

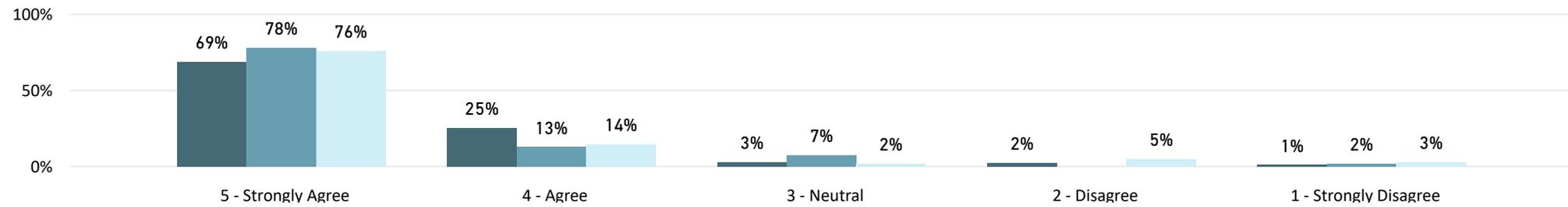


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	93	69%	85	78%	79	76%	257	74%
4 - Agree	34	25%	14	13%	15	14%	63	18%
3 - Neutral	4	3%	8	7%	2	2%	14	4%
2 - Disagree	3	2%			5	5%	8	2%
1 - Strongly Disagree	1	1%	2	2%	3	3%	6	2%
Total	135	100%	109	100%	104	100%	348	100%

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

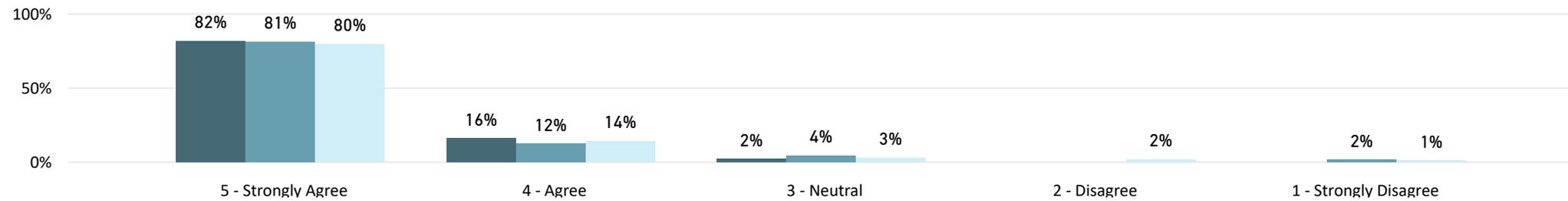


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	112	82%	92	81%	83	80%	287	81%
4 - Agree	22	16%	14	12%	15	14%	51	14%
3 - Neutral	3	2%	5	4%	3	3%	11	3%
2 - Disagree					2	2%	2	1%
1 - Strongly Disagree			2	2%	1	1%	3	1%
Total	137	100%	113	100%	104	100%	354	100%

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

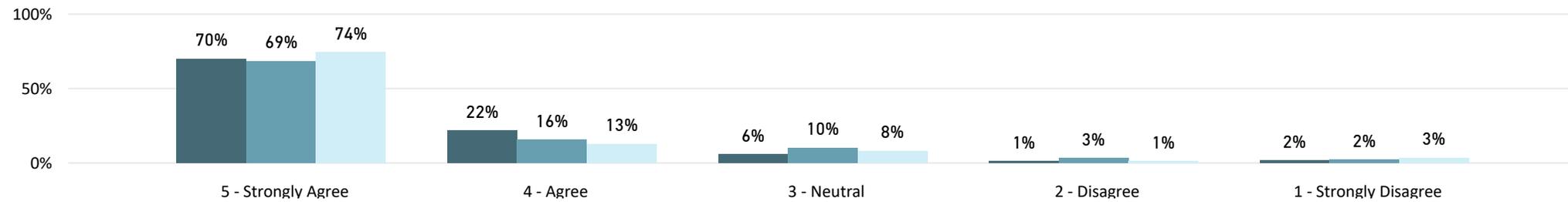


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	84	70%	61	69%	64	74%	209	71%
4 - Agree	26	22%	14	16%	11	13%	51	17%
3 - Neutral	7	6%	9	10%	7	8%	23	8%
2 - Disagree	1	1%	3	3%	1	1%	5	2%
1 - Strongly Disagree	2	2%	2	2%	3	3%	7	2%
Total	120	100%	89	100%	86	100%	295	100%

