

# Medium Multi-County Circuit and Probate 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	1,404	74%	
4 Agree	423	22%	
3 Neutral	52	3%	
2 Disagree	15	1%	
1 Strongly Disagree	5	0%	
			<i>4.7</i>
NA Response(s)	14		

			<i>Mean</i>
<b>2) The forms I needed were clear and easy to understand.</b>			
5 Strongly Agree	884	56%	
4 Agree	492	31%	
3 Neutral	163	10%	
2 Disagree	35	2%	
1 Strongly Disagree	15	1%	
			<i>4.4</i>
NA Response(s)	296		

<b>3) I felt safe in the courthouse.</b>			
5 Strongly Agree	1,280	67%	
4 Agree	458	24%	
3 Neutral	97	5%	
2 Disagree	28	1%	
1 Strongly Disagree	36	2%	
			<i>4.5</i>
NA Response(s)	9		

<b>4) I was able to get my court business done in a reasonable amount of time today.</b>			
5 Strongly Agree	1,043	59%	
4 Agree	469	27%	
3 Neutral	160	9%	
2 Disagree	45	3%	
1 Strongly Disagree	36	2%	
			<i>4.4</i>
NA Response(s)	100		

<b>5) I was treated with courtesy and respect by court staff.</b>			
5 Strongly Agree	1,371	73%	
4 Agree	415	22%	
3 Neutral	63	3%	
2 Disagree	16	1%	
1 Strongly Disagree	12	1%	
			<i>4.7</i>
NA Response(s)	15		

<b>6) I easily found the courtroom or office I needed.</b>			
5 Strongly Agree	1,273	69%	
4 Agree	448	24%	
3 Neutral	85	5%	
2 Disagree	30	2%	
1 Strongly Disagree	14	1%	
			<i>4.6</i>
NA Response(s)	39		

<b>7) The court's website was useful.</b>			
5 Strongly Agree	365	40%	
4 Agree	226	25%	
3 Neutral	257	28%	
2 Disagree	38	4%	
1 Strongly Disagree	29	3%	
			<i>3.9</i>
NA Response(s)	925		

<b>8) The court's hours of operation made it easy for me to do my business.</b>			
5 Strongly Agree	1,004	57%	
4 Agree	527	30%	
3 Neutral	180	10%	
2 Disagree	25	1%	
1 Strongly Disagree	26	1%	
			<i>4.4</i>
NA Response(s)	119		

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## Section II: Fairness

		<i>Mean</i>	
<b>9) The way the case was handled was fair.</b>			
5 Strongly Agree	724	57%	
4 Agree	328	26%	
3 Neutral	129	10%	
2 Disagree	38	3%	
1 Strongly Disagree	54	4%	
			4.3
NA Response(s)	180		

		<i>Mean</i>	
<b>10) The judge/magistrate/referee listened to both sides of the story before making a decision.</b>			
5 Strongly Agree	699	59%	
4 Agree	316	27%	
3 Neutral	104	9%	
2 Disagree	30	3%	
1 Strongly Disagree	29	2%	
			4.4
NA Response(s)	251		

<b>11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.</b>			
5 Strongly Agree	722	59%	
4 Agree	349	29%	
3 Neutral	82	7%	
2 Disagree	38	3%	
1 Strongly Disagree	32	3%	
			4.4
NA Response(s)	197		

<b>12) The judge/magistrate/referee treated everyone with courtesy and respect.</b>			
5 Strongly Agree	832	66%	
4 Agree	313	25%	
3 Neutral	83	7%	
2 Disagree	18	1%	
1 Strongly Disagree	15	1%	
			4.5
NA Response(s)	169		

<b>13) The judge/magistrate/referee told the parties what would happen next in the case.</b>			
5 Strongly Agree	737	62%	
4 Agree	329	27%	
3 Neutral	91	8%	
2 Disagree	23	2%	
1 Strongly Disagree	18	2%	
			4.5
NA Response(s)	215		

