

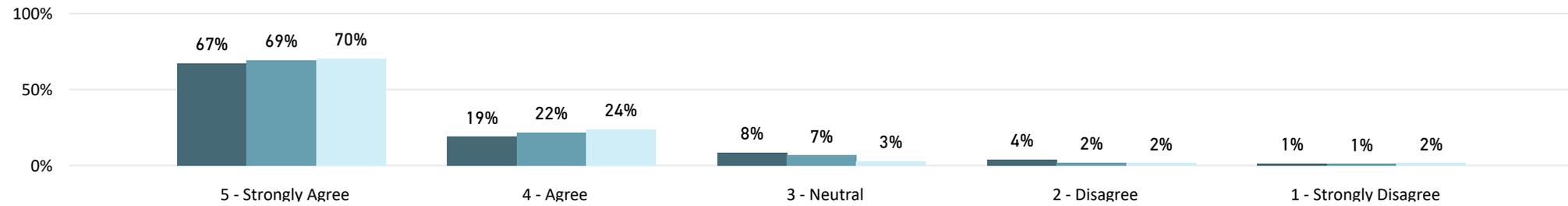


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	153	67%	83	69%	178	70%	414	69%
4 - Agree	43	19%	26	22%	60	24%	129	22%
3 - Neutral	19	8%	8	7%	7	3%	34	6%
2 - Disagree	9	4%	2	2%	4	2%	15	3%
1 - Strongly Disagree	3	1%	1	1%	4	2%	8	1%
Total	227	100%	120	100%	253	100%	600	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

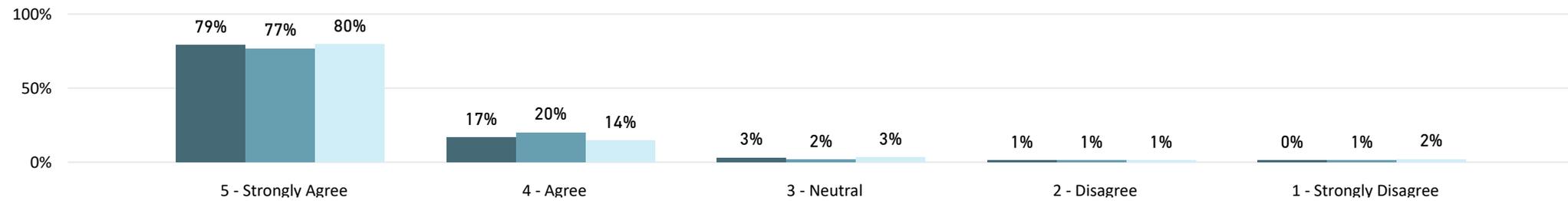


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	181	79%	92	77%	198	80%	471	79%
4 - Agree	38	17%	24	20%	36	14%	98	16%
3 - Neutral	7	3%	2	2%	8	3%	17	3%
2 - Disagree	2	1%	1	1%	2	1%	5	1%
1 - Strongly Disagree	1	0%	1	1%	5	2%	7	1%
Total	229	100%	120	100%	249	100%	598	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

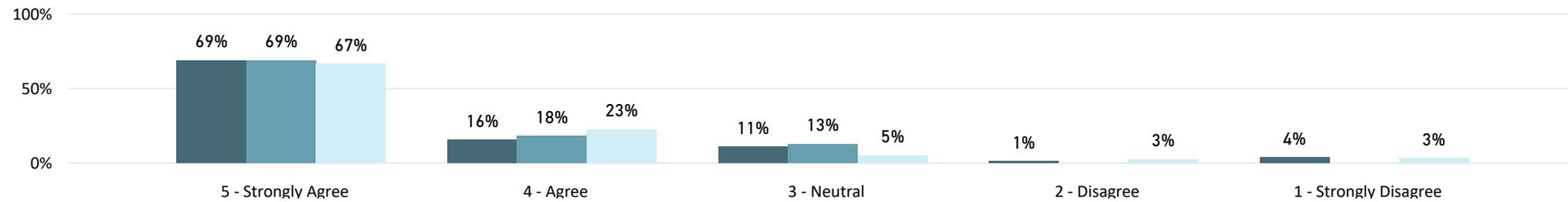


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	89	69%	49	69%	106	67%	244	68%
4 - Agree	20	16%	13	18%	36	23%	69	19%
3 - Neutral	14	11%	9	13%	8	5%	31	9%
2 - Disagree	1	1%			4	3%	5	1%
1 - Strongly Disagree	5	4%			5	3%	10	3%
Total	129	100%	71	100%	159	100%	359	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

