



MICHIGAN COURTS

One Court of Justice

**Michigan Trial Court
Public Satisfaction
Survey Results**

July 2014

First Annual Survey

In 2013, Michigan trial courts conducted the first annual statewide public satisfaction survey.

Over 21,000 people responded, providing invaluable feedback on court performance.

15 Survey Questions

Eight questions about access to the court were targeted to everyone at the court.

Five questions about fairness were targeted to anyone who appeared before a judicial officer or observed a hearing or trial.

Two questions about the outcome of the case were targeted to parties to a case.

Scale

Respondents indicated their level of agreement with each statement on the following scale.

Strongly Agree

Agree

Neutral

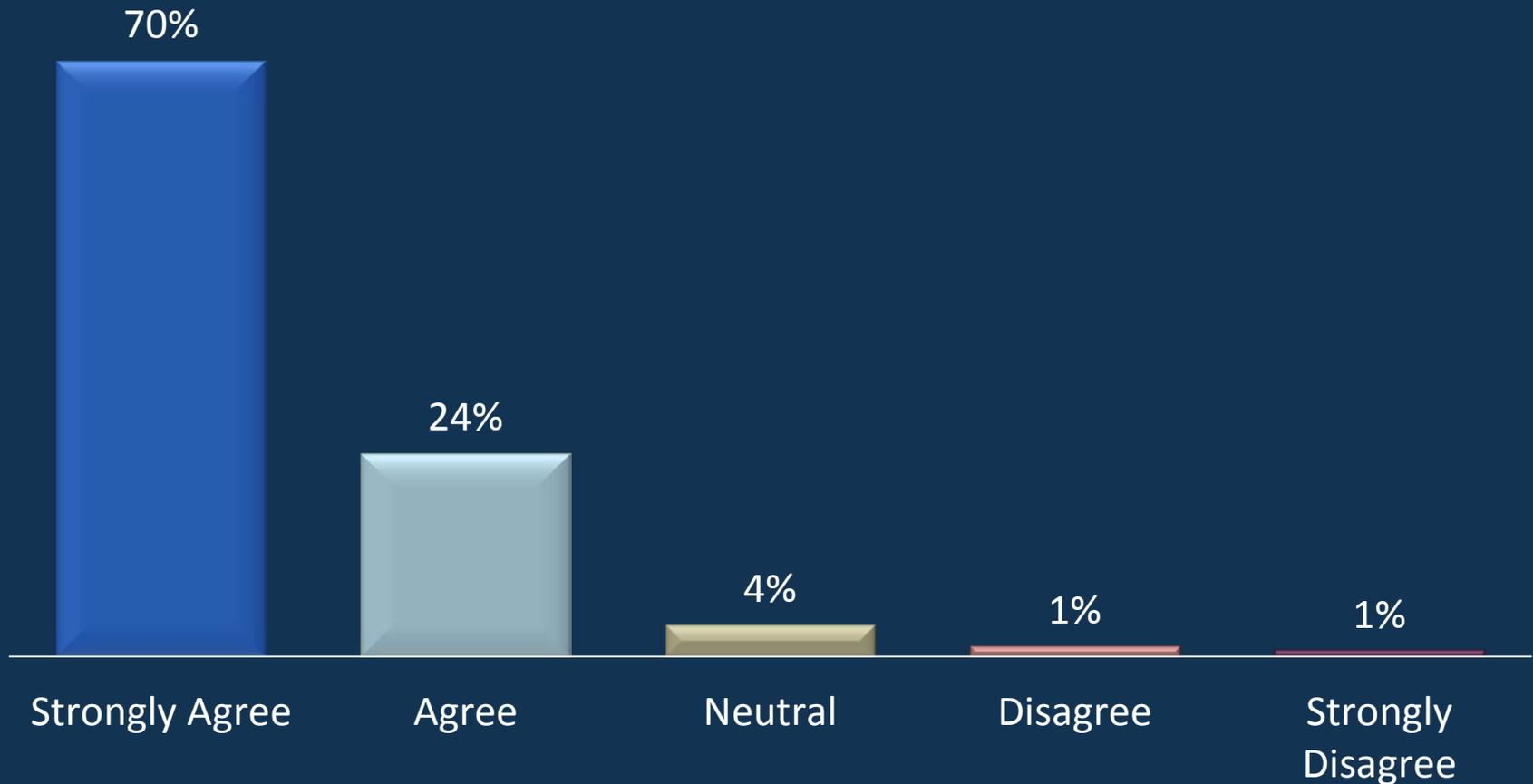
Disagree

Strongly Disagree

Not Applicable

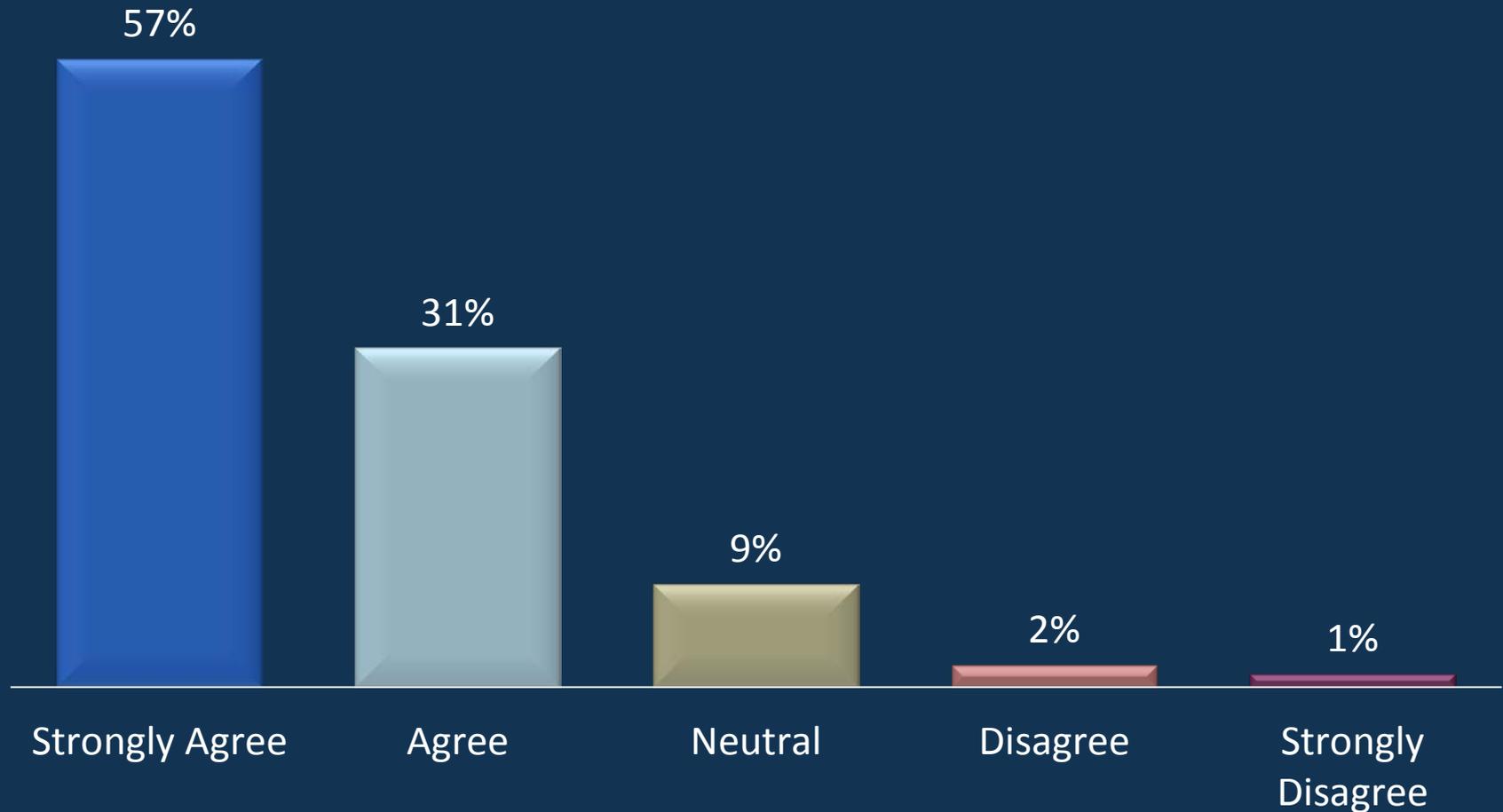
ACCESS TO THE COURT

Finding the courthouse was easy.



