

Medium Multi-County 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	1,047	70%	
4 Agree	369	25%	
3 Neutral	48	3%	
2 Disagree	16	1%	
1 Strongly Disagree	7	0%	
			4.6
NA Response(s)	10		

		<i>Mean</i>	
2) The forms I needed were clear and easy to understand.			
5 Strongly Agree	750	56%	
4 Agree	430	32%	
3 Neutral	123	9%	
2 Disagree	24	2%	
1 Strongly Disagree	18	1%	
			4.4
NA Response(s)	138		

3) I felt safe in the courthouse.			
5 Strongly Agree	989	67%	
4 Agree	362	24%	
3 Neutral	72	5%	
2 Disagree	37	2%	
1 Strongly Disagree	25	2%	
			4.5
NA Response(s)	8		

4) I was able to get my court business done in a reasonable amount of time today.			
5 Strongly Agree	799	57%	
4 Agree	393	28%	
3 Neutral	134	9%	
2 Disagree	60	4%	
1 Strongly Disagree	28	2%	
			4.3
NA Response(s)	54		

5) I was treated with courtesy and respect by court staff.			
5 Strongly Agree	1,071	72%	
4 Agree	319	21%	
3 Neutral	57	4%	
2 Disagree	15	1%	
1 Strongly Disagree	22	1%	
			4.6
NA Response(s)	11		

6) I easily found the courtroom or office I needed.			
5 Strongly Agree	955	66%	
4 Agree	384	26%	
3 Neutral	86	6%	
2 Disagree	20	1%	
1 Strongly Disagree	13	1%	
			4.5
NA Response(s)	33		

7) The court's website was useful.			
5 Strongly Agree	277	38%	
4 Agree	147	20%	
3 Neutral	237	33%	
2 Disagree	42	6%	
1 Strongly Disagree	22	3%	
			3.8
NA Response(s)	716		

8) The court's hours of operation made it easy for me to do my business.			
5 Strongly Agree	769	54%	
4 Agree	421	30%	
3 Neutral	170	12%	
2 Disagree	40	3%	
1 Strongly Disagree	22	2%	
			4.3
NA Response(s)	66		

Medium Multi-County District Courts Comparison Group Public Satisfaction Survey

Section II: Fairness

9) The way the case was handled was fair.		<i>Mean</i>
5 Strongly Agree	532 55%	
4 Agree	259 27%	
3 Neutral	121 12%	
2 Disagree	22 2%	
1 Strongly Disagree	42 4%	
		4.2
NA Response(s)	169	

10) The judge/magistrate/referee listened to both sides of the story before making a decision.		<i>Mean</i>
5 Strongly Agree	507 56%	
4 Agree	237 26%	
3 Neutral	106 12%	
2 Disagree	22 2%	
1 Strongly Disagree	29 3%	
		4.3
NA Response(s)	225	

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.		<i>Mean</i>
5 Strongly Agree	525 57%	
4 Agree	267 29%	
3 Neutral	92 10%	
2 Disagree	17 2%	
1 Strongly Disagree	26 3%	
		4.3
NA Response(s)	191	

12) The judge/magistrate/referee treated everyone with courtesy and respect.		<i>Mean</i>
5 Strongly Agree	600 62%	
4 Agree	251 26%	
3 Neutral	65 7%	
2 Disagree	24 2%	
1 Strongly Disagree	25 3%	
		4.4
NA Response(s)	164	

13) The judge/magistrate/referee told the parties what would happen next in the case.		<i>Mean</i>
5 Strongly Agree	535 58%	
4 Agree	257 28%	
3 Neutral	85 9%	
2 Disagree	22 2%	
1 Strongly Disagree	17 2%	
		4.4
NA Response(s)	199	

14) The outcome in my case was favorable to me.		<i>Mean</i>
5 Strongly Agree	312 43%	
4 Agree	165 23%	
3 Neutral	164 23%	
2 Disagree	36 5%	
1 Strongly Disagree	51 7%	
		3.9
NA Response(s)	282	

15) As I leave the court, I understand what happened in my case.		<i>Mean</i>
5 Strongly Agree	437 57%	
4 Agree	220 28%	
3 Neutral	71 9%	
2 Disagree	22 3%	
1 Strongly Disagree	22 3%	
		4.3
NA Response(s)	231	

Medium Multi-County District Courts Comparison Group Public Satisfaction Survey

Section III: Background Information

16) Who are you?

