



MICHIGAN COURTS

One Court of Justice

**Michigan Trial Court
Public Satisfaction
Survey Results**

March 2015

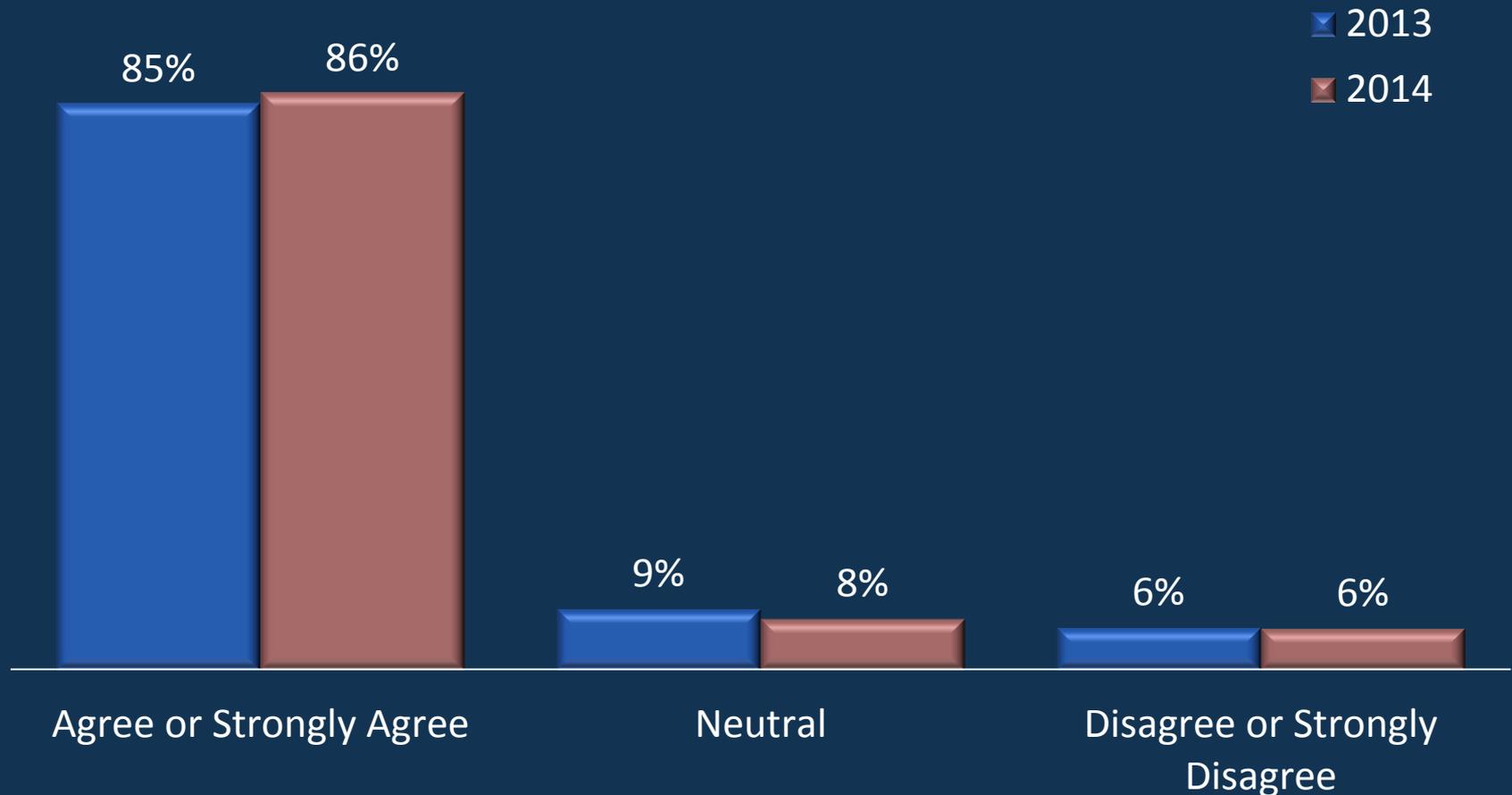
The Public is Satisfied

Court users continue to be highly satisfied with their experience in Michigan's trial courts.