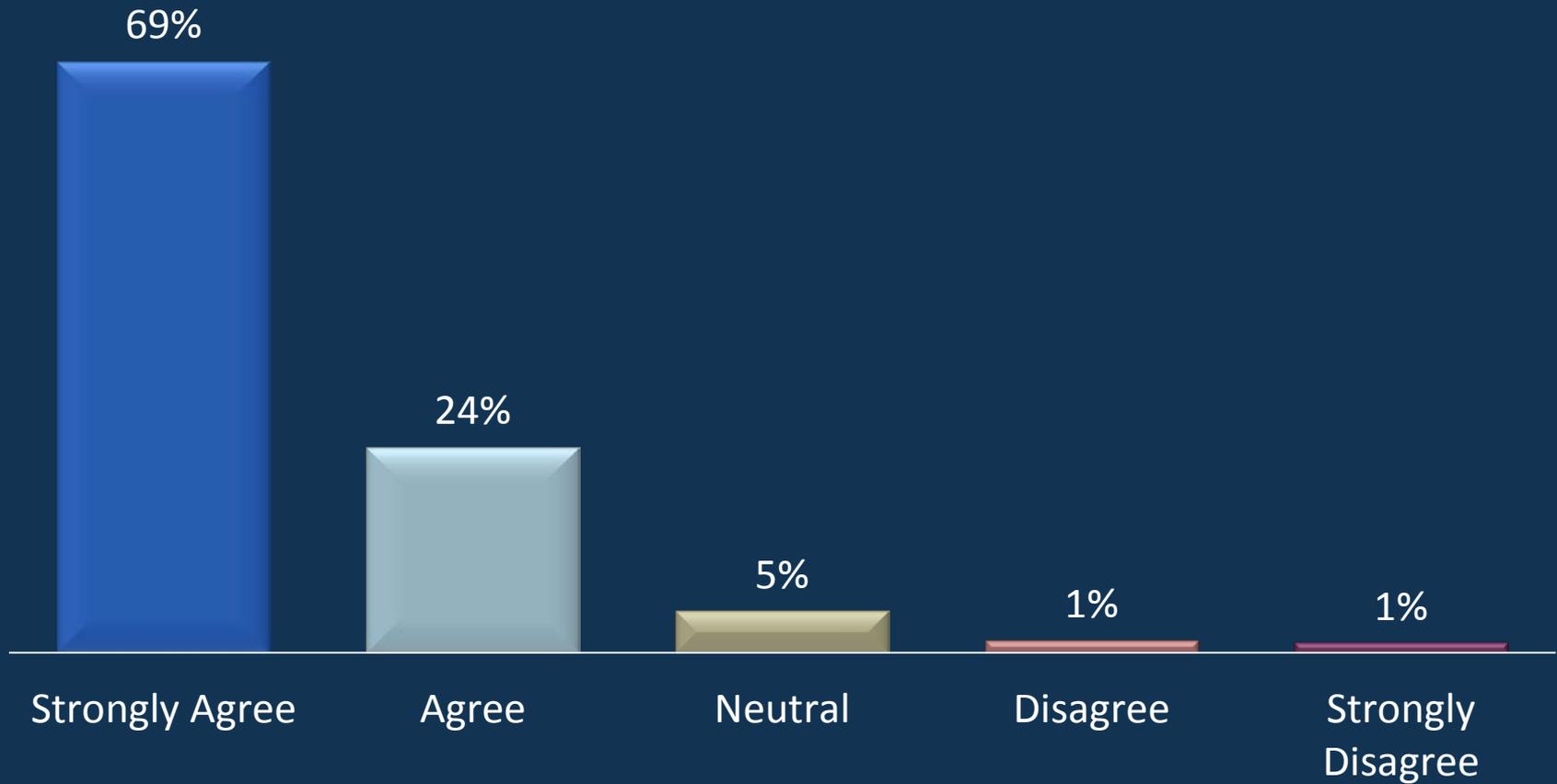
166 additional respondents selected "Not Applicable"

The forms I needed were clear and easy to understand.



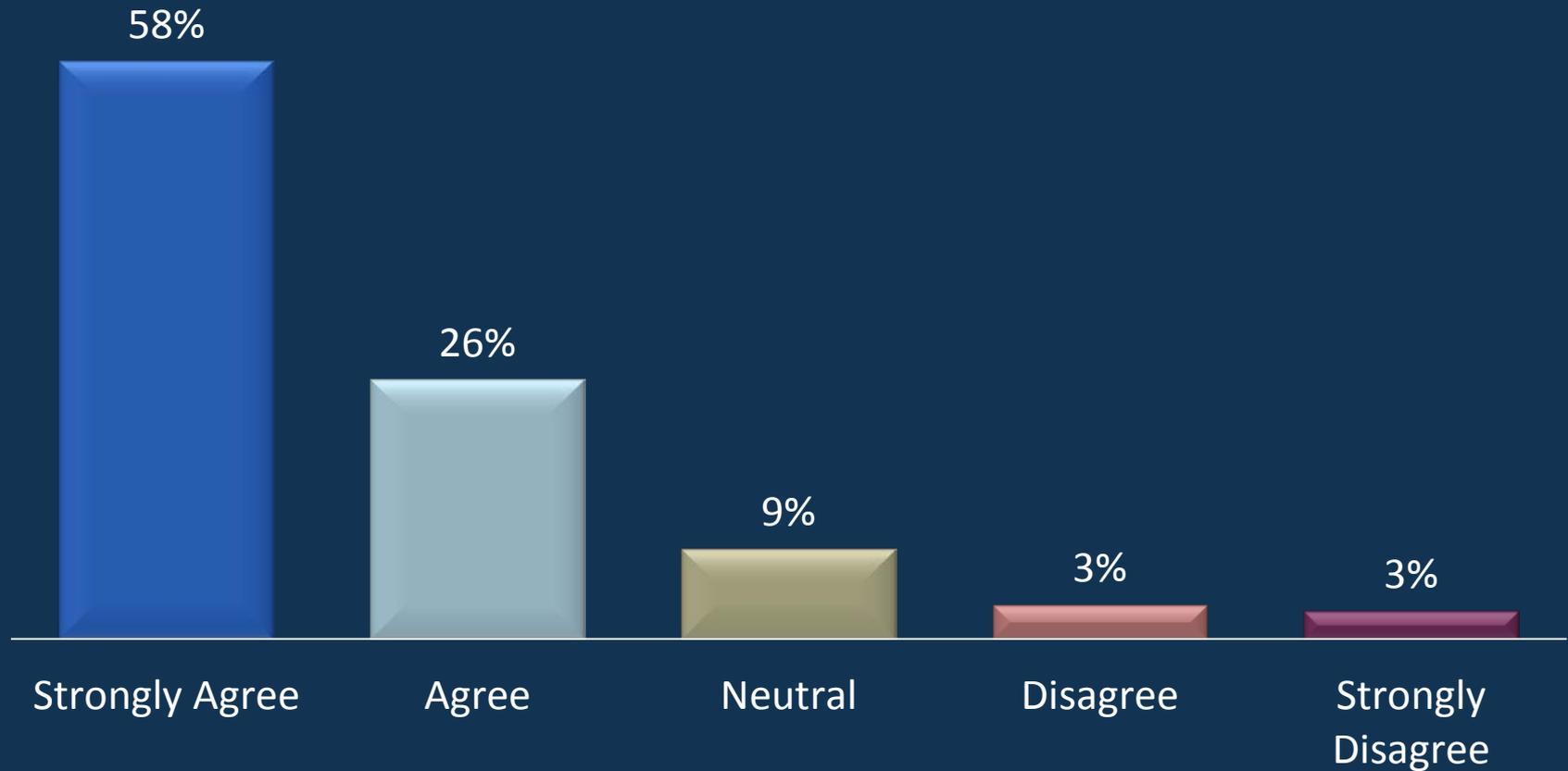
2,399 additional respondents selected "Not Applicable"

I felt safe in the courthouse.



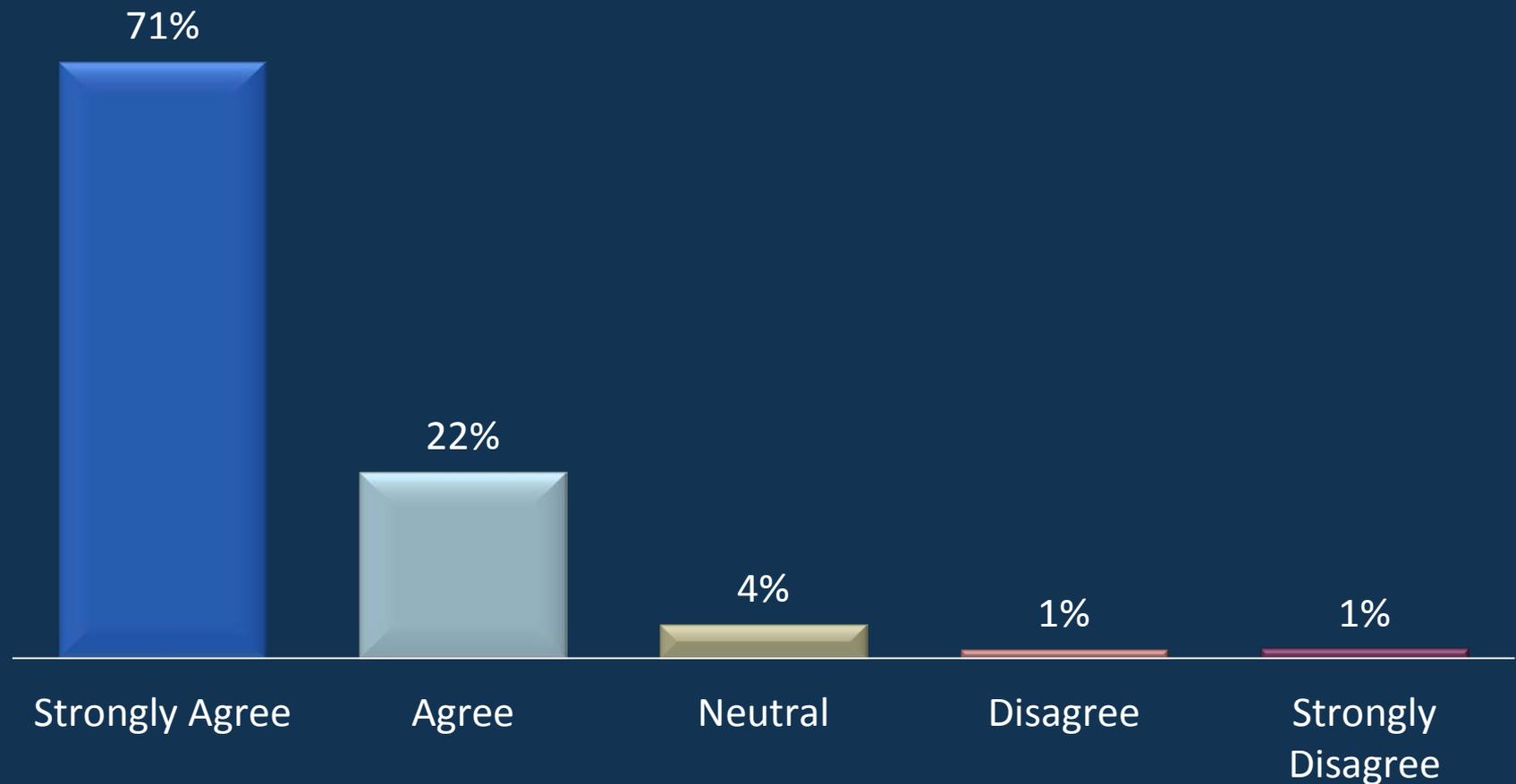
122 additional respondents selected "Not Applicable"

