

Large District Courts Comparison Group Public Satisfaction Survey

Section I: Access to the Court

			<i>Mean</i>
1) Finding the courthouse was easy.			
5 Strongly Agree	1,041	70%	
4 Agree	372	25%	
3 Neutral	51	3%	
2 Disagree	20	1%	
1 Strongly Disagree	9	1%	
			4.6
NA Response(s)	13		

			<i>Mean</i>
2) The forms I needed were clear and easy to understand.			
5 Strongly Agree	780	57%	
4 Agree	431	31%	
3 Neutral	105	8%	
2 Disagree	31	2%	
1 Strongly Disagree	24	2%	
			4.4
NA Response(s)	124		

3) I felt safe in the courthouse.			
5 Strongly Agree	988	66%	
4 Agree	402	27%	
3 Neutral	66	4%	
2 Disagree	20	1%	
1 Strongly Disagree	23	2%	
			4.5
NA Response(s)	10		

4) I was able to get my court business done in a reasonable amount of time today.			
5 Strongly Agree	798	55%	
4 Agree	395	27%	
3 Neutral	150	10%	
2 Disagree	58	4%	
1 Strongly Disagree	50	3%	
			4.3
NA Response(s)	39		

5) I was treated with courtesy and respect by court staff.			
5 Strongly Agree	1,032	70%	
4 Agree	335	23%	
3 Neutral	70	5%	
2 Disagree	17	1%	
1 Strongly Disagree	19	1%	
			4.6
NA Response(s)	21		

6) I easily found the courtroom or office I needed.			
5 Strongly Agree	955	66%	
4 Agree	391	27%	
3 Neutral	69	5%	
2 Disagree	18	1%	
1 Strongly Disagree	11	1%	
			4.6
NA Response(s)	53		

7) The court's website was useful.			
5 Strongly Agree	374	43%	
4 Agree	202	23%	
3 Neutral	227	26%	
2 Disagree	43	5%	
1 Strongly Disagree	27	3%	
			4.0
NA Response(s)	587		

8) The court's hours of operation made it easy for me to do my business.			
5 Strongly Agree	755	53%	
4 Agree	442	31%	
3 Neutral	154	11%	
2 Disagree	44	3%	
1 Strongly Disagree	32	2%	
			4.3
NA Response(s)	62		

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Section II: Fairness

		<i>Mean</i>
9) The way the case was handled was fair.		
5 Strongly Agree	462 50%	
4 Agree	266 29%	
3 Neutral	106 11%	
2 Disagree	46 5%	
1 Strongly Disagree	49 5%	
		<i>4.1</i>
NA Response(s)	158	

		<i>Mean</i>
10) The judge/magistrate/referee listened to both sides of the story before making a decision.		
5 Strongly Agree	427 51%	
4 Agree	234 28%	
3 Neutral	109 13%	
2 Disagree	28 3%	
1 Strongly Disagree	38 5%	
		<i>4.2</i>
NA Response(s)	226	

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.		
5 Strongly Agree	438 52%	
4 Agree	241 29%	
3 Neutral	105 12%	
2 Disagree	30 4%	
1 Strongly Disagree	31 4%	
		<i>4.2</i>
NA Response(s)	201	

12) The judge/magistrate/referee treated everyone with courtesy and respect.		
5 Strongly Agree	515 58%	
4 Agree	237 27%	
3 Neutral	71 8%	
2 Disagree	31 4%	
1 Strongly Disagree	29 3%	
		<i>4.3</i>
NA Response(s)	176	

13) The judge/magistrate/referee told the parties what would happen next in the case.		
5 Strongly Agree	464 55%	
4 Agree	249 30%	
3 Neutral	70 8%	
2 Disagree	30 4%	
1 Strongly Disagree	26 3%	
		<i>4.3</i>
NA Response(s)	206	

14) The outcome in my case was favorable to me.		
5 Strongly Agree	321 45%	
4 Agree	167 23%	
3 Neutral	132 19%	
2 Disagree	43 6%	
1 Strongly Disagree	49 7%	
		<i>3.9</i>
NA Response(s)	252	

15) As I leave the court, I understand what happened in my case.		
5 Strongly Agree	425 56%	
4 Agree	214 28%	
3 Neutral	76 10%	
2 Disagree	22 3%	
1 Strongly Disagree	22 3%	
		<i>4.3</i>
NA Response(s)	212	

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Section III: Background Information

16) Who are you?

