

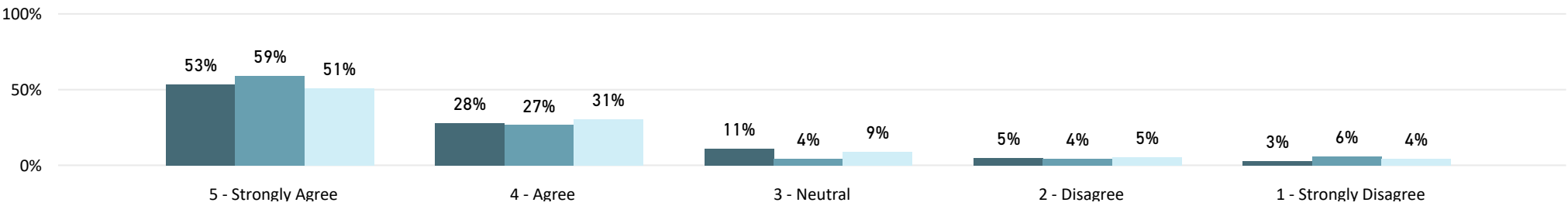


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	78	53%	82	59%	68	51%	228	54%
4 - Agree	41	28%	37	27%	41	31%	119	28%
3 - Neutral	16	11%	6	4%	12	9%	34	8%
2 - Disagree	7	5%	6	4%	7	5%	20	5%
1 - Strongly Disagree	4	3%	8	6%	6	4%	18	4%
Total	146	100%	139	100%	134	100%	419	100%

County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

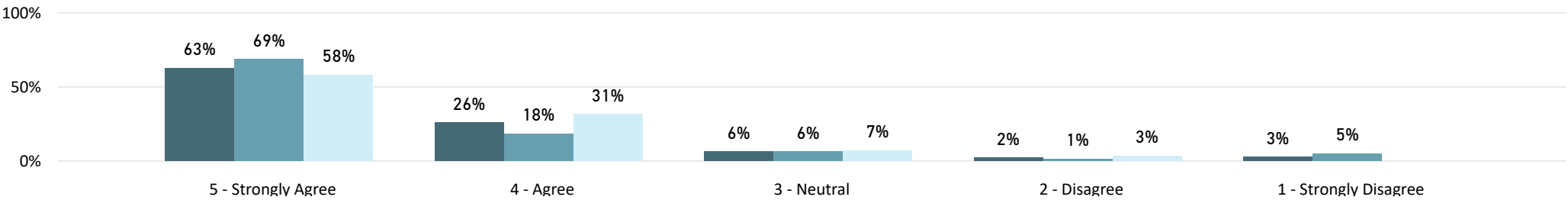


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	89	63%	97	69%	83	58%	269	63%
4 - Agree	37	26%	26	18%	45	31%	108	25%
3 - Neutral	9	6%	9	6%	10	7%	28	7%
2 - Disagree	3	2%	2	1%	5	3%	10	2%
1 - Strongly Disagree	4	3%	7	5%			11	3%
Total	142	100%	141	100%	143	100%	426	100%

County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

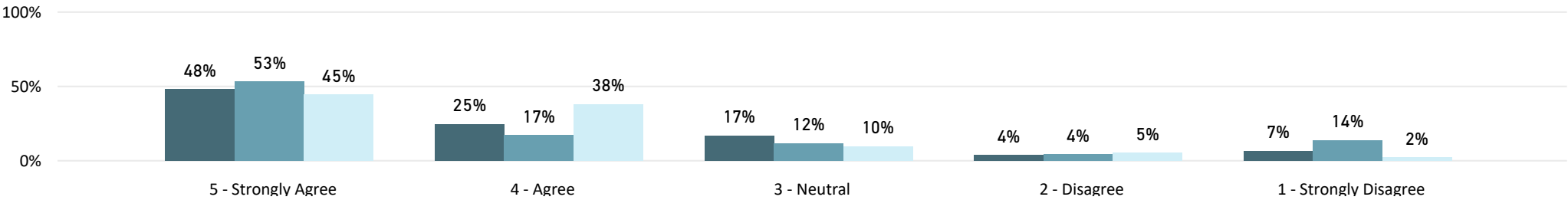


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	51	48%	50	53%	41	45%	142	49%
4 - Agree	26	25%	16	17%	35	38%	77	26%
3 - Neutral	18	17%	11	12%	9	10%	38	13%
2 - Disagree	4	4%	4	4%	5	5%	13	4%
1 - Strongly Disagree	7	7%	13	14%	2	2%	22	8%
Total	106	100%	94	100%	92	100%	292	100%

