



MICHIGAN COURTS NEWS RELEASE

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Chief Justice Reports Public Very Satisfied with State Courts

Survey says that most court users are satisfied with fairness and timeliness

LANSING, MI, January 29, 2019 – In remarks today to the Michigan House Judiciary Committee, Chief Justice Bridget Mary McCormack reported on the most recent public satisfaction survey of court users statewide. More than 27,000 court users were surveyed last year, and the vast majority were satisfied that their case was handled fairly, resolution was timely, and participants were treated with dignity and respect.

“Serving the public literally drives and measures our agenda. This survey is a critically important management tool to measure user satisfaction and improve service,” said Chief Justice McCormack. “We have maintained or improved this high level of satisfaction while saving the state millions of dollars each year.”

Highlights of survey results include ([more details here, including court-by-court data](#)):

- 84 percent of respondents either agreed or strongly agreed that the way their case was handled was fair. 10 percent were neutral and 6 percent disagreed.
- 86 percent of respondents either agreed or strongly agreed that they were able to get their business done in a reasonable amount of time. 8 percent were neutral and 6 percent disagreed.
- 90 percent of respondents said the judge/magistrate/referee treated everyone with courtesy and respect. 6 percent were neutral and 4 percent disagreed.

Chief Justice McCormack also highlighted Court initiatives to save money, including reducing the number of *judges* and installing videoconferencing systems in every courtroom. Since 2011, 34 judgeships have been eliminated and at least 10 more are likely to be eliminated by attrition. The net reductions will save the state more than \$5 million in 2019 and even more once the remaining reductions are implemented. From 2011 through the end of 2019, the cumulative savings of judicial reductions will reach nearly \$30 million.

Videoconferencing systems now allow for routine hearings to be held virtually and save the costs of transporting prisoners to and from court. Since 2010, the Michigan Department of Corrections has used these video systems for virtual transports more than 41,000 times, saving the MDOC nearly \$35 million. The Court estimates that virtual transports are also providing substantial savings to local law enforcement while enhancing safety for the public. These systems also allow for better efficiencies in mental health and civil proceedings.

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