<b>14) The outcome in my case was favorable to me.</b>			
5 Strongly Agree	402	48%	
4 Agree	188	22%	
3 Neutral	166	20%	
2 Disagree	41	5%	
1 Strongly Disagree	46	5%	
			4.0
NA Response(s)	356		

<b>15) As I leave the court, I understand what happened in my case.</b>			
5 Strongly Agree	528	58%	
4 Agree	270	30%	
3 Neutral	75	8%	
2 Disagree	20	2%	
1 Strongly Disagree	18	2%	
			4.4
NA Response(s)	288		

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## Section III: Background Information

### 16) Who are you?

Attorney/prosecutor	300	16%
Family/friend of party to case	402	22%
Interpreter	6	0%
Juror	108	6%
Party	451	24%
Witness	50	3%
Other	537	29%

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

Appear as witness	85	4%
Attend hearing or trial	876	45%
File papers	197	10%
Get information	150	8%
Jury duty	117	6%
Meet probation/pretrial staff	72	4%
Search records/obtain docs.	50	3%
Other	380	20%

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

Child protective	326	17%
Civil matter	149	8%
Criminal/probation	294	15%
Divorce/custody/support	325	17%
Drug/sobriety court	47	2%
Estate/trust	80	4%
Guardianship/conservatorship	226	12%
Juvenile delinquency	114	6%
PPOs	40	2%
Small claims	12	1%
Traffic	9	0%
Other	275	14%

### 19) What is your gender?

Female	1,000	57%
Male	750	43%

### 20) How do you identify yourself?

American Indian / Alaska Nat.	35	2%
Asian	7	0%
Multiracial/biracial	9	0%
Black/African American	13	1%
Hispanic/Latino	45	2%
White/Caucasian	1,725	92%
Other	43	2%

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

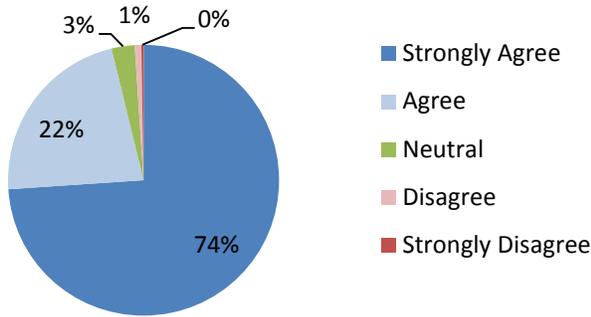
First time	268	15%
Once a year or less	535	29%
Several times a year	422	23%
Regularly	589	32%

### Counties Included

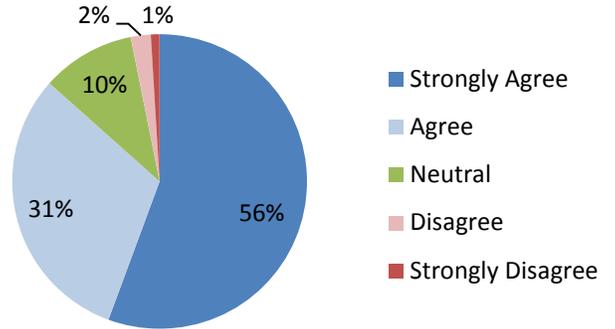
Alcona, Arenac, Iosco, Oscoda	Ionia, Montcalm
Antrim, Grand Traverse, Leelenau	Iron, Dickinson, Menominee
Clare, Gladwin	Mecosta, Osceola
Clinton, Gratiot	Newaygo, Oceana
Crawford, Kalkaska, Otsego	

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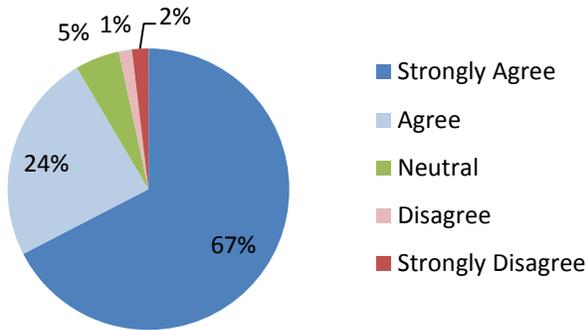
**Finding the courthouse was easy.**