21,000 surveys in 2013 and
26,000 surveys in 2014

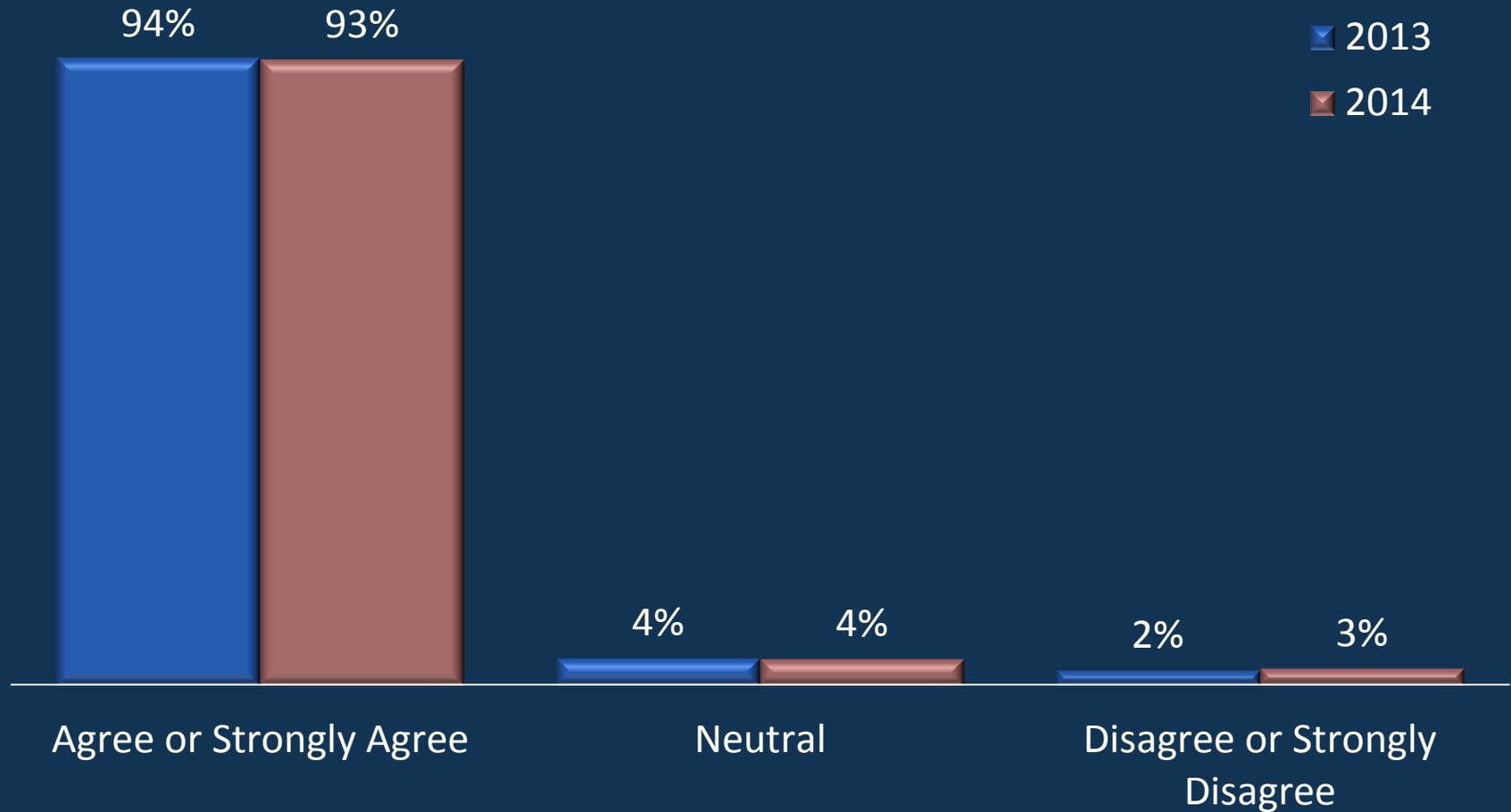
indicate high levels of public satisfaction.

