

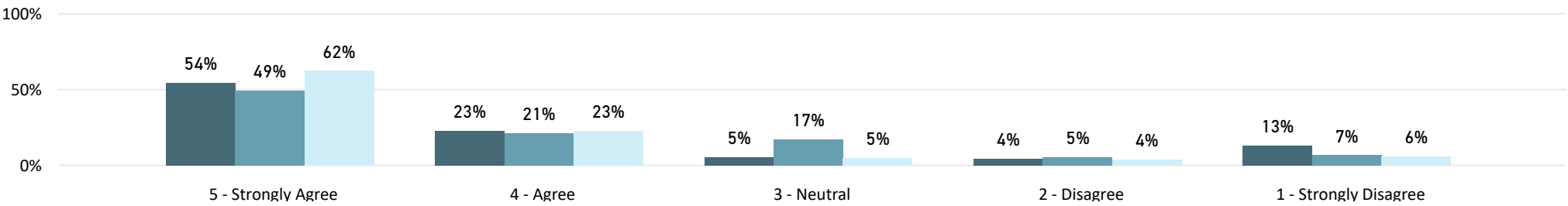


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	50	54%	37	49%	63	62%	150	56%
4 - Agree	21	23%	16	21%	23	23%	60	22%
3 - Neutral	5	5%	13	17%	5	5%	23	9%
2 - Disagree	4	4%	4	5%	4	4%	12	4%
1 - Strongly Disagree	12	13%	5	7%	6	6%	23	9%
Total	92	100%	75	100%	101	100%	268	100%

County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

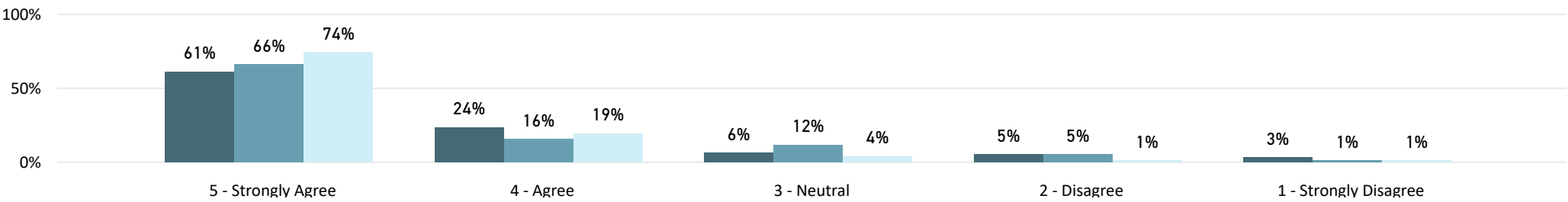


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	57	61%	51	66%	73	74%	181	68%
4 - Agree	22	24%	12	16%	19	19%	53	20%
3 - Neutral	6	6%	9	12%	4	4%	19	7%
2 - Disagree	5	5%	4	5%	1	1%	10	4%
1 - Strongly Disagree	3	3%	1	1%	1	1%	5	2%
Total	93	100%	77	100%	98	100%	268	100%

County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

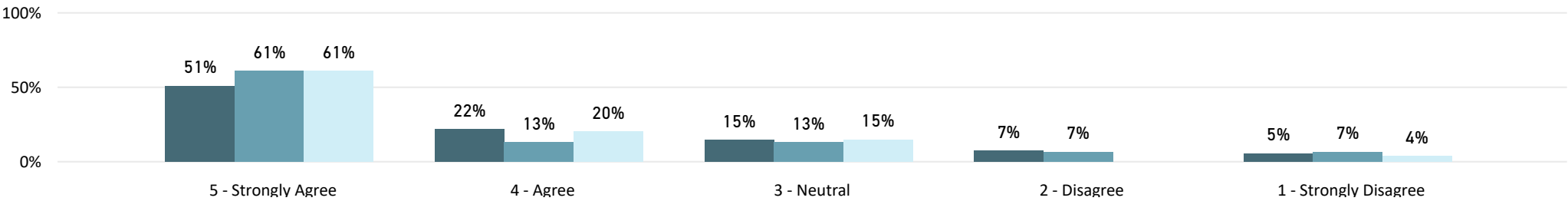


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	28	51%	28	61%	33	61%	89	57%
4 - Agree	12	22%	6	13%	11	20%	29	19%
3 - Neutral	8	15%	6	13%	8	15%	22	14%
2 - Disagree	4	7%	3	7%			7	5%
1 - Strongly Disagree	3	5%	3	7%	2	4%	8	5%
Total	55	100%	46	100%	54	100%	155	100%

