

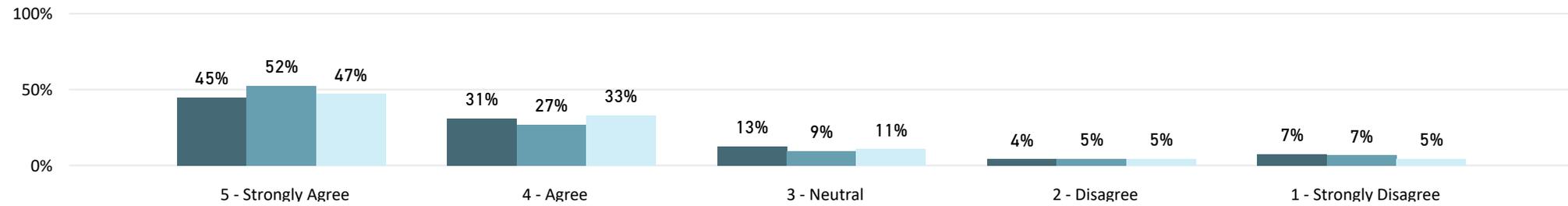


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	141	45%	172	52%	114	47%	427	48%
4 - Agree	97	31%	89	27%	80	33%	266	30%
3 - Neutral	40	13%	31	9%	26	11%	97	11%
2 - Disagree	13	4%	15	5%	11	5%	39	4%
1 - Strongly Disagree	23	7%	22	7%	11	5%	56	6%
Total	314	100%	329	100%	242	100%	885	100%

County

MUSKEGON

Court

D60 MUSKEGON

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

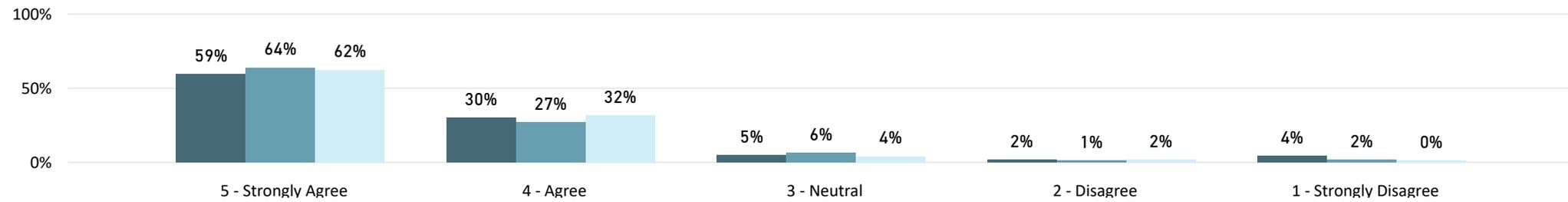


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
5 - Strongly Agree	185	59%	213	64%	152	62%	550	62%
4 - Agree	93	30%	90	27%	77	32%	260	29%
3 - Neutral	15	5%	21	6%	10	4%	46	5%
2 - Disagree	5	2%	4	1%	4	2%	13	1%
1 - Strongly Disagree	13	4%	6	2%	1	0%	20	2%
Total	311	100%	334	100%	244	100%	889	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

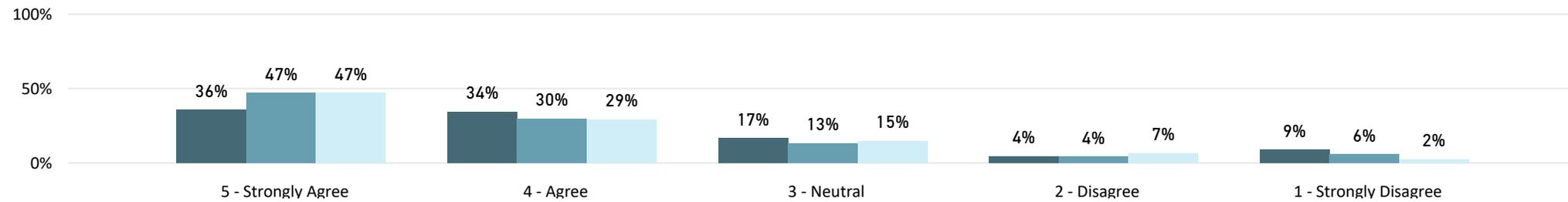


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	73	36%	99	47%	79	47%	251	43%
4 - Agree	70	34%	63	30%	49	29%	182	31%
3 - Neutral	34	17%	28	13%	25	15%	87	15%
2 - Disagree	9	4%	9	4%	11	7%	29	5%
1 - Strongly Disagree	18	9%	12	6%	4	2%	34	6%
Total	204	100%	211	100%	168	100%	583	100%