I was able to get my court business done in a reasonable amount of time today.



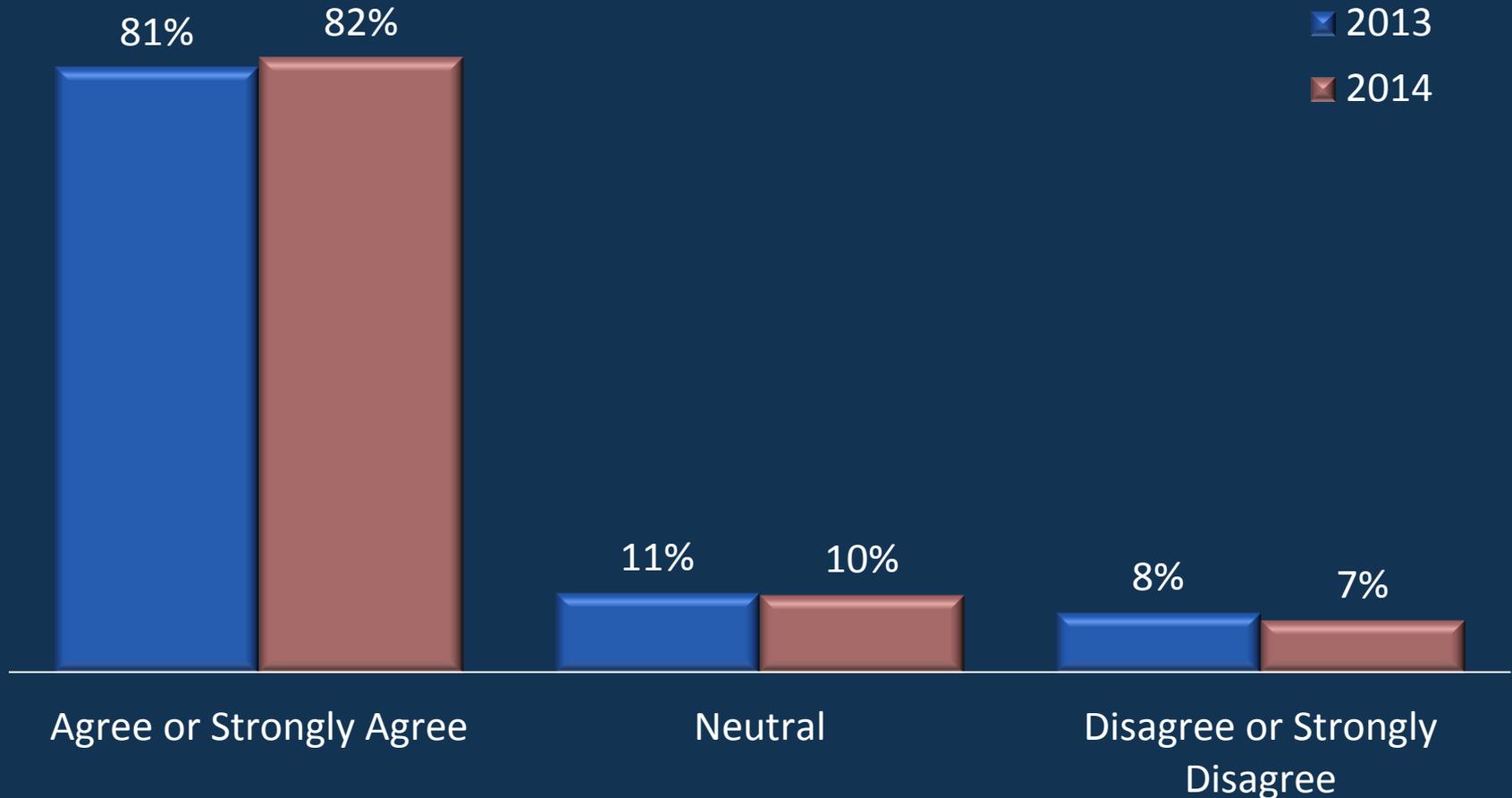
Of the people who responded to this question in 2014, 86% were able to get their business done in a reasonable amount of time.

I was treated with courtesy and respect by court staff.



