

Medium Third-Class 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	1,706	71%	
4 Agree	553	23%	
3 Neutral	89	4%	
2 Disagree	31	1%	
1 Strongly Disagree	24	1%	
			4.6
NA Response(s)	12		

			<i>Mean</i>
2) The forms I needed were clear and easy to understand.			
5 Strongly Agree	1,365	63%	
4 Agree	608	28%	
3 Neutral	142	7%	
2 Disagree	27	1%	
1 Strongly Disagree	22	1%	
			4.5
NA Response(s)	237		

3) I felt safe in the courthouse.			
5 Strongly Agree	1,819	76%	
4 Agree	473	20%	
3 Neutral	67	3%	
2 Disagree	22	1%	
1 Strongly Disagree	16	1%	
			4.7
NA Response(s)	15		

4) I was able to get my court business done in a reasonable amount of time today.			
5 Strongly Agree	1,501	64%	
4 Agree	550	23%	
3 Neutral	163	7%	
2 Disagree	72	3%	
1 Strongly Disagree	57	2%	
			4.4
NA Response(s)	43		

5) I was treated with courtesy and respect by court staff.			
5 Strongly Agree	1,778	74%	
4 Agree	470	20%	
3 Neutral	85	4%	
2 Disagree	29	1%	
1 Strongly Disagree	26	1%	
			4.7
NA Response(s)	19		

6) I easily found the courtroom or office I needed.			
5 Strongly Agree	1,692	74%	
4 Agree	463	20%	
3 Neutral	101	4%	
2 Disagree	20	1%	
1 Strongly Disagree	20	1%	
			4.6
NA Response(s)	84		

7) The court's website was useful.			
5 Strongly Agree	667	51%	
4 Agree	261	20%	
3 Neutral	307	23%	
2 Disagree	43	3%	
1 Strongly Disagree	42	3%	
			4.1
NA Response(s)	1,003		

8) The court's hours of operation made it easy for me to do my business.			
5 Strongly Agree	1,323	58%	
4 Agree	601	26%	
3 Neutral	239	11%	
2 Disagree	67	3%	
1 Strongly Disagree	40	2%	
			4.4
NA Response(s)	119		

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Section II: Fairness

		<i>Mean</i>
9) The way the case was handled was fair.		
5 Strongly Agree	976 57%	
4 Agree	414 24%	
3 Neutral	177 10%	
2 Disagree	73 4%	
1 Strongly Disagree	59 3%	
		<i>4.3</i>
NA Response(s)	252	

		<i>Mean</i>
10) The judge/magistrate/referee listened to both sides of the story before making a decision.		
5 Strongly Agree	869 57%	
4 Agree	402 27%	
3 Neutral	152 10%	
2 Disagree	52 3%	
1 Strongly Disagree	37 2%	
		<i>4.3</i>
NA Response(s)	393	

11) The judge/magistrate/referee had the information necessary to make informed decisions about the case.		
5 Strongly Agree	931 60%	
4 Agree	393 25%	
3 Neutral	148 10%	
2 Disagree	39 3%	
1 Strongly Disagree	42 3%	
		<i>4.4</i>
NA Response(s)	341	

12) The judge/magistrate/referee treated everyone with courtesy and respect.		
5 Strongly Agree	1,048 65%	
4 Agree	388 24%	
3 Neutral	114 7%	
2 Disagree	30 2%	
1 Strongly Disagree	30 2%	
		<i>4.5</i>
NA Response(s)	290	

13) The judge/magistrate/referee told the parties what would happen next in the case.		
5 Strongly Agree	925 62%	
4 Agree	403 27%	
3 Neutral	109 7%	
2 Disagree	38 3%	
1 Strongly Disagree	24 2%	
		<i>4.4</i>
NA Response(s)	377	

14) The outcome in my case was favorable to me.		
5 Strongly Agree	665 48%	
4 Agree	294 21%	
3 Neutral	249 18%	
2 Disagree	88 6%	
1 Strongly Disagree	79 6%	
		<i>4.0</i>
NA Response(s)	417	

15) As I leave the court, I understand what happened in my case.		
5 Strongly Agree	888 61%	
4 Agree	375 26%	
3 Neutral	115 8%	
2 Disagree	34 2%	
1 Strongly Disagree	36 2%	
		<i>4.4</i>
NA Response(s)	334	

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Section III: Background Information

16) Who are you?

Attorney/prosecutor	339	18%
Family/friend of party to case	296	15%
Interpreter	14	1%
Juror	34	2%
Party	666	35%
Witness	96	5%
Other	481	25%

17) What did you do at court today?