County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

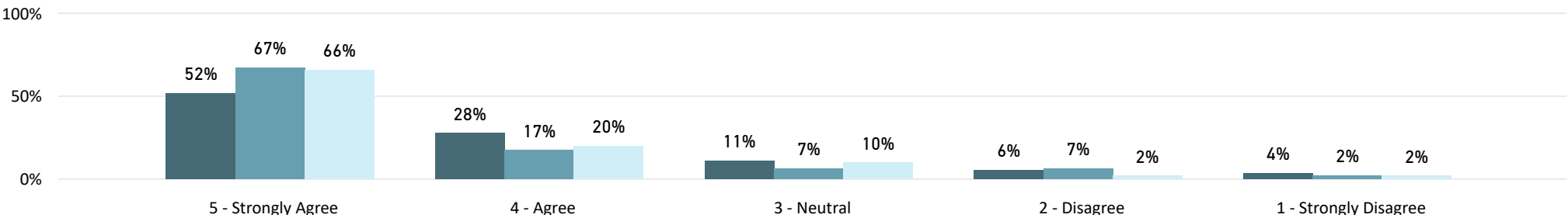


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	28	52%	31	67%	33	66%	92	61%
4 - Agree	15	28%	8	17%	10	20%	33	22%
3 - Neutral	6	11%	3	7%	5	10%	14	9%
2 - Disagree	3	6%	3	7%	1	2%	7	5%
1 - Strongly Disagree	2	4%	1	2%	1	2%	4	3%
Total	54	100%	46	100%	50	100%	150	100%

County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

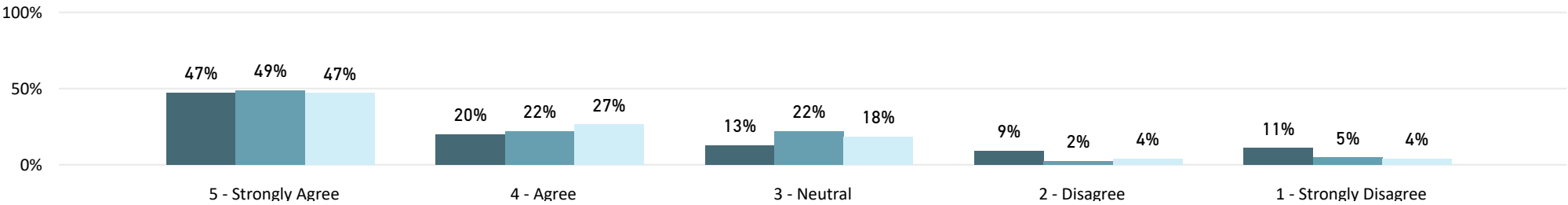


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	26	47%	20	49%	23	47%	69	48%
4 - Agree	11	20%	9	22%	13	27%	33	23%
3 - Neutral	7	13%	9	22%	9	18%	25	17%
2 - Disagree	5	9%	1	2%	2	4%	8	6%
1 - Strongly Disagree	6	11%	2	5%	2	4%	10	7%
Total	55	100%	41	100%	49	100%	145	100%