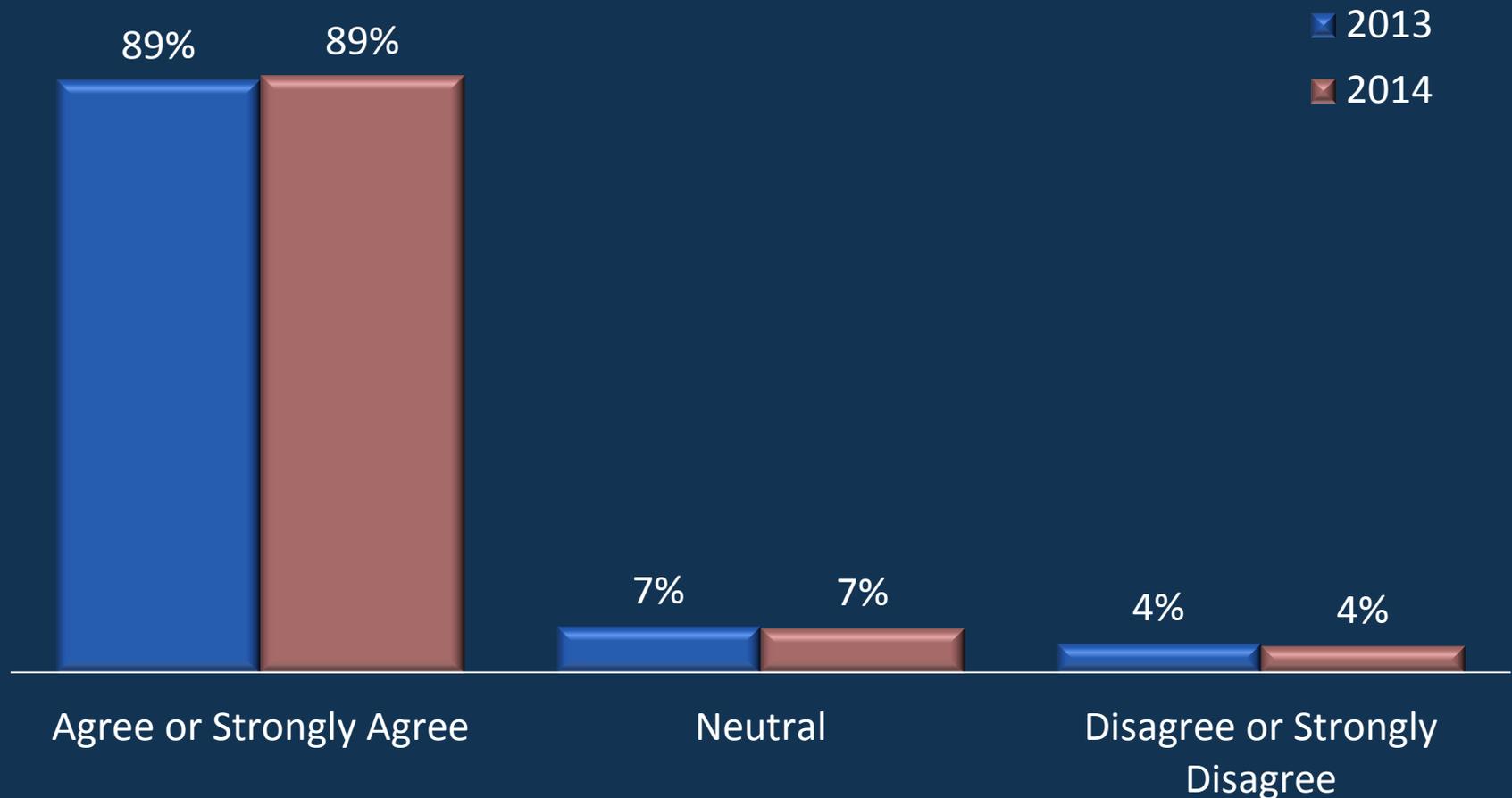
Of the people who responded to this question in 2014, 93% said they were treated with courtesy and respect.

The way the case was handled was fair.



