

# Big District Courts Comparison Group Public Satisfaction Survey

## Section I: Access to the Court

		<i>Mean</i>	
<b>1) Finding the courthouse was easy.</b>			
5 Strongly Agree	831	66%	
4 Agree	313	25%	
3 Neutral	57	5%	
2 Disagree	36	3%	
1 Strongly Disagree	21	2%	
			4.5
NA Response(s)	4		

		<i>Mean</i>	
<b>2) The forms I needed were clear and easy to understand.</b>			
5 Strongly Agree	696	61%	
4 Agree	331	29%	
3 Neutral	81	7%	
2 Disagree	22	2%	
1 Strongly Disagree	12	1%	
			4.5
NA Response(s)	106		

<b>3) I felt safe in the courthouse.</b>			
5 Strongly Agree	932	74%	
4 Agree	255	20%	
3 Neutral	50	4%	
2 Disagree	12	1%	
1 Strongly Disagree	11	1%	
			4.7
NA Response(s)	1		

<b>4) I was able to get my court business done in a reasonable amount of time today.</b>			
5 Strongly Agree	720	59%	
4 Agree	277	23%	
3 Neutral	128	10%	
2 Disagree	59	5%	
1 Strongly Disagree	45	4%	
			4.3
NA Response(s)	27		

<b>5) I was treated with courtesy and respect by court staff.</b>			
5 Strongly Agree	887	71%	
4 Agree	265	21%	
3 Neutral	65	5%	
2 Disagree	12	1%	
1 Strongly Disagree	18	1%	
			4.6
NA Response(s)	13		

<b>6) I easily found the courtroom or office I needed.</b>			
5 Strongly Agree	849	70%	
4 Agree	293	24%	
3 Neutral	58	5%	
2 Disagree	10	1%	
1 Strongly Disagree	7	1%	
			4.6
NA Response(s)	35		

<b>7) The court's website was useful.</b>			
5 Strongly Agree	324	47%	
4 Agree	132	19%	
3 Neutral	186	27%	
2 Disagree	28	4%	
1 Strongly Disagree	18	3%	
			4.0
NA Response(s)	538		

<b>8) The court's hours of operation made it easy for me to do my business.</b>			
5 Strongly Agree	641	55%	
4 Agree	320	27%	
3 Neutral	137	12%	
2 Disagree	51	4%	
1 Strongly Disagree	25	2%	
			4.3
NA Response(s)	81		

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## Section II: Fairness

		<i>Mean</i>
<b>9) The way the case was handled was fair.</b>		
5 Strongly Agree	508	57%
4 Agree	213	24%
3 Neutral	98	11%
2 Disagree	37	4%
1 Strongly Disagree	40	4%
		<i>4.2</i>
NA Response(s)	108	

		<i>Mean</i>
<b>10) The judge/magistrate/referee listened to both sides of the story before making a decision.</b>		
5 Strongly Agree	493	61%
4 Agree	182	23%
3 Neutral	81	10%
2 Disagree	20	2%
1 Strongly Disagree	26	3%
		<i>4.4</i>
NA Response(s)	188	

<b>11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.</b>		
5 Strongly Agree	503	61%
4 Agree	197	24%
3 Neutral	79	10%
2 Disagree	26	3%
1 Strongly Disagree	21	3%
		<i>4.4</i>
NA Response(s)	147	

<b>12) The judge/magistrate/referee treated everyone with courtesy and respect.</b>		
5 Strongly Agree	556	65%
4 Agree	201	24%
3 Neutral	57	7%
2 Disagree	21	2%
1 Strongly Disagree	18	2%
		<i>4.5</i>
NA Response(s)	119	

<b>13) The judge/magistrate/referee told the parties what would happen next in the case.</b>		
5 Strongly Agree	509	63%
4 Agree	196	24%
3 Neutral	74	9%
2 Disagree	17	2%
1 Strongly Disagree	10	1%
		<i>4.5</i>
NA Response(s)	159	

<b>14) The outcome in my case was favorable to me.</b>		
5 Strongly Agree	321	47%
4 Agree	157	23%
3 Neutral	129	19%
2 Disagree	36	5%
1 Strongly Disagree	40	6%
		<i>4.0</i>
NA Response(s)	197	