County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

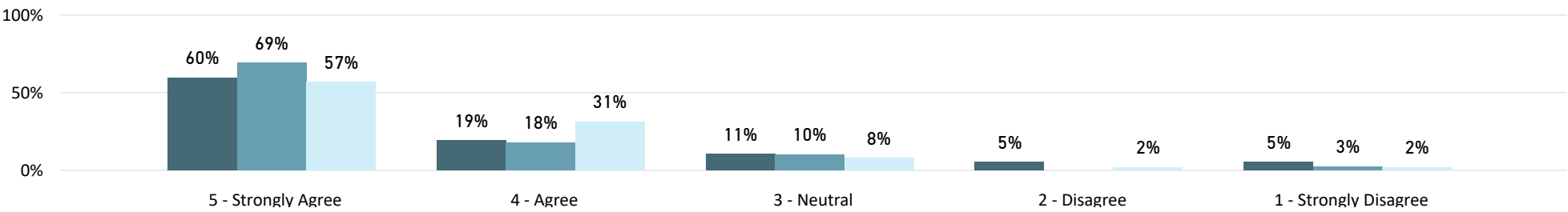


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	34	60%	27	69%	29	57%	90	61%
4 - Agree	11	19%	7	18%	16	31%	34	23%
3 - Neutral	6	11%	4	10%	4	8%	14	10%
2 - Disagree	3	5%			1	2%	4	3%
1 - Strongly Disagree	3	5%	1	3%	1	2%	5	3%
Total	57	100%	39	100%	51	100%	147	100%

County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

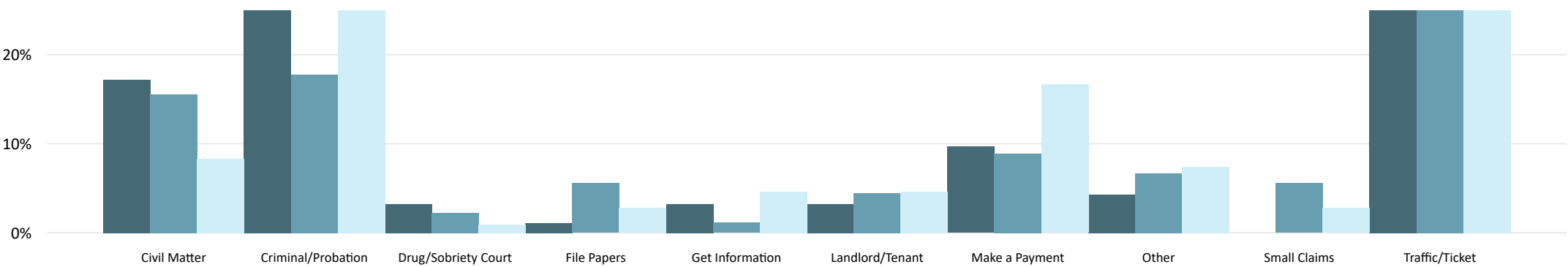
All



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	16	17%	14	16%	9	8%	39	13%
Criminal/Probation	24	26%	16	18%	27	25%	67	23%
Drug/Sobriety Court	3	3%	2	2%	1	1%	6	2%
File Papers	1	1%	5	6%	3	3%	9	3%
Get Information	3	3%	1	1%	5	5%	9	3%
Landlord/Tenant	3	3%	4	4%	5	5%	12	4%
Make a Payment	9	10%	8	9%	18	17%	35	12%
Other	4	4%	6	7%	8	7%	18	6%
Small Claims			5	6%	3	3%	8	3%
Traffic/Ticket	30	32%	29	32%	29	27%	88	30%
Total	93	100%	90	100%	108	100%	291	100%

County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

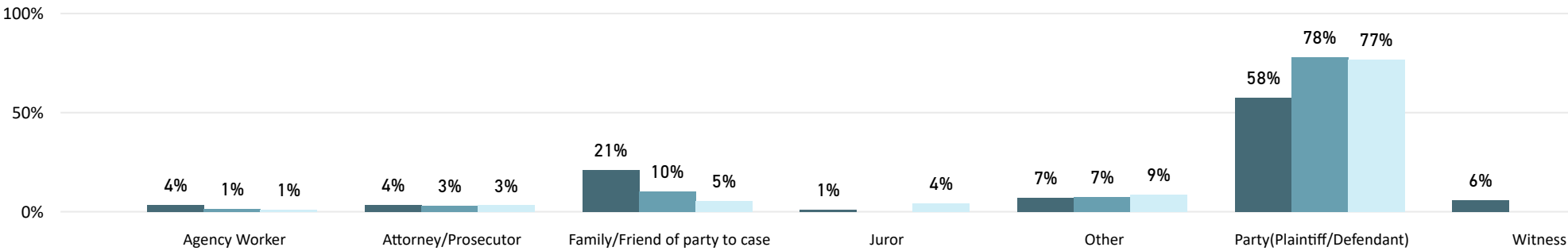
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear 2015 2016 2018



