

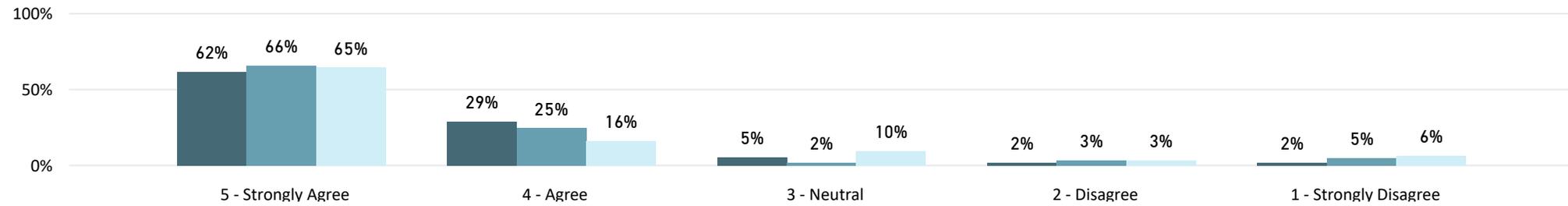


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	34	62%	40	66%	20	65%	94	64%
4 - Agree	16	29%	15	25%	5	16%	36	24%
3 - Neutral	3	5%	1	2%	3	10%	7	5%
2 - Disagree	1	2%	2	3%	1	3%	4	3%
1 - Strongly Disagree	1	2%	3	5%	2	6%	6	4%
Total	55	100%	61	100%	31	100%	147	100%

County

MONTCALM

Court

D64B MONTCALM

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

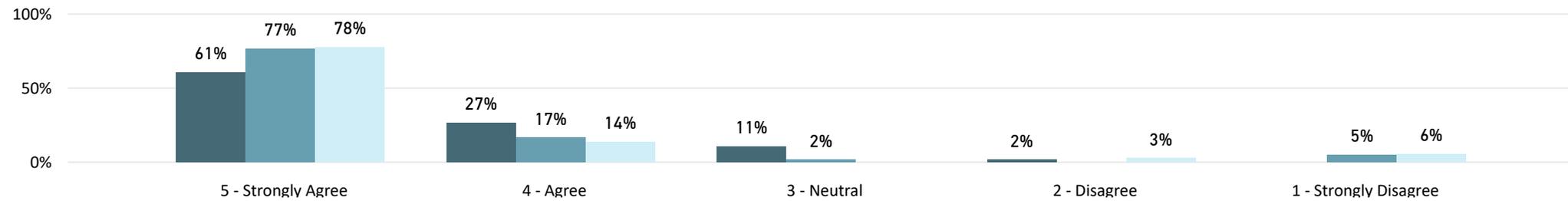


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	34	61%	46	77%	28	78%	108	71%
4 - Agree	15	27%	10	17%	5	14%	30	20%
3 - Neutral	6	11%	1	2%	0	0%	7	5%
2 - Disagree	1	2%	0	0%	1	3%	2	1%
1 - Strongly Disagree	0	0%	3	5%	2	6%	5	3%
Total	56	100%	60	100%	36	100%	152	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