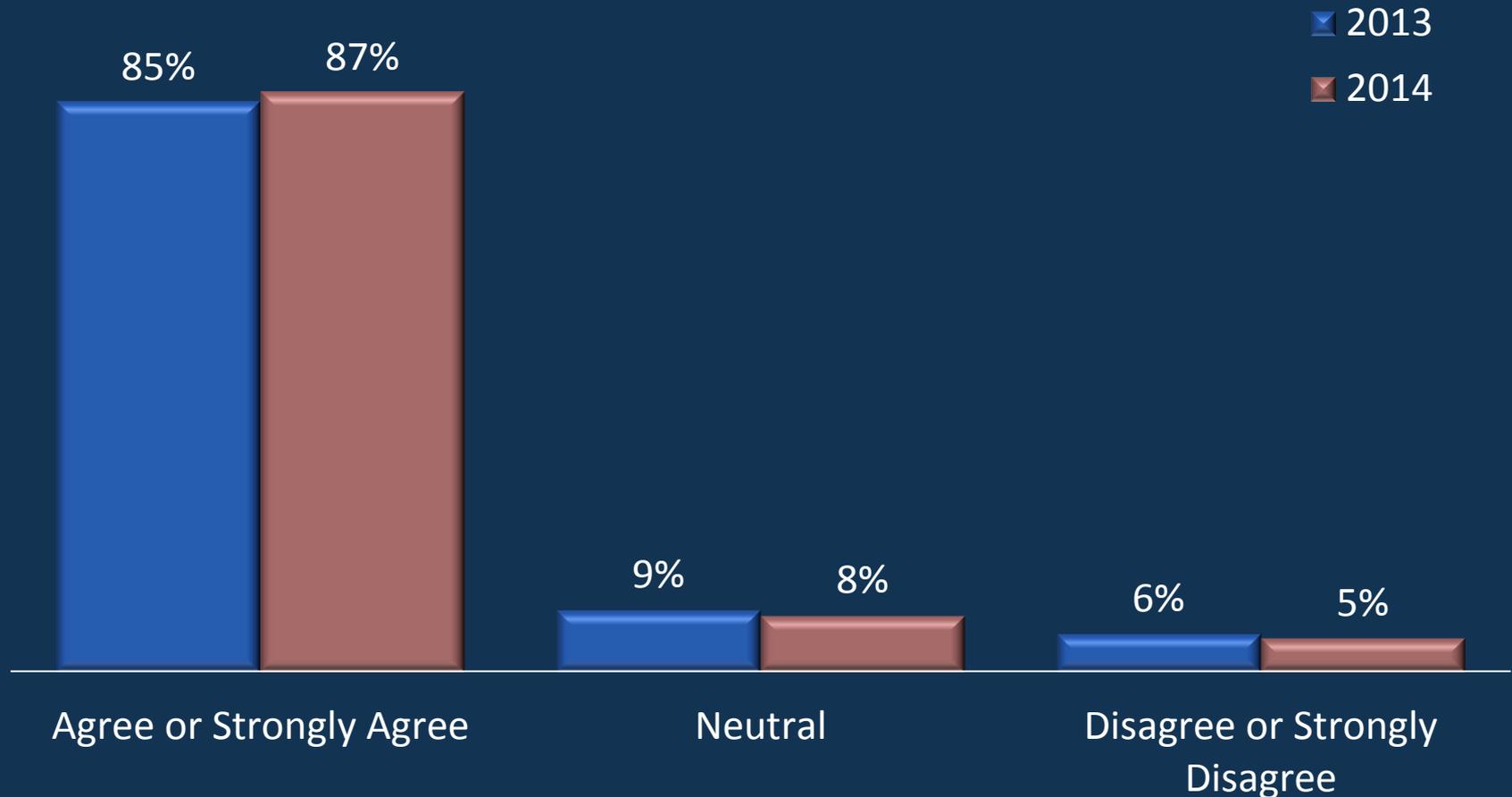
Of the people who responded to this question in 2014, 82% thought their case was handled fairly.

The judge/magistrate/referee treated everyone with courtesy and respect.