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



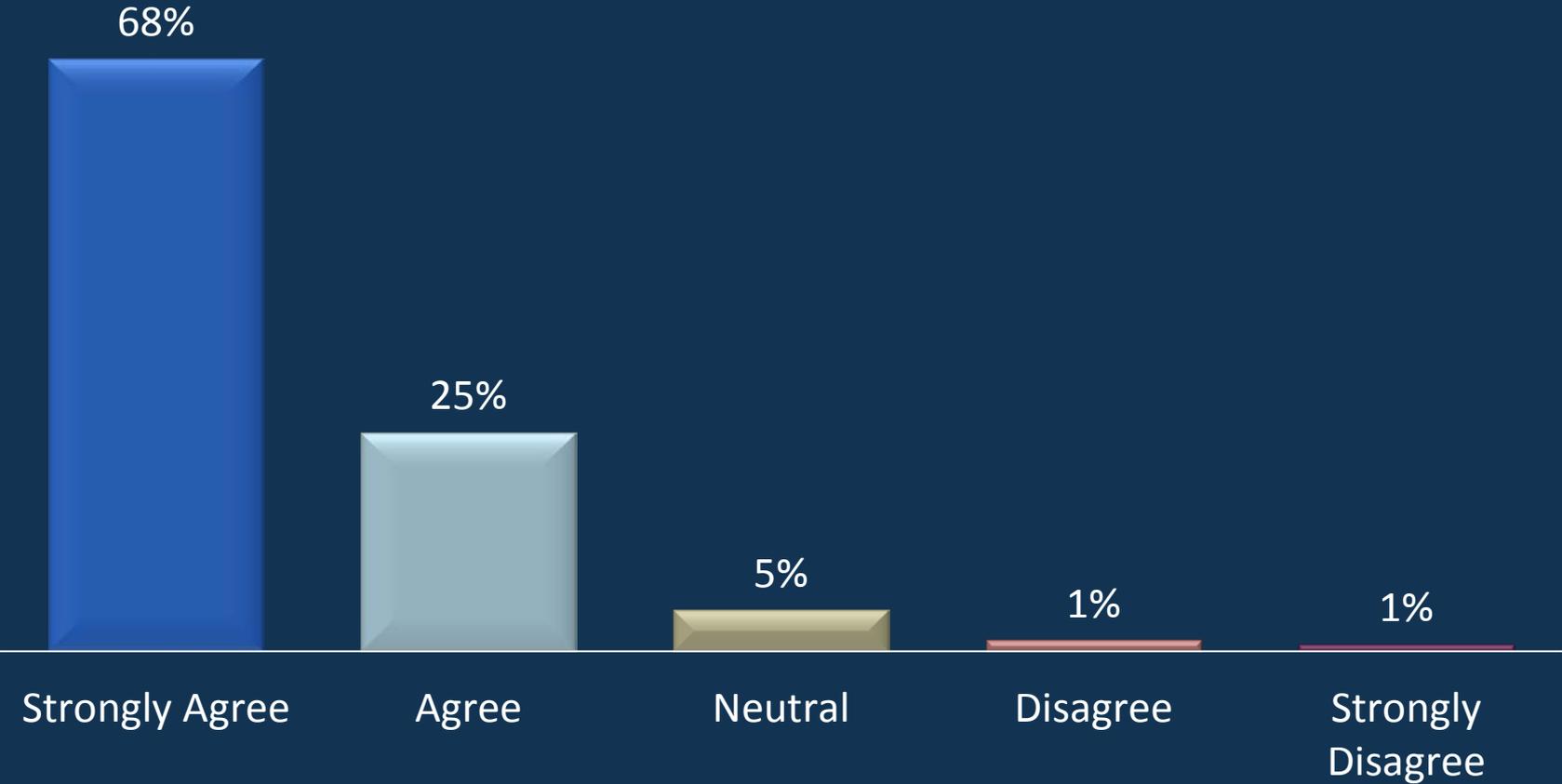
486 additional respondents selected "Not Applicable"

I was treated with courtesy and respect by court staff.



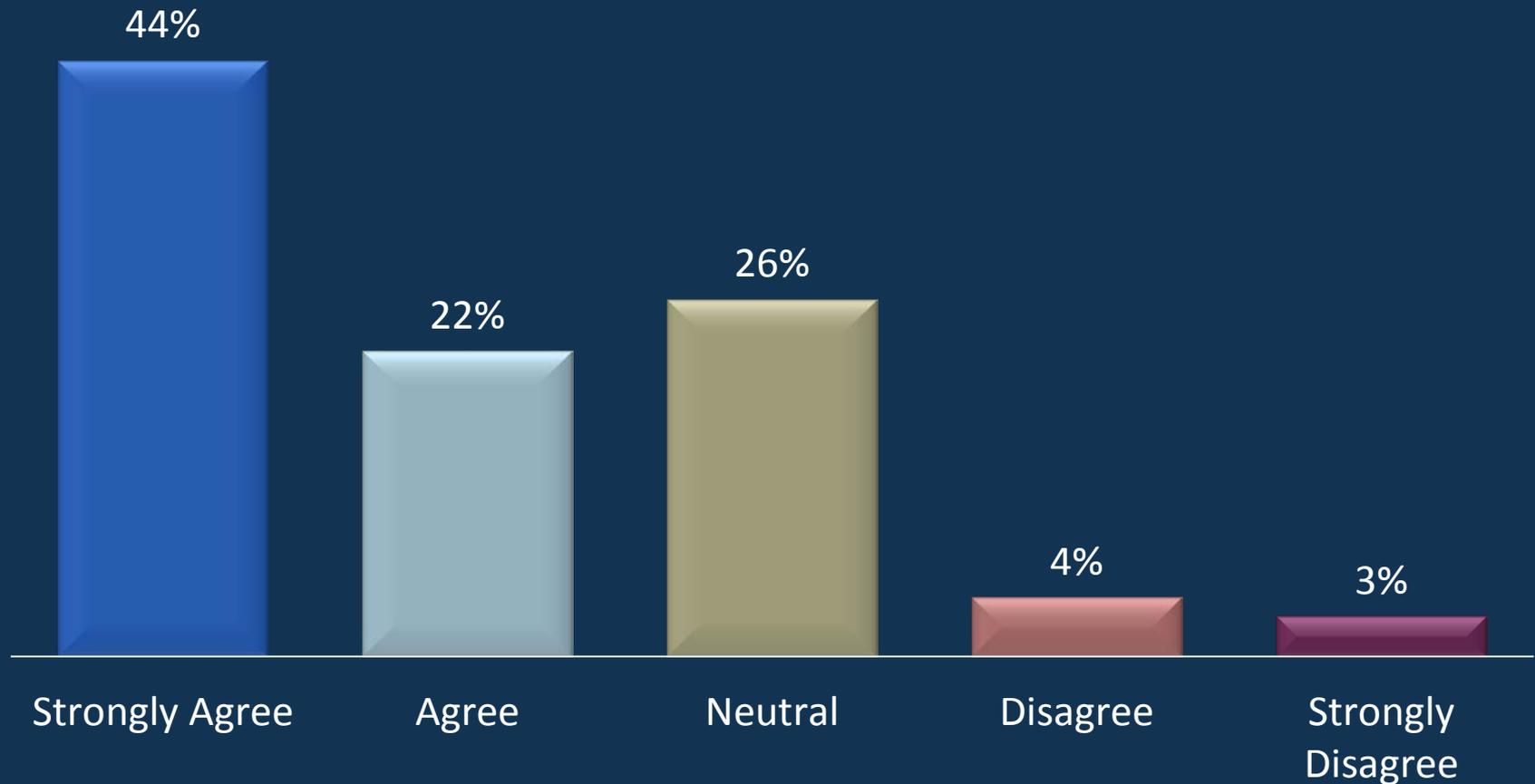
156 additional respondents selected "Not Applicable"

I easily found the courtroom or office I needed.



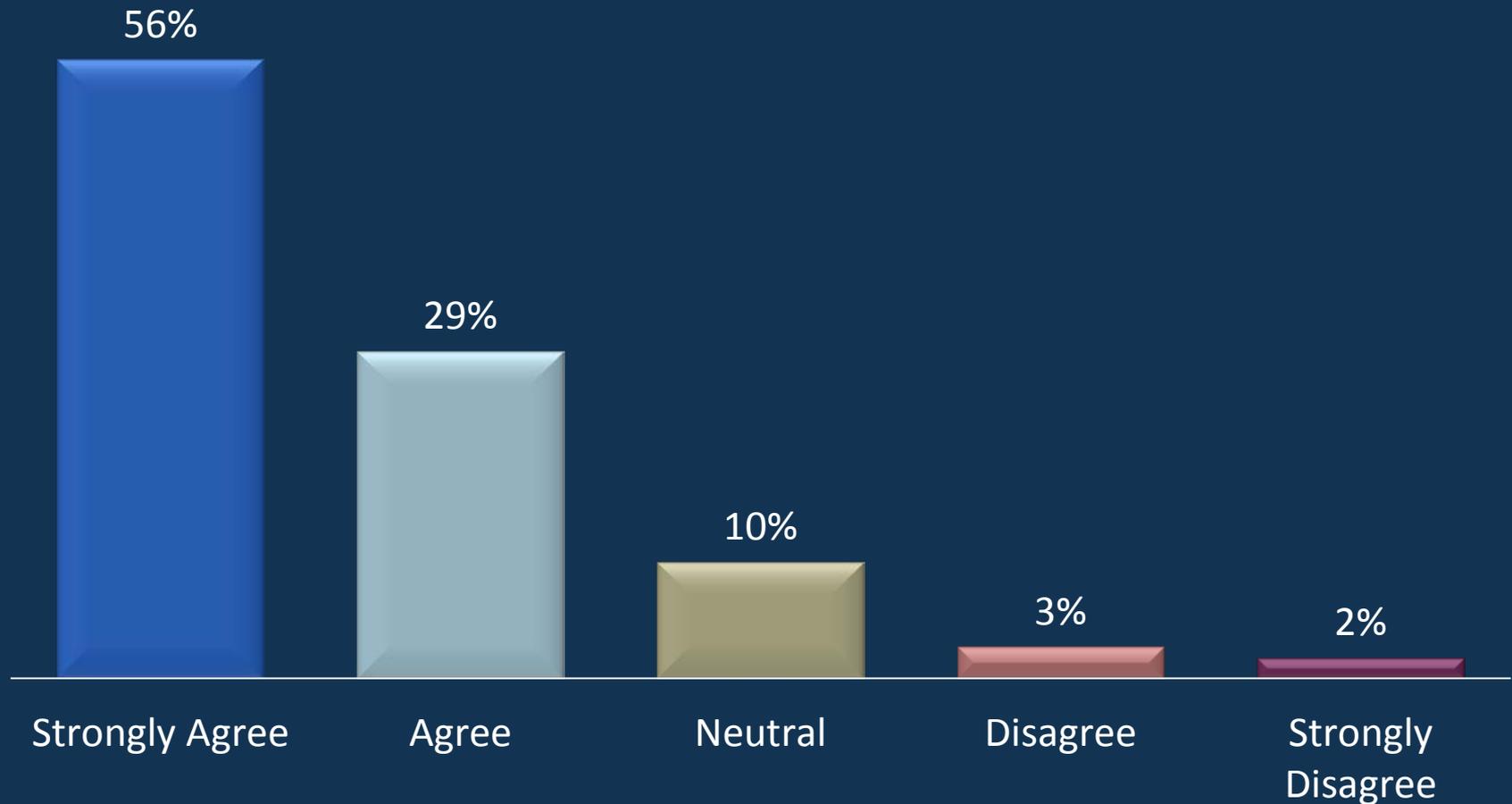
525 additional respondents selected "Not Applicable"

The court's website was useful.



