

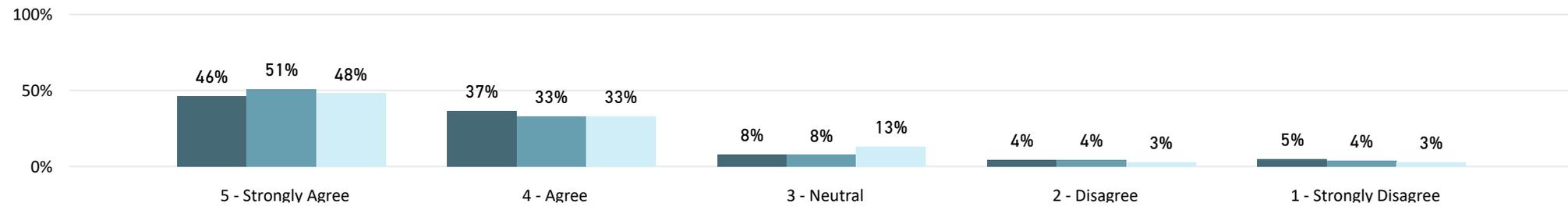


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	86	46%	93	51%	117	48%	296	48%
4 - Agree	68	37%	60	33%	80	33%	208	34%
3 - Neutral	15	8%	14	8%	32	13%	61	10%
2 - Disagree	8	4%	8	4%	7	3%	23	4%
1 - Strongly Disagree	9	5%	7	4%	7	3%	23	4%
Total	186	100%	182	100%	243	100%	611	100%

County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

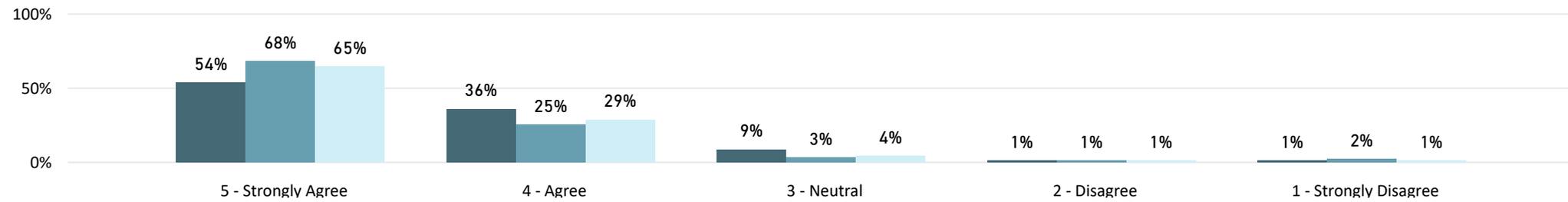


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	100	54%	126	68%	162	65%	388	62%
4 - Agree	67	36%	47	25%	72	29%	186	30%
3 - Neutral	16	9%	6	3%	11	4%	33	5%
2 - Disagree	1	1%	2	1%	3	1%	6	1%
1 - Strongly Disagree	2	1%	4	2%	3	1%	9	1%
Total	186	100%	185	100%	251	100%	622	100%

County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

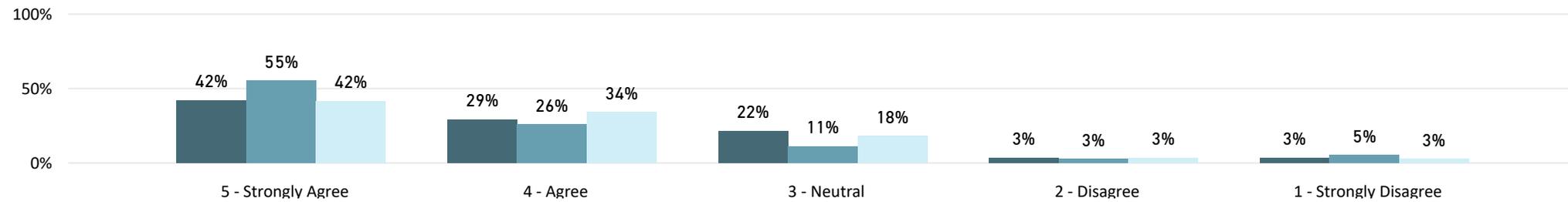


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	49	42%	64	55%	60	42%	173	46%
4 - Agree	34	29%	30	26%	49	34%	113	30%
3 - Neutral	25	22%	13	11%	26	18%	64	17%
2 - Disagree	4	3%	3	3%	5	3%	12	3%
1 - Strongly Disagree	4	3%	6	5%	4	3%	14	4%
Total	116	100%	116	100%	144	100%	376	100%