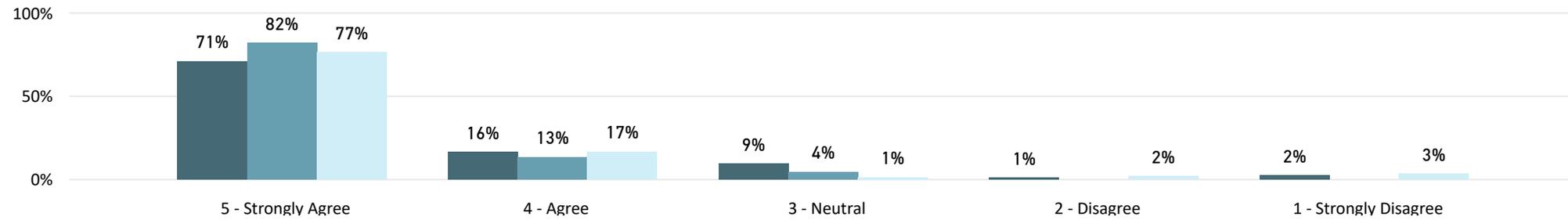


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	91	71%	55	82%	114	77%	260	76%
4 - Agree	21	16%	9	13%	25	17%	55	16%
3 - Neutral	12	9%	3	4%	2	1%	17	5%
2 - Disagree	1	1%			3	2%	4	1%
1 - Strongly Disagree	3	2%			5	3%	8	2%
Total	128	100%	67	100%	149	100%	344	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

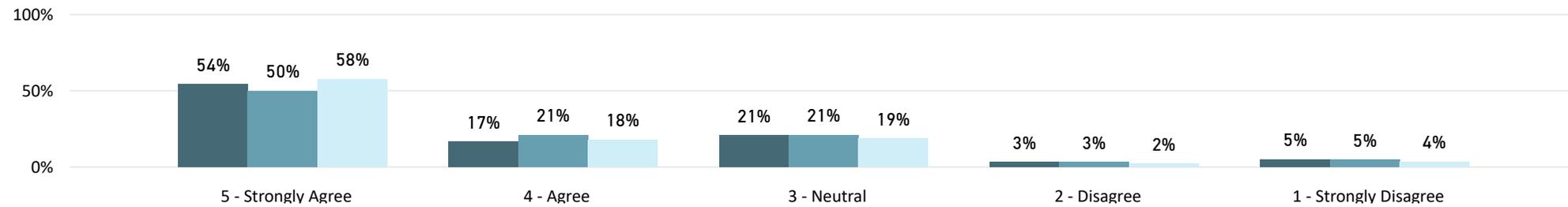


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	65	54%	31	50%	80	58%	176	55%
4 - Agree	20	17%	13	21%	25	18%	58	18%
3 - Neutral	25	21%	13	21%	26	19%	64	20%
2 - Disagree	4	3%	2	3%	3	2%	9	3%
1 - Strongly Disagree	6	5%	3	5%	5	4%	14	4%
Total	120	100%	62	100%	139	100%	321	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

