

Gratiot



Average Response Times (min)

	Area A			Area B				Area A	Area B
	Compliant < 11 min	Late >= 11 min	Total	Compliant < 15 min	Late >= 15 min	Total			
April 2025	8 100.00%	0 0.00%	8 100.00%	32 88.89%	4 11.11%	36 100.00%	4/2025	6.16	10.08
May 2025	10 76.92%	3 23.08%	13 100.00%	23 74.19%	8 25.81%	31 100.00%	5/2025	9.64	11.44
June 2025	13 76.47%	4 23.53%	17 100.00%	30 81.08%	7 18.92%	37 100.00%	6/2025	8.17	10.29
July 2025	14 93.33%	1 6.67%	15 100.00%	21 63.64%	12 36.36%	33 100.00%	7/2025	7.30	11.52
August 2025	10 100.00%	0 0.00%	10 100.00%	18 62.07%	11 37.93%	29 100.00%	8/2025	6.57	14.21
September 2025	16 100.00%	0 0.00%	16 100.00%	13 81.25%	3 18.75%	16 100.00%	9/2025	4.42	10.73
October 2025	4 80.00%	1 20.00%	5 100.00%	8 72.73%	3 27.27%	11 100.00%	10/2025	8.76	12.01
November 2025	6 100.00%	0 0.00%	6 100.00%	6 75.00%	2 25.00%	8 100.00%	11/2025	4.27	12.73
December 2025	6 75.00%	2 25.00%	8 100.00%	6 60.00%	4 40.00%	10 100.00%	12/2025	7.80	13.02
January 2026	4 80.00%	1 20.00%	5 100.00%	8 72.73%	3 27.27%	11 100.00%	1/2026	8.06	11.32
February 2026	4 80.00%	1 20.00%	5 100.00%	9 75.00%	3 25.00%	12 100.00%	2/2026	6.77	12.46
March 2026	5 71.43%	2 28.57%	7 100.00%	9 69.23%	4 30.77%	13 100.00%	3/2026	7.02	10.47
Total	100 86.96%	15 13.04%	115 100.00%	183 74.09%	64 25.91%	247 100.00%			

Patent Satisfaction Surveys FY 26

Percentages by Area

Service Area	Jul '25	Aug '25	Sep '25	Oct '25	Nov'25	Dec '25	Jan '26	Feb'26	Mar '26	Apr'26	May '26	Jun '26	FY 26 Avg Per Survey	FY 25 Avg Per Survey
MMR	93.29	91.07	92.03	93.92	91.27	93.71	92.99	93.20					92.65	92.46
Antrim	96.02	99.73	93.80	92.74	99.40	94.81	97.22	99.62					96.73	94.98
Arenac	94.89	94.22	92.82	92.37	89.79	94.91	92.75	94.99					93.32	92.19
Northwest	94.30	92.20	92.33	94.41	91.32	93.90	93.20	93.22					93.04	92.25
Crawford	96.96	89.76	93.92	97.04	91.30	95.02	91.77	94.96					93.65	93.74
Saginaw/Bay	87.38	90.14	89.94	92.39	95.26	92.92	94.43	89.67					91.41	92.09
Genesee	90.95	88.25	92.20	94.74	91.32	91.37	92.09	91.69					91.73	91.16
Tuscola	92.83	90.80	91.23	92.55	85.74	94.16	93.78	94.55					92.23	93.18
West	93.21	92.75	93.07	95.02	91.54	92.80	90.64	93.13					92.77	92.68
Lansing	91.86	86.25	92.62	93.73	92.67	94.09	94.59	94.65					92.84	93.16
Medcom	93.37	91.79	92.23	92.98	91.74	94.89	93.43	92.77					92.85	92.57
Billing	88.57	87.68	88.41	90.76	85.96	89.83	88.24	89.80					88.65	89.29
Total Surveys	418	384	957	342	267	318	721	492						

Organizational Goal FY 2026

Exceeds >92.0

Meets 91.0-92.0

Does Not Meet <91.0