County

MUSKEGON

Court

D60 MUSKEGON

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

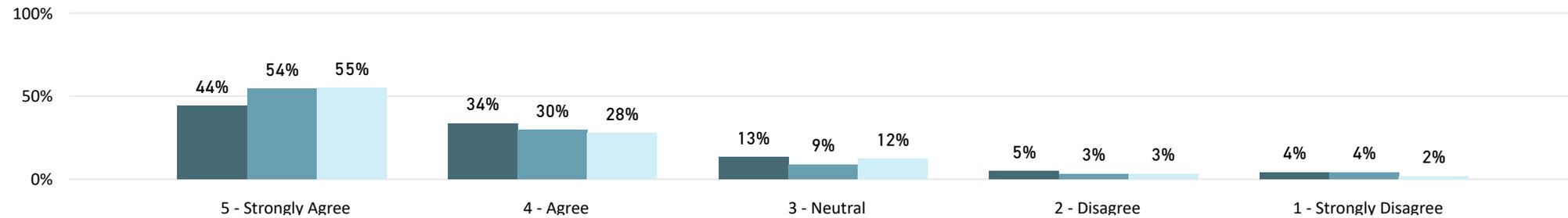


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	84	44%	119	54%	89	55%	292	51%
4 - Agree	64	34%	65	30%	45	28%	174	30%
3 - Neutral	25	13%	19	9%	20	12%	64	11%
2 - Disagree	9	5%	7	3%	5	3%	21	4%
1 - Strongly Disagree	8	4%	9	4%	3	2%	20	4%
Total	190	100%	219	100%	162	100%	571	100%

County

MUSKEGON

Court

D60 MUSKEGON

Subset

All

Survey Year

All

Role

All

Type of Case

All

Gender

All

Race/Ethnicity

All

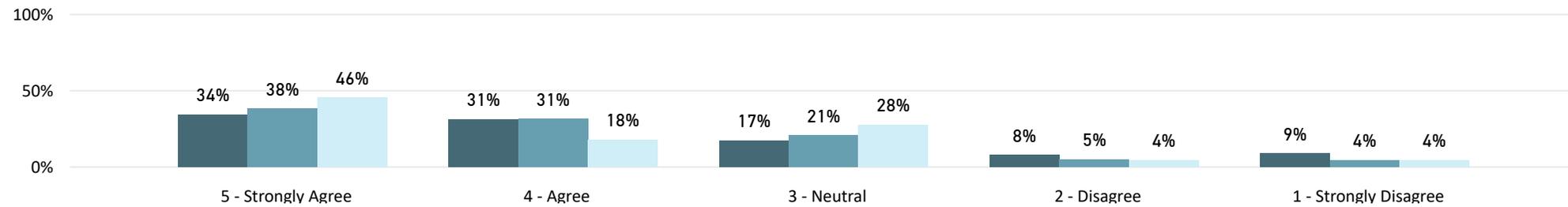


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	57	34%	68	38%	61	46%	186	39%
4 - Agree	52	31%	56	31%	24	18%	132	28%
3 - Neutral	29	17%	37	21%	37	28%	103	22%
2 - Disagree	13	8%	9	5%	6	4%	28	6%
1 - Strongly Disagree	15	9%	8	4%	6	4%	29	6%
Total	166	100%	178	100%	134	100%	478	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