Attorney/prosecutor	196	14%
Family/friend of party to case	205	14%
Interpreter	7	0%
Juror	44	3%
Party	440	31%
Witness	64	4%
Other	474	33%

17) What did you do at court today?

Appear as witness	85	6%
Attend hearing or trial	470	32%
File papers	187	13%
Get information	107	7%
Jury duty	39	3%
Meet probation/pretrial staff	172	12%
Search records/obtain docs.	32	2%
Other	388	26%

18) What type of case brought you to the

Child protective	13	1%
Civil matter	288	20%
Criminal/probation	391	26%
Divorce/custody/support	17	1%
Drug/sobriety court	86	6%
Estate/trust	7	0%
Guardianship/conservatorship	8	1%
Juvenile delinquency	4	0%
PPOs	11	1%
Small claims	69	5%
Traffic	321	22%
Other	261	18%

19) What is your gender?

Female	567	41%
Male	820	59%

20) How do you identify yourself?

American Indian / Alaska Nat.	28	2%
Asian	15	1%
Multiracial/biracial	17	1%
Black/African American	229	15%
Hispanic/Latino	75	5%
White/Caucasian	1,069	72%
Other	47	3%

21) How often are you typically in the courthouse?

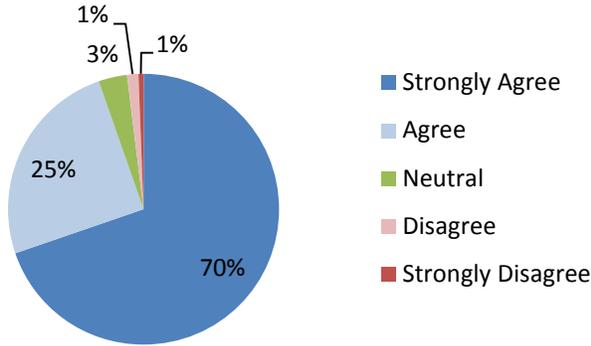
First time	256	18%
Once a year or less	476	34%
Several times a year	253	18%
Regularly	432	30%

Courts Included

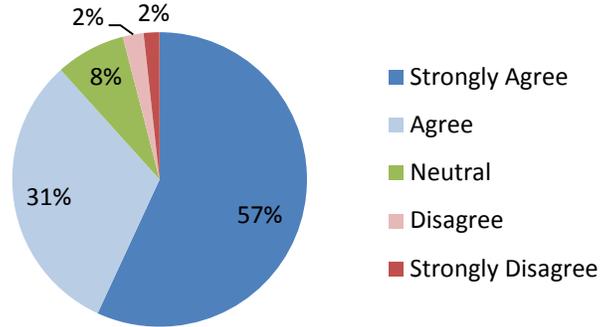
Berrien	D05	Monroe	D01
Calhoun	D10	Muskegon	D60
Ingham	D55	Ottawa	D58
Jackson	D12	Saginaw	D70
Kalamazoo	D08	St. Clair	D72
Livingston	D53		

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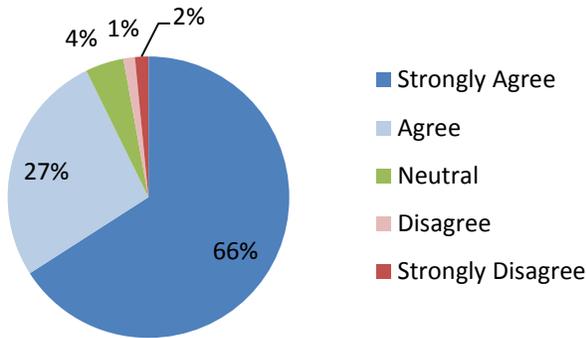
Finding the courthouse was easy.



