

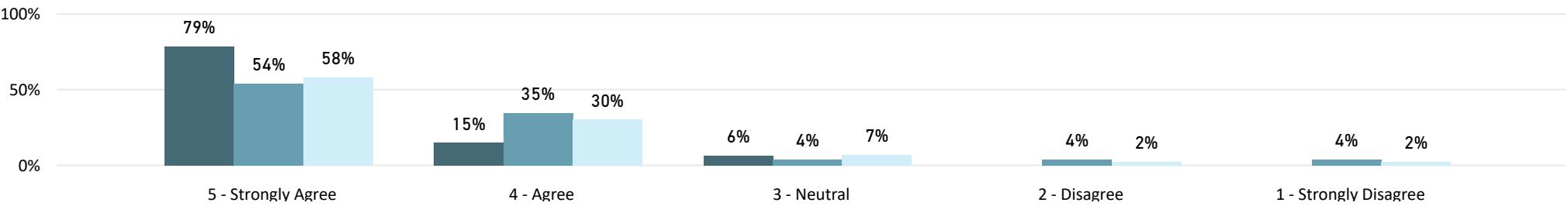


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	37	79%	14	54%	25	58%	76	66%
4 - Agree	7	15%	9	35%	13	30%	29	25%
3 - Neutral	3	6%	1	4%	3	7%	7	6%
2 - Disagree			1	4%	1	2%	2	2%
1 - Strongly Disagree			1	4%	1	2%	2	2%
Total	47	100%	26	100%	43	100%	116	100%

County

KENT

Court

D62A KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

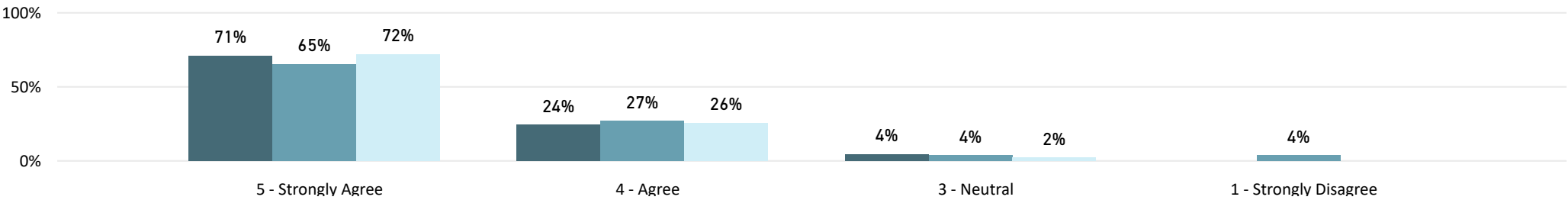


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	32	71%	17	65%	31	72%	80	70%
4 - Agree	11	24%	7	27%	11	26%	29	25%
3 - Neutral	2	4%	1	4%	1	2%	4	4%
1 - Strongly Disagree			1	4%			1	1%
Total	45	100%	26	100%	43	100%	114	100%

County

KENT

Court

D62A KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

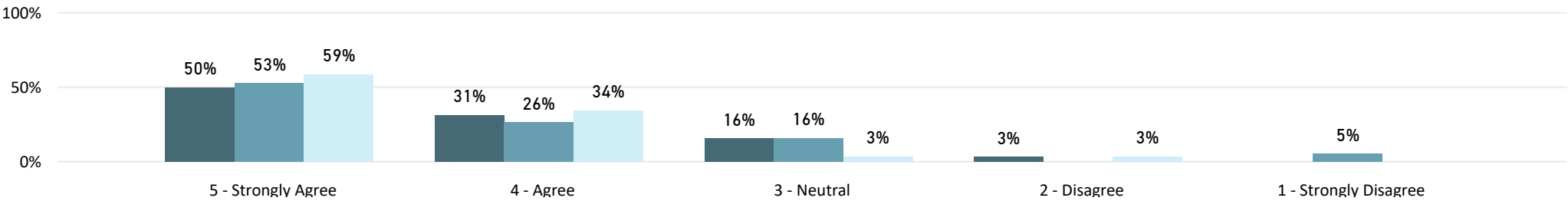


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	16	50%	10	53%	17	59%	43	54%
4 - Agree	10	31%	5	26%	10	34%	25	31%
3 - Neutral	5	16%	3	16%	1	3%	9	11%
2 - Disagree	1	3%			1	3%	2	3%
1 - Strongly Disagree			1	5%			1	1%
Total	32	100%	19	100%	29	100%	80	100%