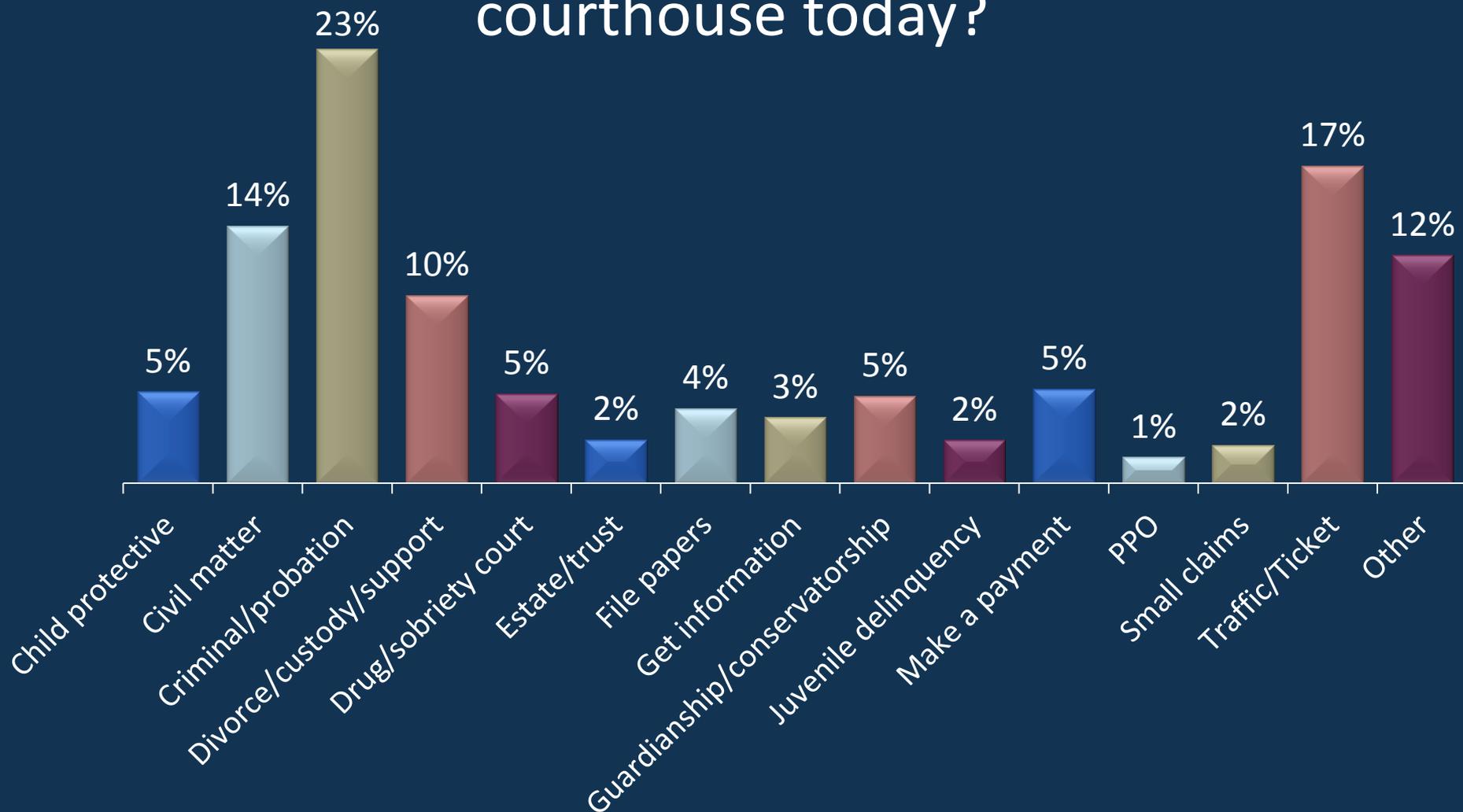
Of the people who responded to this question in 2014, 89% said everyone was treated with courtesy and respect.

As I leave the court, I understand what happened in my case.



Of the people who responded to this question in 2014, 87% said they understood what happened in their case.