<b>15) As I leave the court, I understand what happened in my case.</b>		
5 Strongly Agree	435	59%
4 Agree	193	26%
3 Neutral	69	9%
2 Disagree	21	3%
1 Strongly Disagree	18	2%
		<i>4.4</i>
NA Response(s)	142	

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## Section III: Background Information

### 16) Who are you?

Attorney/prosecutor	211	18%
Family/friend of party to case	148	13%
Interpreter	7	1%
Juror	122	11%
Party	381	33%
Witness	42	4%
Other	242	21%

### 17) What did you do at court today?

Appear as witness	59	5%
Attend hearing or trial	469	40%
File papers	74	6%
Get information	43	4%
Jury duty	119	10%
Meet probation/pretrial staff	107	9%
Search records/obtain docs.	24	2%
Other	288	24%

### 18) What type of case brought you to the

Child protective	8	1%
Civil matter	214	19%
Criminal/probation	360	31%
Divorce/custody/support	4	0%
Drug/sobriety court	69	6%
Estate/trust	11	1%
Guardianship/conservatorship	2	0%
Juvenile delinquency	6	1%
PPOs	2	0%
Small claims	34	3%
Traffic	260	22%
Other	186	16%

### 19) What is your gender?

Female	484	43%
Male	647	57%

### 20) How do you identify yourself?

American Indian / Alaska Nat.	16	1%
Asian	26	2%
Multiracial/biracial	19	2%
Black/African American	200	16%
Hispanic/Latino	42	3%
White/Caucasian	875	71%
Other	46	4%

### 21) How often are you typically in the courthouse?

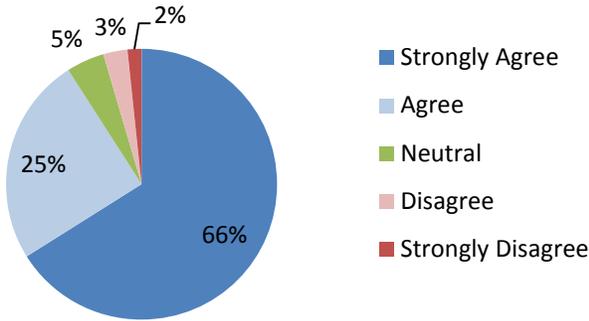
First time	402	34%
Once a year or less	337	29%
Several times a year	189	16%
Regularly	248	21%

### Courts Included

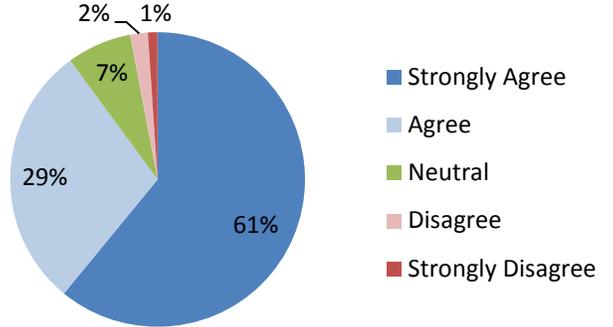
Genesee	D67
Kent	D63
Macomb	D42
Oakland	D52
Washtenaw	D14A

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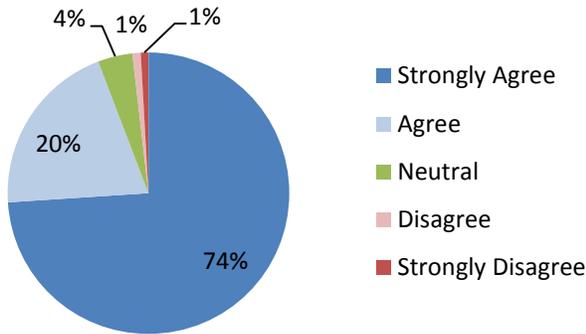
**Finding the courthouse was easy.**