County

KENT

Court

D62A KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

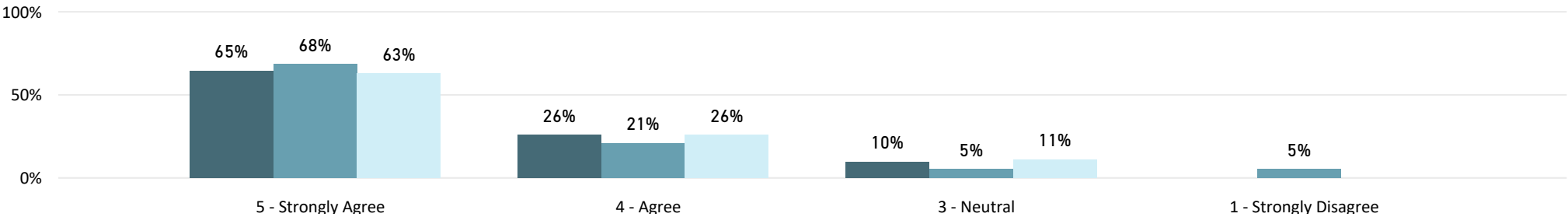


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	20	65%	13	68%	17	63%	50	65%
4 - Agree	8	26%	4	21%	7	26%	19	25%
3 - Neutral	3	10%	1	5%	3	11%	7	9%
1 - Strongly Disagree			1	5%			1	1%
Total	31	100%	19	100%	27	100%	77	100%

County

KENT

Court

D62A KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

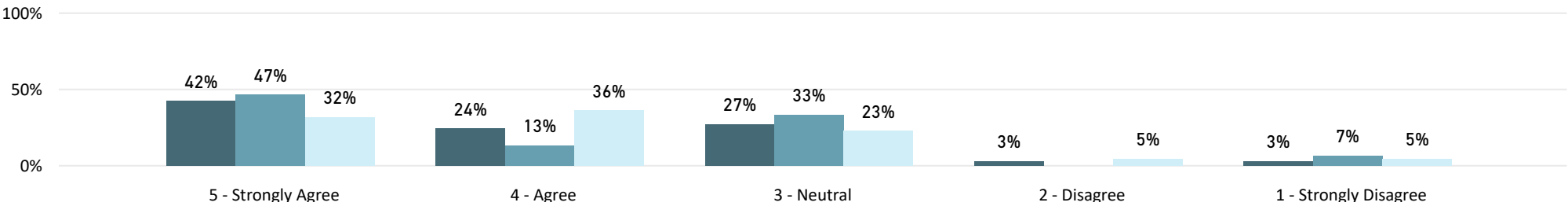


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	14	42%	7	47%	7	32%	28	40%
4 - Agree	8	24%	2	13%	8	36%	18	26%
3 - Neutral	9	27%	5	33%	5	23%	19	27%
2 - Disagree	1	3%			1	5%	2	3%
1 - Strongly Disagree	1	3%	1	7%	1	5%	3	4%
Total	33	100%	15	100%	22	100%	70	100%

County

KENT

Court

D62A KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

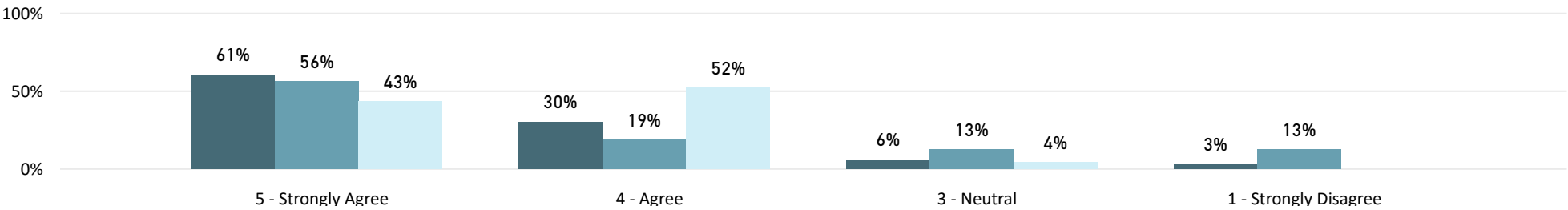


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	20	61%	9	56%	10	43%	39	54%
4 - Agree	10	30%	3	19%	12	52%	25	35%
3 - Neutral	2	6%	2	13%	1	4%	5	7%
1 - Strongly Disagree	1	3%	2	13%	0	0%	3	4%
Total	33	100%	16	100%	23	100%	72	100%