8,973 additional respondents selected "Not Applicable"

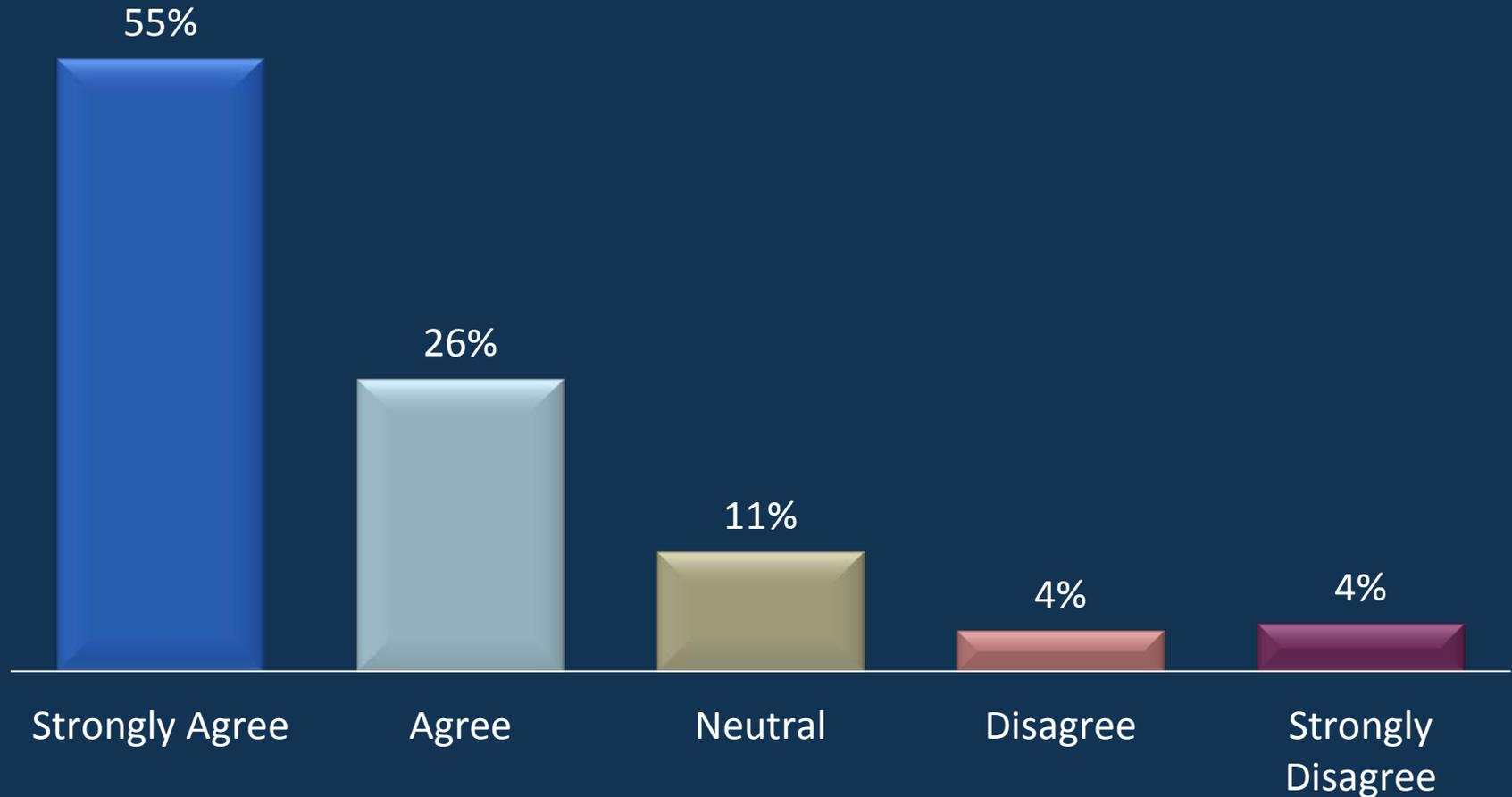
The court's hours of operation made it easy for me to do my business.



994 additional respondents selected "Not Applicable"

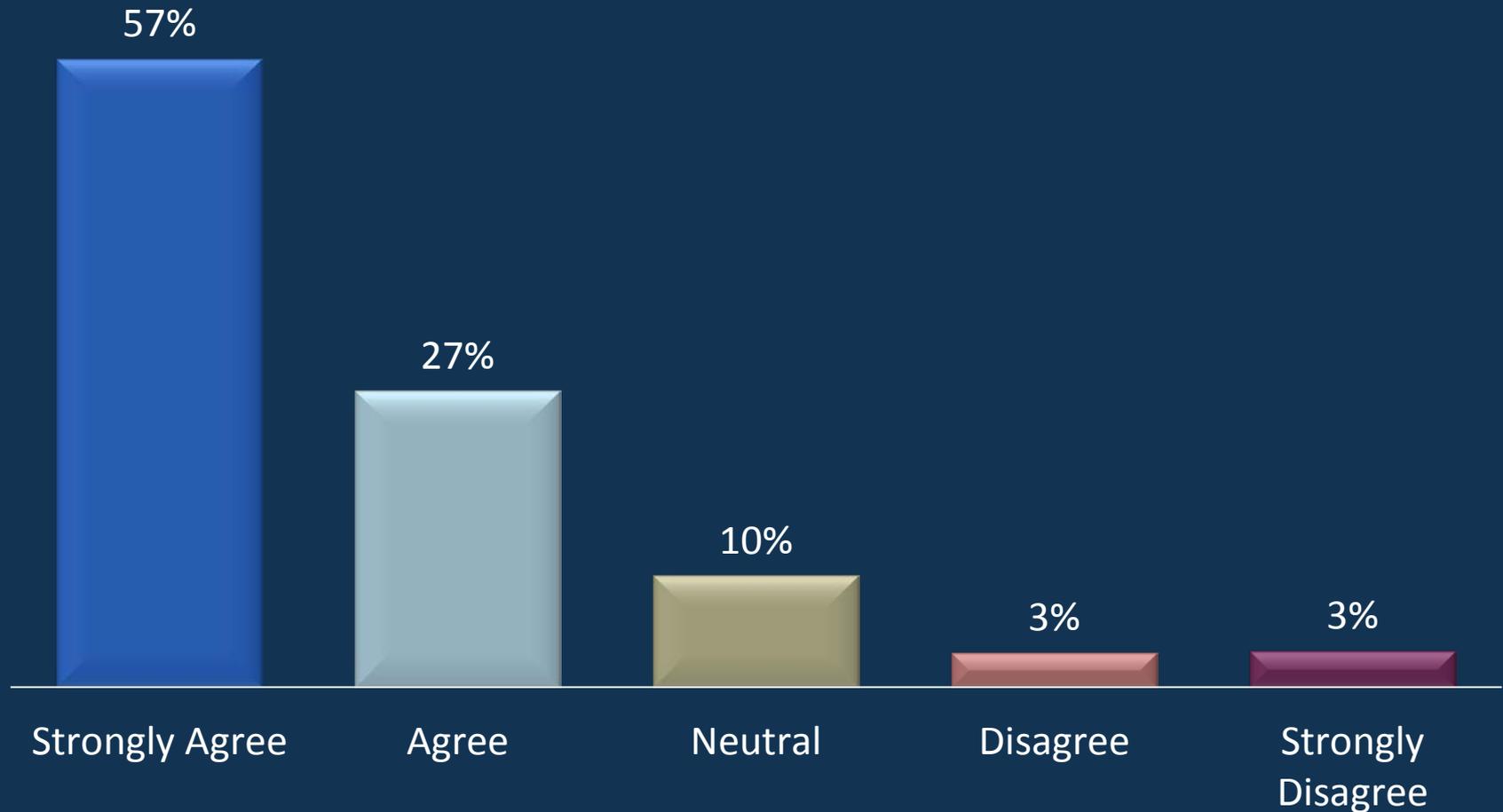
FAIRNESS

The way the case was handled was fair.



