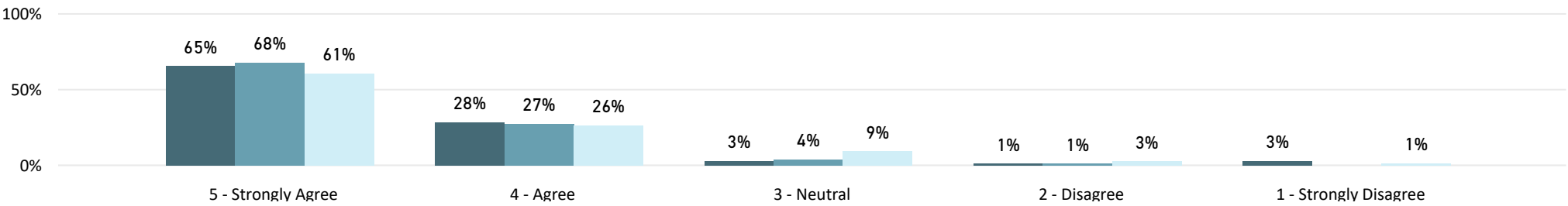


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	74	65%	89	68%	92	61%	255	64%
4 - Agree	32	28%	36	27%	40	26%	108	27%
3 - Neutral	3	3%	5	4%	14	9%	22	6%
2 - Disagree	1	1%	1	1%	4	3%	6	2%
1 - Strongly Disagree	3	3%			2	1%	5	1%
Total	113	100%	131	100%	152	100%	396	100%

County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

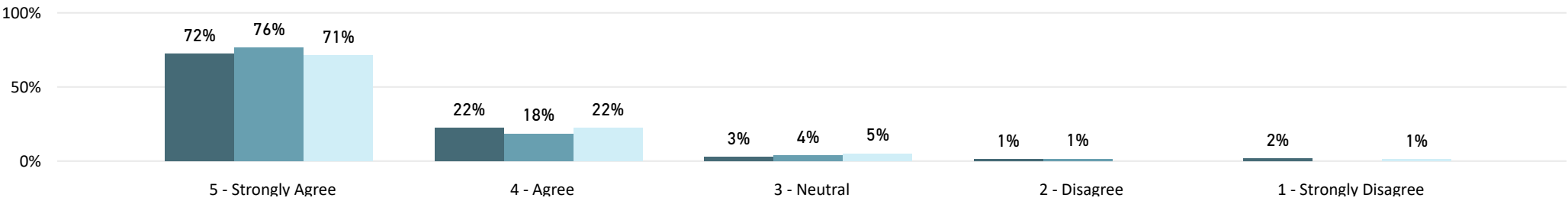


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	81	72%	104	76%	112	71%	297	73%
4 - Agree	25	22%	25	18%	35	22%	85	21%
3 - Neutral	3	3%	5	4%	8	5%	16	4%
2 - Disagree	1	1%	2	1%			3	1%
1 - Strongly Disagree	2	2%			2	1%	4	1%
Total	112	100%	136	100%	157	100%	405	100%

County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

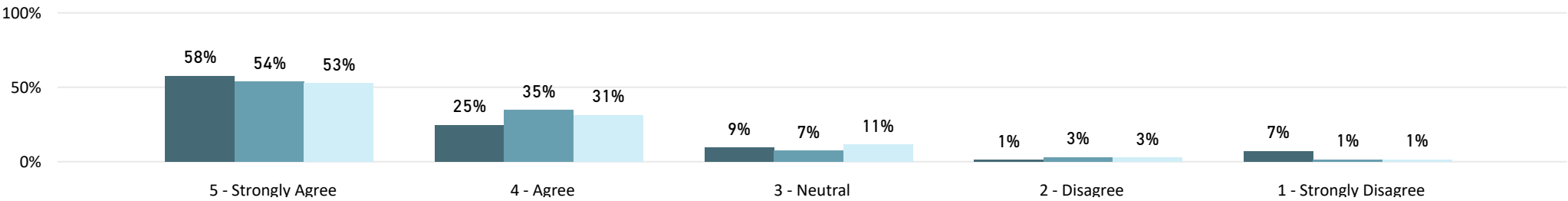


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	49	58%	37	54%	37	53%	123	55%
4 - Agree	21	25%	24	35%	22	31%	67	30%
3 - Neutral	8	9%	5	7%	8	11%	21	9%
2 - Disagree	1	1%	2	3%	2	3%	5	2%
1 - Strongly Disagree	6	7%	1	1%	1	1%	8	4%
Total	85	100%	69	100%	70	100%	224	100%