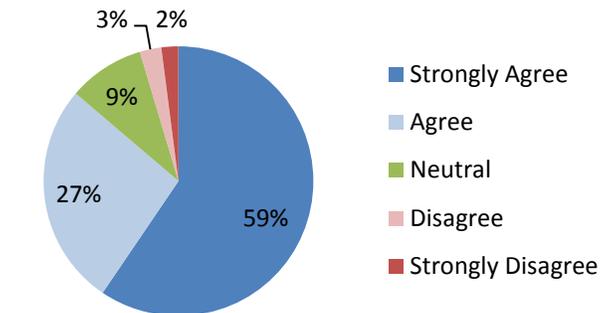
**The forms I needed were clear and easy to understand.**



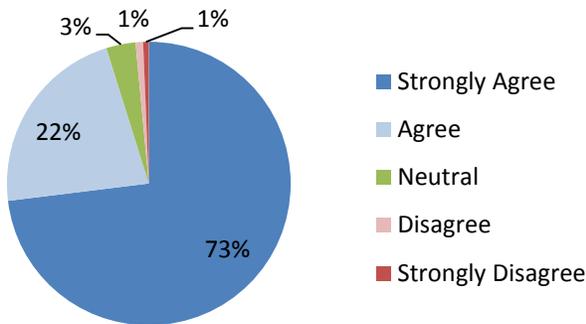
**I felt safe in the courthouse.**



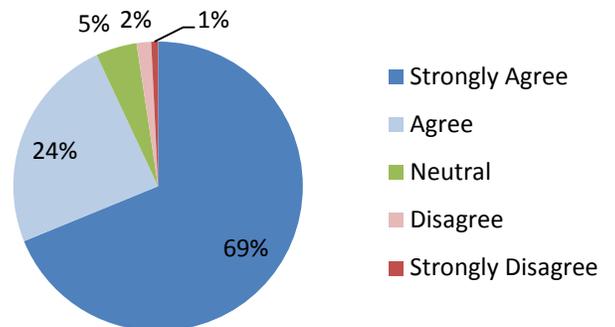
**I was able to get my court business done in a reasonable amount of time today.**



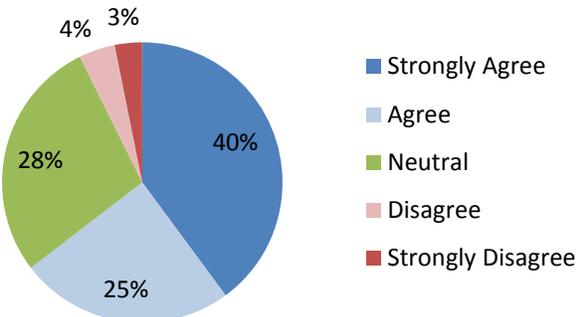
**I was treated with courtesy and respect by court staff.**



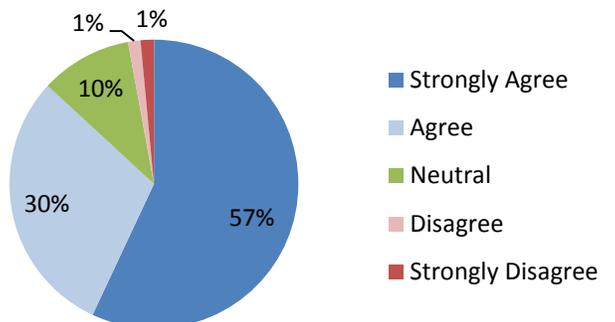
**I easily found the courtroom or office I needed.**