County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

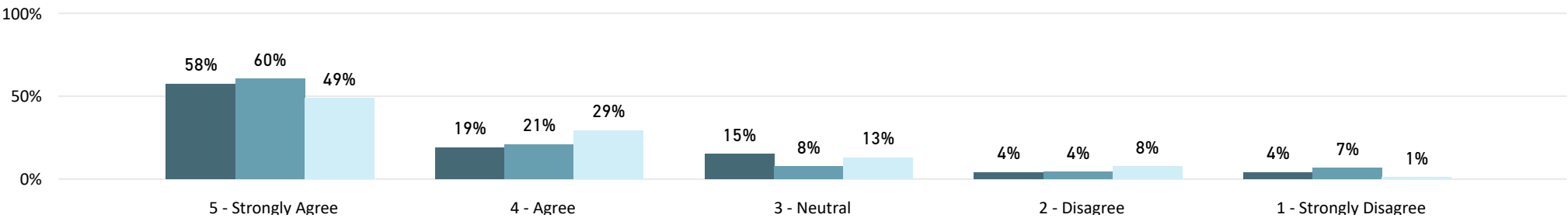


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	57	58%	55	60%	45	49%	157	56%
4 - Agree	19	19%	19	21%	27	29%	65	23%
3 - Neutral	15	15%	7	8%	12	13%	34	12%
2 - Disagree	4	4%	4	4%	7	8%	15	5%
1 - Strongly Disagree	4	4%	6	7%	1	1%	11	4%
Total	99	100%	91	100%	92	100%	282	100%

County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

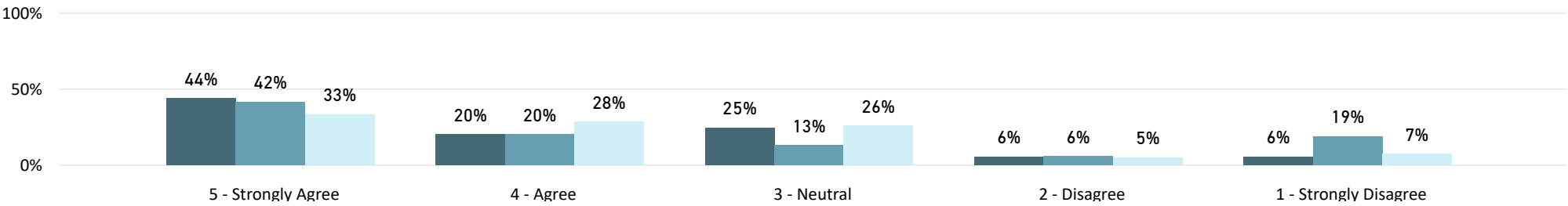


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	39	44%	35	42%	27	33%	101	40%
4 - Agree	18	20%	17	20%	23	28%	58	23%
3 - Neutral	22	25%	11	13%	21	26%	54	21%
2 - Disagree	5	6%	5	6%	4	5%	14	6%
1 - Strongly Disagree	5	6%	16	19%	6	7%	27	11%
Total	89	100%	84	100%	81	100%	254	100%

