

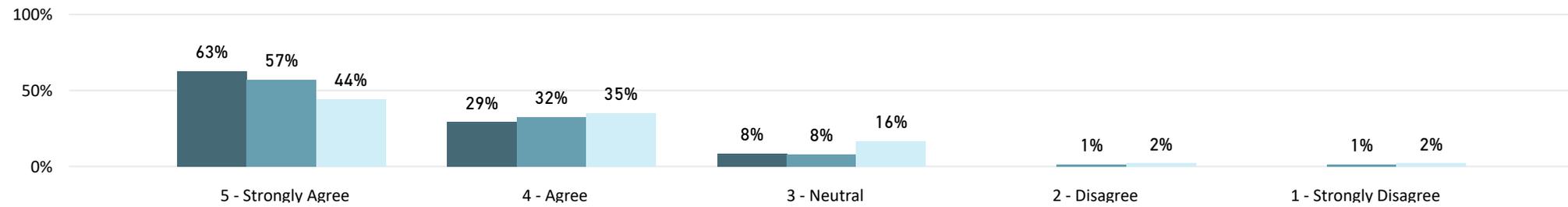


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	30	63%	44	57%	43	44%	117	53%
4 - Agree	14	29%	25	32%	34	35%	73	33%
3 - Neutral	4	8%	6	8%	16	16%	26	12%
2 - Disagree			1	1%	2	2%	3	1%
1 - Strongly Disagree			1	1%	2	2%	3	1%
Total	48	100%	77	100%	97	100%	222	100%

County

MECOSTA ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

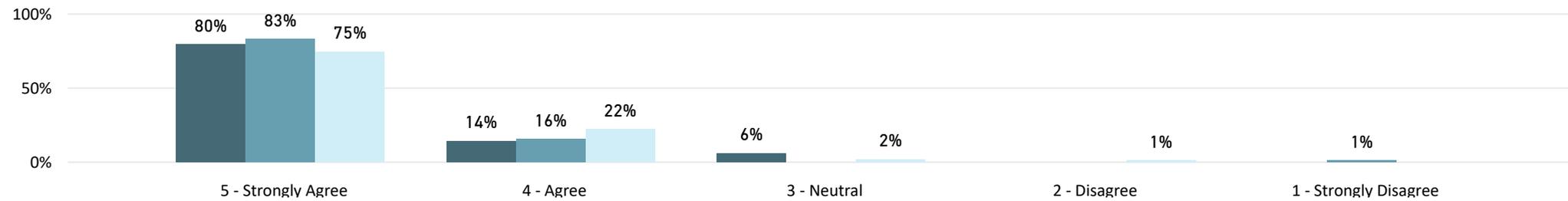


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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 CourtesyStaff	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	39	80%	69	83%	74	75%	182	79%
4 - Agree	7	14%	13	16%	22	22%	42	18%
3 - Neutral	3	6%			2	2%	5	2%
2 - Disagree					1	1%	1	0%
1 - Strongly Disagree			1	1%			1	0%
Total	49	100%	83	100%	99	100%	231	100%