County

KENT

Court

D62A 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	11	22%	7	23%	5	11%	23	19%
Criminal/Probation	8	16%	7	23%	15	33%	30	24%
Drug/Sobriety Court					5	11%	5	4%
File Papers					1	2%	1	1%
Get Information	1	2%					1	1%
Landlord/Tenant	6	12%	5	17%	7	16%	18	15%
Make a Payment	2	4%	2	7%	2	4%	6	5%
Other	2	4%	1	3%	3	7%	6	5%
Small Claims	5	10%	2	7%	3	7%	10	8%
Traffic/Ticket	14	29%	6	20%	4	9%	24	19%
Total	49	100%	30	100%	45	100%	124	100%

County

KENT

Court

D62A KENT

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

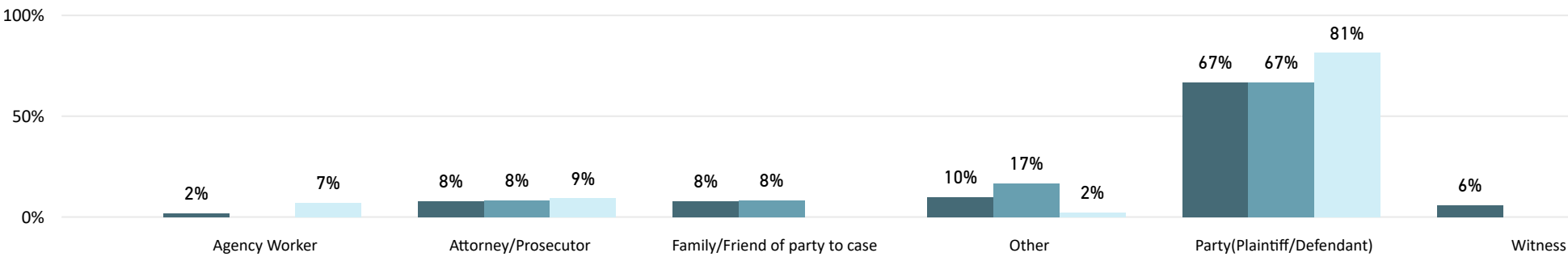
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear 2015 2016 2018



County

KENT

Court

D62A KENT

Subset

All

Survey Year

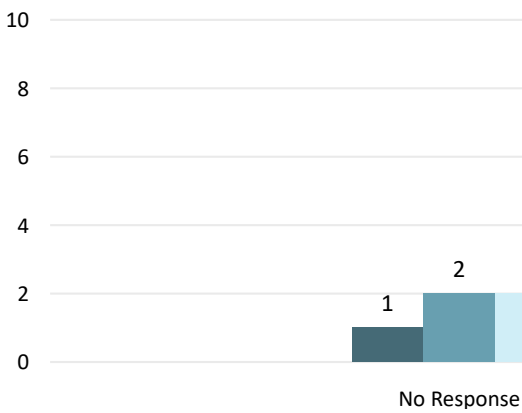
All

8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		Total	
WhoRole	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	2%			3	7%	4	3%
Attorney/Prosecutor	4	8%	2	8%	4	9%	10	8%
Family/Friend of party to case	4	8%	2	8%			6	5%
Other	5	10%	4	17%	1	2%	10	8%
Party(Plaintiff/Defendant)	34	67%	16	67%	35	81%	85	72%
Witness	3	6%					3	3%
Total	51	100%	24	100%	43	100%	118	100%

8. No Response

SurveyYear 2015 2016 2018



Type of Case

All

Gender

All

Race/Ethnicity

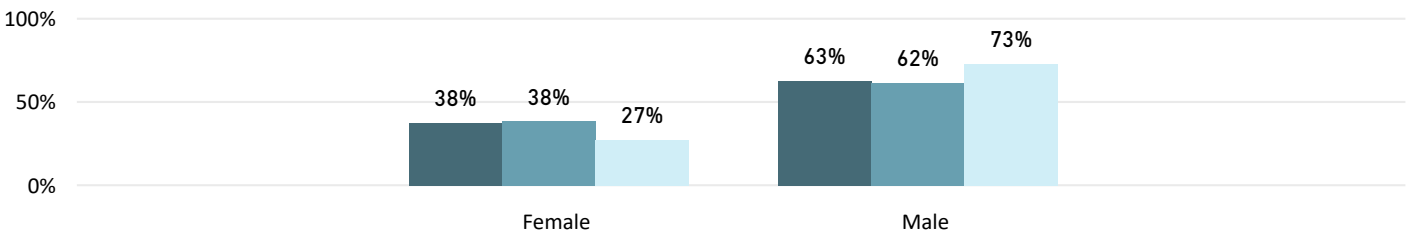
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