County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

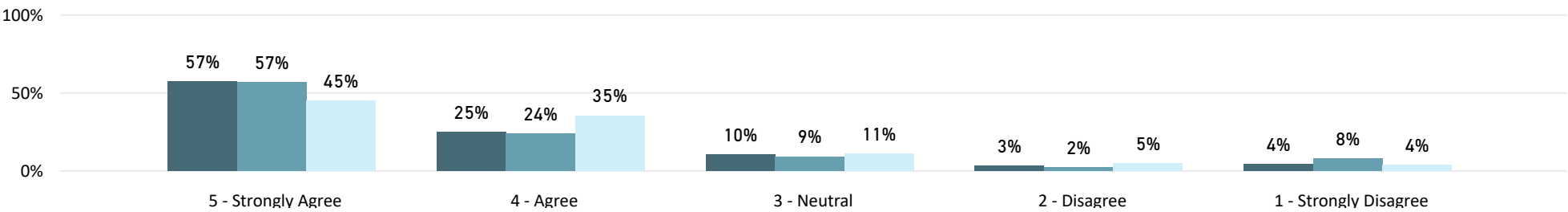


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	55	57%	50	57%	37	45%	142	53%
4 - Agree	24	25%	21	24%	29	35%	74	28%
3 - Neutral	10	10%	8	9%	9	11%	27	10%
2 - Disagree	3	3%	2	2%	4	5%	9	3%
1 - Strongly Disagree	4	4%	7	8%	3	4%	14	5%
Total	96	100%	88	100%	82	100%	266	100%

County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

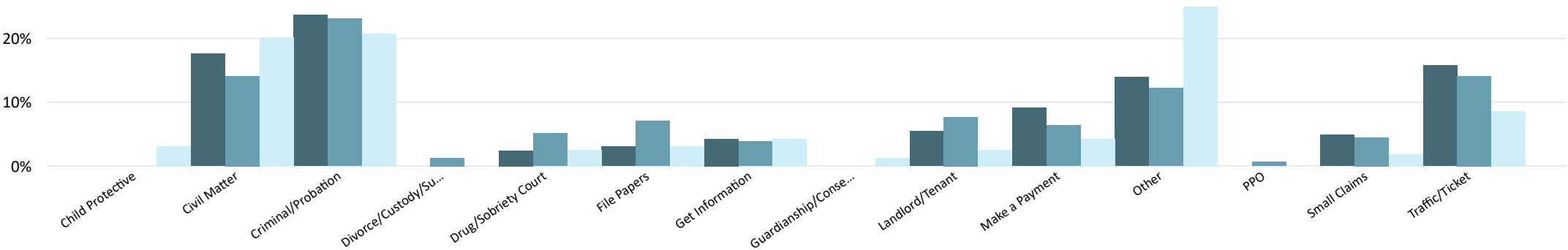
All



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
Child Protective					5	3%	5	1%
Civil Matter	29	18%	22	14%	33	20%	84	17%
Criminal/Probation	39	24%	36	23%	34	21%	109	22%
Divorce/Custody/Support			2	1%			2	0%
Drug/Sobriety Court	4	2%	8	5%	4	2%	16	3%
File Papers	5	3%	11	7%	5	3%	21	4%
Get Information	7	4%	6	4%	7	4%	20	4%
Guardianship/Conservatorship					2	1%	2	0%
Landlord/Tenant	9	5%	12	8%	4	2%	25	5%
Make a Payment	15	9%	10	6%	7	4%	32	7%
Other	23	14%	19	12%	46	28%	88	18%
PPO			1	1%			1	0%
Small Claims	8	5%	7	4%	3	2%	18	4%
Traffic/Ticket	26	16%	22	14%	14	9%	62	13%
Total	165	100%	156	100%	164	100%	485	100%

County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

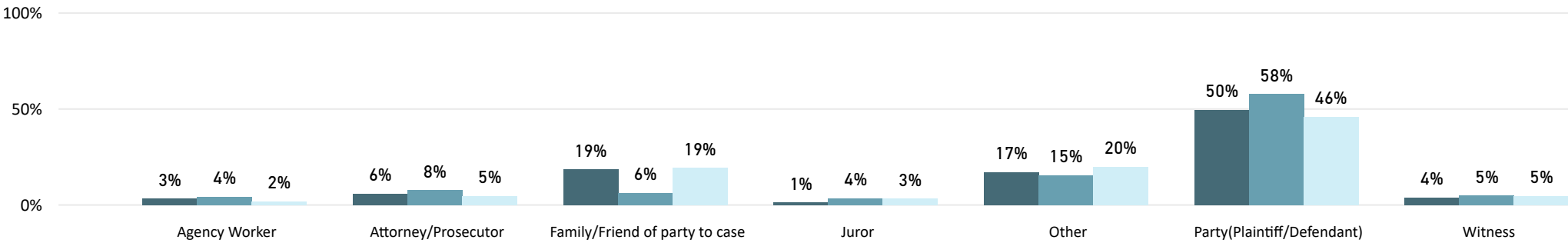
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear 2015 2016 2018