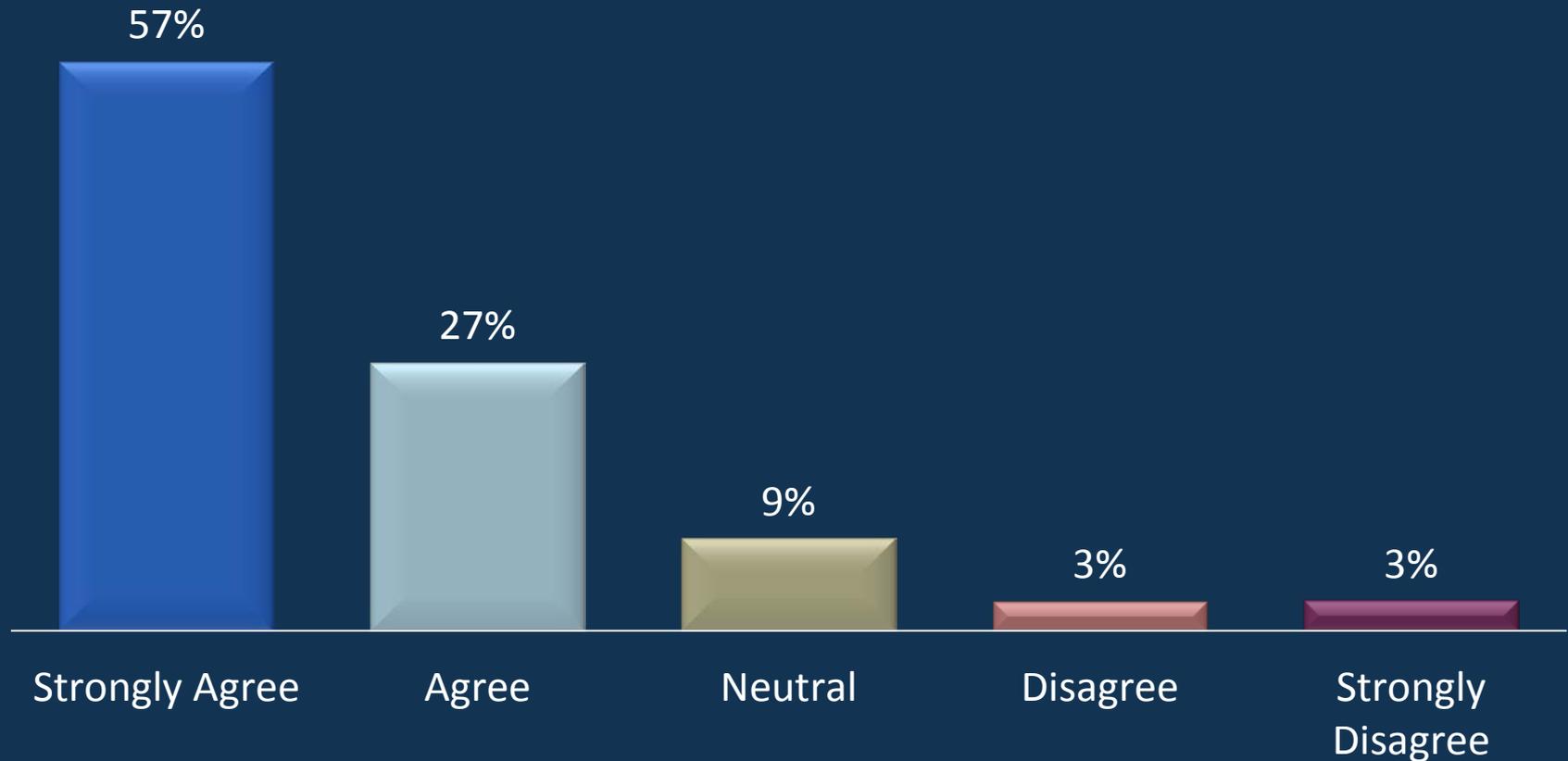
2,151 additional respondents selected "Not Applicable"

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



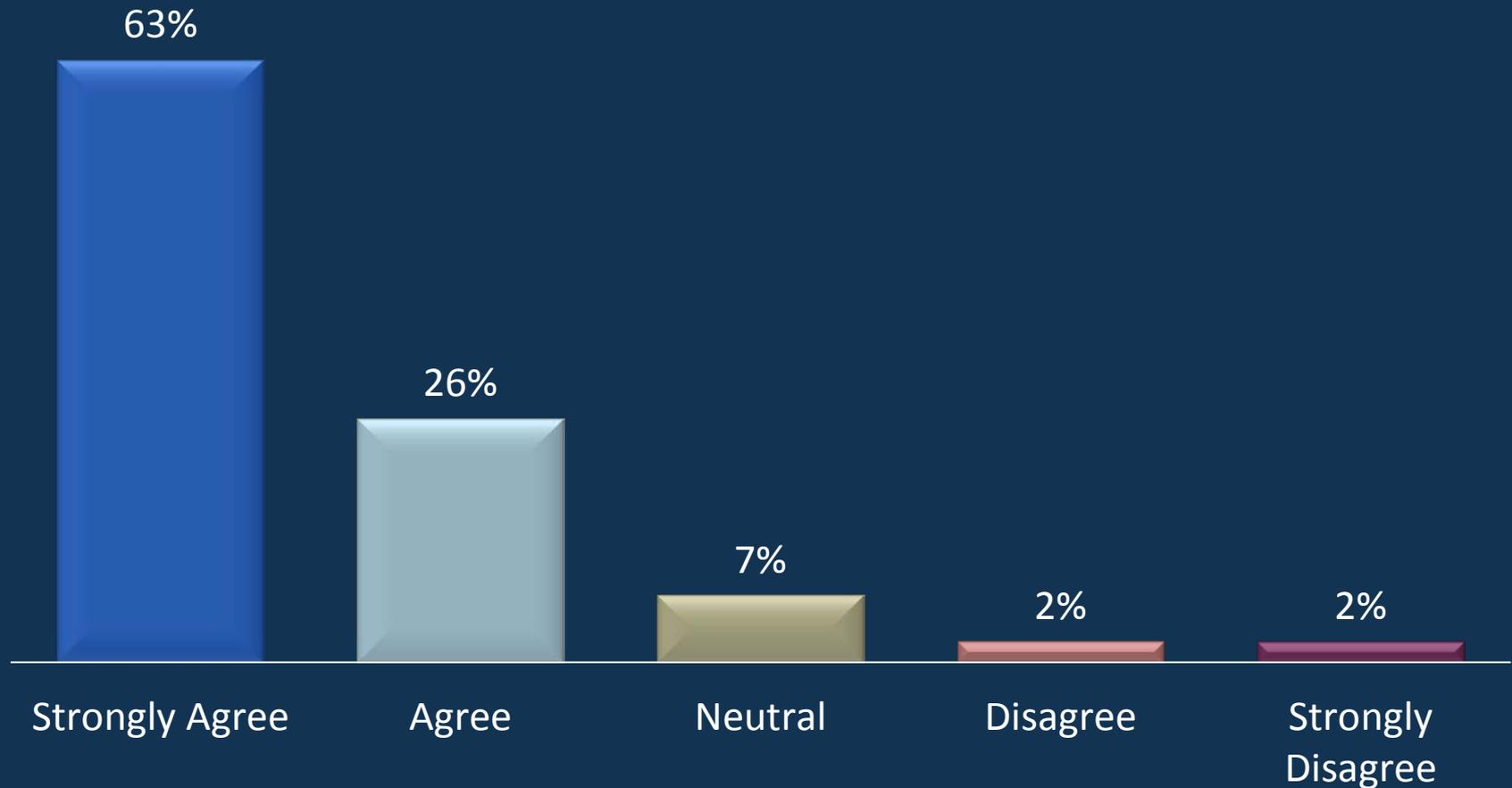
3,029 additional respondents selected "Not Applicable"

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



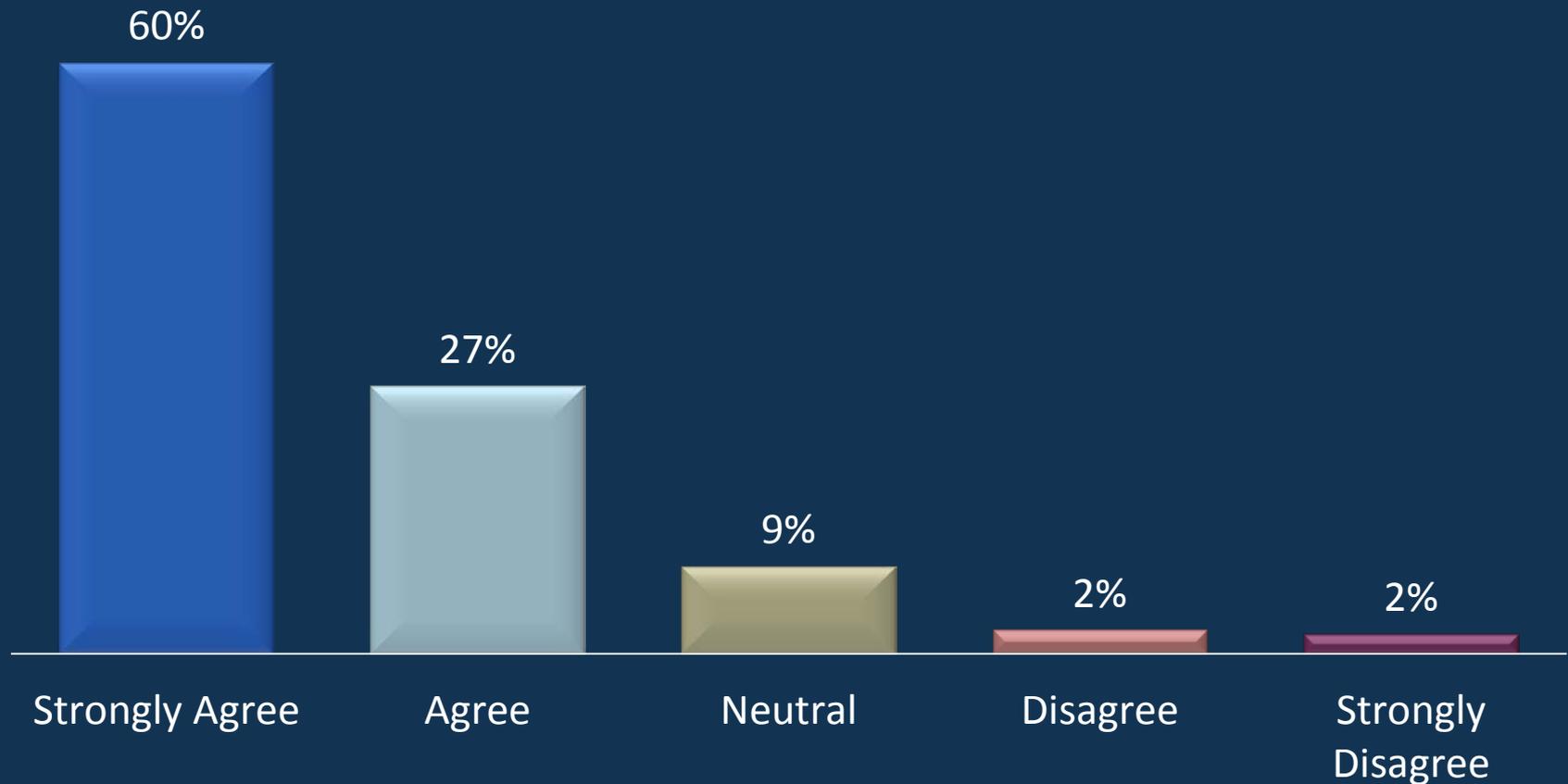
2,607 additional respondents selected "Not Applicable"