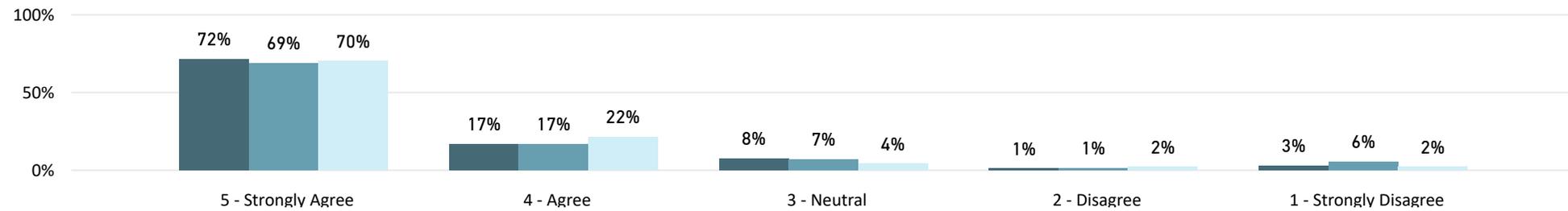


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	93	72%	49	69%	101	70%	243	70%
4 - Agree	22	17%	12	17%	31	22%	65	19%
3 - Neutral	10	8%	5	7%	6	4%	21	6%
2 - Disagree	1	1%	1	1%	3	2%	5	1%
1 - Strongly Disagree	4	3%	4	6%	3	2%	11	3%
Total	130	100%	71	100%	144	100%	345	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

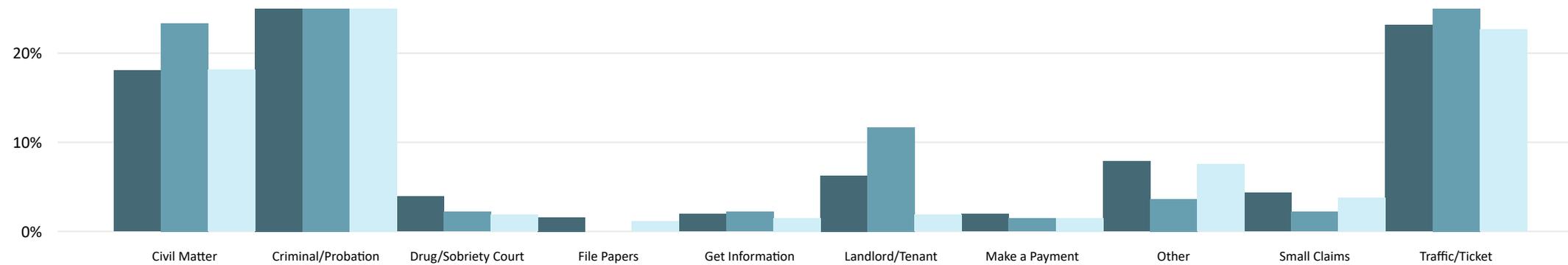
Race/Ethnicity



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 TypeOfCase	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Civil Matter	46	18%	32	23%	48	18%	126	19%
Criminal/Probation	79	31%	37	27%	106	40%	222	34%
Drug/Sobriety Court	10	4%	3	2%	5	2%	18	3%
File Papers	4	2%			3	1%	7	1%
Get Information	5	2%	3	2%	4	2%	12	2%
Landlord/Tenant	16	6%	16	12%	5	2%	37	6%
Make a Payment	5	2%	2	1%	4	2%	11	2%
Other	20	8%	5	4%	20	8%	45	7%
Small Claims	11	4%	3	2%	10	4%	24	4%
Traffic/Ticket	59	23%	36	26%	60	23%	155	24%
Total	255	100%	137	100%	265	100%	657	100%

County

Court

Subset

Survey Year

Role

Gender

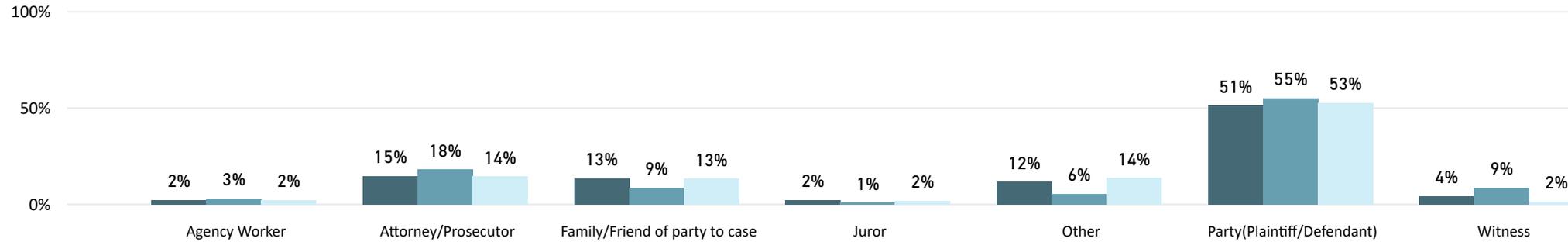
Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