County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

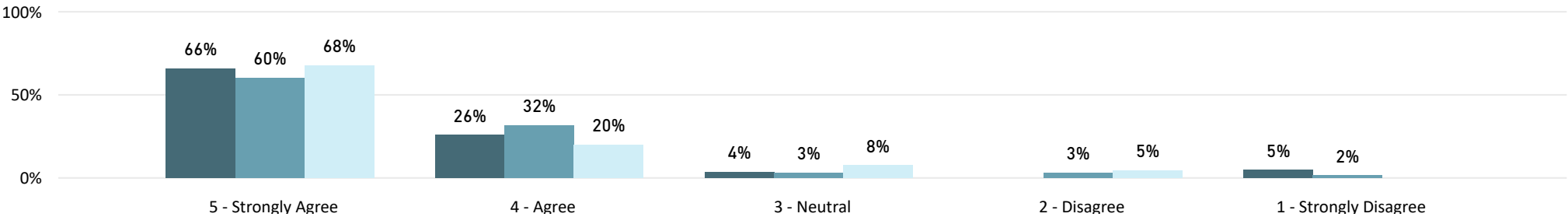


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	56	66%	38	60%	44	68%	138	65%
4 - Agree	22	26%	20	32%	13	20%	55	26%
3 - Neutral	3	4%	2	3%	5	8%	10	5%
2 - Disagree			2	3%	3	5%	5	2%
1 - Strongly Disagree	4	5%	1	2%			5	2%
Total	85	100%	63	100%	65	100%	213	100%

County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

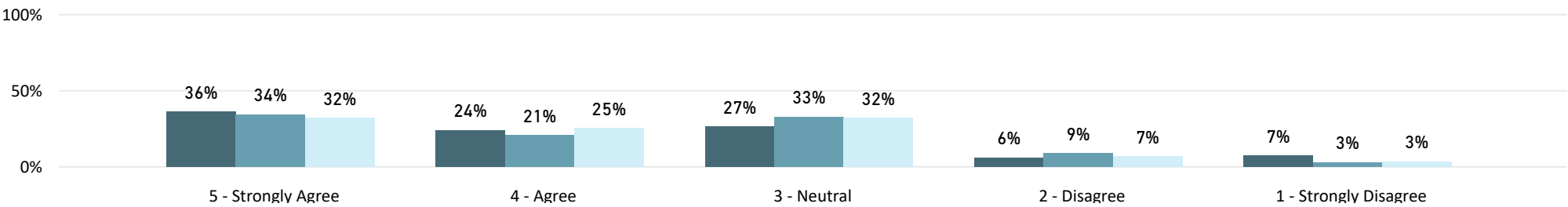


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	30	36%	23	34%	19	32%	72	34%
4 - Agree	20	24%	14	21%	15	25%	49	23%
3 - Neutral	22	27%	22	33%	19	32%	63	30%
2 - Disagree	5	6%	6	9%	4	7%	15	7%
1 - Strongly Disagree	6	7%	2	3%	2	3%	10	5%
Total	83	100%	67	100%	59	100%	209	100%