Appear as witness	102	5%
Attend hearing or trial	829	37%
File papers	145	6%
Get information	133	6%
Jury duty	33	1%
Meet probation/pretrial staff	270	12%
Search records/obtain docs.	51	2%
Other	702	31%

18) What type of case brought you to the

Child protective	16	1%
Civil matter	433	19%
Criminal/probation	548	24%
Divorce/custody/support	5	0%
Drug/sobriety court	147	6%
Estate/trust	8	0%
Guardianship/conservatorship	2	0%
Juvenile delinquency	7	0%
PPOs	15	1%
Small claims	74	3%
Traffic	749	32%
Other	304	13%

19) What is your gender?

Female	885	41%
Male	1,267	59%

20) How do you identify yourself?

American Indian / Alaska Nat.	35	2%
Asian	31	1%
Multiracial/biracial	28	1%
Black/African American	570	25%
Hispanic/Latino	77	3%
White/Caucasian	1,436	62%
Other	129	6%

21) How often are you typically in the courthouse?

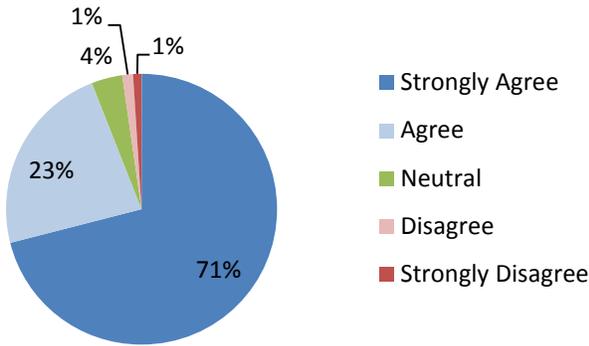
First time	738	33%
Once a year or less	655	29%
Several times a year	383	17%
Regularly	471	21%

Courts Included

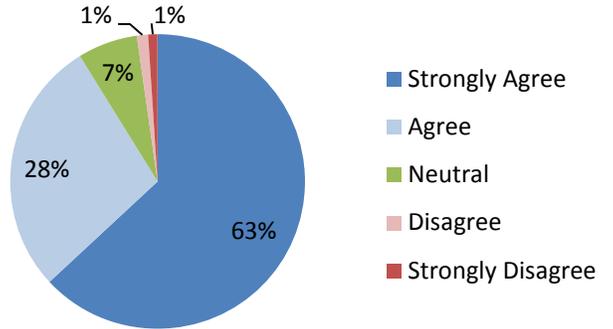
Kent	D62A	Washtenaw	D14B
Macomb	D39, D40	Wayne	D16, D18, D19, D20
Oakland	D43, D44, D46		D23, D25, D33, D34
	D47, D50, D51		

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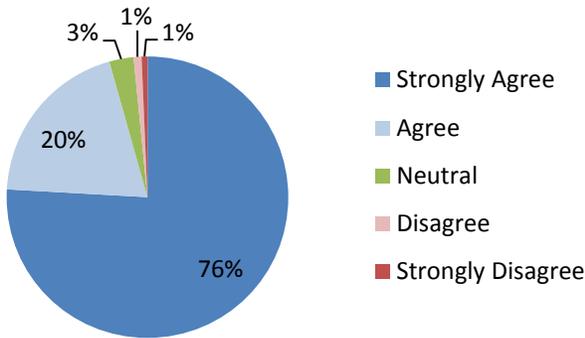
Finding the courthouse was easy.



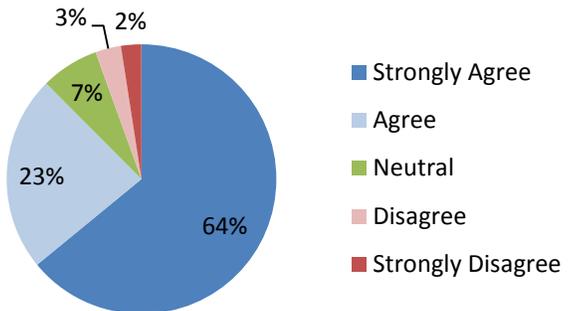
The forms I needed were clear and easy to understand.



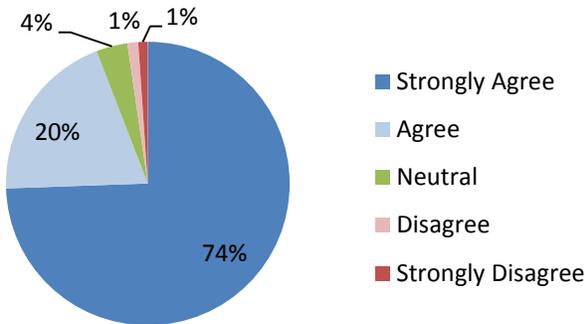
I felt safe in the courthouse.