County

KENT

Court

D61 KENT

Subset

All

Survey Year

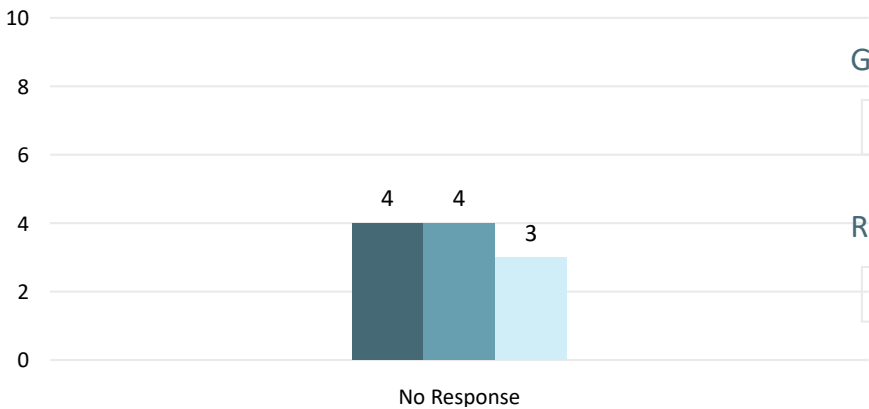
All

8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		Total	
WhoRole	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	5	3%	6	4%	3	2%	14	3%
Attorney/Prosecutor	9	6%	11	8%	7	5%	27	6%
Family/Friend of party to case	28	19%	9	6%	29	19%	66	15%
Juror	2	1%	5	4%	5	3%	12	3%
Other	26	17%	22	15%	30	20%	78	18%
Party(Plaintiff/Defendant)	75	50%	82	58%	69	46%	226	51%
Witness	6	4%	7	5%	7	5%	20	5%
Total	151	100%	142	100%	150	100%	443	100%

8. No Response

SurveyYear 2015 2016 2018



Type of Case

All

Gender

All

Race/Ethnicity

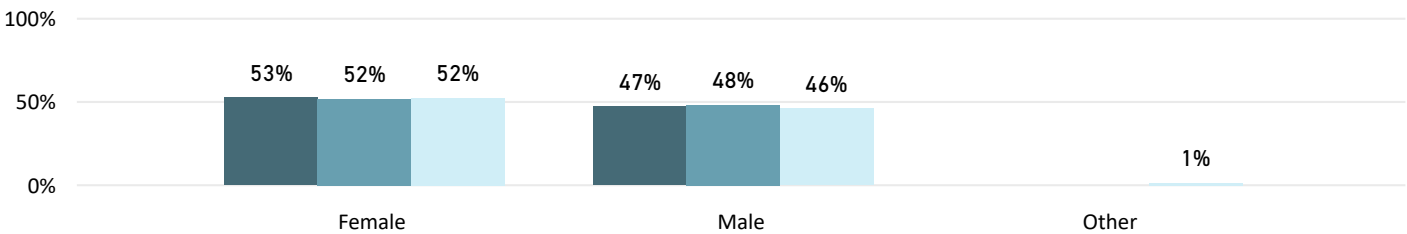
All



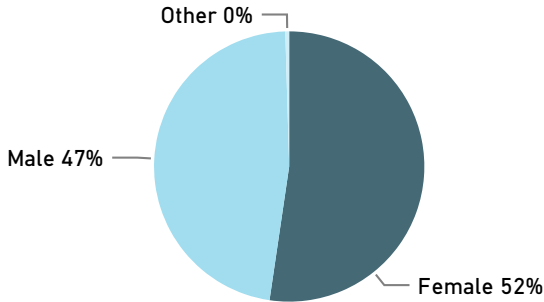
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: 2015 2016 2018