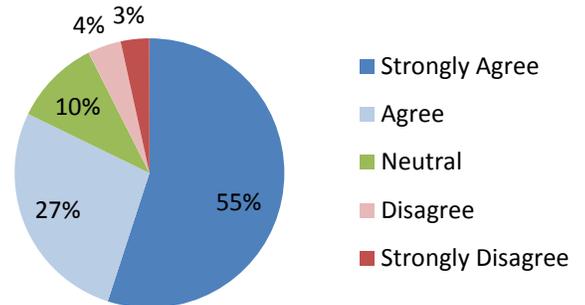
The forms I needed were clear and easy to understand.



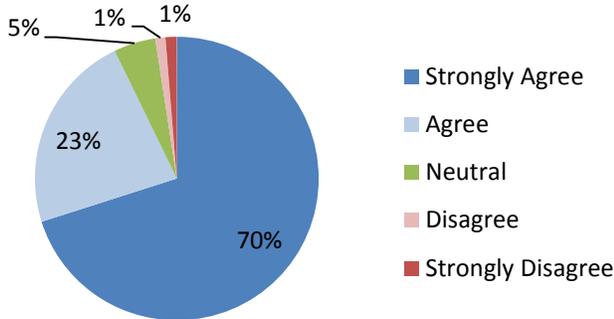
I felt safe in the courthouse.



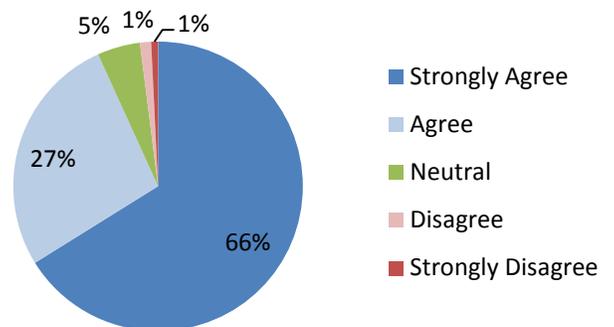
I was able to get my court business done in a reasonable amount of time today.



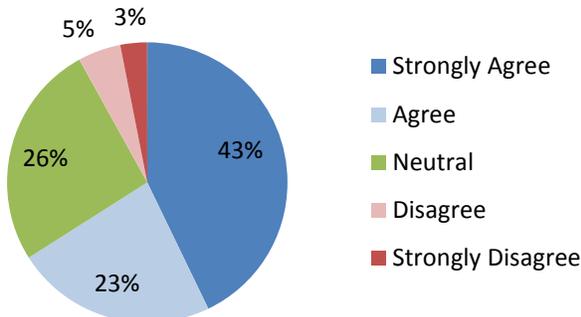
I was treated with courtesy and respect by court staff.



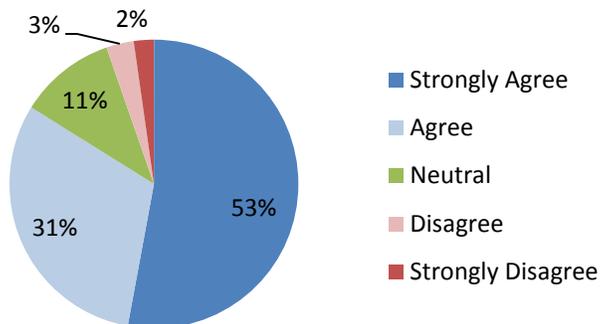
I easily found the courtroom or office I needed.



The court's website was useful.