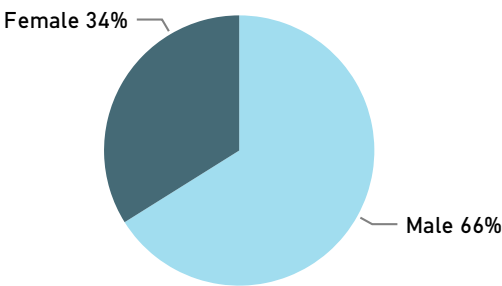
Gender Type: 2015 2016 2018



9. What is your gender?

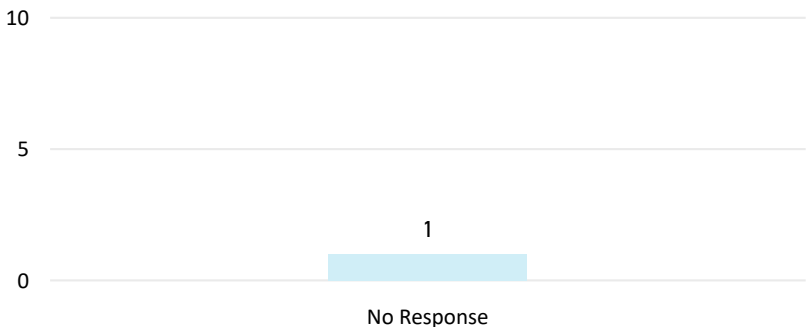
SurveyYear	2015		2016		2018		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	18	38%	10	38%	12	27%	40	34%
Male	30	63%	16	62%	32	73%	78	66%
Total	48	100%	26	100%	44	100%	118	100%

9. What is your gender?



9. No Responses

Gender Type: 2018



County

KENT

Court

D62A KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

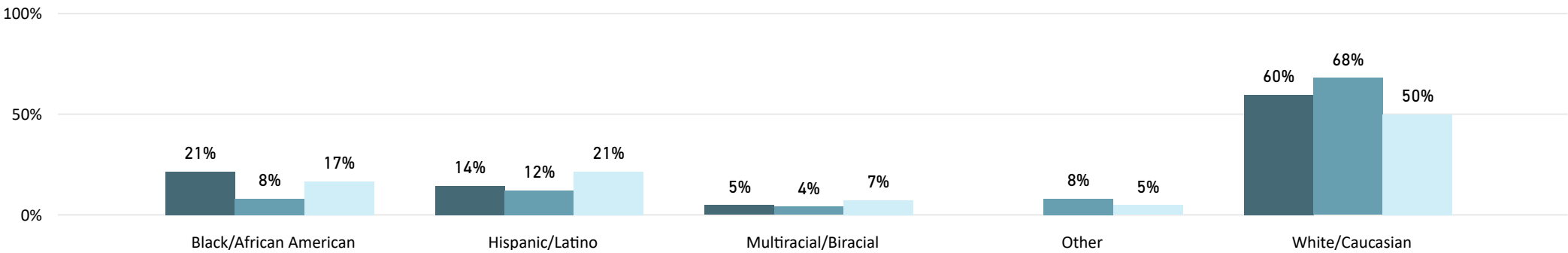
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

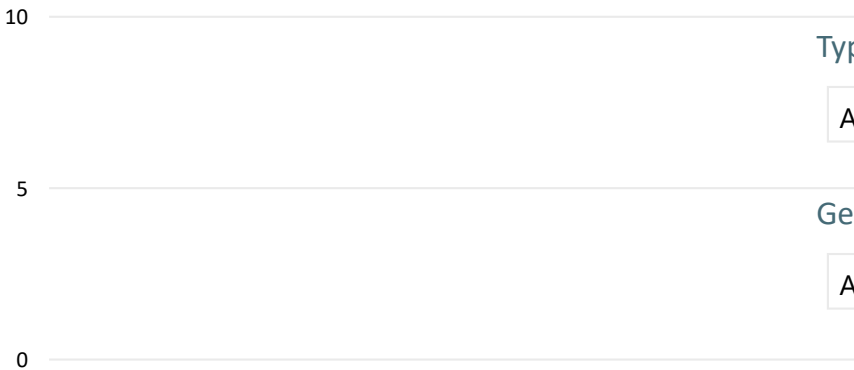
SurveyYear ● 2015 ● 2016 ● 2018



10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
RaceIdentity	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Black/African American	9	21%	2	8%	7	17%	18	17%
Hispanic/Latino	6	14%	3	12%	9	21%	18	17%
Multiracial/Biracial	2	5%	1	4%	3	7%	6	6%
Other			2	8%	2	5%	4	4%
White/Caucasian	25	60%	17	68%	21	50%	63	58%
Total	42	100%	25	100%	42	100%	109	100%

10. No Responses.



County

KENT

Court

D62A KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All