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



2,292 additional respondents selected "Not Applicable"

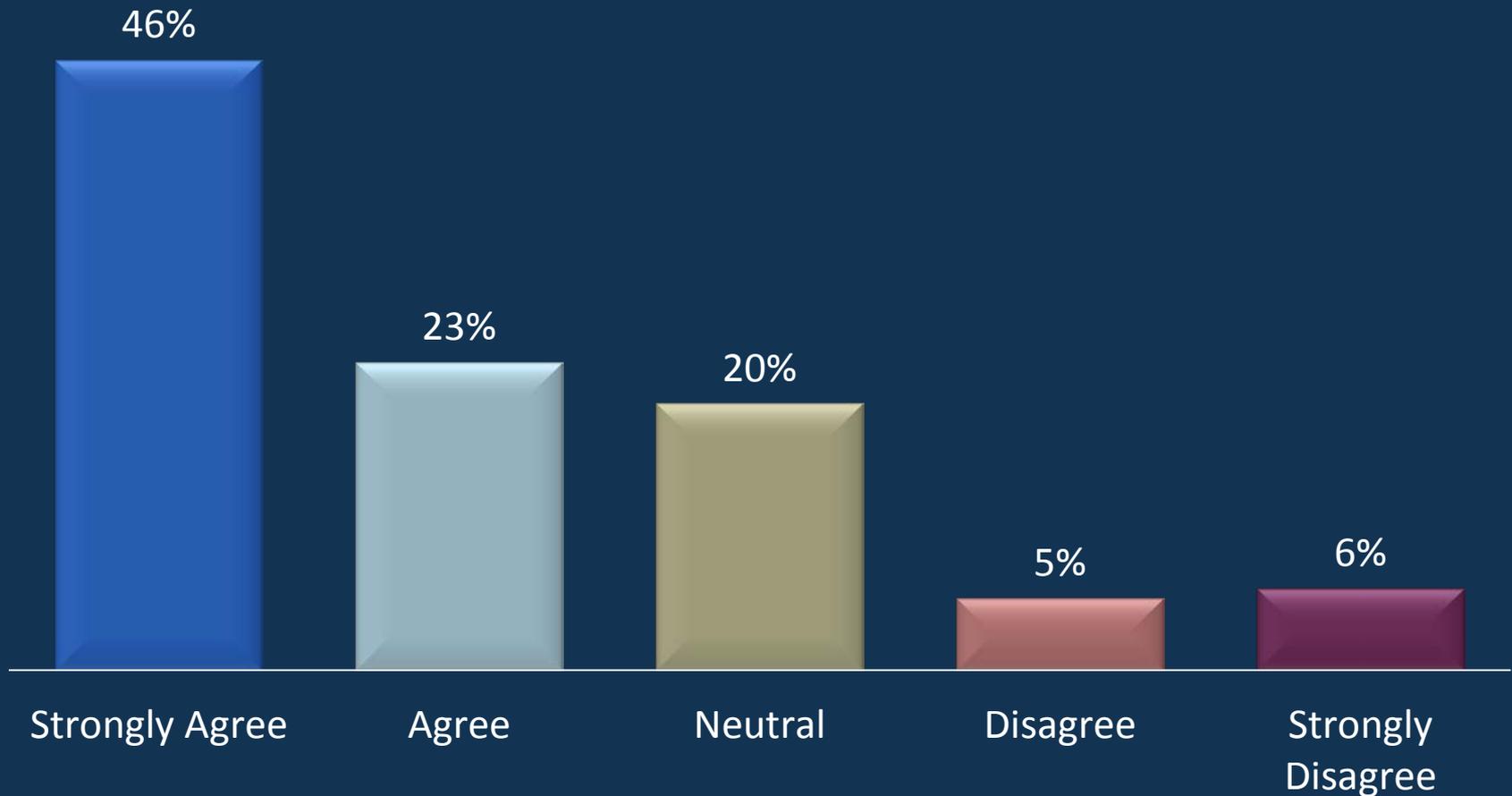
The judge/magistrate/referee told the parties what would happen next in the case.



2,815 additional respondents selected "Not Applicable"

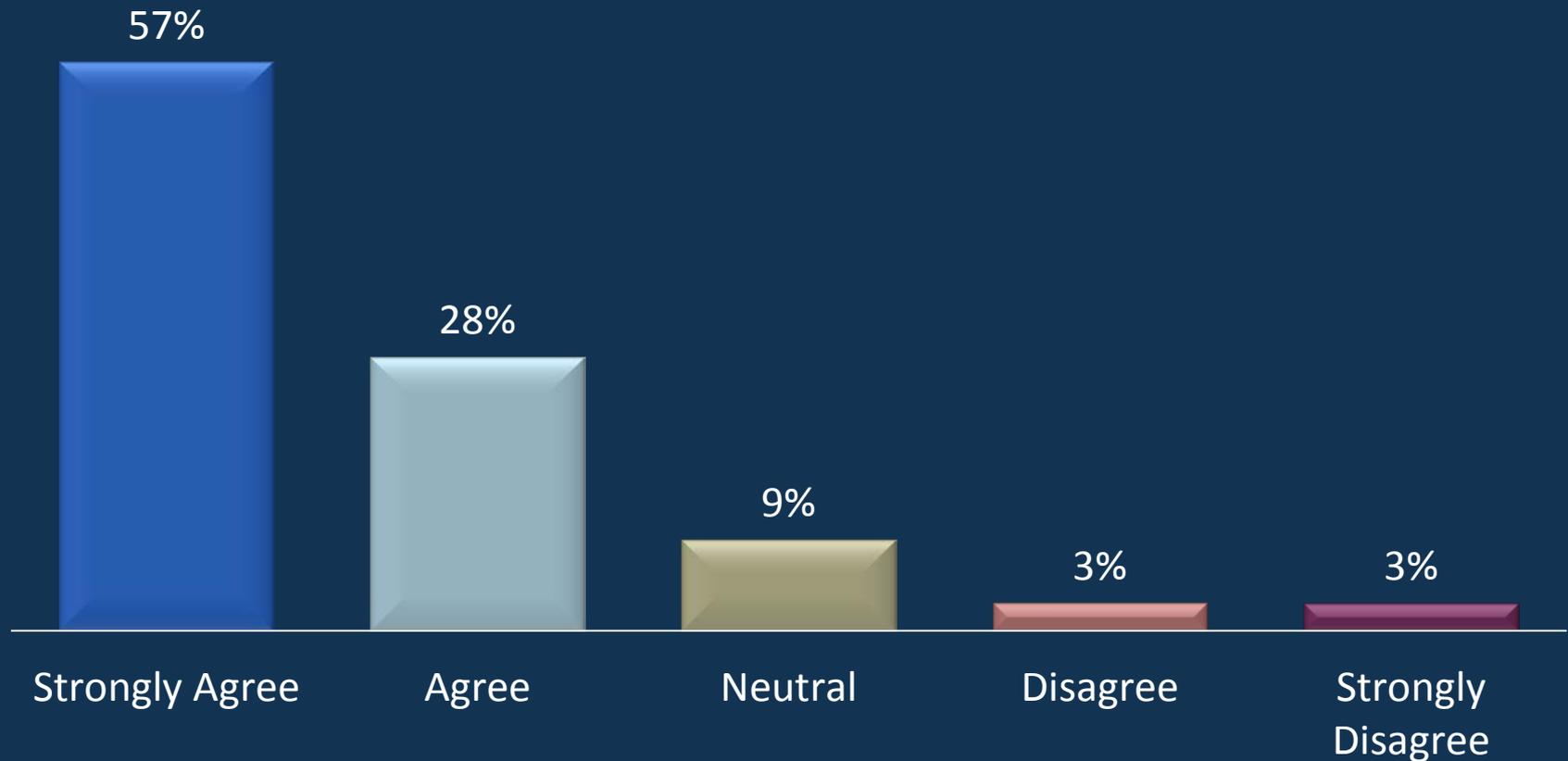
OUTCOME

The outcome in my case was favorable to me.



3,716 additional respondents selected "Not Applicable"