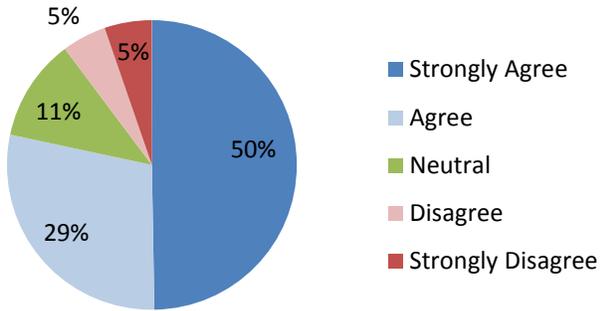


The court's hours of operation made it easy for me to do my business.

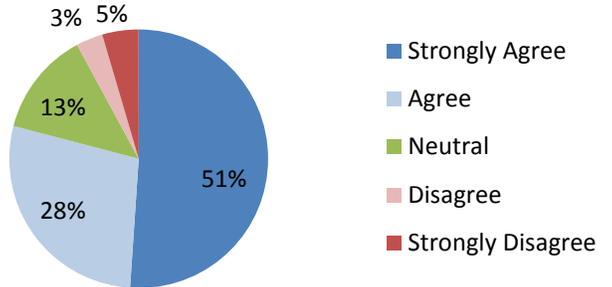


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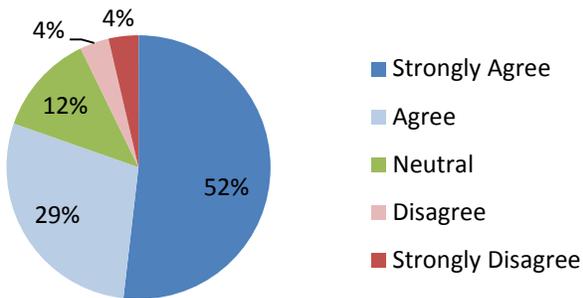
The way the case was handled was fair.



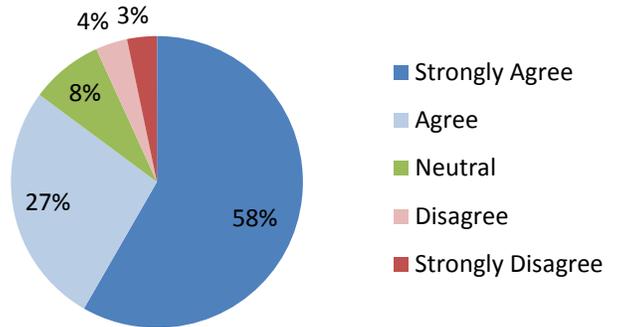
The judge/magistrate/referee listened to both sides of the story before making a decision.



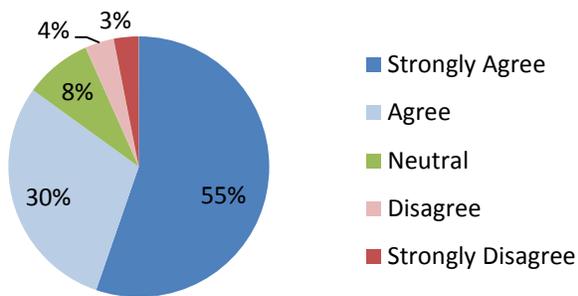
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



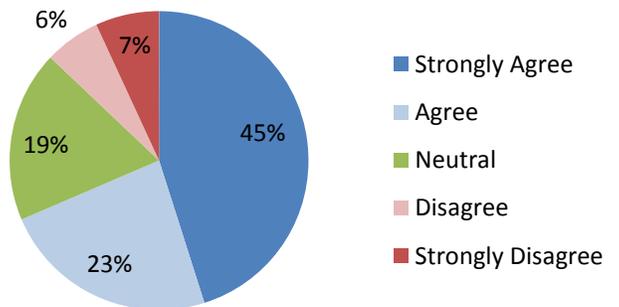
The judge/magistrate/referee treated everyone with courtesy and respect.