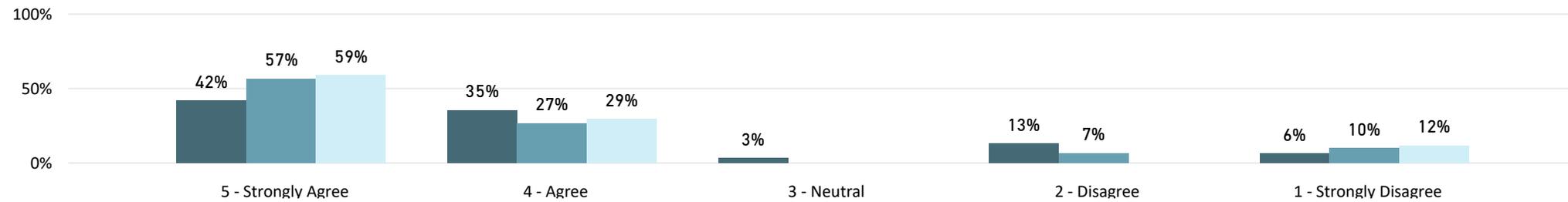


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
Fair	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	13	42%	17	57%	10	59%	40	51%
4 - Agree	11	35%	8	27%	5	29%	24	31%
3 - Neutral	1	3%					1	1%
2 - Disagree	4	13%	2	7%			6	8%
1 - Strongly Disagree	2	6%	3	10%	2	12%	7	9%
Total	31	100%	30	100%	17	100%	78	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

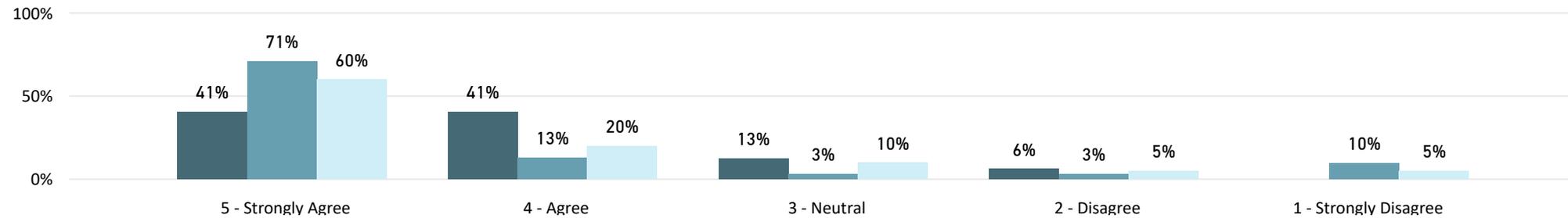


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	13	41%	22	71%	12	60%	47	57%
4 - Agree	13	41%	4	13%	4	20%	21	25%
3 - Neutral	4	13%	1	3%	2	10%	7	8%
2 - Disagree	2	6%	1	3%	1	5%	4	5%
1 - Strongly Disagree	0	0%	3	10%	1	5%	4	5%
Total	32	100%	31	100%	20	100%	83	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

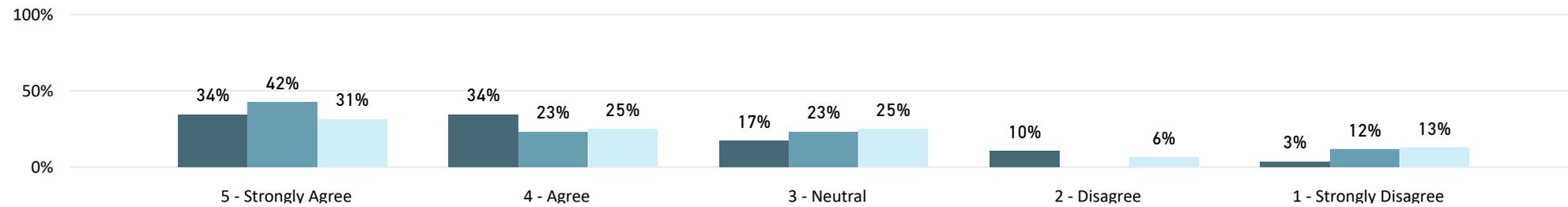


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	10	34%	11	42%	5	31%	26	37%
4 - Agree	10	34%	6	23%	4	25%	20	28%
3 - Neutral	5	17%	6	23%	4	25%	15	21%
2 - Disagree	3	10%	0	0%	1	6%	4	6%
1 - Strongly Disagree	1	3%	3	12%	2	13%	6	8%
Total	29	100%	26	100%	16	100%	71	100%