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

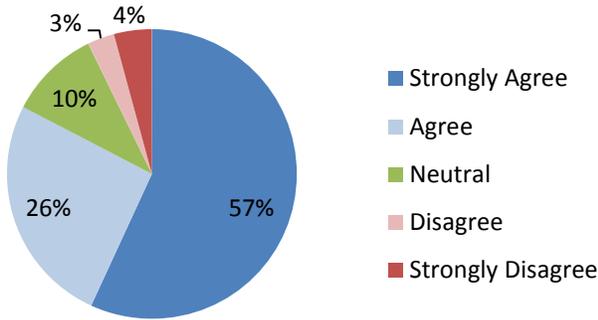


**The court's hours of operation made it easy for me to do my business.**

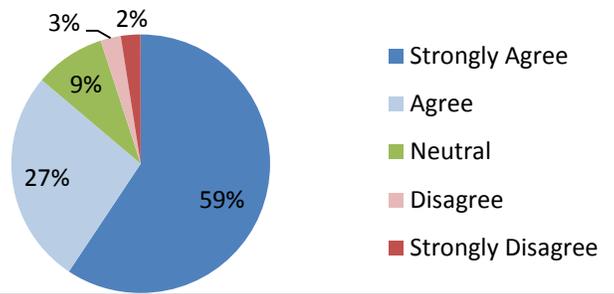


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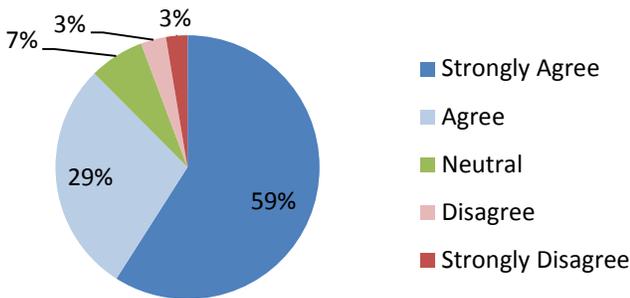
**The way the case was handled was fair.**



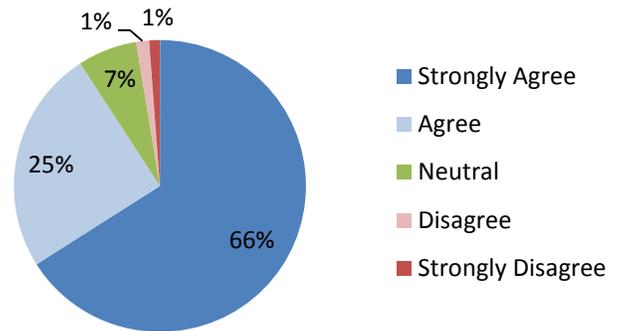
**The judge/magistrate/referee listened to both sides of the story before making a decision.**



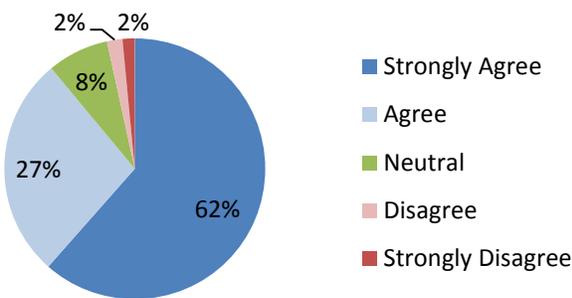
**The judge/magistrate/referee had the information necessary to make informed decisions about the case.**



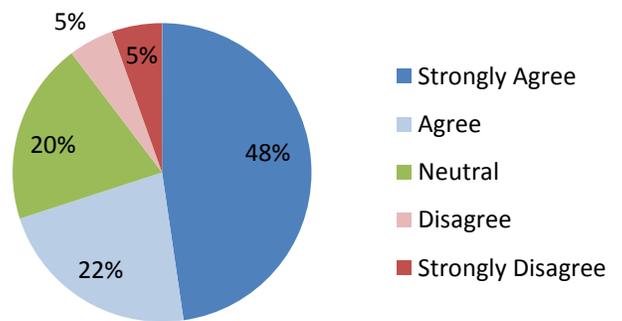
**The judge/magistrate/referee treated everyone with courtesy and respect.**