County

KENT

Court

D62B KENT

Subset

All

Survey Year

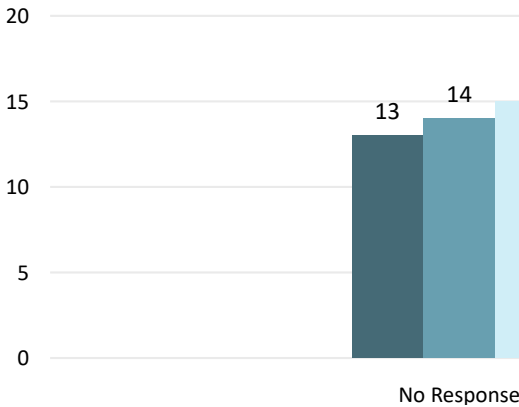
All

8. Who are you (All that apply)?

SurveyYear	2015		2016		2018		Total	
WhoRole	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	3	4%	1	1%	1	1%	5	2%
Attorney/Prosecutor	3	4%	2	3%	3	3%	8	3%
Family/Friend of party to case	18	21%	7	10%	5	5%	30	12%
Juror	1	1%			4	4%	5	2%
Other	6	7%	5	7%	8	9%	19	8%
Party(Plaintiff/Defendant)	49	58%	53	78%	70	77%	172	70%
Witness	5	6%					5	2%
Total	85	100%	68	100%	91	100%	244	100%

8. No Response

SurveyYear 2015 2016 2018



Type of Case

All

Gender

All

Race/Ethnicity

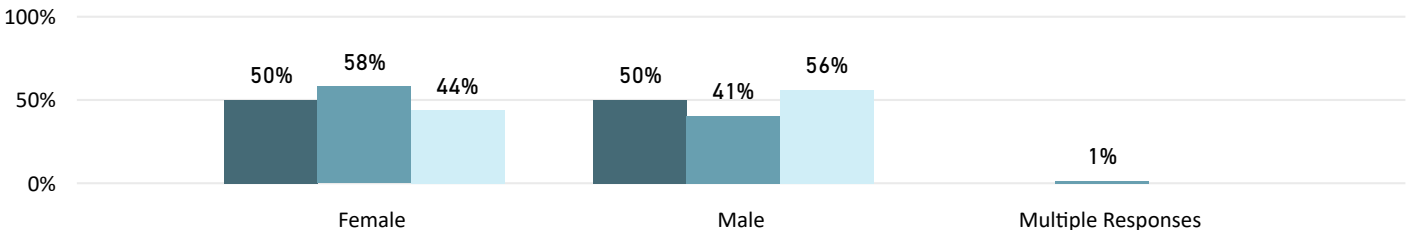
All



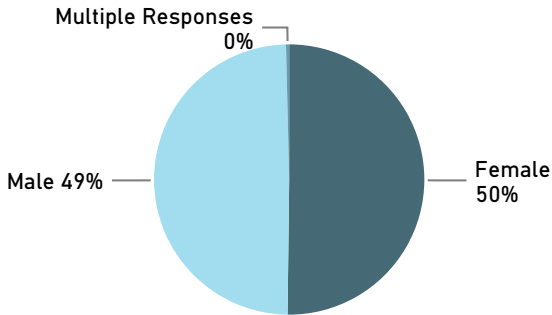
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: 2015 2016 2018