County

MONTCALM

Court

D64B MONTCALM

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

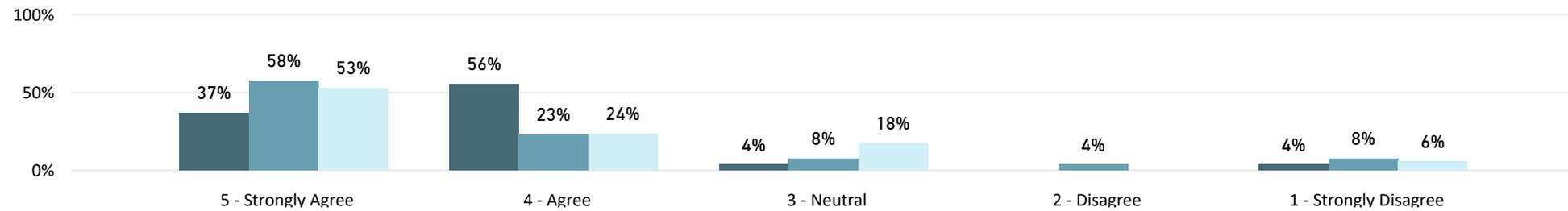


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	10	37%	15	58%	9	53%	34	49%
4 - Agree	15	56%	6	23%	4	24%	25	36%
3 - Neutral	1	4%	2	8%	3	18%	6	9%
2 - Disagree			1	4%			1	1%
1 - Strongly Disagree	1	4%	2	8%	1	6%	4	6%
Total	27	100%	26	100%	17	100%	70	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

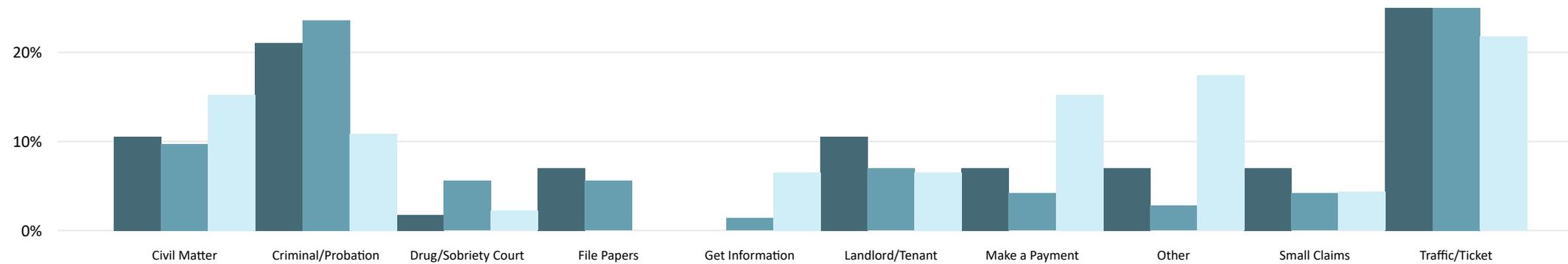
Race/Ethnicity



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	6	11%	7	10%	7	15%	20	11%
Criminal/Probation	12	21%	17	24%	5	11%	34	19%
Drug/Sobriety Court	1	2%	4	6%	1	2%	6	3%
File Papers	4	7%	4	6%	0	0%	8	5%
Get Information	0	0%	1	1%	3	7%	4	2%
Landlord/Tenant	6	11%	5	7%	3	7%	14	8%
Make a Payment	4	7%	3	4%	7	15%	14	8%
Other	4	7%	2	3%	8	17%	14	8%
Small Claims	4	7%	3	4%	2	4%	9	5%
Traffic/Ticket	16	28%	26	36%	10	22%	52	30%
Total	57	100%	72	100%	46	100%	175	100%

