

# Medium 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	457 70%	
4 Agree	156 24%	
3 Neutral	27 4%	
2 Disagree	8 1%	
1 Strongly Disagree	6 1%	
		4.6
NA Response(s)	5	

		<i>Mean</i>
<b>2) The forms I needed were clear and easy to understand.</b>		
5 Strongly Agree	331 56%	
4 Agree	187 31%	
3 Neutral	53 9%	
2 Disagree	12 2%	
1 Strongly Disagree	13 2%	
		4.4
NA Response(s)	59	

<b>3) I felt safe in the courthouse.</b>		
5 Strongly Agree	440 68%	
4 Agree	161 25%	
3 Neutral	28 4%	
2 Disagree	11 2%	
1 Strongly Disagree	11 2%	
		4.5
NA Response(s)	7	

<b>4) I was able to get my court business done in a reasonable amount of time today.</b>		
5 Strongly Agree	374 59%	
4 Agree	155 25%	
3 Neutral	52 8%	
2 Disagree	23 4%	
1 Strongly Disagree	26 4%	
		4.3
NA Response(s)	17	

<b>5) I was treated with courtesy and respect by court staff.</b>		
5 Strongly Agree	459 71%	
4 Agree	143 22%	
3 Neutral	29 4%	
2 Disagree	14 2%	
1 Strongly Disagree	6 1%	
		4.6
NA Response(s)	3	

<b>6) I easily found the courtroom or office I needed.</b>		
5 Strongly Agree	420 66%	
4 Agree	160 25%	
3 Neutral	44 7%	
2 Disagree	11 2%	
1 Strongly Disagree	6 1%	
		4.5
NA Response(s)	12	

<b>7) The court's website was useful.</b>		
5 Strongly Agree	141 41%	
4 Agree	81 24%	
3 Neutral	94 28%	
2 Disagree	16 5%	
1 Strongly Disagree	9 3%	
		4.0
NA Response(s)	296	

<b>8) The court's hours of operation made it easy for me to do my business.</b>		
5 Strongly Agree	349 55%	
4 Agree	169 27%	
3 Neutral	79 13%	
2 Disagree	19 3%	
1 Strongly Disagree	15 2%	
		4.3
NA Response(s)	21	

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## Section II: Fairness

		<i>Mean</i>
<b>9) The way the case was handled was fair.</b>		
5 Strongly Agree	227	52%
4 Agree	108	25%
3 Neutral	58	13%
2 Disagree	16	4%
1 Strongly Disagree	25	6%
		<i>4.1</i>
NA Response(s)	70	

		<i>Mean</i>
<b>10) The judge/magistrate/referee listened to both sides of the story before making a decision.</b>		
5 Strongly Agree	212	53%
4 Agree	110	28%
3 Neutral	42	11%
2 Disagree	11	3%
1 Strongly Disagree	25	6%
		<i>4.2</i>
NA Response(s)	103	

<b>11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.</b>		
5 Strongly Agree	226	56%
4 Agree	109	27%
3 Neutral	41	10%
2 Disagree	17	4%
1 Strongly Disagree	12	3%
		<i>4.3</i>
NA Response(s)	91	

<b>12) The judge/magistrate/referee treated everyone with courtesy and respect.</b>		
5 Strongly Agree	256	62%
4 Agree	97	23%
3 Neutral	38	9%
2 Disagree	12	3%
1 Strongly Disagree	11	3%
		<i>4.4</i>
NA Response(s)	85	

<b>13) The judge/magistrate/referee told the parties what would happen next in the case.</b>		
5 Strongly Agree	225	56%
4 Agree	105	26%
3 Neutral	46	12%
2 Disagree	17	4%
1 Strongly Disagree	7	2%
		<i>4.3</i>
NA Response(s)	93	