County

MECOSTA ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

All ▾

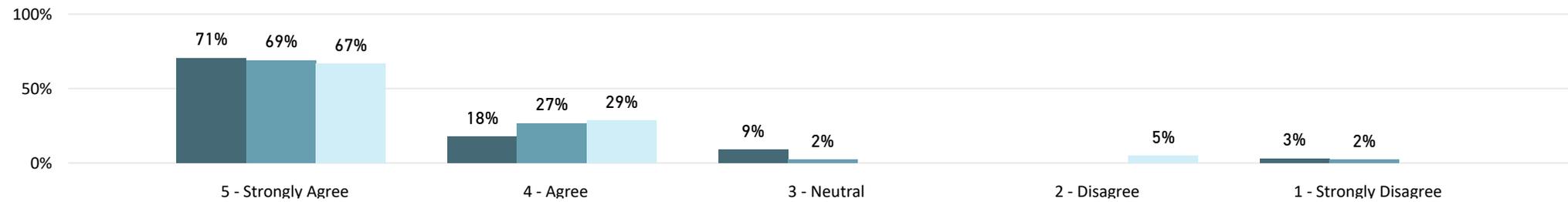


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	24	71%	31	69%	42	67%	97	68%
4 - Agree	6	18%	12	27%	18	29%	36	25%
3 - Neutral	3	9%	1	2%			4	3%
2 - Disagree					3	5%	3	2%
1 - Strongly Disagree	1	3%	1	2%			2	1%
Total	34	100%	45	100%	63	100%	142	100%

County

MECOSTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

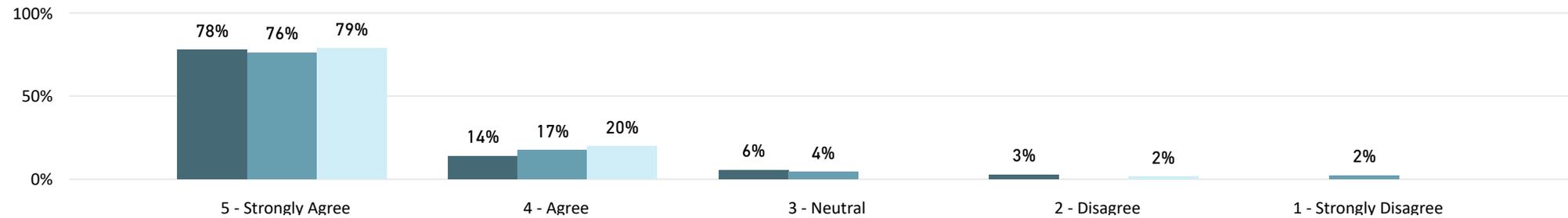


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	28	78%	35	76%	52	79%	115	78%
4 - Agree	5	14%	8	17%	13	20%	26	18%
3 - Neutral	2	6%	2	4%			4	3%
2 - Disagree	1	3%			1	2%	2	1%
1 - Strongly Disagree			1	2%			1	1%
Total	36	100%	46	100%	66	100%	148	100%

County

MECOSTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

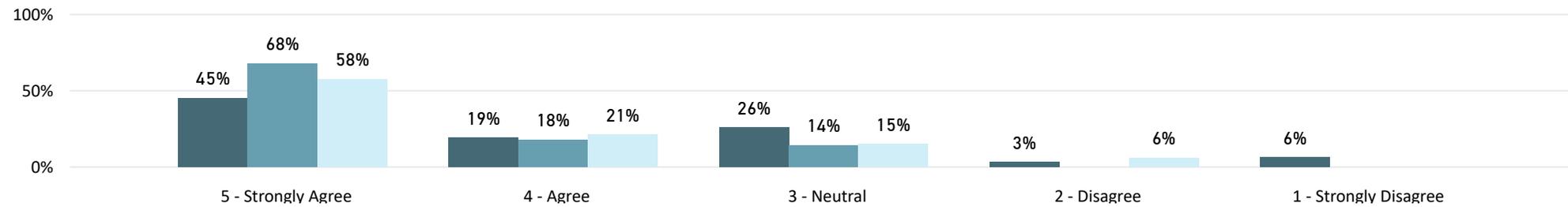


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	45%	19	68%	19	58%	52	57%
4 - Agree	6	19%	5	18%	7	21%	18	20%
3 - Neutral	8	26%	4	14%	5	15%	17	18%
2 - Disagree	1	3%	0	0%	2	6%	3	3%
1 - Strongly Disagree	2	6%	0	0%	0	0%	2	2%
Total	31	100%	28	100%	33	100%	92	100%