County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

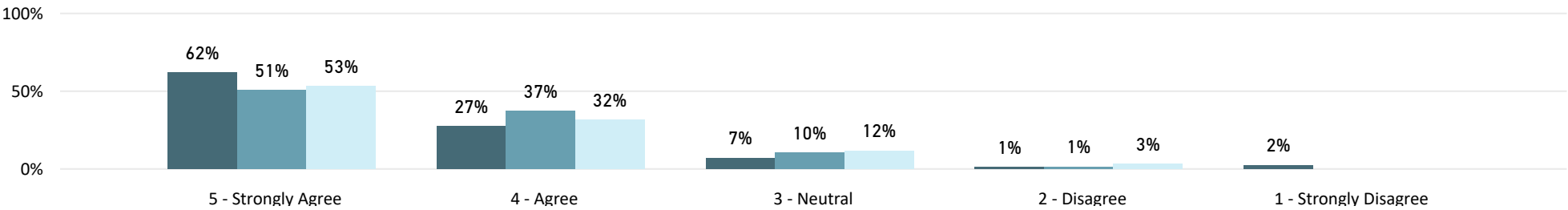


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	52	62%	34	51%	32	53%	118	56%
4 - Agree	23	27%	25	37%	19	32%	67	32%
3 - Neutral	6	7%	7	10%	7	12%	20	9%
2 - Disagree	1	1%	1	1%	2	3%	4	2%
1 - Strongly Disagree	2	2%					2	1%
Total	84	100%	67	100%	60	100%	211	100%

County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

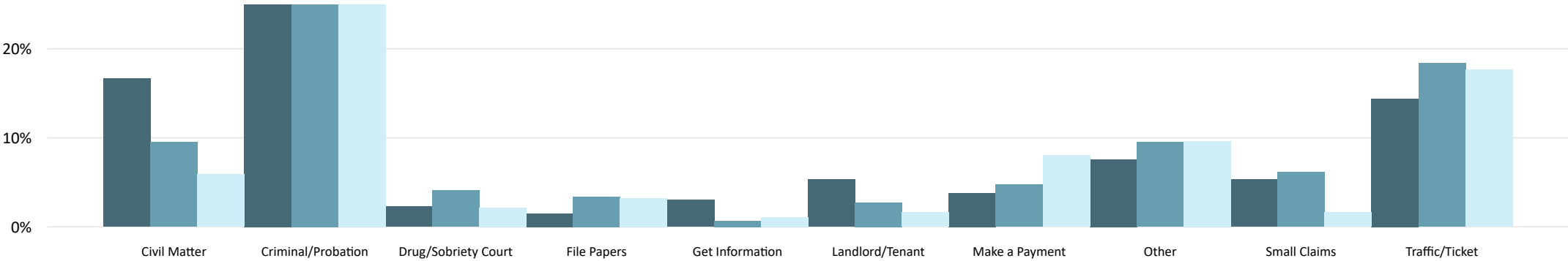
All



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
Civil Matter	22	17%	14	10%	11	6%	47	10%
Criminal/Probation	53	40%	60	41%	92	49%	205	44%
Drug/Sobriety Court	3	2%	6	4%	4	2%	13	3%
File Papers	2	2%	5	3%	6	3%	13	3%
Get Information	4	3%	1	1%	2	1%	7	2%
Landlord/Tenant	7	5%	4	3%	3	2%	14	3%
Make a Payment	5	4%	7	5%	15	8%	27	6%
Other	10	8%	14	10%	18	10%	42	9%
Small Claims	7	5%	9	6%	3	2%	19	4%
Traffic/Ticket	19	14%	27	18%	33	18%	79	17%
Total	132	100%	147	100%	187	100%	466	100%

County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

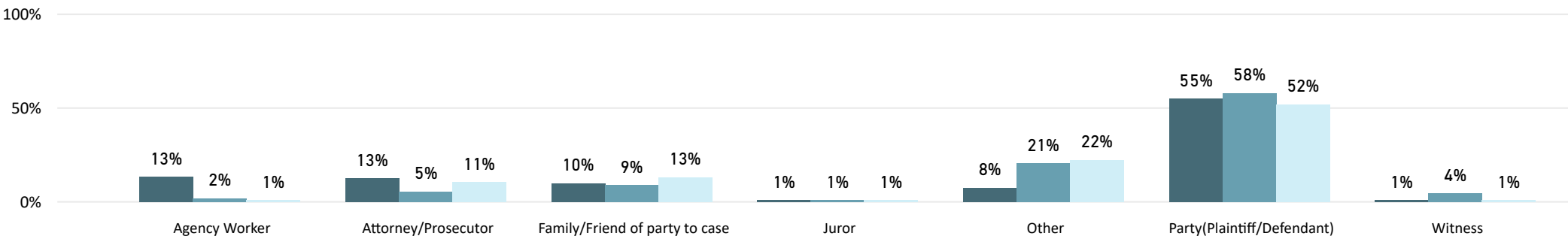
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear 2015 2016 2018