<b>14) The outcome in my case was favorable to me.</b>		
5 Strongly Agree	141	40%
4 Agree	89	25%
3 Neutral	75	21%
2 Disagree	21	6%
1 Strongly Disagree	25	7%
		<i>3.9</i>
NA Response(s)	109	

<b>15) As I leave the court, I understand what happened in my case.</b>		
5 Strongly Agree	203	56%
4 Agree	95	26%
3 Neutral	36	10%
2 Disagree	20	5%
1 Strongly Disagree	11	3%
		<i>4.3</i>
NA Response(s)	90	

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## Section III: Background Information

### 16) Who are you?

Attorney/prosecutor	101	16%
Family/friend of party to case	73	12%
Interpreter	5	1%
Juror	3	0%
Party	220	36%
Witness	16	3%
Other	197	32%

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

Appear as witness	10	2%
Attend hearing or trial	255	40%
File papers	63	10%
Get information	48	8%
Jury duty	2	0%
Meet probation/pretrial staff	64	10%
Search records/obtain docs.	16	3%
Other	176	28%

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

Child protective	2	0%
Civil matter	118	19%
Criminal/probation	185	29%
Divorce/custody/support	6	1%
Drug/sobriety court	40	6%
Estate/trust	1	0%
Guardianship/conservatorship	0	0%
Juvenile delinquency	1	0%
PPOs	4	1%
Small claims	27	4%
Traffic	135	21%
Other	116	18%

### 19) What is your gender?

Female	211	36%
Male	377	64%

### 20) How do you identify yourself?

American Indian / Alaska Nat.	13	2%
Asian	4	1%
Multiracial/biracial	9	1%
Black/African American	31	5%
Hispanic/Latino	34	5%
White/Caucasian	526	83%
Other	18	3%

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

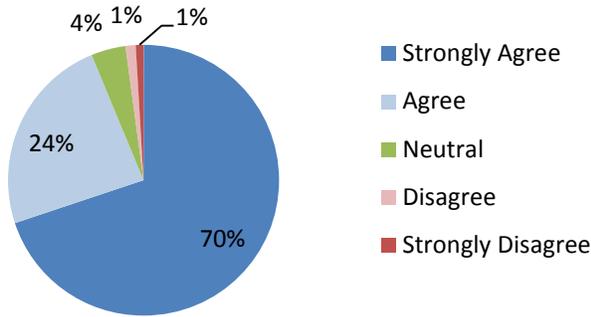
First time	124	21%
Once a year or less	189	32%
Several times a year	102	17%
Regularly	185	31%

### Courts Included

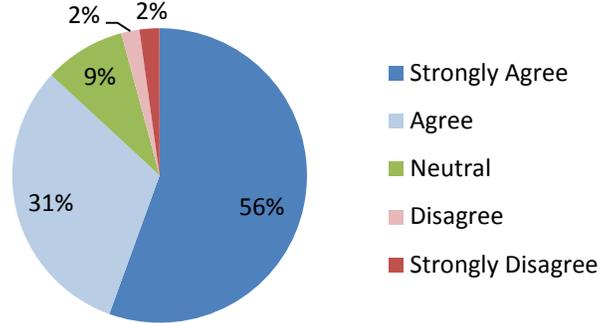
Allegan	D57	Lenawee	D02A
Bay	D74	Marquette	D96
Eaton	D56A	Midland	D75
Isabella	D76	Shiawassee	D66
Lapeer	D71A	Van Buren	D07

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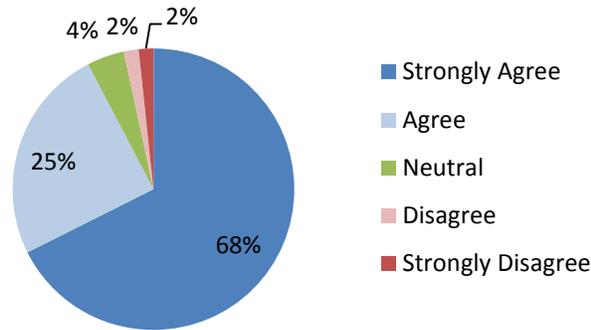
**Finding the courthouse was easy.**