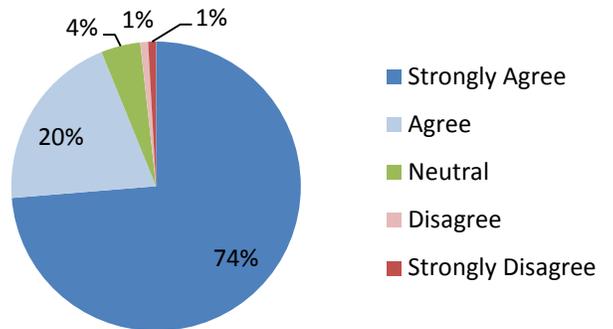
I was able to get my court business done in a reasonable amount of time today.



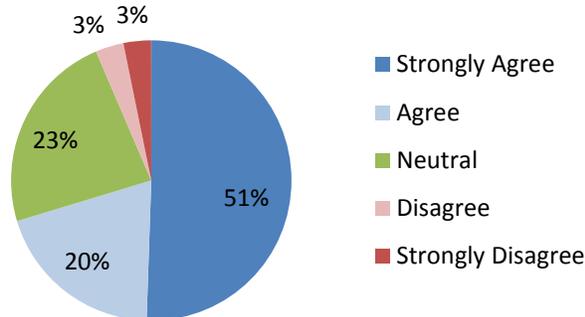
I was treated with courtesy and respect by court staff.



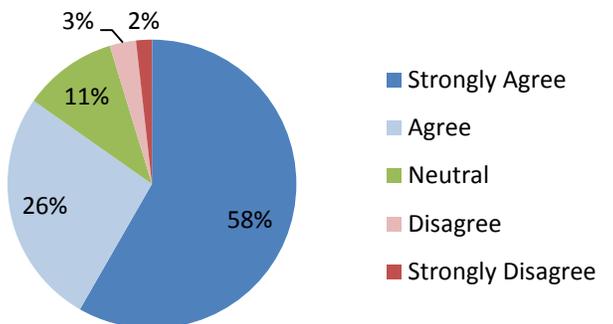
I easily found the courtroom or office I needed.



The court's website was useful.

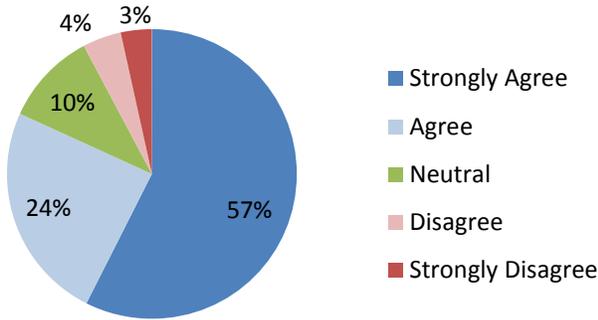


The court's hours of operation made it easy for me to do my business.

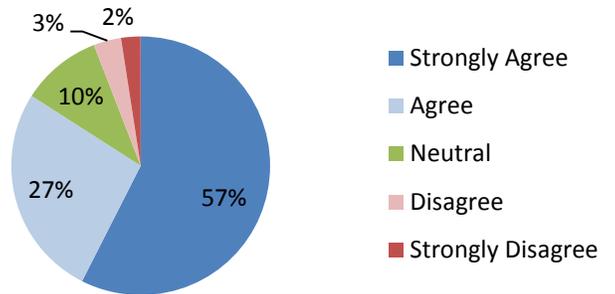


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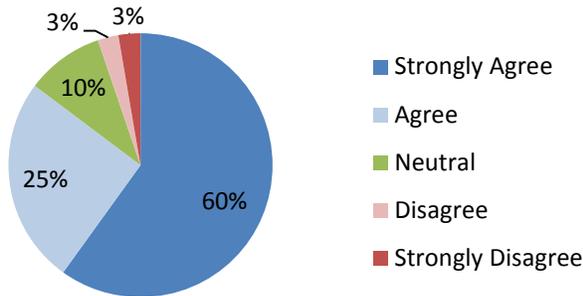
The way the case was handled was fair.



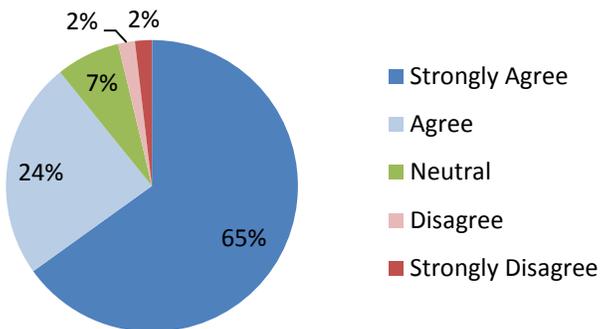
The judge/magistrate/referee listened to both sides of the story before making a decision.