9. What is your gender?

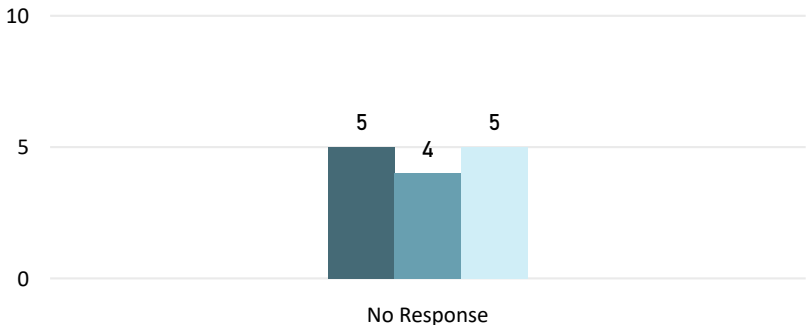


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	76	53%	73	52%	76	52%	225	52%
Male	68	47%	68	48%	67	46%	203	47%
Other					2	1%	2	0%
Total	144	100%	141	100%	145	100%	430	100%

9. No Responses

Gender Type: 2015 2016 2018



County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

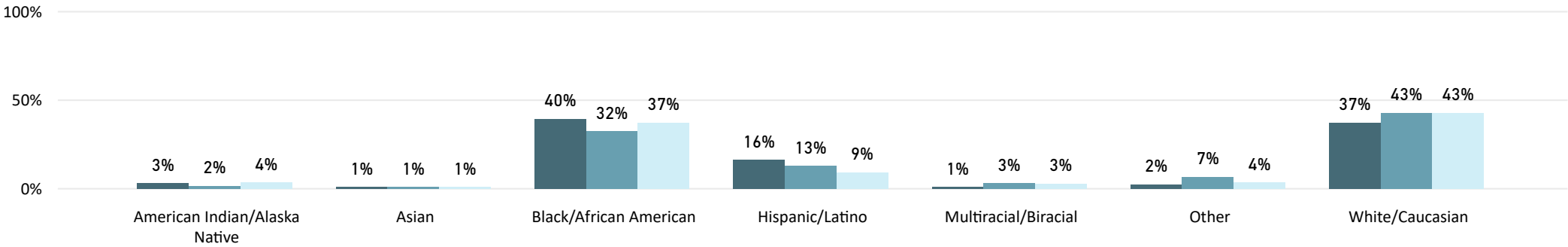
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

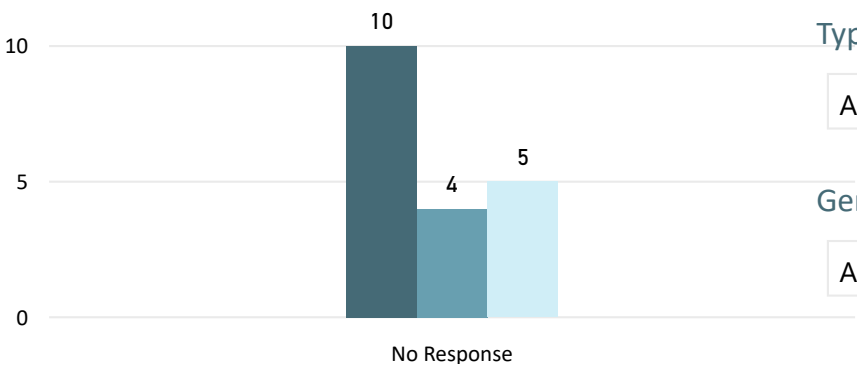


10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
RaceIdentity	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	4	3%	2	2%	5	4%	11	3%
Asian	1	1%	1	1%	1	1%	3	1%
Black/African American	51	40%	43	32%	53	37%	147	36%
Hispanic/Latino	21	16%	17	13%	13	9%	51	13%
Multiracial/Biracial	1	1%	4	3%	4	3%	9	2%
Other	3	2%	9	7%	5	4%	17	4%
White/Caucasian	48	37%	57	43%	61	43%	166	41%
Total	129	100%	133	100%	142	100%	404	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018



County

KENT

Court

D61 KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All