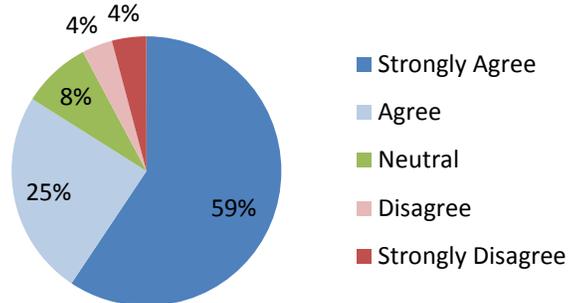
**The forms I needed were clear and easy to understand.**



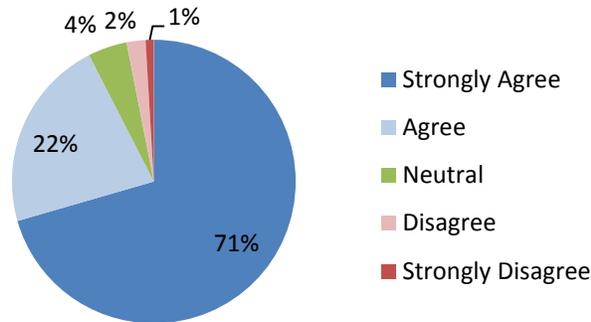
**I felt safe in the courthouse.**



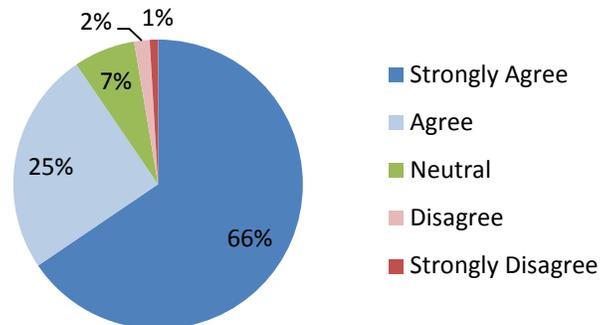
**I was able to get my court business done in a reasonable amount of time today.**



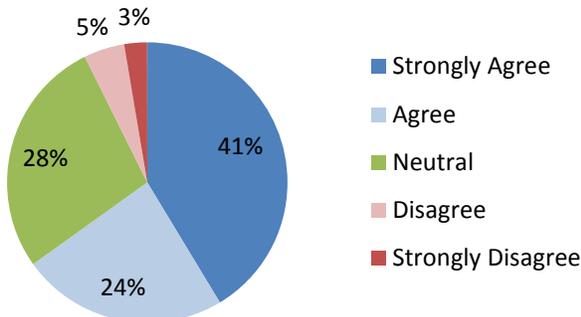
**I was treated with courtesy and respect by court staff.**



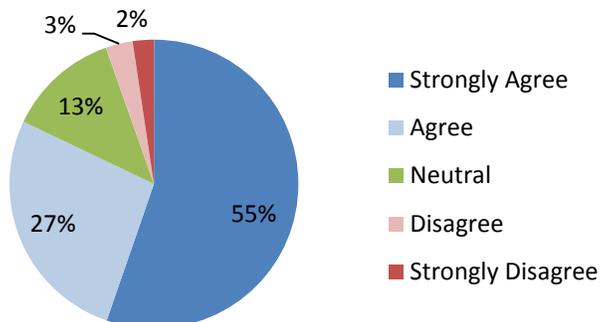
**I easily found the courtroom or office I needed.**