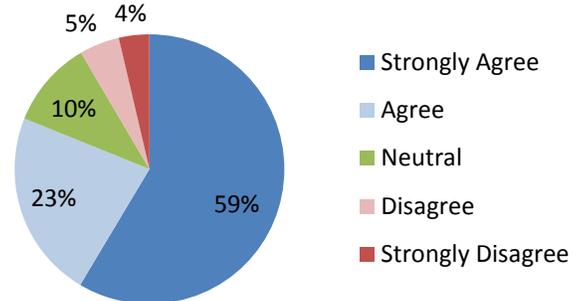
**The forms I needed were clear and easy to understand.**



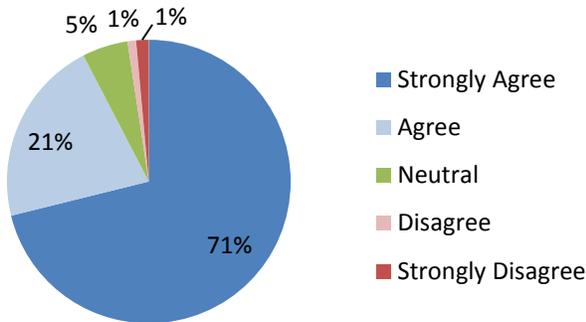
**I felt safe in the courthouse.**



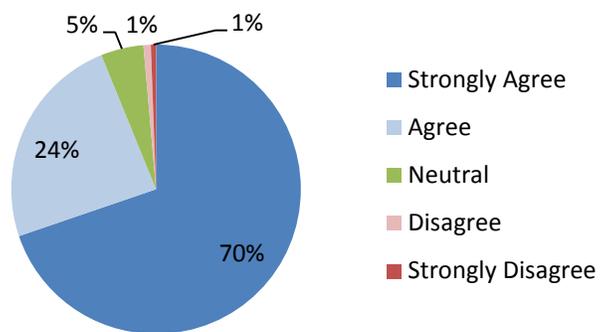
**I was able to get my court business done in a reasonable amount of time today.**



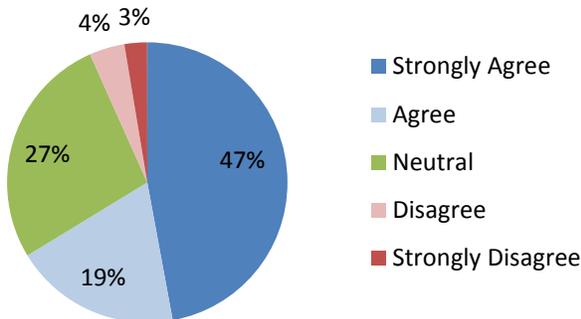
**I was treated with courtesy and respect by court staff.**



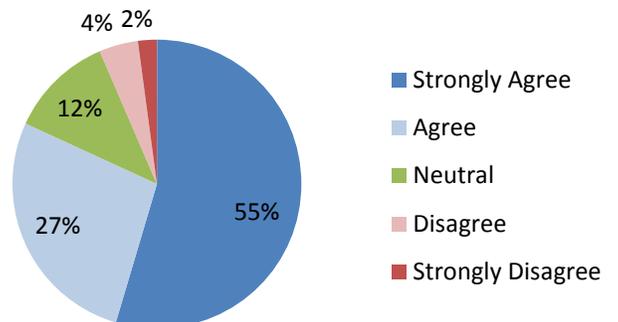
**I easily found the courtroom or office I needed.**