County

KENT

Court

D59 KENT

Subset

All

Survey Year

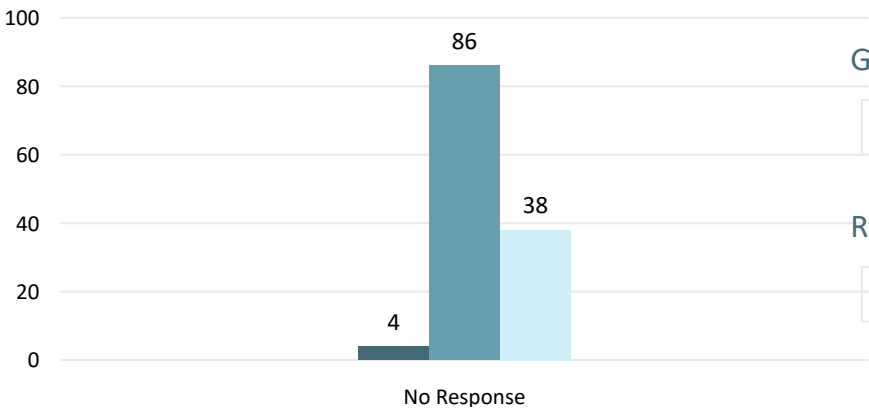
All

8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		Total	
WhoRole	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	16	13%	2	2%	1	1%	19	5%
Attorney/Prosecutor	15	13%	6	5%	16	11%	37	10%
Family/Friend of party to case	12	10%	10	9%	20	13%	42	11%
Juror	1	1%	1	1%	1	1%	3	1%
Other	9	8%	23	21%	34	22%	66	17%
Party(Plaintiff/Defendant)	66	55%	65	58%	79	52%	210	55%
Witness	1	1%	5	4%	1	1%	7	2%
Total	120	100%	112	100%	152	100%	384	100%

8. No Response

SurveyYear 2015 2016 2018



Type of Case

All

Gender

All

Race/Ethnicity

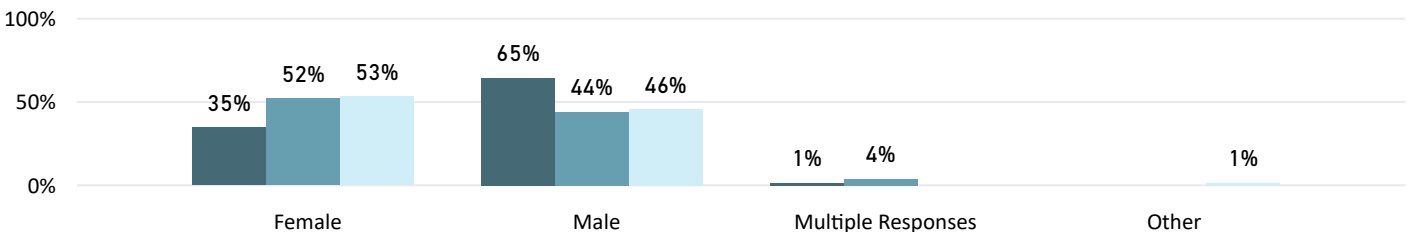
All



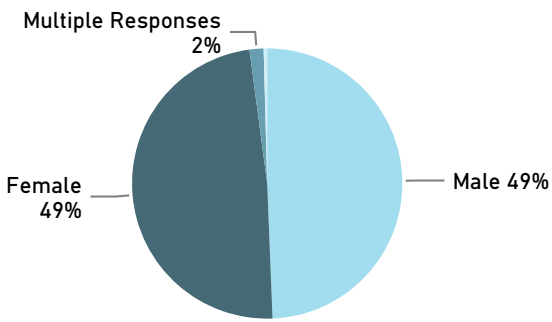
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: 2015 2016 2018