County

MECOSTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

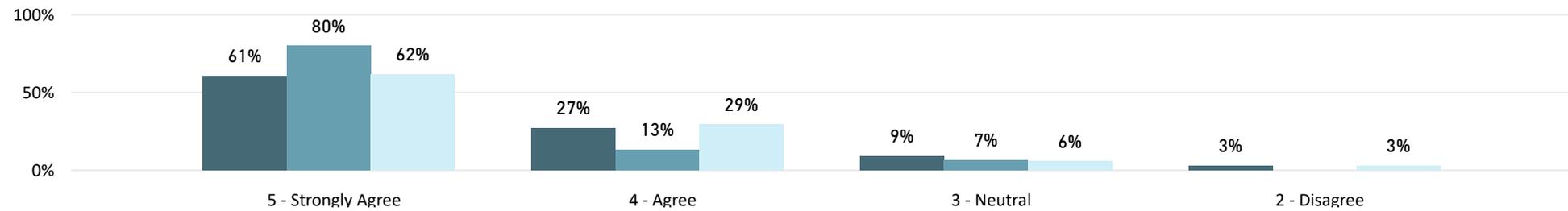


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	20	61%	24	80%	21	62%	65	67%
4 - Agree	9	27%	4	13%	10	29%	23	24%
3 - Neutral	3	9%	2	7%	2	6%	7	7%
2 - Disagree	1	3%			1	3%	2	2%
Total	33	100%	30	100%	34	100%	97	100%

County

MECOSTA ▾

Court

(Multiple Selections) ▾

Subset

All ▾

Survey Year

All ▾

Role

All ▾

Type of Case

All ▾

Gender

All ▾

Race/Ethnicity

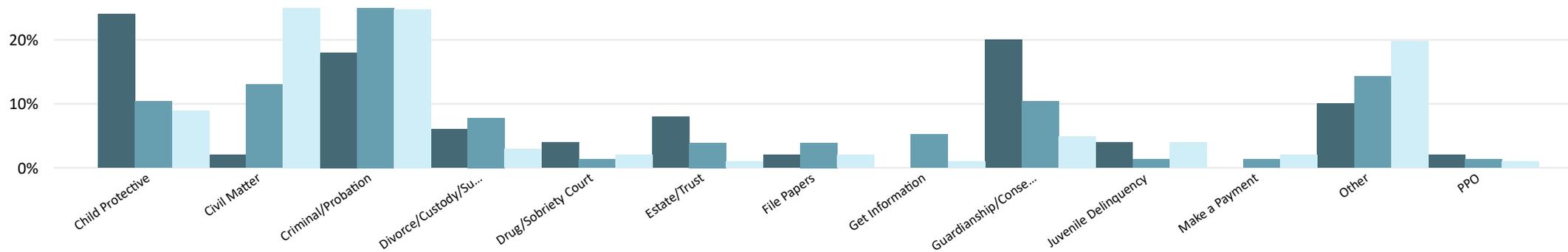
All ▾



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 TypeOfCase	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Child Protective	12	24%	8	10%	9	9%	29	13%
Civil Matter	1	2%	10	13%	26	26%	37	16%
Criminal/Probation	9	18%	20	26%	25	25%	54	24%
Divorce/Custody/Support	3	6%	6	8%	3	3%	12	5%
Drug/Sobriety Court	2	4%	1	1%	2	2%	5	2%
Estate/Trust	4	8%	3	4%	1	1%	8	4%
File Papers	1	2%	3	4%	2	2%	6	3%
Get Information			4	5%	1	1%	5	2%
Guardianship/Conservatorship	10	20%	8	10%	5	5%	23	10%
Juvenile Delinquency	2	4%	1	1%	4	4%	7	3%
Make a Payment			1	1%	2	2%	3	1%
Other	5	10%	11	14%	20	20%	36	16%
PPO	1	2%	1	1%	1	1%	3	1%
Total	50	100%	77	100%	101	100%	228	100%