**The court's website was useful.**

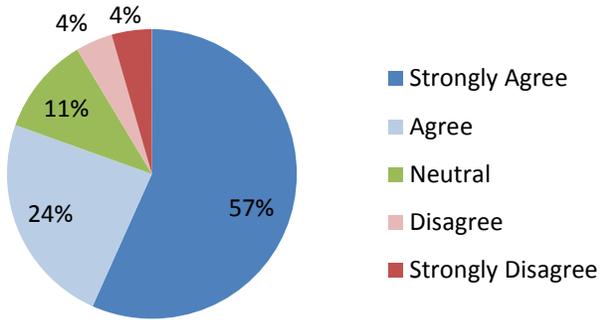


**The court's hours of operation made it easy for me to do my business.**

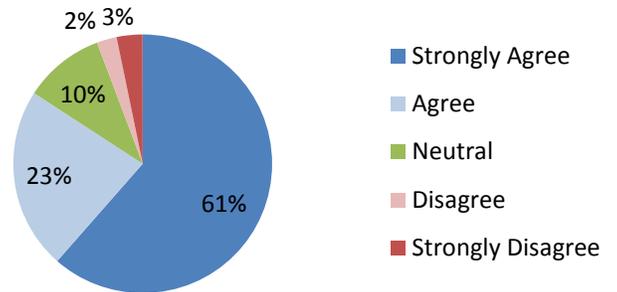


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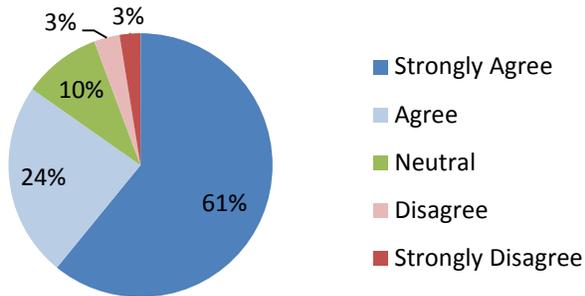
**The way the case was handled was fair.**



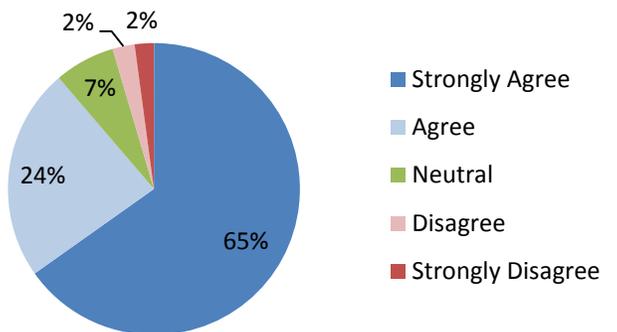
**The judge/magistrate/referee listened to both sides of the story before making a decision.**



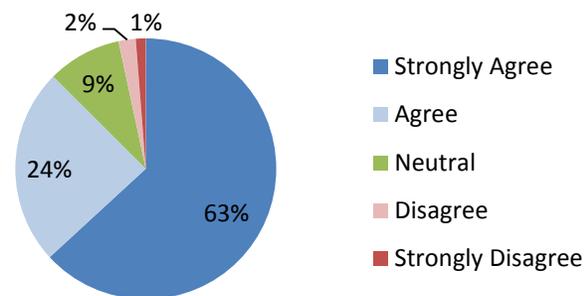
**The judge/magistrate/referee had the information necessary to make informed decisions about the case.**



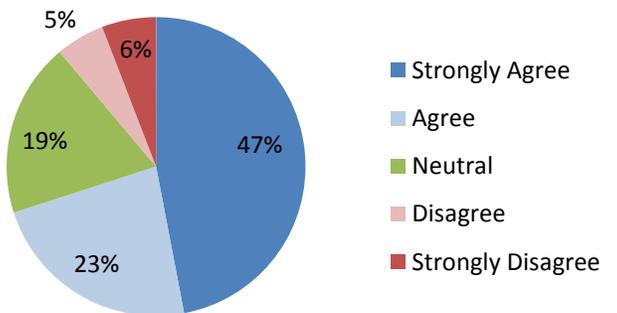
**The judge/magistrate/referee treated everyone with courtesy and respect.**



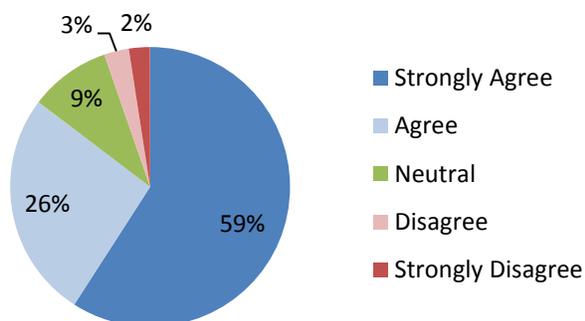
**The judge/magistrate/referee told the parties what would happen next in the case.**