Race/Ethnicity

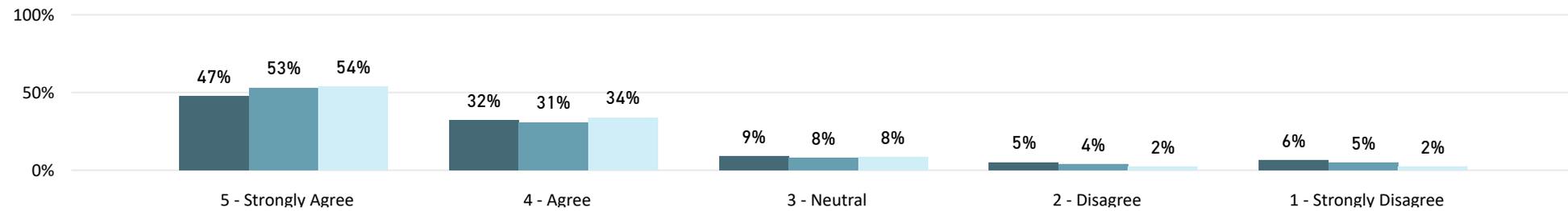


MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

*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	84	47%	101	53%	78	54%	263	51%
4 - Agree	57	32%	59	31%	49	34%	165	32%
3 - Neutral	16	9%	15	8%	12	8%	43	8%
2 - Disagree	9	5%	7	4%	3	2%	19	4%
1 - Strongly Disagree	11	6%	9	5%	3	2%	23	4%
Total	177	100%	191	100%	145	100%	513	100%

County

Court

Subset

Survey Year

Role

Type of Case

Gender

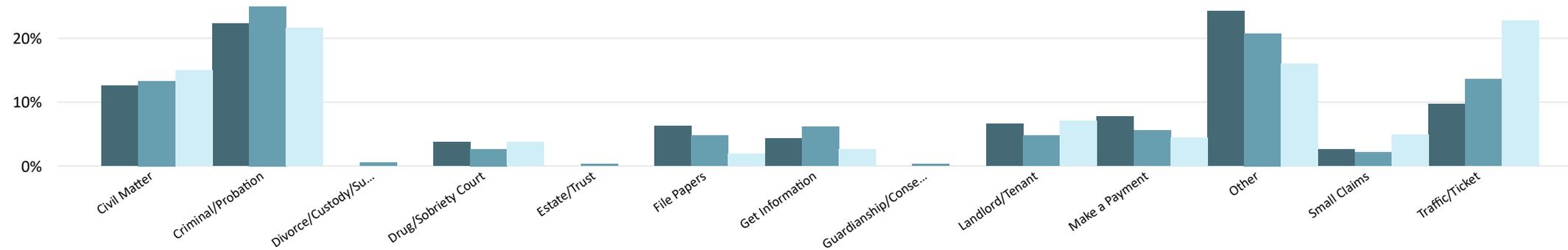
Race/Ethnicity



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	44	13%	50	13%	40	15%	134	13%
Criminal/Probation	78	22%	95	25%	58	22%	231	23%
Divorce/Custody/Support			2	1%			2	0%
Drug/Sobriety Court	13	4%	10	3%	10	4%	33	3%
Estate/Trust			1	0%			1	0%
File Papers	22	6%	18	5%	5	2%	45	5%
Get Information	15	4%	23	6%	7	3%	45	5%
Guardianship/Conservatorship			1	0%			1	0%
Landlord/Tenant	23	7%	18	5%	19	7%	60	6%
Make a Payment	27	8%	21	6%	12	4%	60	6%
Other	85	24%	78	21%	43	16%	206	21%
Small Claims	9	3%	8	2%	13	5%	30	3%
Traffic/Ticket	34	10%	51	14%	61	23%	146	15%
Total	350	100%	376	100%	268	100%	994	100%