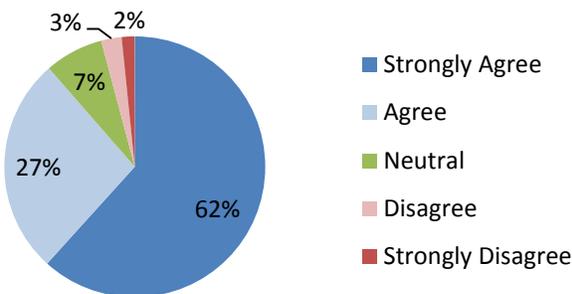
The judge/magistrate/referee had the information necessary to make informed decisions about the case.



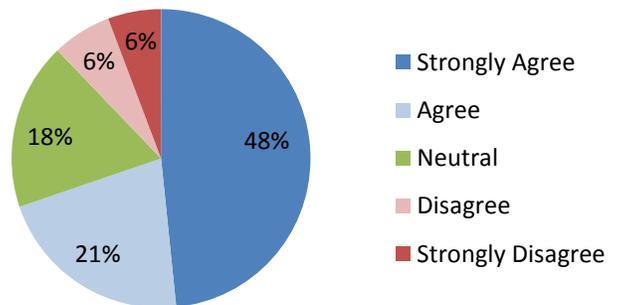
The judge/magistrate/referee treated everyone with courtesy and respect.



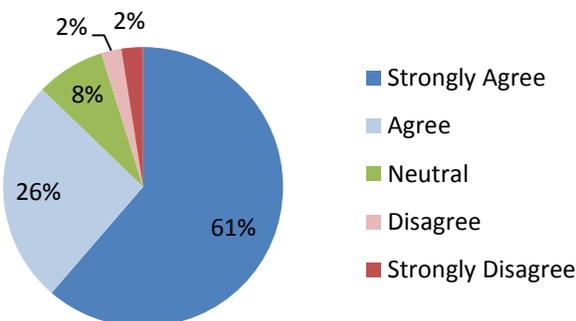
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The outcome in my case was favorable to me.



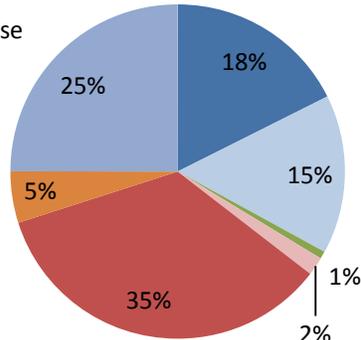
As I leave the court, I understand what happened in my case.



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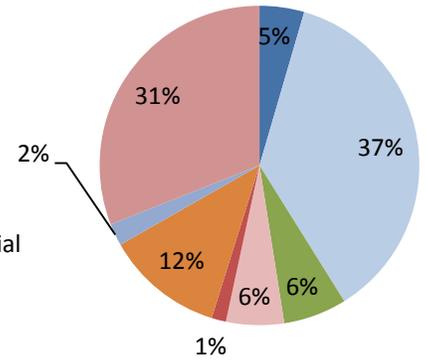
Who are you?

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



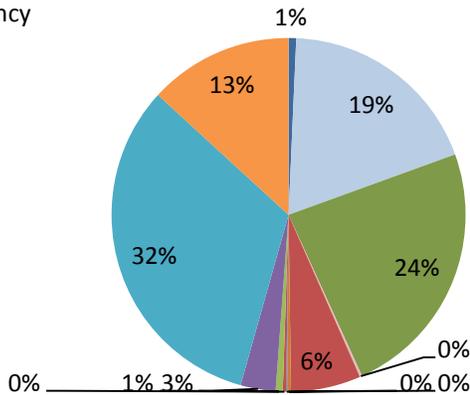
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- Jury duty
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- Other



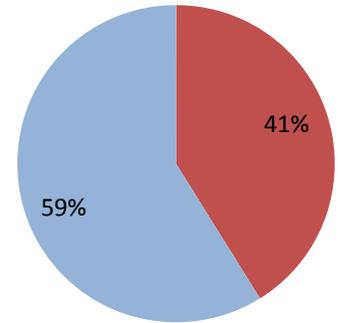
What type of case brought you to the courthouse today?

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



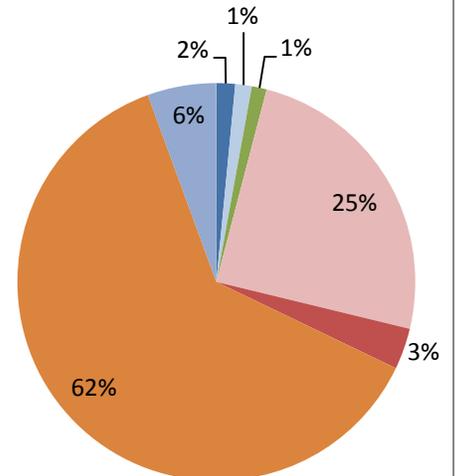
What is your gender?

- 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