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

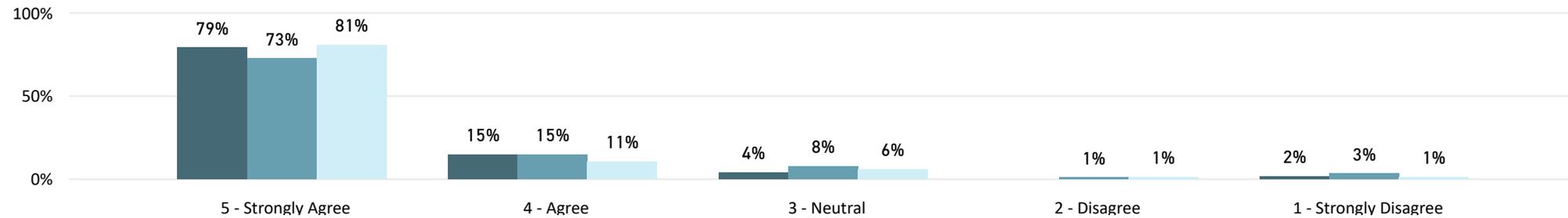


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	96	79%	64	73%	68	81%	228	78%
4 - Agree	18	15%	13	15%	9	11%	40	14%
3 - Neutral	5	4%	7	8%	5	6%	17	6%
2 - Disagree			1	1%	1	1%	2	1%
1 - Strongly Disagree	2	2%	3	3%	1	1%	6	2%
Total	121	100%	88	100%	84	100%	293	100%

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

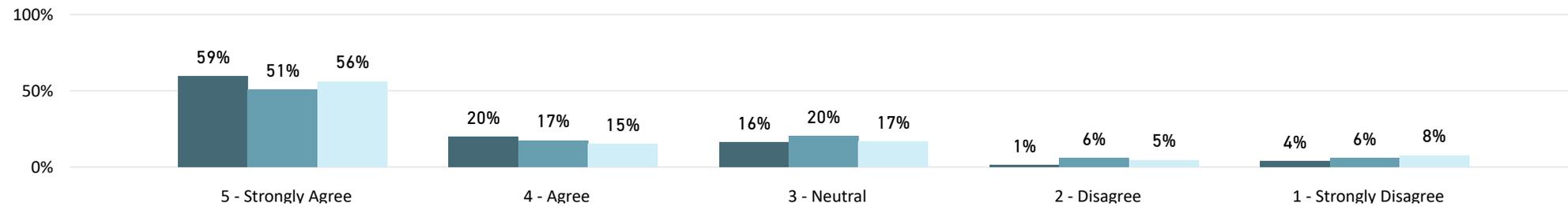


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	63	59%	35	51%	37	56%	135	56%
4 - Agree	21	20%	12	17%	10	15%	43	18%
3 - Neutral	17	16%	14	20%	11	17%	42	17%
2 - Disagree	1	1%	4	6%	3	5%	8	3%
1 - Strongly Disagree	4	4%	4	6%	5	8%	13	5%
Total	106	100%	69	100%	66	100%	241	100%

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

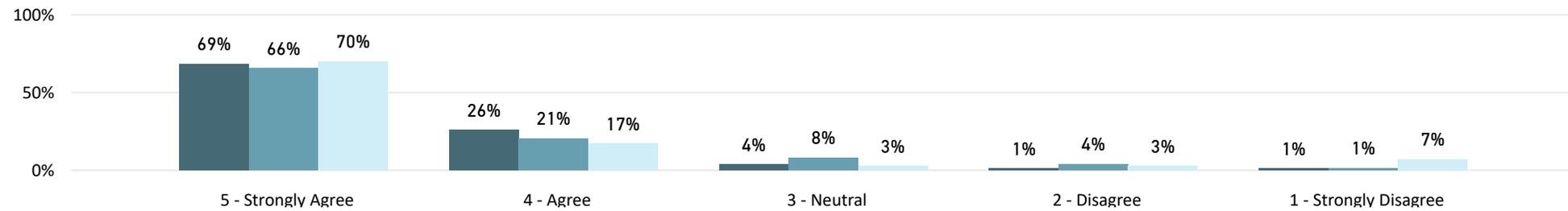


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	74	69%	48	66%	49	70%	171	68%
4 - Agree	28	26%	15	21%	12	17%	55	22%
3 - Neutral	4	4%	6	8%	2	3%	12	5%
2 - Disagree	1	1%	3	4%	2	3%	6	2%
1 - Strongly Disagree	1	1%	1	1%	5	7%	7	3%
Total	108	100%	73	100%	70	100%	251	100%