KENT

Court

D63 KENT

Subset

All

Survey Year

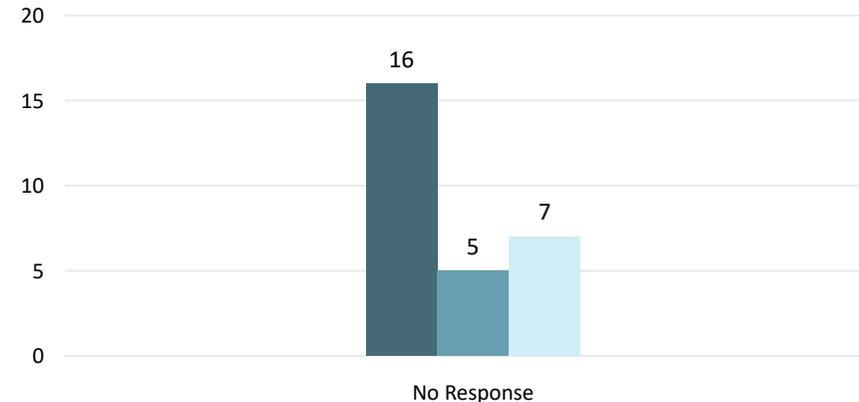
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	5	2%	4	3%	6	2%	15	2%
Attorney/Prosecutor	34	15%	23	18%	37	14%	94	15%
Family/Friend of party to case	31	13%	11	9%	34	13%	76	12%
Juror	5	2%	1	1%	5	2%	11	2%
Other	27	12%	7	6%	35	14%	69	11%
Party(Plaintiff/Defendant)	118	51%	70	55%	135	53%	323	53%
Witness	10	4%	11	9%	4	2%	25	4%
Total	230	100%	127	100%	256	100%	613	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

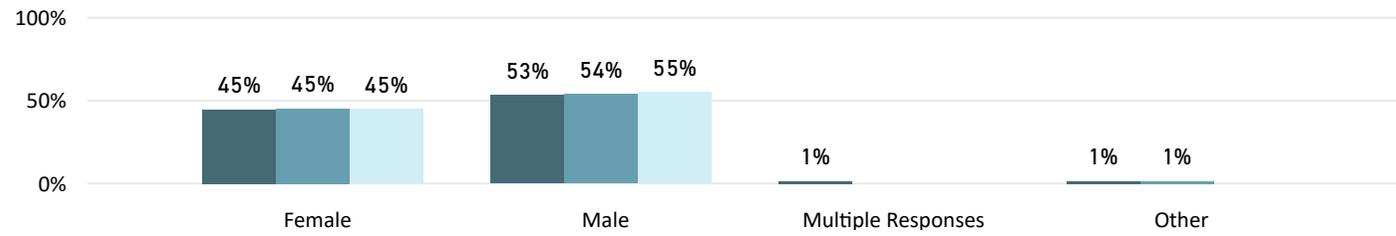
All



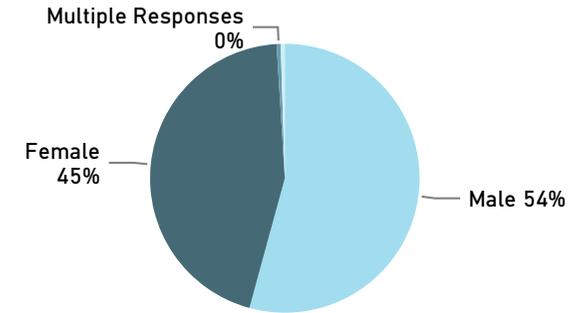
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