Attorney/prosecutor	203	14%
Family/friend of party to case	174	12%
Interpreter	7	0%
Juror	75	5%
Party	474	33%
Witness	31	2%
Other	456	32%

17) What did you do at court today?

Appear as witness	42	3%
Attend hearing or trial	544	37%
File papers	127	9%
Get information	117	8%
Jury duty	78	5%
Meet probation/pretrial staff	153	10%
Search records/obtain docs.	46	3%
Other	375	25%

18) What type of case brought you to the

Child protective	15	1%
Civil matter	253	18%
Criminal/probation	472	33%
Divorce/custody/support	12	1%
Drug/sobriety court	117	8%
Estate/trust	12	1%
Guardianship/conservatorship	2	0%
Juvenile delinquency	6	0%
PPOs	9	1%
Small claims	72	5%
Traffic	204	14%
Other	258	18%

19) What is your gender?

Female	576	41%
Male	820	59%

20) How do you identify yourself?

American Indian / Alaska Nat.	28	2%
Asian	12	1%
Multiracial/biracial	7	0%
Black/African American	19	1%
Hispanic/Latino	31	2%
White/Caucasian	1,325	91%
Other	29	2%

21) How often are you typically in the courthouse?

First time	330	23%
Once a year or less	416	29%
Several times a year	225	16%
Regularly	450	32%

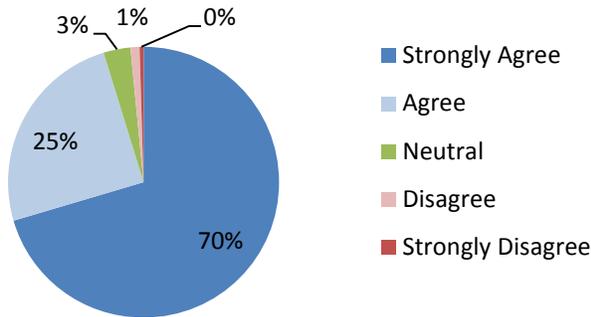
Courts Included

Alpena, Montmorency	D88
Antrim, Grand Traverse, Leelanau	D86
Baraga, Houghton, Keweenaw	D97
Benzie, Manistee	D85
Charlevoix, Emmet	D90
Cheboygan, Presque Isle	D89
Clare, Gladwin	D80
Clinton	D65A

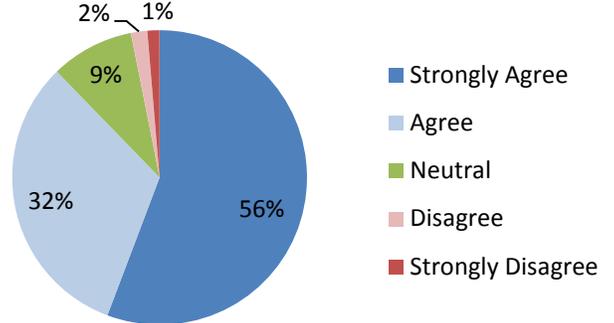
Dickinson	D95B
Gratiot	D65B
Ionia	D64A
Mason	D79
Mecosta, Osceola	D77
Menominee	D95A
Missaukee, Wexford	D84
Montcalm	D64B
Newaygo, Oceana	D78
Ogemaw, Roscommon	D82
Otsego	D87A

Medium Multi-County District Courts Comparison Group Public Satisfaction Survey

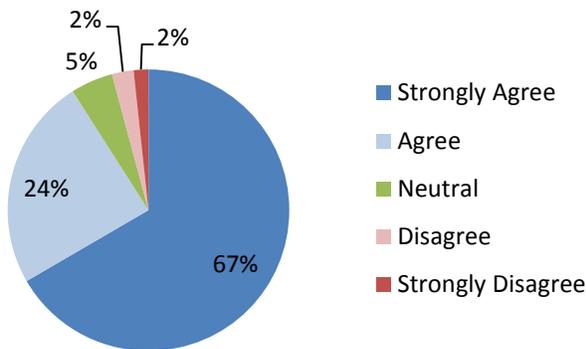
Finding the courthouse was easy.