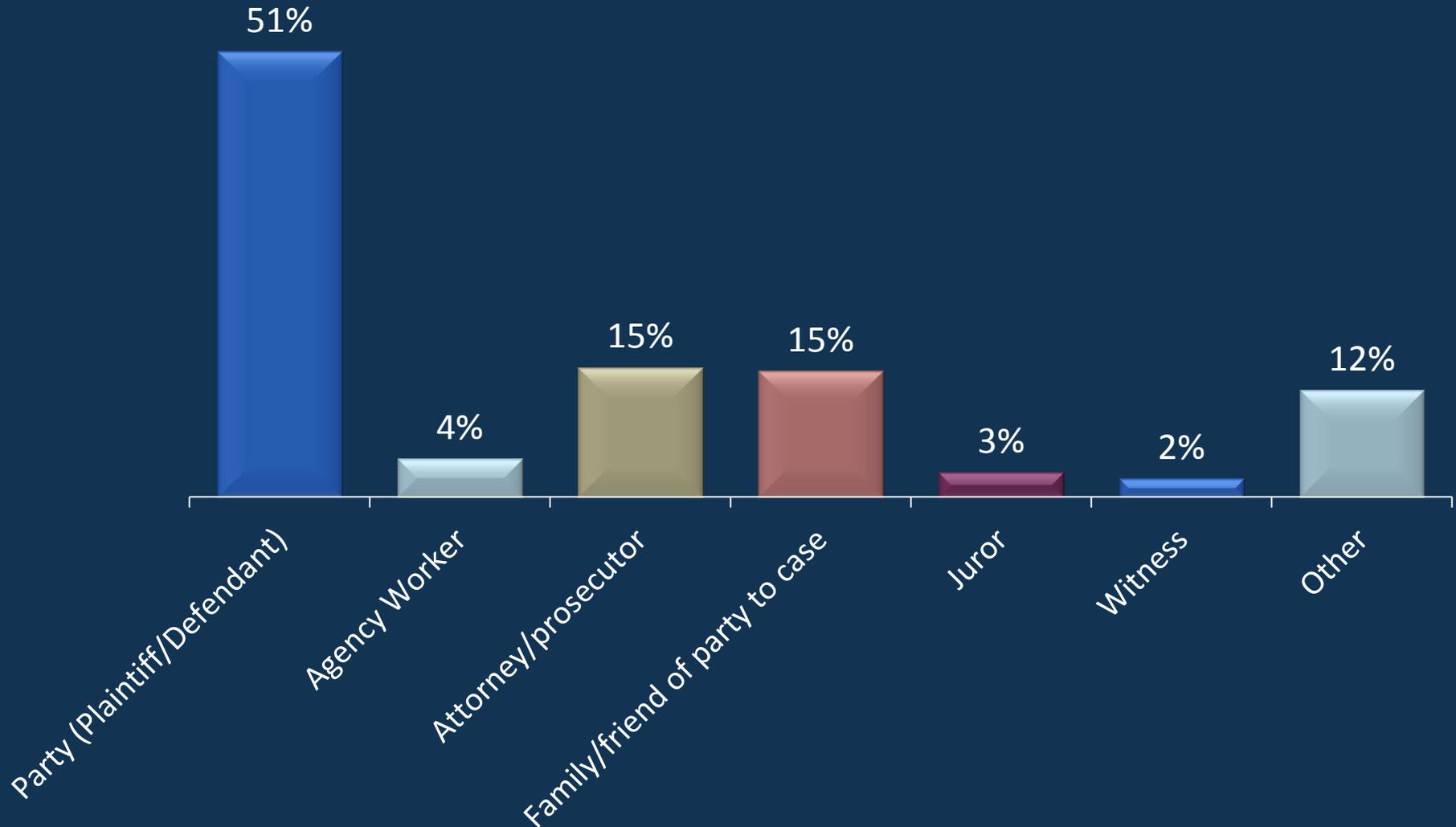
What type of case brought you to the courthouse today?



Of the people who responded to this question in 2014,
23% were at the courthouse for a criminal case and/or probation.