9. What is your gender?

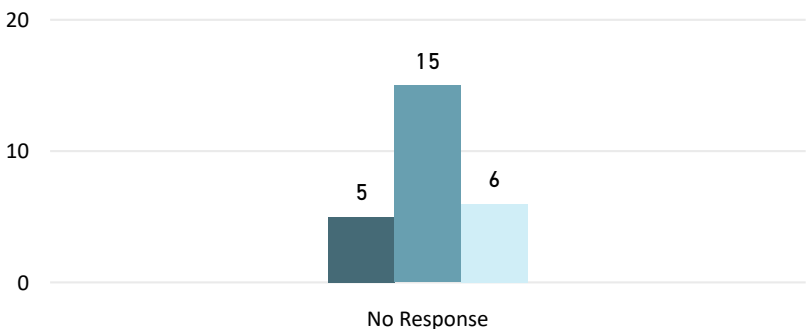


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	38	35%	95	52%	98	53%	231	49%
Male	71	65%	80	44%	84	46%	235	49%
Multiple Responses	1	1%	7	4%			8	2%
Other					2	1%	2	0%
Total	110	100%	182	100%	184	100%	476	100%

9. No Responses

Gender Type: 2015 2016 2018



County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

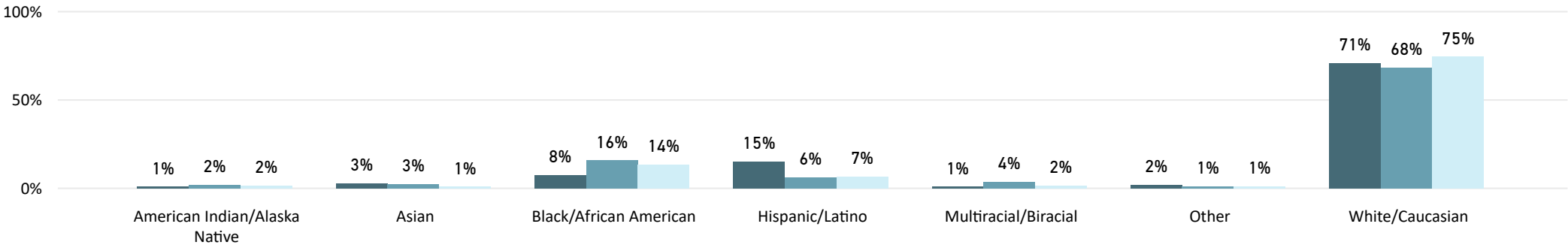
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

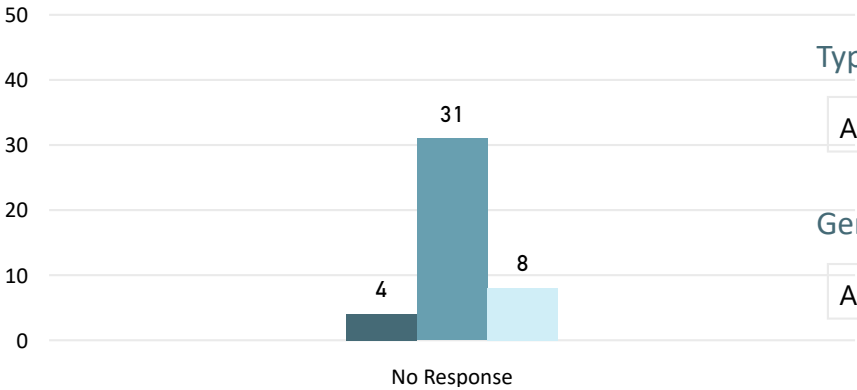


10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
RaceIdentity	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	1	1%	3	2%	3	2%	7	2%
Asian	3	3%	4	3%	1	1%	8	2%
Black/African American	8	8%	25	16%	24	14%	57	13%
Hispanic/Latino	16	15%	10	6%	12	7%	38	9%
Multiracial/Biracial	1	1%	6	4%	3	2%	10	2%
Other	2	2%	2	1%	2	1%	6	1%
White/Caucasian	75	71%	108	68%	132	75%	315	71%
Total	106	100%	158	100%	177	100%	441	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018



County

KENT

Court

D59 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All