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

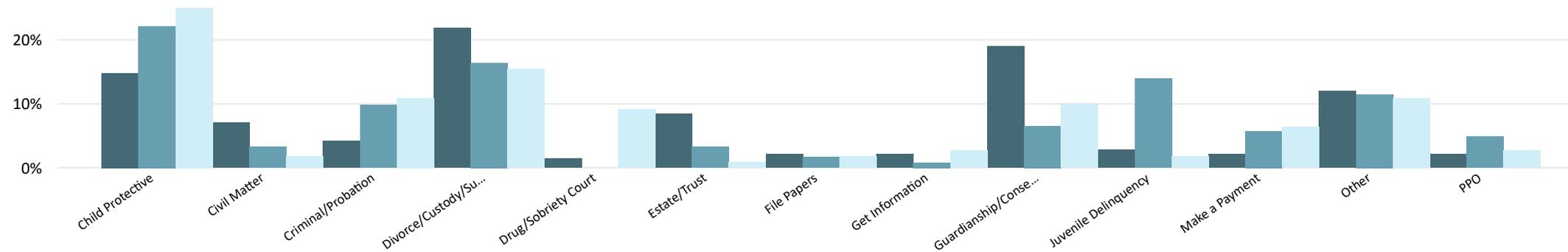
All



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	21	15%	27	22%	28	25%	76	20%
Civil Matter	10	7%	4	3%	2	2%	16	4%
Criminal/Probation	6	4%	12	10%	12	11%	30	8%
Divorce/Custody/Support	31	22%	20	16%	17	15%	68	18%
Drug/Sobriety Court	2	1%			10	9%	12	3%
Estate/Trust	12	8%	4	3%	1	1%	17	5%
File Papers	3	2%	2	2%	2	2%	7	2%
Get Information	3	2%	1	1%	3	3%	7	2%
Guardianship/Conservatorship	27	19%	8	7%	11	10%	46	12%
Juvenile Delinquency	4	3%	17	14%	2	2%	23	6%
Make a Payment	3	2%	7	6%	7	6%	17	5%
Other	17	12%	14	11%	12	11%	43	11%
PPO	3	2%	6	5%	3	3%	12	3%
Total	142	100%	122	100%	110	100%	374	100%

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Type of Case

All

Gender

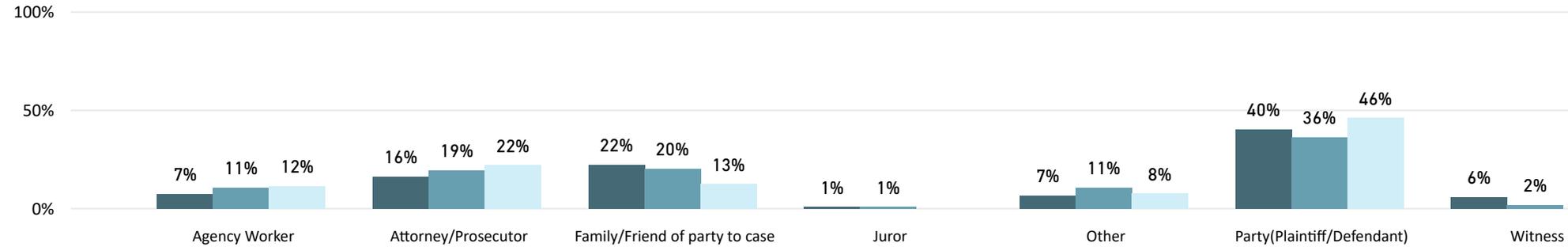
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

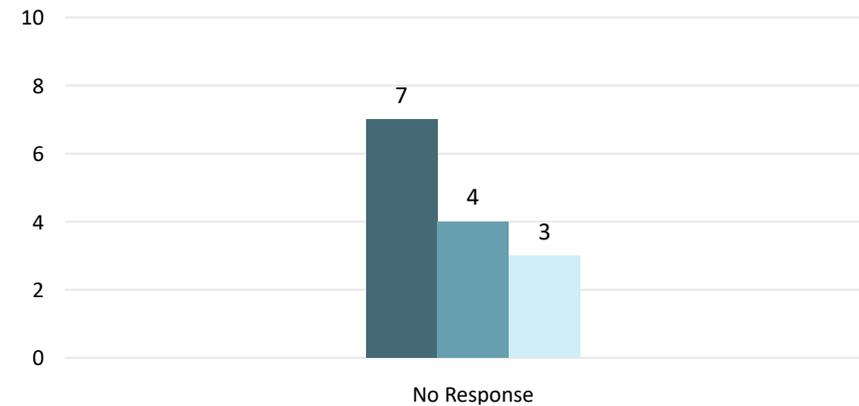


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	10	7%	12	11%	12	12%	34	10%
Attorney/Prosecutor	22	16%	22	19%	23	22%	67	19%
Family/Friend of party to case	30	22%	23	20%	13	13%	66	19%
Juror	1	1%	1	1%			2	1%
Other	9	7%	12	11%	8	8%	29	8%
Party(Plaintiff/Defendant)	54	40%	41	36%	48	46%	143	41%
Witness	8	6%	2	2%			10	3%
Total	134	100%	113	100%	104	100%	351	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