County

MUSKEGON

Court

D60 MUSKEGON

Subset

All

Survey Year

All

Role

All

Gender

All

Race/Ethnicity

All



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MUSKEGON

Court

D60 MUSKEGON

Subset

All

Survey Year

All

Type of Case

All

Gender

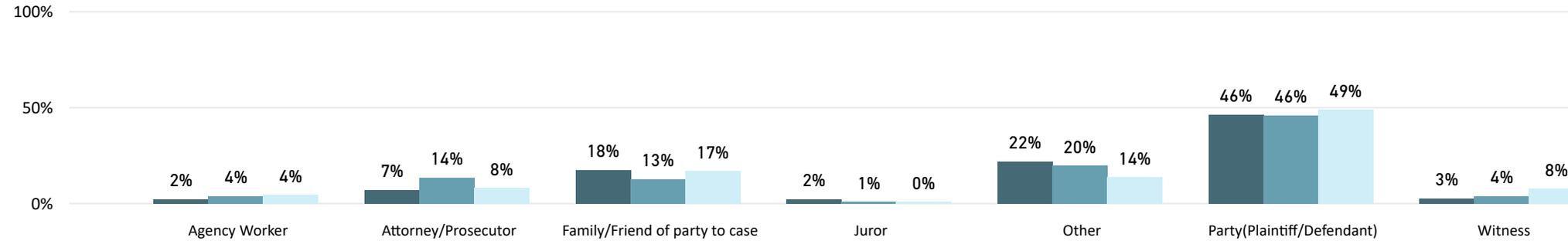
All

Race/Ethnicity

All

8. Who are you (All that apply)?

SurveyYear ● 2015 ● 2016 ● 2018

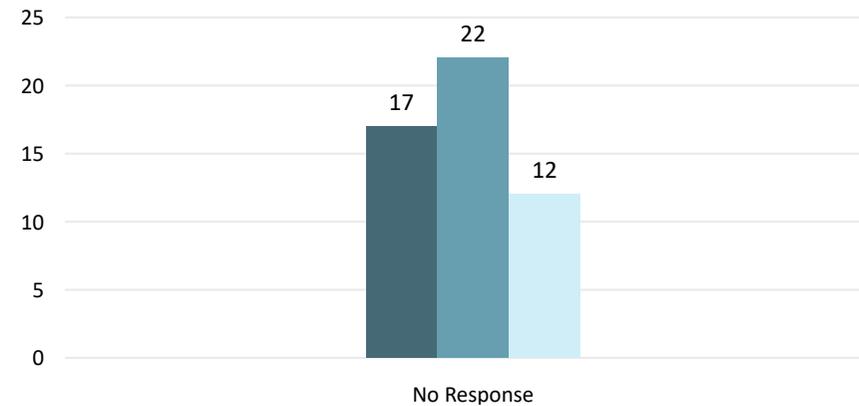


8. Who are you (All that apply)?

SurveyYear WhoRole	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Agency Worker	7	2%	13	4%	11	4%	31	3%
Attorney/Prosecutor	23	7%	46	14%	20	8%	89	10%
Family/Friend of party to case	57	18%	43	13%	42	17%	142	16%
Juror	7	2%	2	1%	1	0%	10	1%
Other	71	22%	67	20%	34	14%	172	19%
Party(Plaintiff/Defendant)	151	46%	156	46%	122	49%	429	47%
Witness	9	3%	13	4%	19	8%	41	4%
Total	325	100%	340	100%	249	100%	914	100%

8. No Response

SurveyYear ● 2015 ● 2016 ● 2018

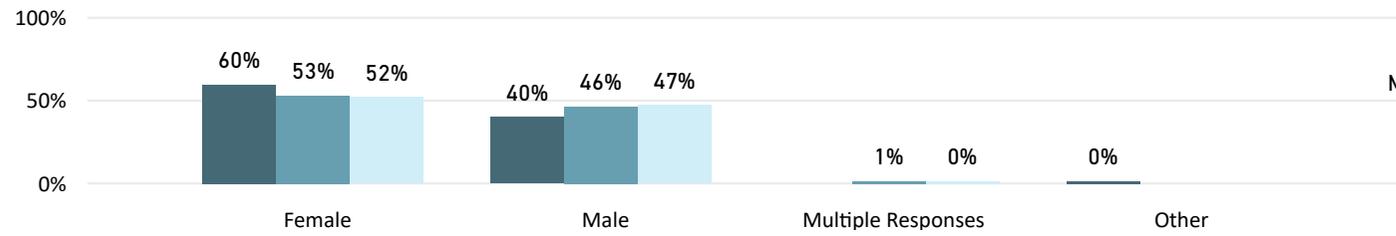




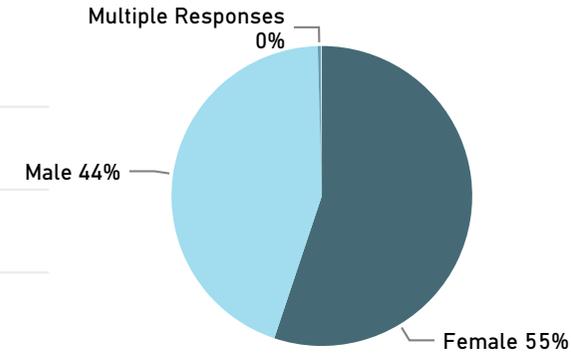
MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