County

MECOSTA ▼

Court

(Multiple Selections) ▼

Subset

All ▼

Survey Year

All ▼

Role

All ▼

Gender

All ▼

Race/Ethnicity

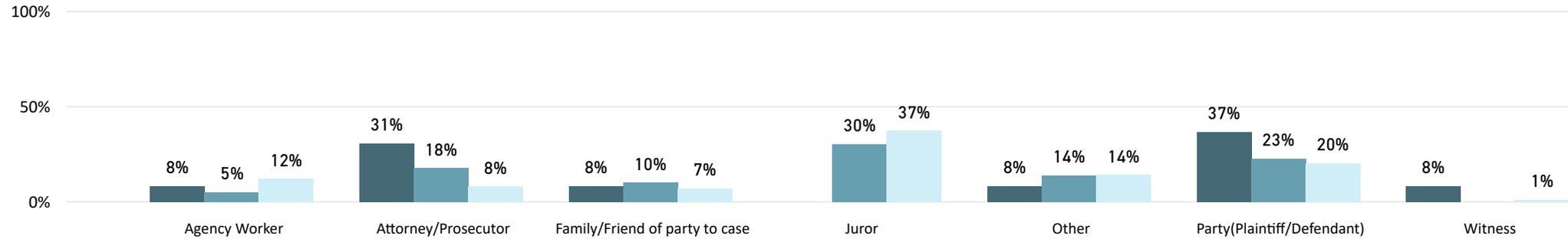
All ▼



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

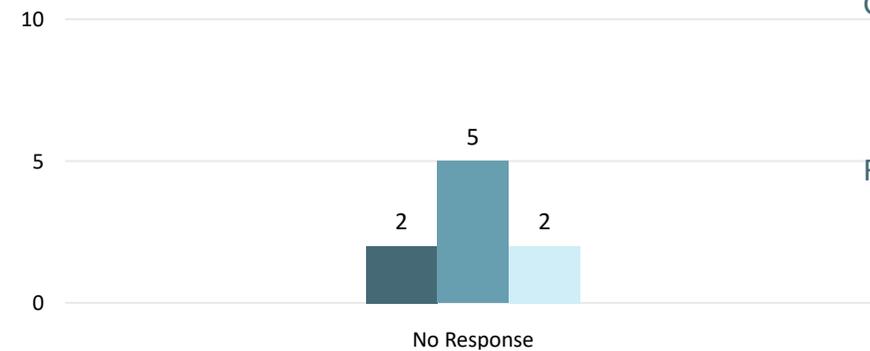


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	4	8%	4	5%	12	12%	20	9%
Attorney/Prosecutor	15	31%	14	18%	8	8%	37	16%
Family/Friend of party to case	4	8%	8	10%	7	7%	19	8%
Juror			24	30%	37	37%	61	27%
Other	4	8%	11	14%	14	14%	29	13%
Party(Plaintiff/Defendant)	18	37%	18	23%	20	20%	56	25%
Witness	4	8%			1	1%	5	2%
Total	49	100%	79	100%	99	100%	227	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



County

MECOSTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

All

Race/Ethnicity

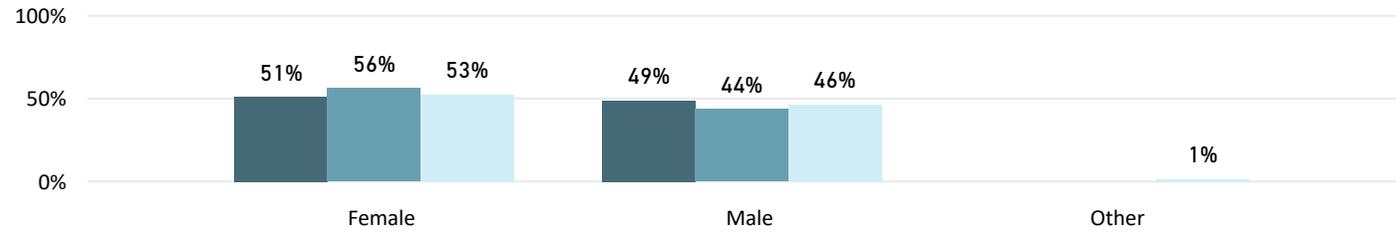
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