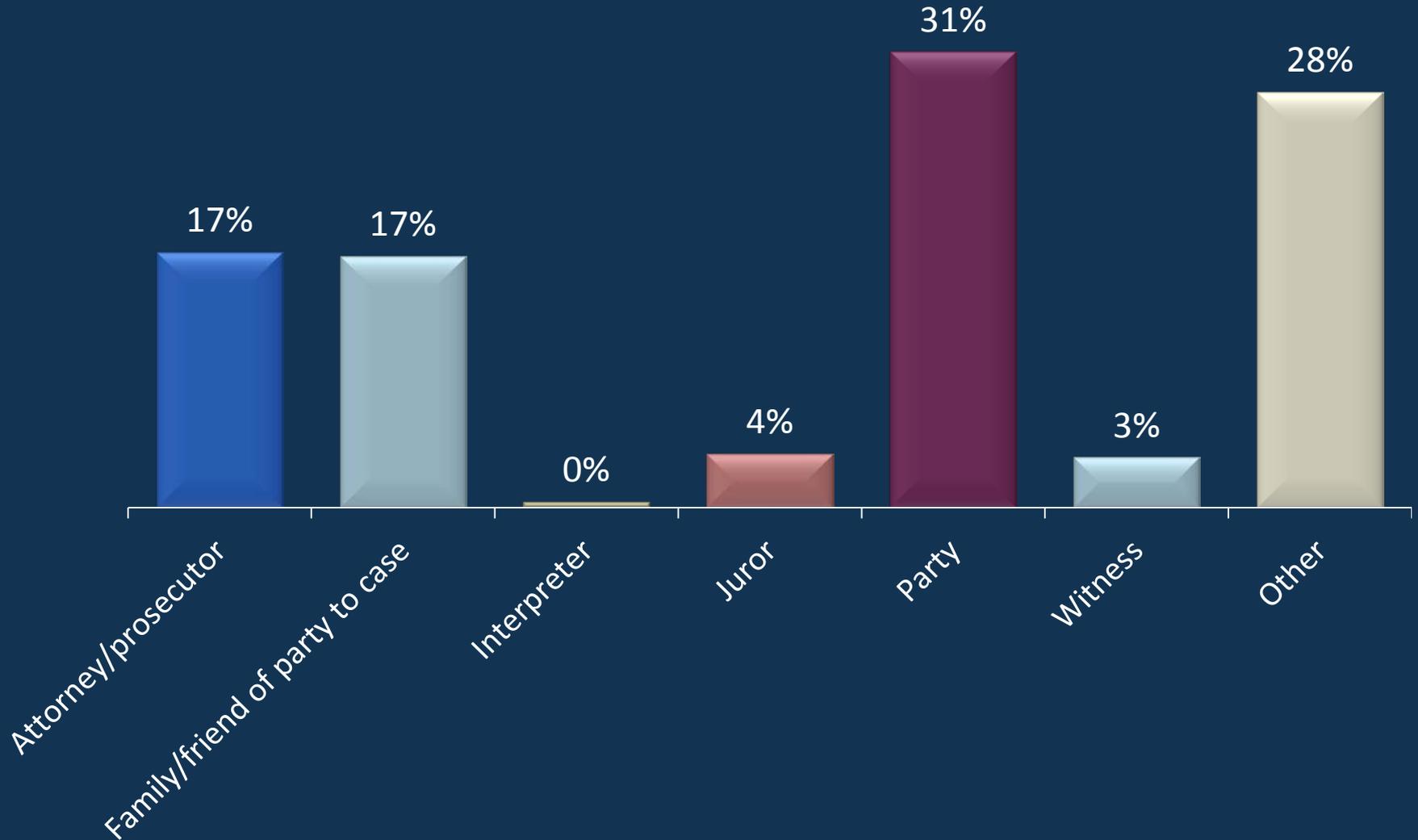
As I leave the court, I understand what happened in my case.



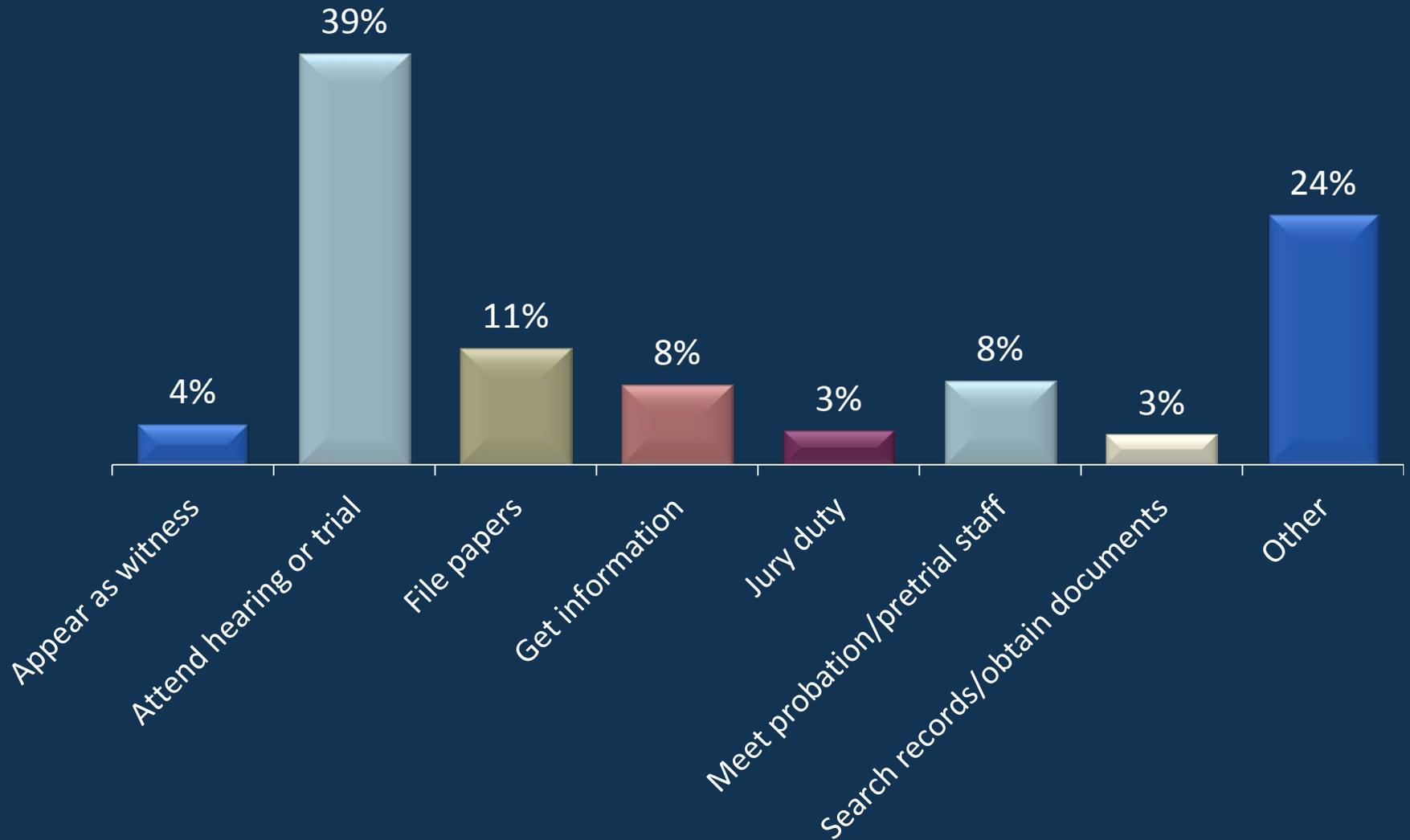
3,033 additional respondents selected "Not Applicable"

BACKGROUND INFORMATION

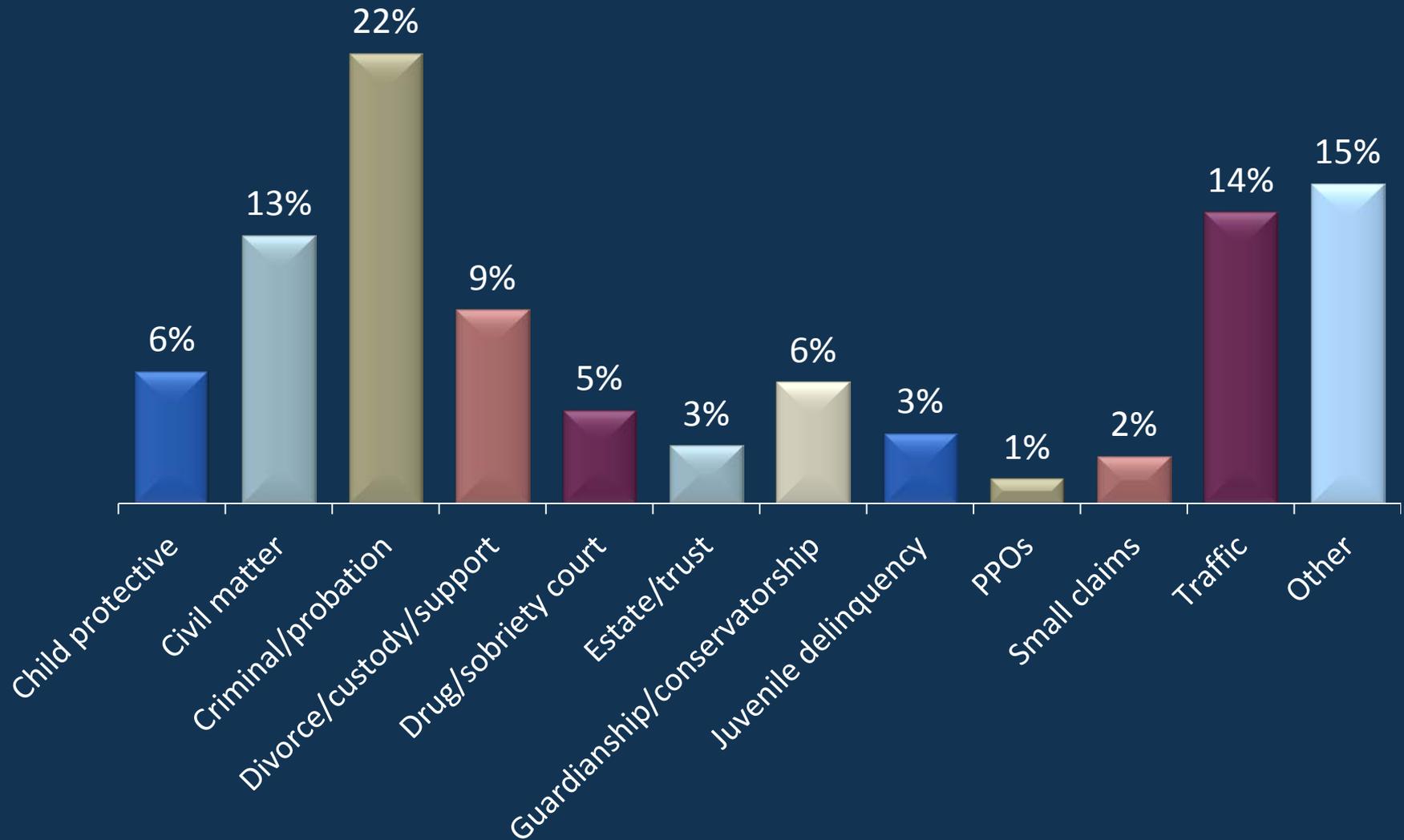
Who are you?