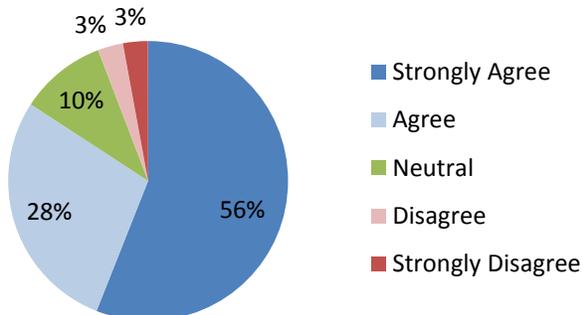
The judge/magistrate/referee told the parties what would happen next in the case.



The outcome in my case was favorable to me.



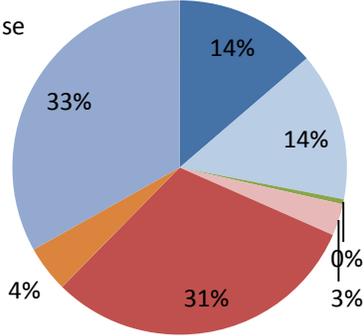
As I leave the court, I understand what happened in my case.



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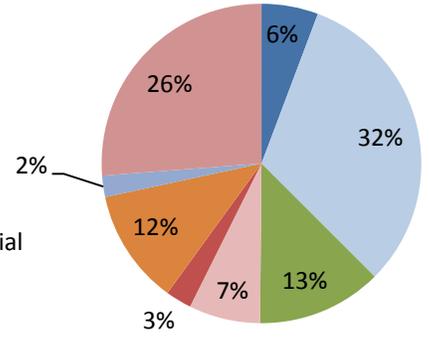
Who are you?

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



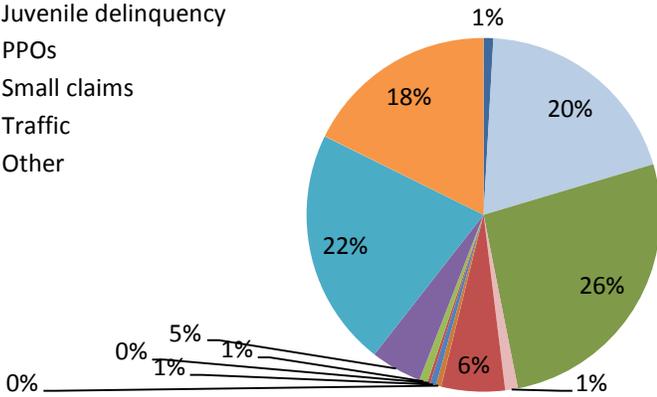
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- Get information
- Jury duty
- Meet probation/pretrial staff
- Search records/obtain docs.
- Other



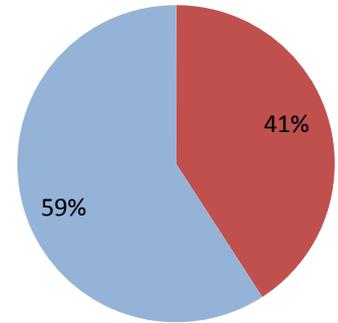
What type of case brought you to the courthouse today?

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



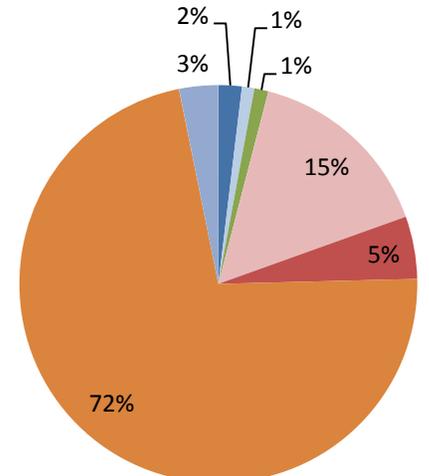
What is your gender?

- 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