**The outcome in my case was favorable to me.**



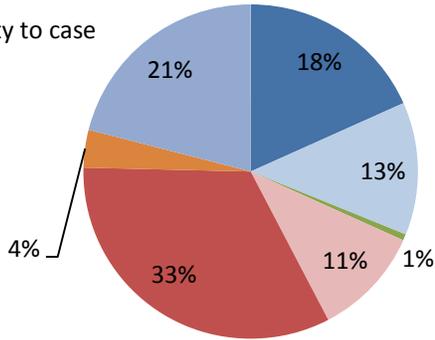
**As I leave the court, I understand what happened in my case.**



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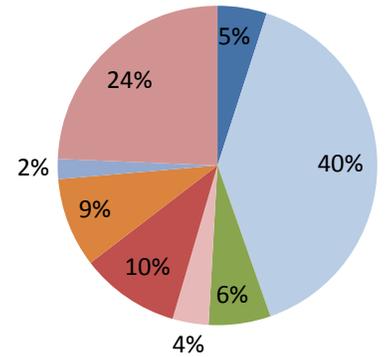
## Who are you?

- Attorney/prosecutor
- Family/friend of party to case
- Interpreter
- Juror
- Party
- Witness
- Other



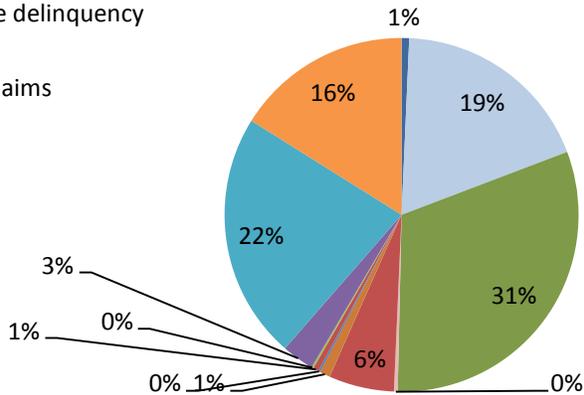
## What did you do at court today?

- Appear as witness
- Attend hearing or trial
- File papers
- Get information
- Jury duty
- Meet probation/pretrial staff
- Search records/obtain docs.
- Other



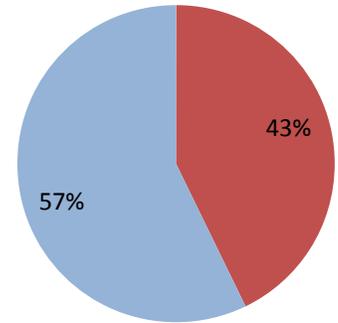
## What type of case brought you to the courthouse today?

- Child protective
- Civil matter
- Criminal/probation
- Divorce/custody/support
- Drug/sobriety court
- Estate/trust
- Guardianship/conservatorship
- Juvenile delinquency
- PPOs
- Small claims
- Traffic
- Other



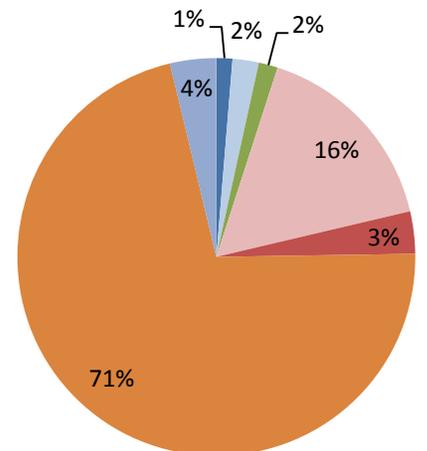
## What is your gender?

- Female
- Male



## How do you identify yourself?

- American Indian / Alaska Nat.
- Asian
- Multiracial/biracial
- Black/African American
- Hispanic/Latino
- White/Caucasian
- Other



## How often are you typically in the courthouse?

- First time
- Once a year or less
- Several times a year
- Regularly