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

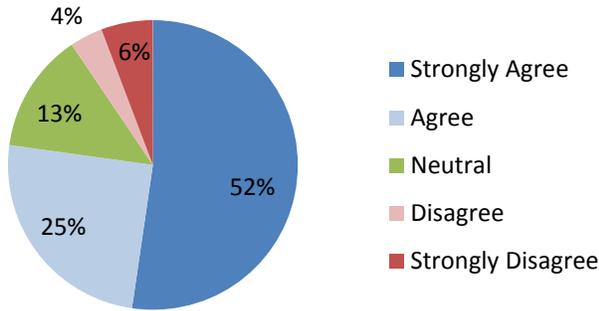


**The court's hours of operation made it easy for me to do my business.**

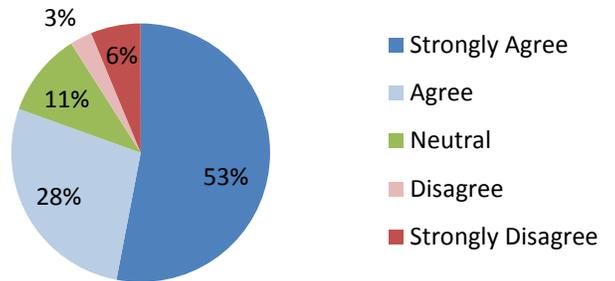


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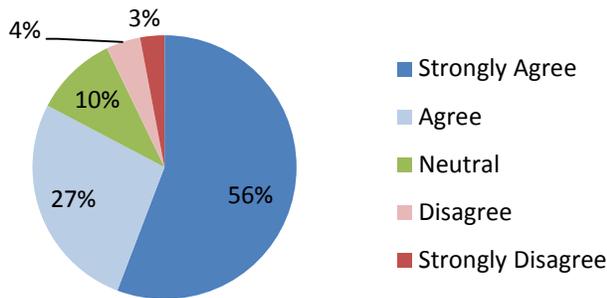
**The way the case was handled was fair.**



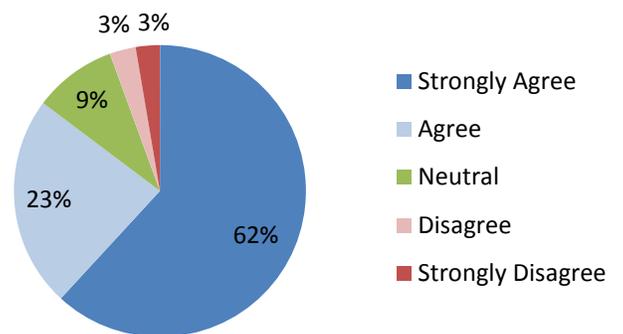
**The judge/magistrate/referee listened to both sides of the story before making a decision.**



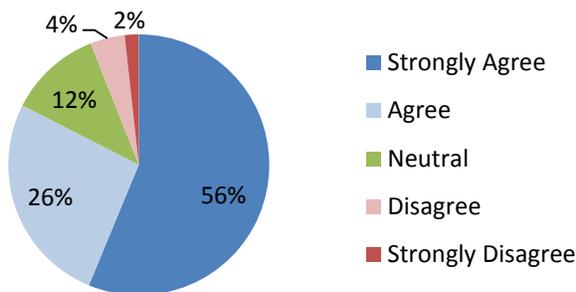
**The judge/magistrate/referee had the information necessary to make informed decisions about the case.**



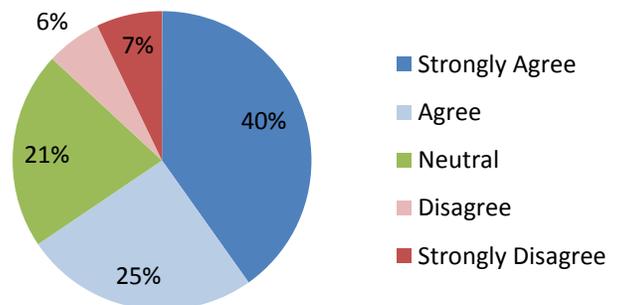
**The judge/magistrate/referee treated everyone with courtesy and respect.**