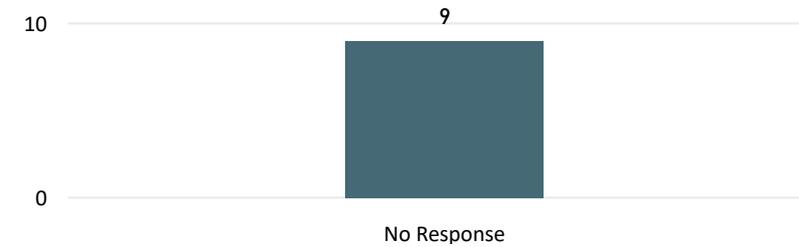


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	103	45%	57	45%	115	45%	275	45%
Male	123	53%	68	54%	142	55%	333	54%
Multiple Responses	3	1%					3	0%
Other	2	1%	1	1%			3	0%
Total	231	100%	126	100%	257	100%	614	100%

9. No Responses

Gender Type: ● 2015



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

Court

Subset

Survey Year

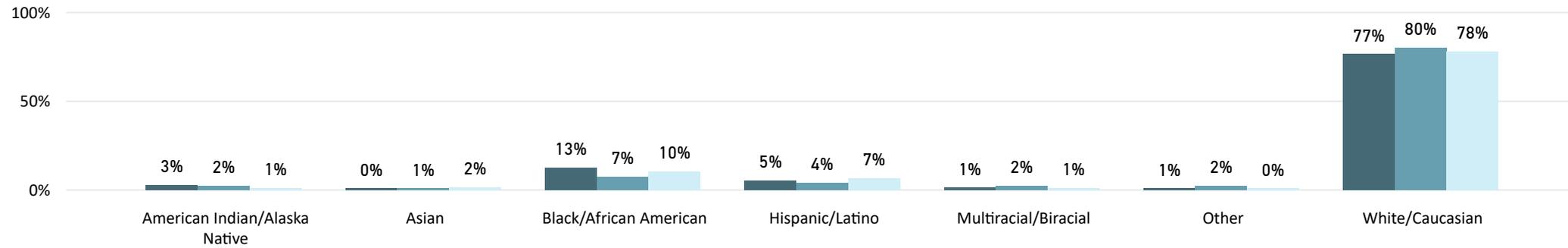
Role

Type of Case

Gender

10. How do you identify yourself?

SurveyYear ● 2015 ● 2016 ● 2018

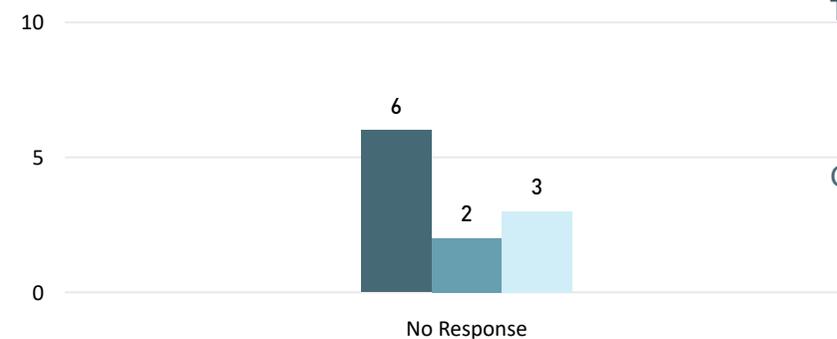


10. How do you identify yourself?

SurveyYear Race/Identity	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
American Indian/Alaska Native	6	3%	3	2%	3	1%	12	2%
Asian	1	0%	1	1%	4	2%	6	1%
Black/African American	28	13%	9	7%	25	10%	62	11%
Hispanic/Latino	12	5%	5	4%	16	7%	33	6%
Multiracial/Biracial	3	1%	3	2%	3	1%	9	2%
Other	2	1%	3	2%	1	0%	6	1%
White/Caucasian	170	77%	97	80%	187	78%	454	78%
Total	222	100%	121	100%	239	100%	582	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018



No Response