County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

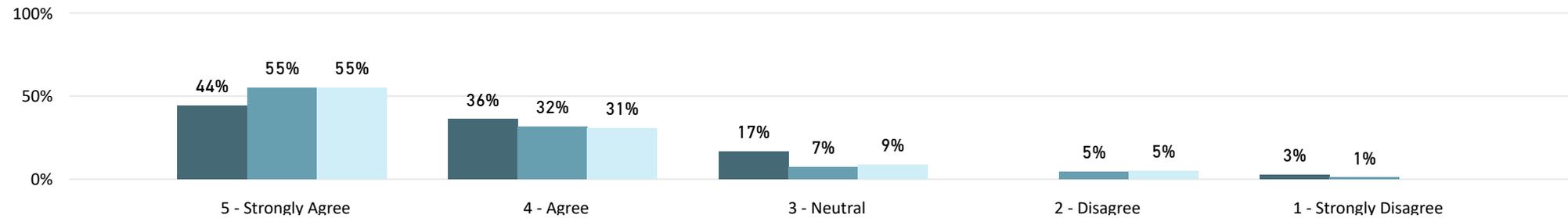


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	48	44%	59	55%	75	55%	182	52%
4 - Agree	39	36%	34	32%	42	31%	115	33%
3 - Neutral	18	17%	8	7%	12	9%	38	11%
2 - Disagree			5	5%	7	5%	12	3%
1 - Strongly Disagree	3	3%	1	1%			4	1%
Total	108	100%	107	100%	136	100%	351	100%

County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

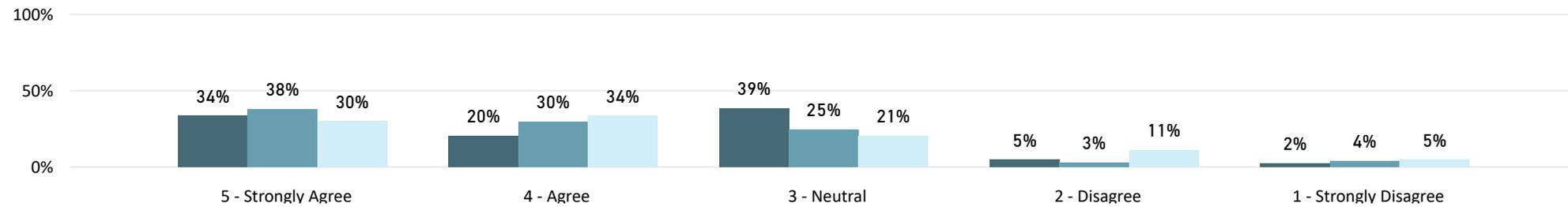


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	28	34%	37	38%	32	30%	97	34%
4 - Agree	17	20%	29	30%	36	34%	82	29%
3 - Neutral	32	39%	24	25%	22	21%	78	27%
2 - Disagree	4	5%	3	3%	12	11%	19	7%
1 - Strongly Disagree	2	2%	4	4%	5	5%	11	4%
Total	83	100%	97	100%	107	100%	287	100%

County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

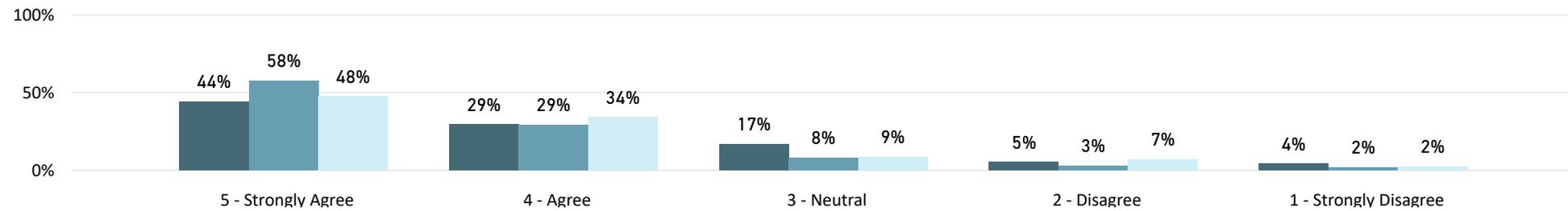


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	42	44%	57	58%	60	48%	159	50%
4 - Agree	28	29%	29	29%	43	34%	100	31%
3 - Neutral	16	17%	8	8%	11	9%	35	11%
2 - Disagree	5	5%	3	3%	9	7%	17	5%
1 - Strongly Disagree	4	4%	2	2%	3	2%	9	3%
Total	95	100%	99	100%	126	100%	320	100%

