



MICHIGAN COURTS NEWS RELEASE

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FOR IMMEDIATE RELEASE

Survey: Public Very Satisfied with Michigan's Trial Courts

LANSING, MI, January 20, 2016 – The Michigan Supreme Court today announced the results of the 2015 Trial Court Public Satisfaction Survey, and for the third year in a row, court users say they are satisfied with their experiences in more than 240 trial courts all across Michigan. The statewide survey asked more 25,000 court users questions about their level of satisfaction with court services. Across the board, court users said their local courts were accessible, timely, fair, and that they were treated with courtesy and respect.

“While these impressive 2015 results are consistent with the public’s high level of approval in previous years, what makes this positive view of court performance truly remarkable is the context in which it was achieved,” said Chief Justice Robert P. Young, Jr. “Michigan judges are improving service, achieving better outcomes, and increasing access and are doing so with fewer judges who must function with greater demands on their time and with less funding.

Survey respondents included parties to cases, attorneys, witnesses, jurors, and others. Highlights of the 2015 survey include these findings:

- 87 percent of respondents said they were able to get their business done in a reasonable amount of time.
- 93 percent of respondents said they were treated with courtesy and respect by court staff.
- 83 percent of respondents said the way their case was handled was fair.

“Measuring and reporting on court performance is a critical management tool that provides the information needed to improve service to the public,” said Chief Justice Young. “Asking the public what it thinks about the services we provide reminds every court that they must be accountable to the people they serve.”

Developed with input from judges and court administrators statewide and tabulated by the State Court Administrative Office, the survey enables courts to identify strengths, provide positive feedback to employees, and target areas for improvement.

The public satisfaction survey is part of statewide initiative of the Michigan Supreme Court and the State Court Administrative Office to measure and report on court performance. In 2013 and 2014, a total of nearly 50,000 surveys were completed in courts throughout Michigan.

Details of survey results are available [here](#). Visit www.courts.mi.gov/drivingchange for more information.