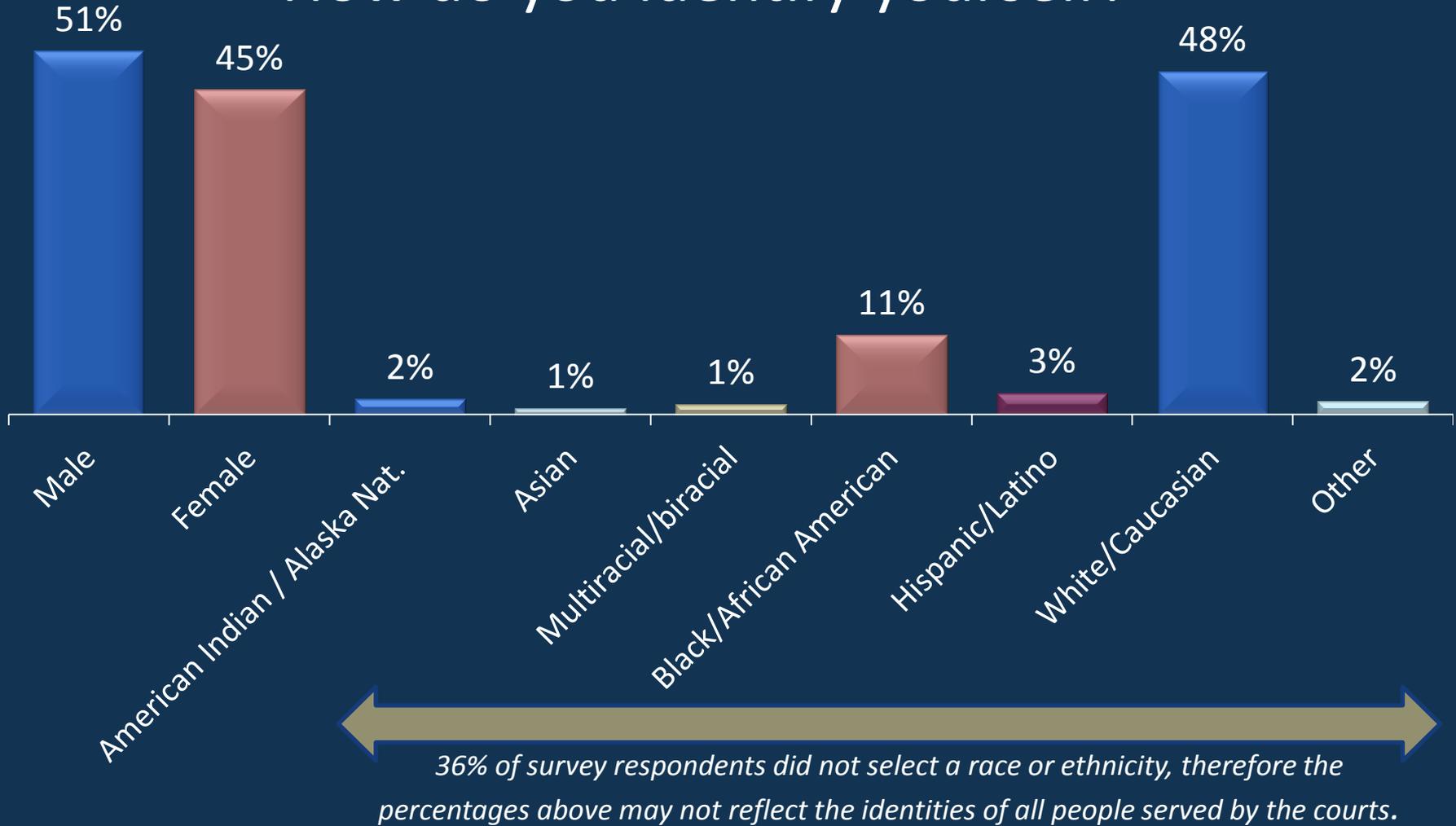
The percentages will not sum to 100% because people could and did select more than one response.

Who are you?



Of the people who responded to this question in 2014, 51% were a party to a case. The percentages will not sum to 100% because people could and did select more than one response.

How do you identify yourself?



Of the people who responded to this question in 2014, 51% identified as male. The percentages will not sum to 100% because people could and did select more than one response.