County

MUSKEGON

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	32	16%	26	13%	29	11%	87	13%
Civil Matter	8	4%	7	3%	11	4%	26	4%
Criminal/Probation	23	11%	14	7%	36	13%	73	11%
Divorce/Custody/Support	43	21%	58	28%	62	23%	163	24%
Drug/Sobriety Court	5	2%	1	0%	5	2%	11	2%
Estate/Trust	5	2%	5	2%	3	1%	13	2%
File Papers	12	6%	8	4%	18	7%	38	6%
Get Information	15	7%	12	6%	17	6%	44	6%
Guardianship/Conservatorship	9	4%	12	6%	11	4%	32	5%
Juvenile Delinquency	8	4%	6	3%	9	3%	23	3%
Make a Payment	5	2%	7	3%	11	4%	23	3%
Other	28	14%	34	16%	50	18%	112	16%
PPO	8	4%	17	8%	9	3%	34	5%
Total	201	100%	207	100%	271	100%	679	100%

County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

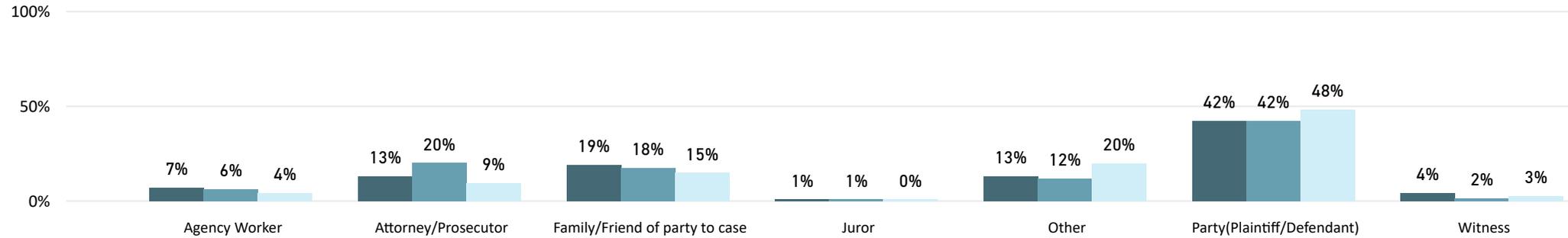
All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018



County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

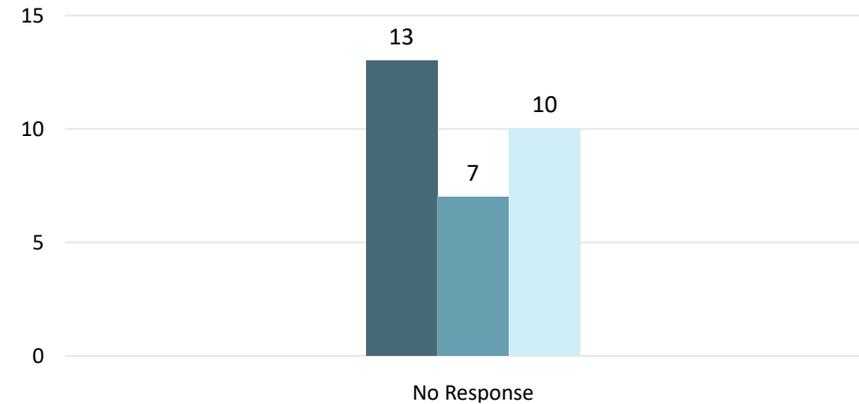
All

8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	13	7%	12	6%	11	4%	36	6%
Attorney/Prosecutor	24	13%	39	20%	24	9%	87	14%
Family/Friend of party to case	35	19%	34	18%	38	15%	107	17%
Juror	1	1%	1	1%	1	0%	3	0%
Other	24	13%	23	12%	51	20%	98	16%
Party(Plaintiff/Defendant)	77	42%	82	42%	124	48%	283	45%
Witness	8	4%	3	2%	7	3%	18	3%
Total	182	100%	194	100%	256	100%	632	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018