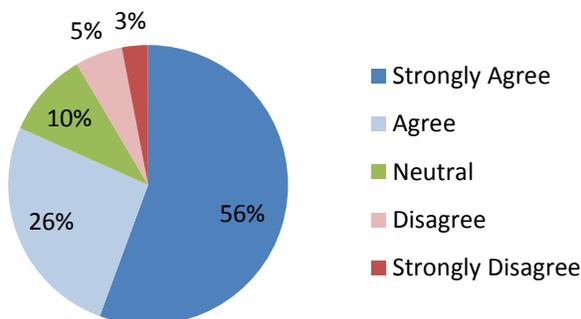
**The judge/magistrate/referee told the parties what would happen next in the case.**



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



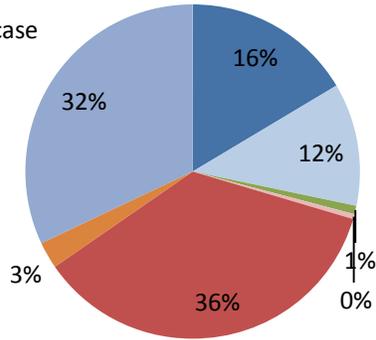
**As I leave the court, I understand what happened in my case.**



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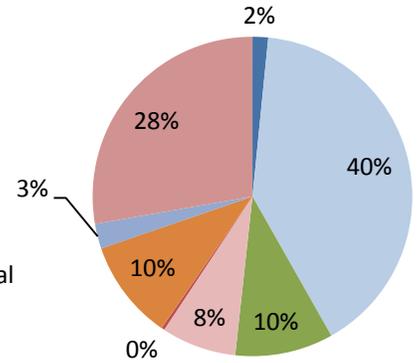
## Who are you?

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



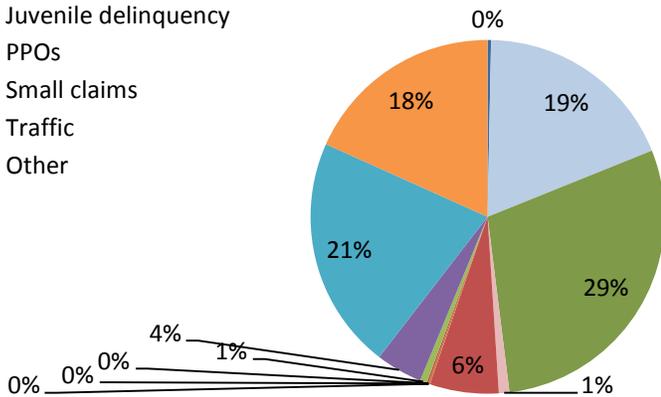
## What did you do at court today?

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



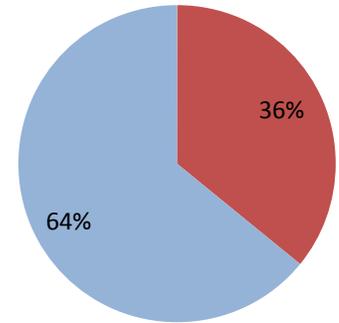
## What type of case brought you to the courthouse today?

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



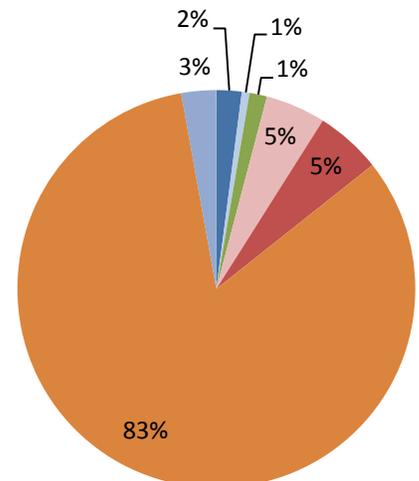
## What is your gender?

- 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