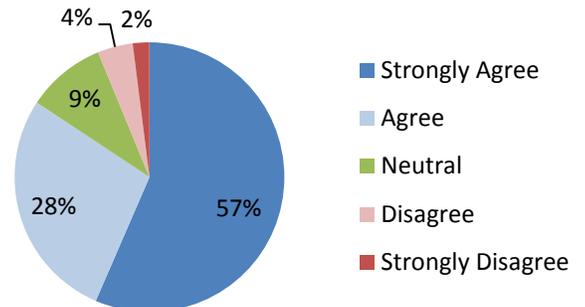
The forms I needed were clear and easy to understand.



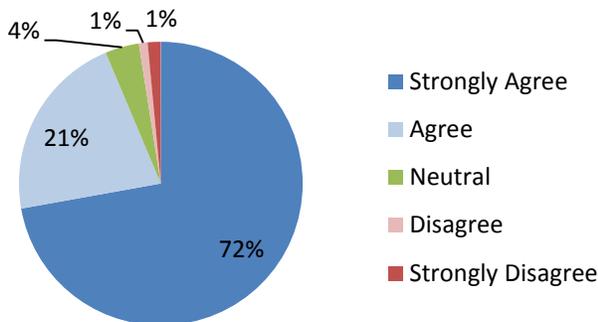
I felt safe in the courthouse.



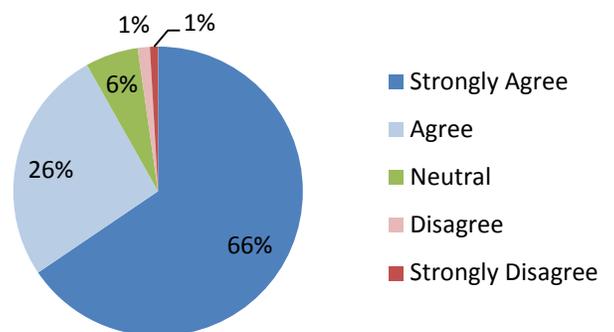
I was able to get my court business done in a reasonable amount of time today.



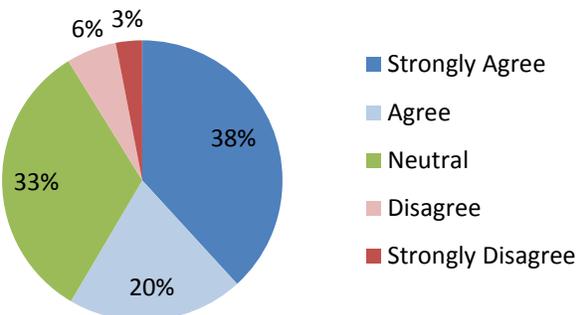
I was treated with courtesy and respect by court staff.



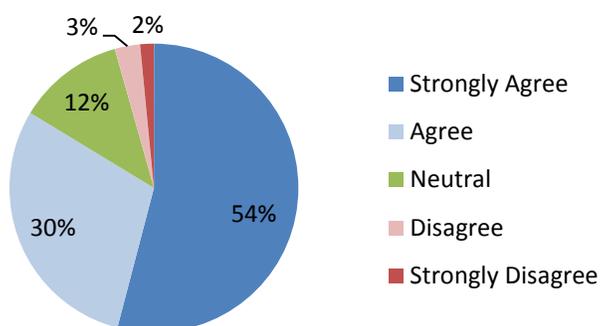
I easily found the courtroom or office I needed.