9. What is your gender?

Gender Type: ● 2015 ● 2016 ● 2018



9. What is your gender?

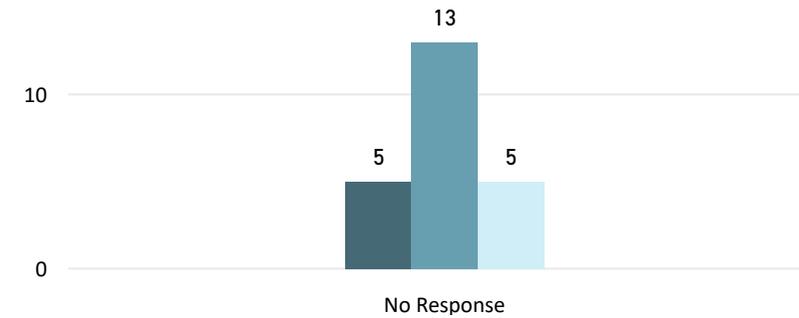


9. What is your gender?

SurveyYear	2015		2016		2018		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Female	196	60%	180	53%	130	52%	506	55%
Male	132	40%	158	46%	118	47%	408	44%
Multiple Responses			2	1%	1	0%	3	0%
Other	1	0%					1	0%
Total	329	100%	340	100%	249	100%	918	100%

9. No Responses

Gender Type: ● 2015 ● 2016 ● 2018



County

Court

Subset

Survey Year

Role

Type of Case

Race/Ethnicity



MICHIGAN SUPREME COURT - PUBLIC SATISFACTION SURVEY

County

MUSKEGON

Court

D60 MUSKEGON

Subset

All

Survey Year

All

Role

All

Type of Case

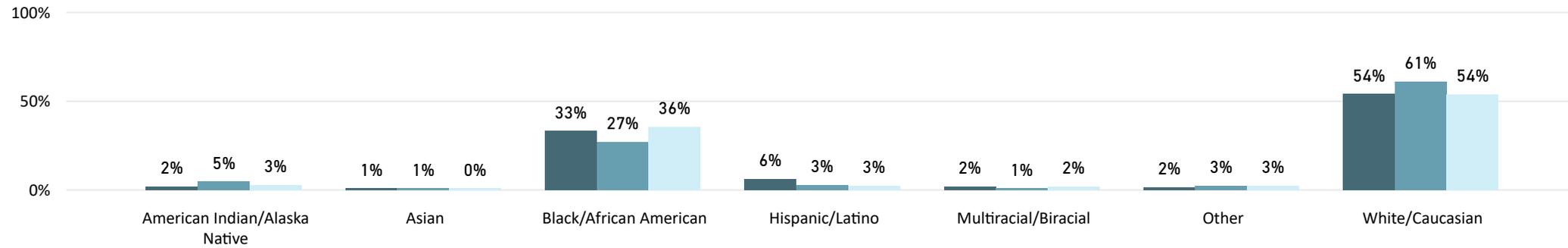
All

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	6	2%	15	5%	7	3%	28	3%
Asian	3	1%	3	1%	1	0%	7	1%
Black/African American	105	33%	86	27%	85	36%	276	32%
Hispanic/Latino	20	6%	9	3%	6	3%	35	4%
Multiracial/Biracial	6	2%	3	1%	5	2%	14	2%
Other	5	2%	8	3%	6	3%	19	2%
White/Caucasian	171	54%	195	61%	129	54%	495	57%
Total	316	100%	319	100%	239	100%	874	100%

10. No Responses.

SurveyYear ● 2015 ● 2016 ● 2018