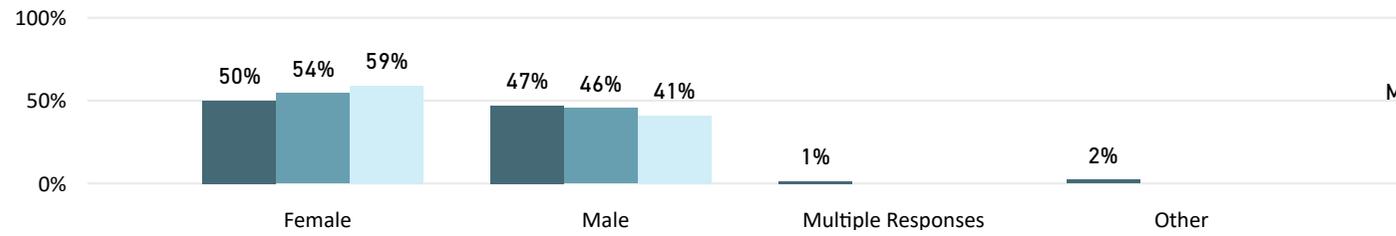




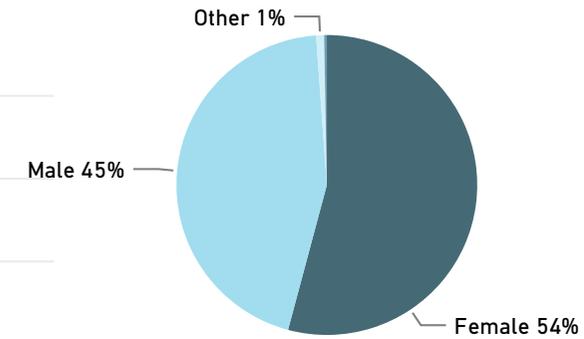
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

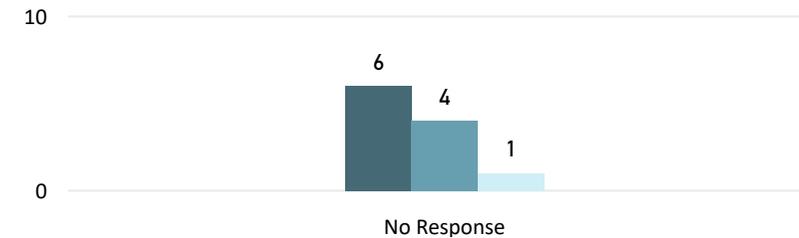


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	66	50%	61	54%	62	59%	189	54%
Male	62	47%	51	46%	43	41%	156	45%
Multiple Responses	1	1%					1	0%
Other	3	2%					3	1%
Total	132	100%	112	100%	105	100%	349	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MONTCALM

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

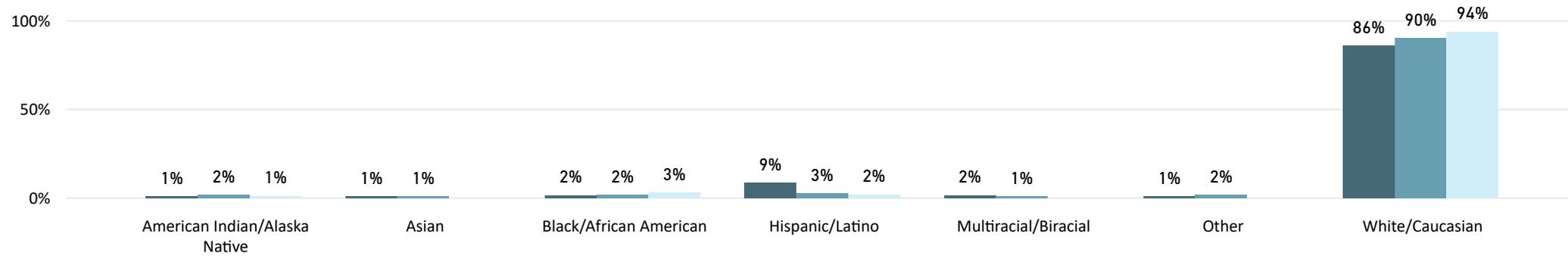
All

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%	2	2%	1	1%	4	1%
Asian	1	1%	1	1%			2	1%
Black/African American	2	2%	2	2%	3	3%	7	2%
Hispanic/Latino	11	9%	3	3%	2	2%	16	5%
Multiracial/Biracial	2	2%	1	1%			3	1%
Other	1	1%	2	2%			3	1%
White/Caucasian	111	86%	102	90%	93	94%	306	90%
Total	129	100%	113	100%	99	100%	341	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