The court's website was useful.

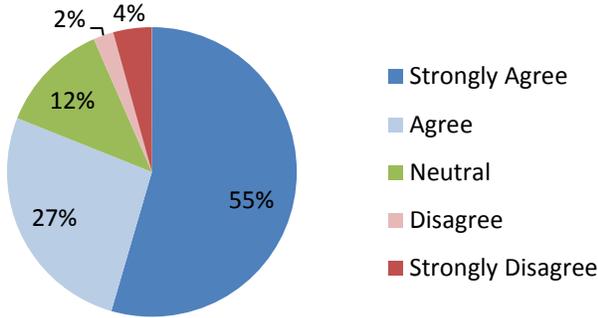


The court's hours of operation made it easy for me to do my business.

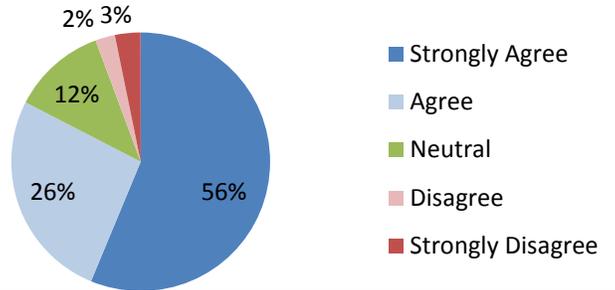


Medium Multi-County District Courts Comparison Group Public Satisfaction Survey

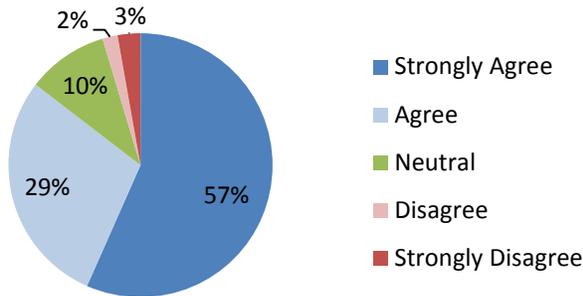
The way the case was handled was fair.



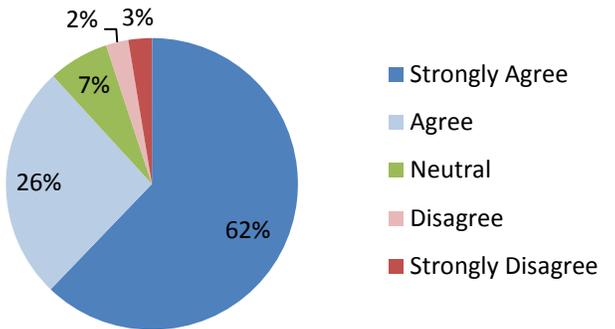
The judge/magistrate/referee listened to both sides of the story before making a decision.



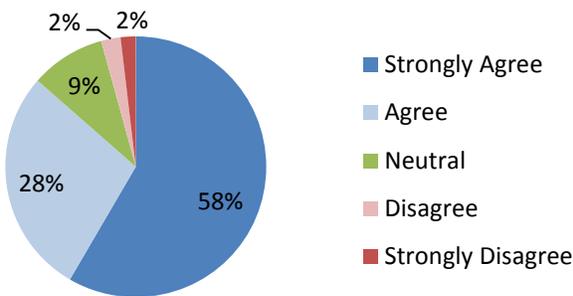
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



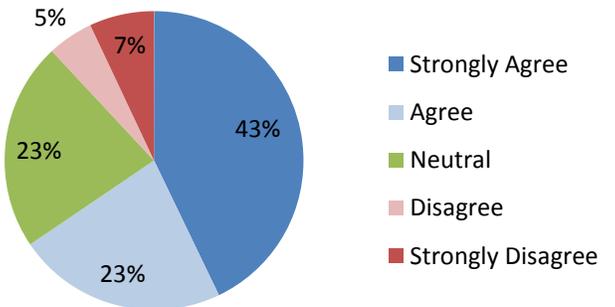
The judge/magistrate/referee treated everyone with courtesy and respect.