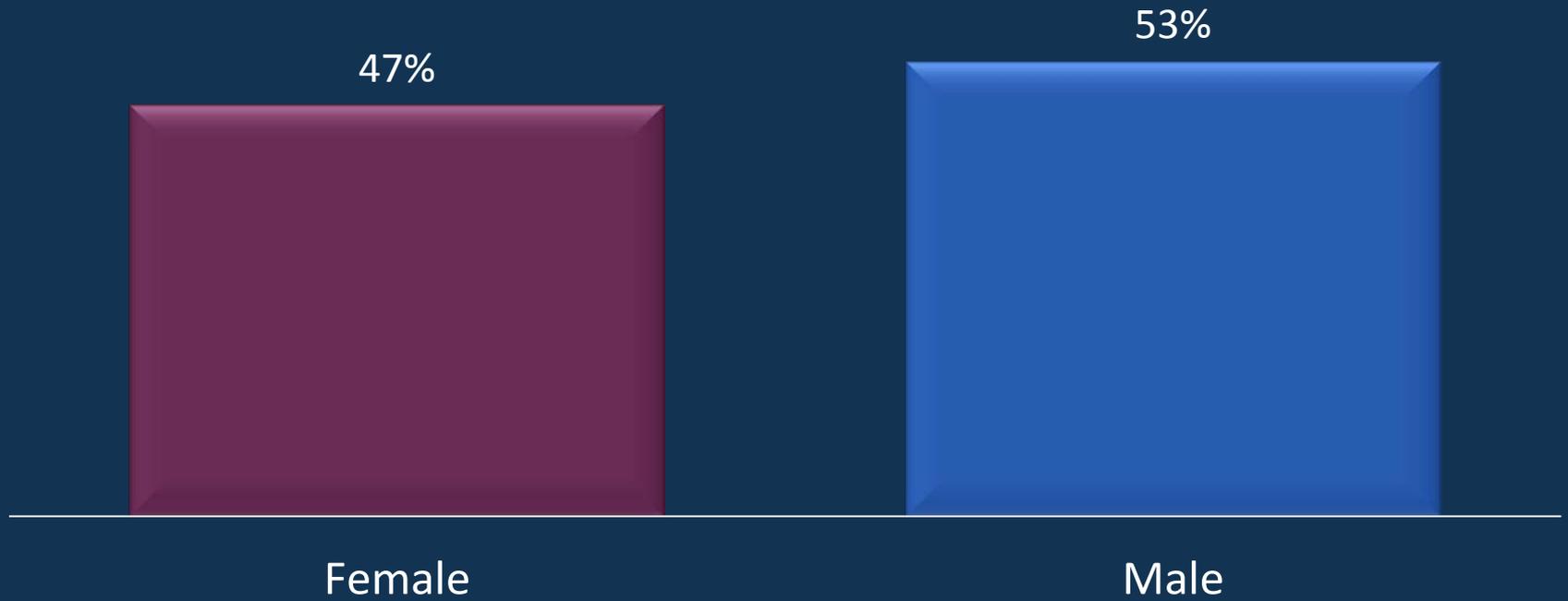
What did you do at court today?



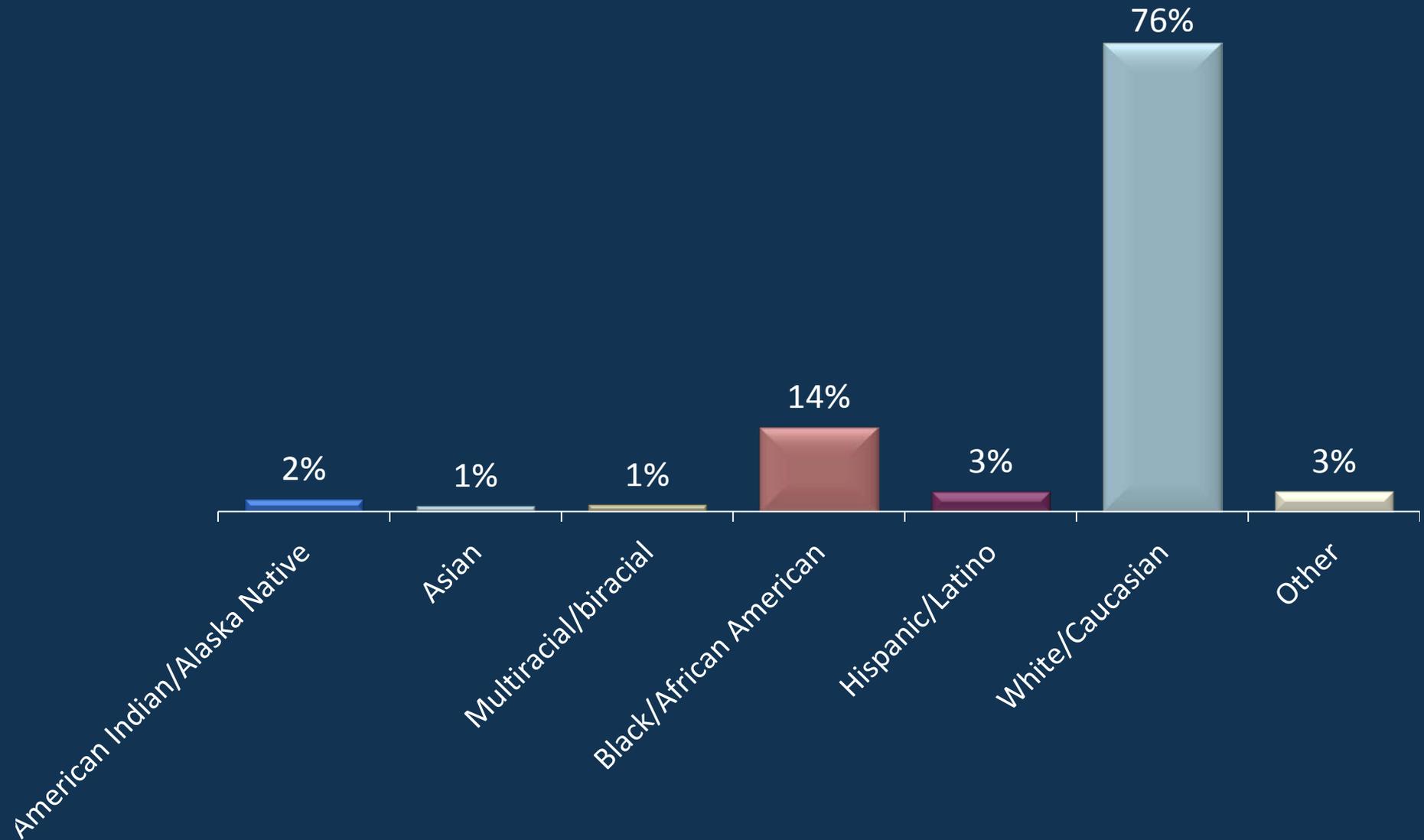
What type of case brought you to the courthouse today?



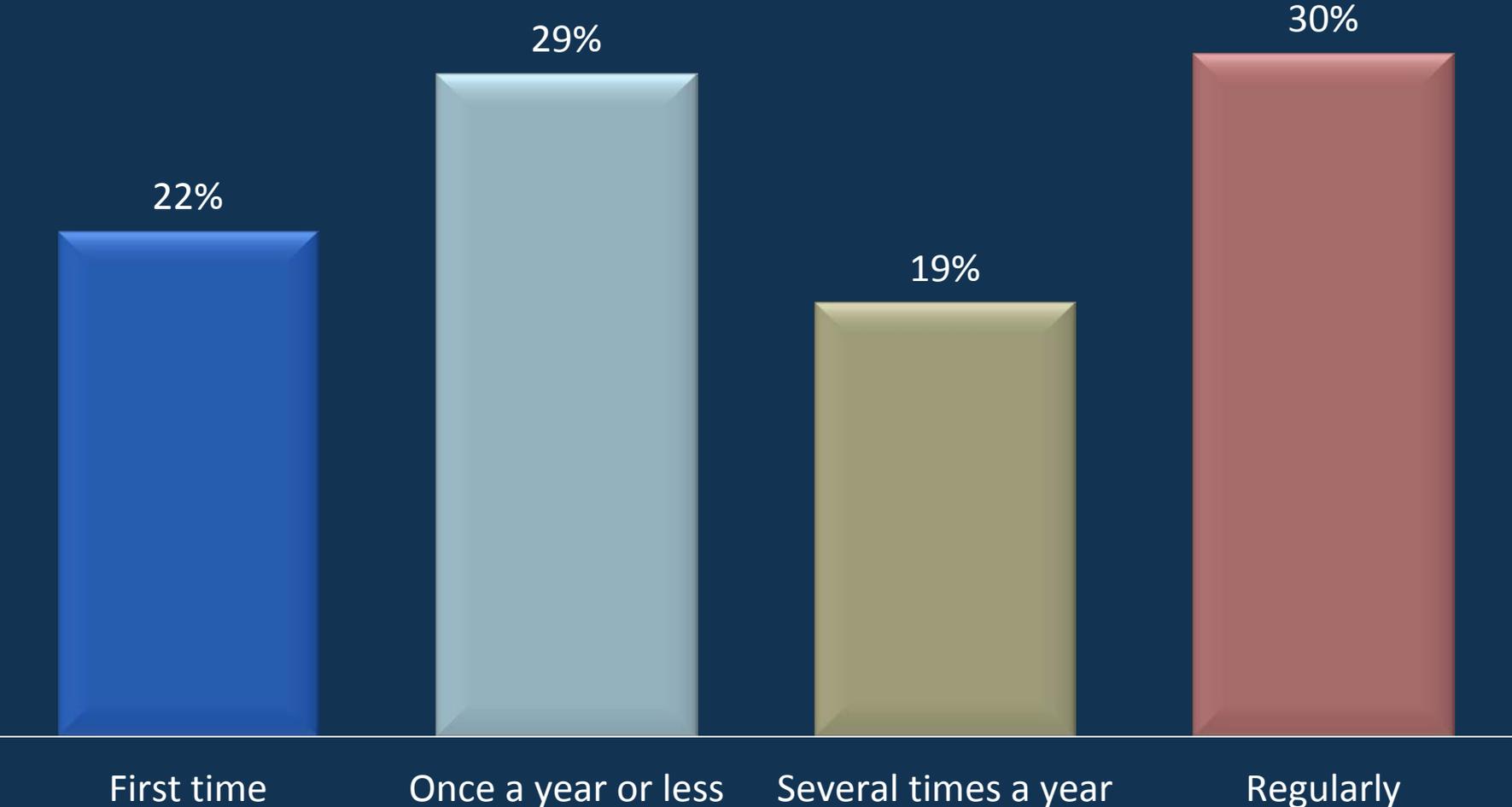
What is your gender?



How do you identify yourself?



How often are you typically in the courthouse?



What court did you visit today?