Type of Case

All

Gender

All

Race/Ethnicity

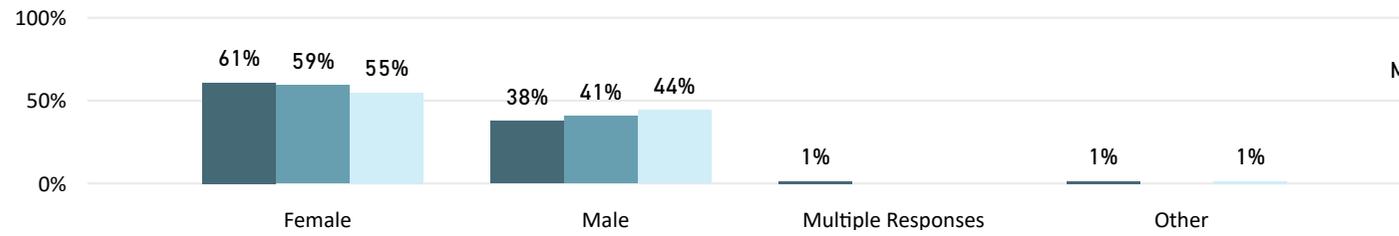
All



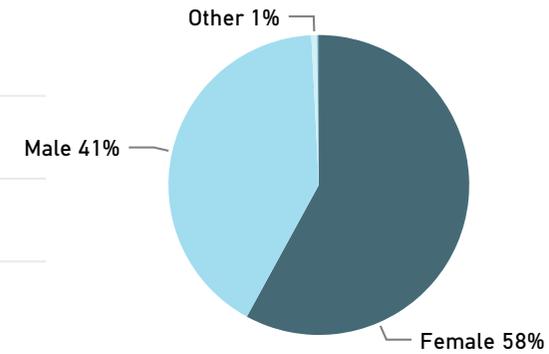
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

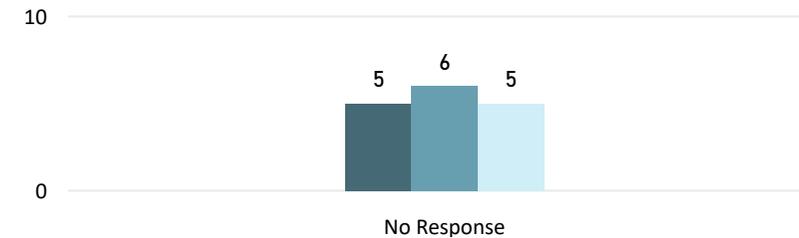


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	113	61%	110	59%	138	55%	361	58%
Male	70	38%	75	41%	112	44%	257	41%
Multiple Responses	1	1%					1	0%
Other	2	1%			2	1%	4	1%
Total	186	100%	185	100%	252	100%	623	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MUSKEGON

Court

(Multiple Selections)

Subset

All

Survey Year

All

Role

All

Type of Case

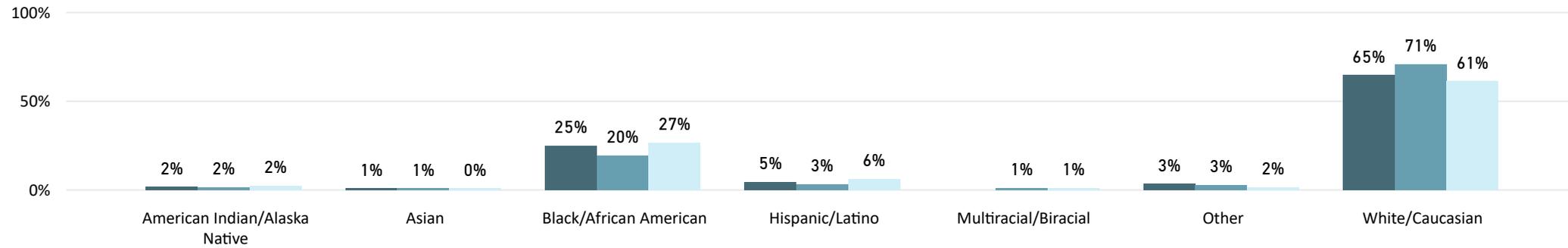
All

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	3	2%	3	2%	6	2%	12	2%
Asian	1	1%	1	1%	1	0%	3	1%
Black/African American	43	25%	35	20%	65	27%	143	24%
Hispanic/Latino	8	5%	6	3%	15	6%	29	5%
Multiracial/Biracial			2	1%	3	1%	5	1%
Other	6	3%	5	3%	4	2%	15	3%
White/Caucasian	112	65%	127	71%	149	61%	388	65%
Total	173	100%	179	100%	243	100%	595	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