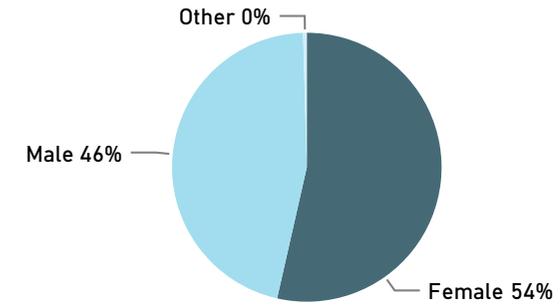
Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

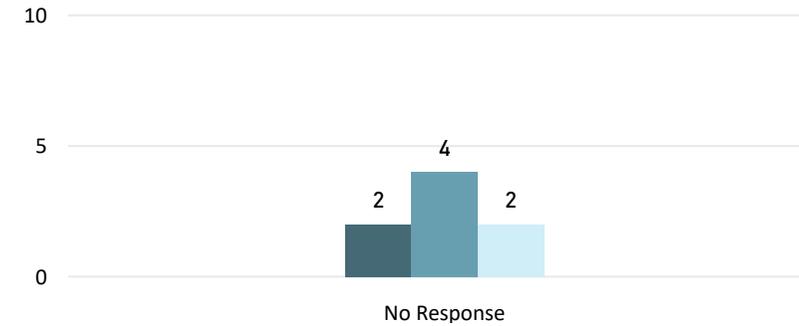
SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	24	51%	45	56%	52	53%	121	54%
Male	23	49%	35	44%	46	46%	104	46%
Other					1	1%	1	0%
Total	47	100%	80	100%	99	100%	226	100%

9. What is your gender?



9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

MECOSTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MECOSTA

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

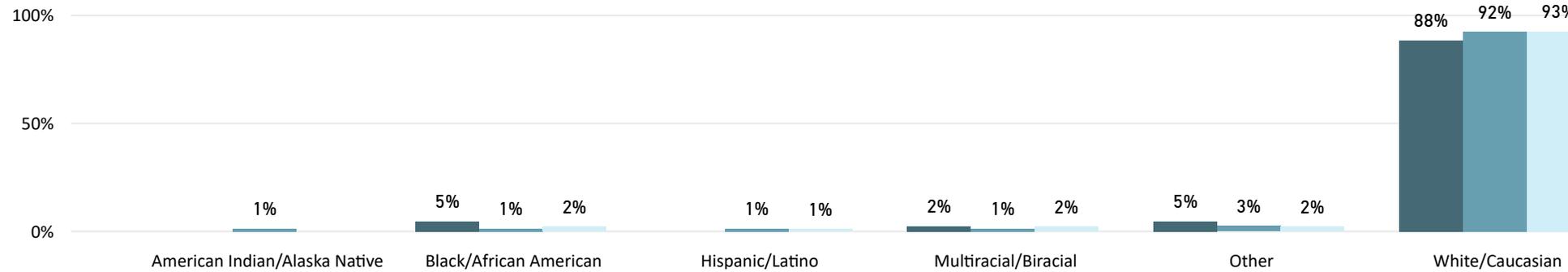
All

Gender

All

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			1	1%			1	0%
Black/African American	2	5%	1	1%	2	2%	5	2%
Hispanic/Latino			1	1%	1	1%	2	1%
Multiracial/Biracial	1	2%	1	1%	2	2%	4	2%
Other	2	5%	2	3%	2	2%	6	3%
White/Caucasian	38	88%	73	92%	87	93%	198	92%
Total	43	100%	79	100%	94	100%	216	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