County

MONTCALM

Court

D64B MONTCALM

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

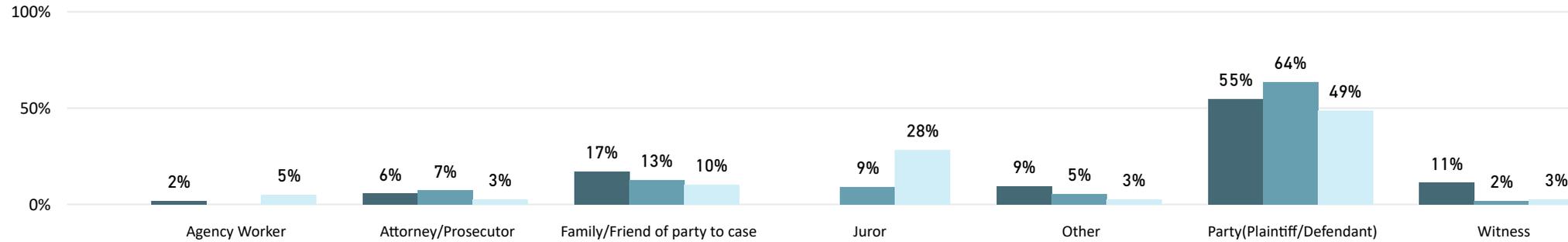
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

MONTCALM

Court

D64B MONTCALM

Subset

All

Survey Year

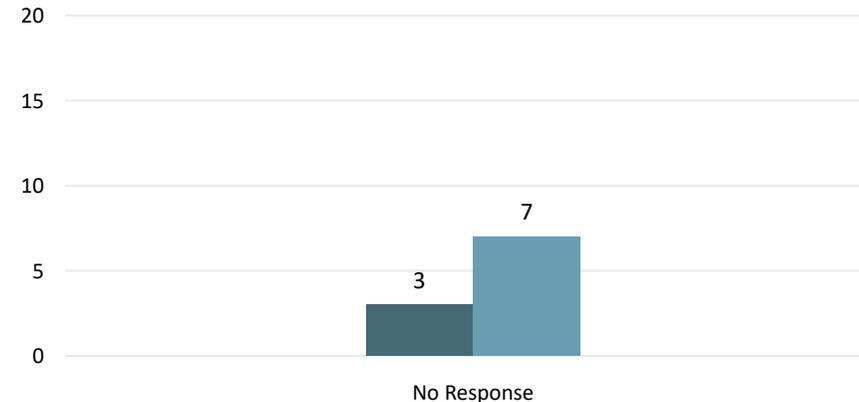
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	1	2%			2	5%	3	2%
Attorney/Prosecutor	3	6%	4	7%	1	3%	8	5%
Family/Friend of party to case	9	17%	7	13%	4	10%	20	14%
Juror			5	9%	11	28%	16	11%
Other	5	9%	3	5%	1	3%	9	6%
Party(Plaintiff/Defendant)	29	55%	35	64%	19	49%	83	56%
Witness	6	11%	1	2%	1	3%	8	5%
Total	53	100%	55	100%	39	100%	147	100%

