



## MICHIGAN COURTS NEWS RELEASE

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FOR IMMEDIATE RELEASE

### **Public Survey to help 50<sup>th</sup> District Court to Continue Improving Service**

Pontiac, MI – September 17, 2018 – It’s time to share your opinion with the 50<sup>th</sup> District Court. The Trial Court Public Satisfaction Survey helps the 50<sup>th</sup> District Court and courts throughout the state identify successful efforts and target areas for additional attention, helping to maintain excellent service to the public. This year’s survey will help assure that up-to-date information is available for comparison to previous years and to help in efforts to continue improving service to the public.

Chief Judge Cynthia Thomas Walker said, “The survey is a valuable management tool to help us strengthen our service to our community. We appreciate the thorough response of survey takers in prior years, and are confident that the 50<sup>th</sup> District Court will receive valuable feedback about the successful efforts we have implemented as well as areas for improvement.”

According to the [2015 Michigan Supreme Court Annual Report](#), of 25,000 court users surveyed, 93 percent said they were treated with courtesy and respect, 87 percent were able to get their business done in a reasonable amount of time, and 83 percent thought their case was handled fairly. The annual report also showed that 96 percent of trial court cases were concluded within time guidelines.

This year’s survey will be administered for at least five full business days beginning October 8<sup>th</sup>, 2018 at the 50<sup>th</sup> District Court. Surveys will be offered to all court users and participants who prefer to take the survey in Spanish, or Arabic can do so.

The Trial Court Public Satisfaction Survey is part of a comprehensive Michigan Supreme Court initiative to measure performance and improve service to the public. Judge Walker states, “We want to be the best possible stewards of public resources and the survey is designed to help us improve our level of service. We are pleased to offer the survey to court users this year.”

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