9. What is your gender?

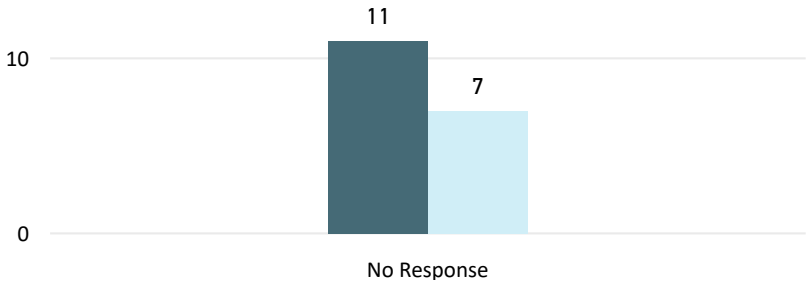


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
Gender	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	43	50%	46	58%	43	44%	132	50%
Male	43	50%	32	41%	55	56%	130	49%
Multiple Responses			1	1%			1	0%
Total	86	100%	79	100%	98	100%	263	100%

9. No Responses

Gender Type: 2015 2018



County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

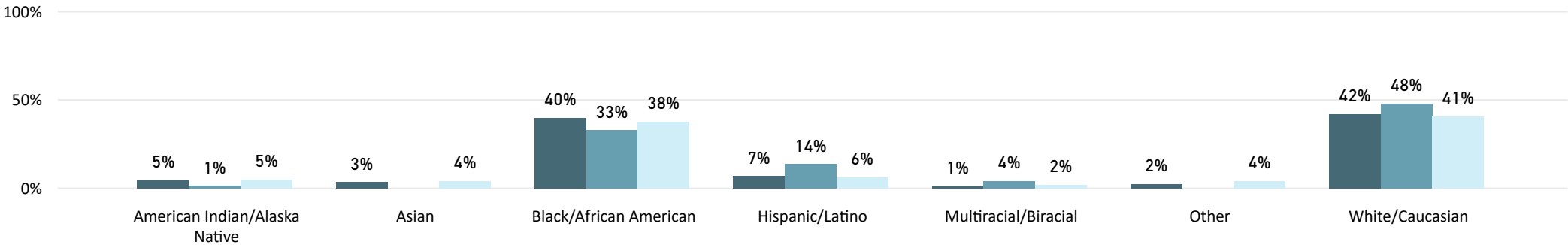
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

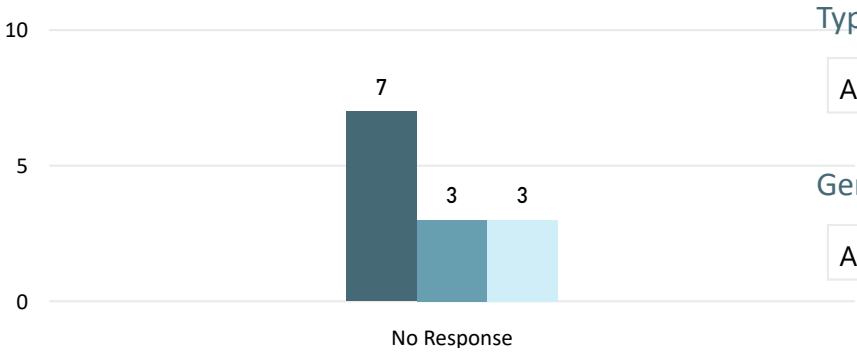


10. How do you identify yourself?

SurveyYear	2015		2016		2018		Total	
RaceIdentity	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	4	5%	1	1%	5	5%	10	4%
Asian	3	3%			4	4%	7	3%
Black/African American	35	40%	24	33%	37	38%	96	37%
Hispanic/Latino	6	7%	10	14%	6	6%	22	8%
Multiracial/Biracial	1	1%	3	4%	2	2%	6	2%
Other	2	2%			4	4%	6	2%
White/Caucasian	37	42%	35	48%	40	41%	112	43%
Total	88	100%	73	100%	98	100%	259	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018



County

KENT

Court

D62B KENT

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All