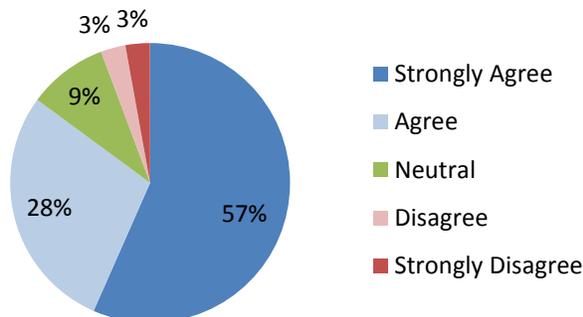
The judge/magistrate/referee told the parties what would happen next in the case.



The outcome in my case was favorable to me.



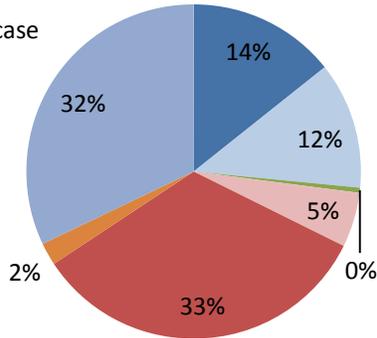
As I leave the court, I understand what happened in my case.



Medium Multi-County District Courts Comparison Group Public Satisfaction Survey

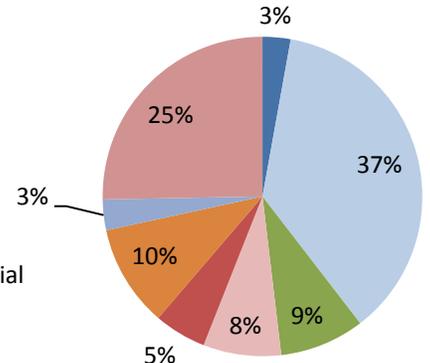
Who are you?

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



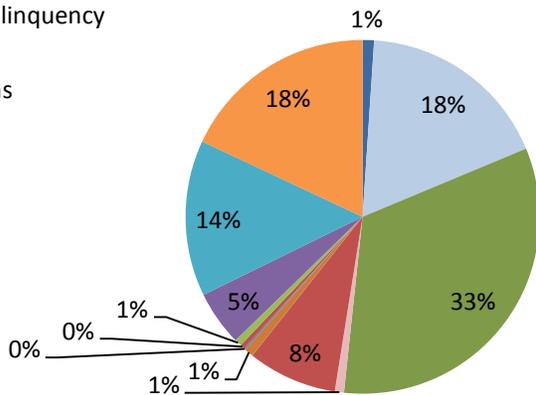
What did you do at court today?

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



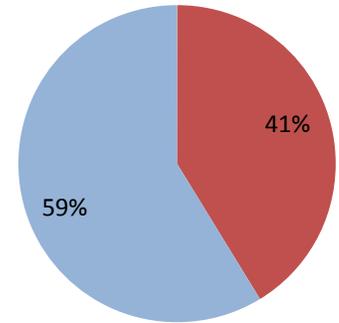
What type of case brought you to the courthouse today?

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



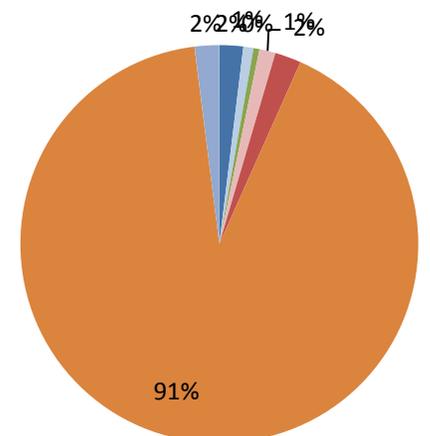
What is your gender?

- 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