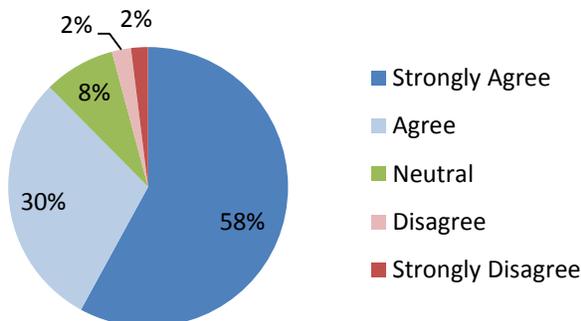
**The judge/magistrate/referee told the parties what would happen next in the case.**



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



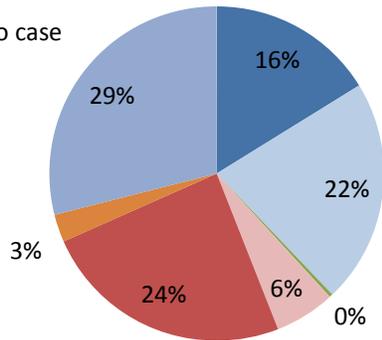
**As I leave the court, I understand what happened in my case.**



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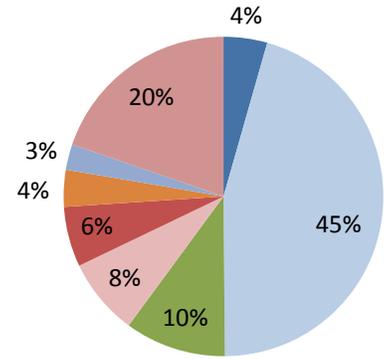
## Who are you?

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



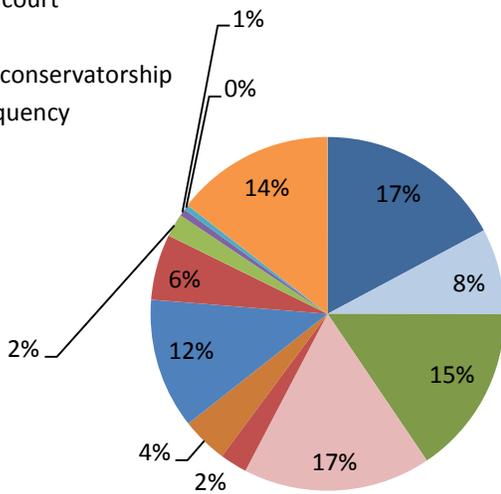
## What did you do at court today?

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



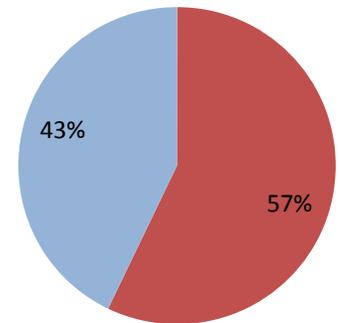
## What type of case brought you to the courthouse today?

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



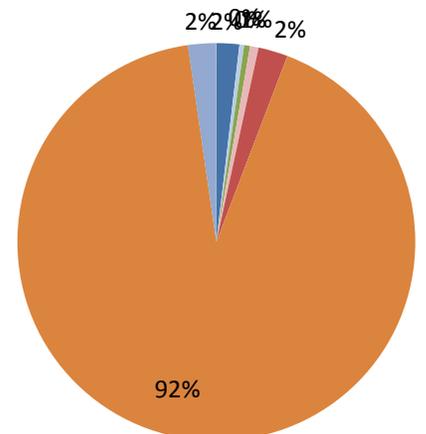
## What is your gender?

- 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