8. No Response

SurveyYear ● 2015 ● 2016



Type of Case

All

Gender

All

Race/Ethnicity

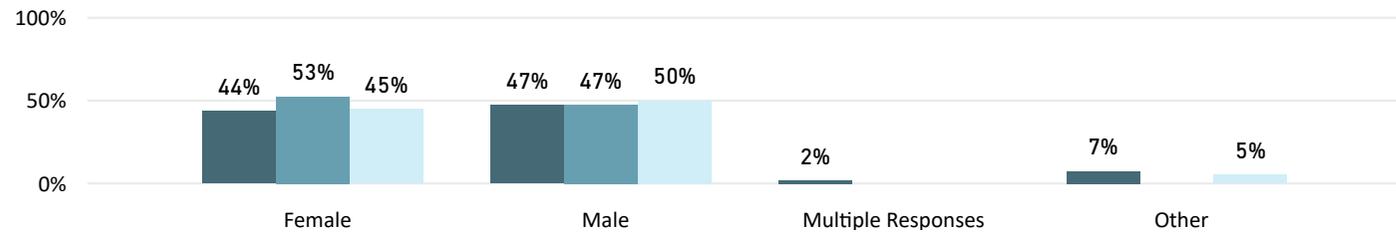
All



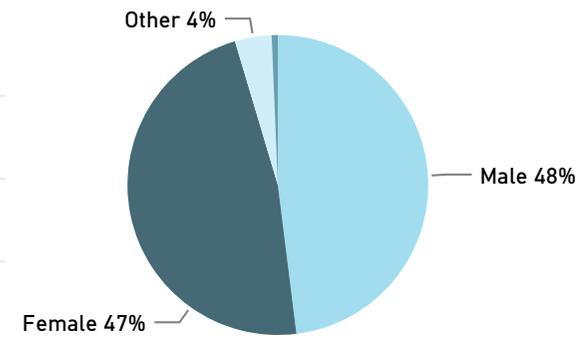
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

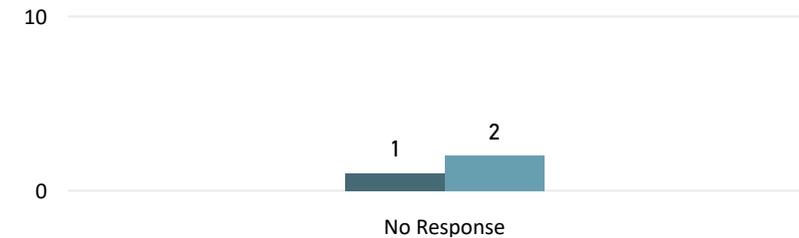


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	24	44%	31	53%	17	45%	72	47%
Male	26	47%	28	47%	19	50%	73	48%
Multiple Responses	1	2%					1	1%
Other	4	7%			2	5%	6	4%
Total	55	100%	59	100%	38	100%	152	100%

9. No Responses

Gender Type: ● 2015 ● 2016



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MONTCALM

Court

D64B MONTCALM

Subset

All

Survey Year

All

Role

All

Type of Case

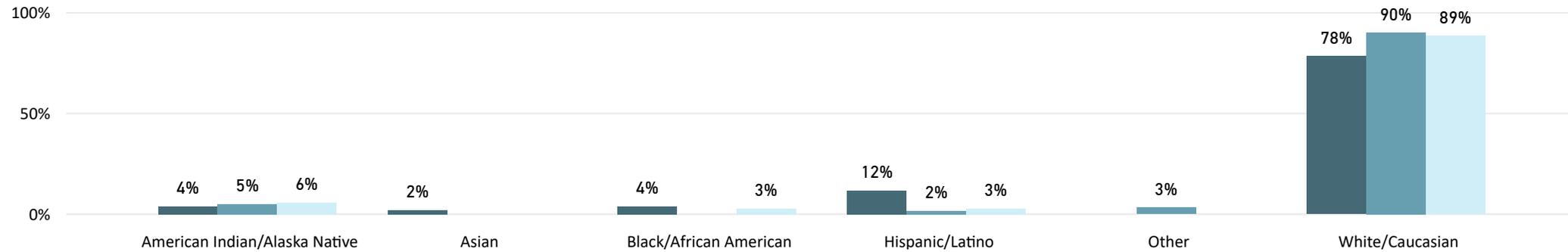
All

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	2	4%	3	5%	2	6%	7	5%
Asian	1	2%					1	1%
Black/African American	2	4%			1	3%	3	2%
Hispanic/Latino	6	12%	1	2%	1	3%	8	5%
Other			2	3%			2	1%
White/Caucasian	40	78%	55	90%	31	89%	126	86%
Total	51	100%	61	100%	35	100%	147	100%

10. No Responses.

SurveyYear ● 2015

