



Third Judicial Circuit of Michigan

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For Immediate Release

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Public Survey to help Third Circuit Court to Continue Improving Service

DETROIT, MI – October 13, 2016 – It's time to share your opinion with Third Circuit Court. The annual Trial Court Public Satisfaction Survey helps Third Circuit Court and courts throughout the state identify successful efforts and target areas for additional attention, helping to maintain superior service to the public. Over the past three years, 75,000 court users have expressed a high level of satisfaction with trial courts statewide. 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 Robert J. Colombo, Jr. said, "We look forward to the Public Satisfaction Survey each year. It is an invaluable tool that affirms what we are doing right and advises us where we need to improve. The Court is embarking upon developing a five-year strategic plan, and the public's feedback will help us determine our priorities as we set our initiatives."

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 five full business days between October 17th – October 21st. The schedule in each location is as follows: Lincoln Hall of Justice, Monday, October 17th; Friend of the Court and Coleman A. Young Municipal Center, Tuesday, October 18th; Frank Murphy Hall of Justice, Wednesday, October 19th; Coleman A. Young Municipal Center, Thursday, October 20th; and Frank Murphy Hall of Justice, Friday, October 21st. Surveys will be offered to court users at each location where the court conducts business with the public. In Third Circuit Court, participants who prefer to take the survey in Spanish, Arabic, or Simplified Chinese can do so.

The annual Trial Court Public Satisfaction Survey is part of a comprehensive Michigan Supreme Court initiative to measure performance and improve service to the public. The National Center for State Courts recently published a report highlighting Michigan's pioneering efforts to implement and expand the use of performance measures to increase efficiency, improve outcomes, and help courts be the best possible steward of public resources.



The Third Judicial Circuit is the largest circuit court in Michigan with three operating divisions. The Third Circuit Court has jurisdiction over Civil, Criminal, and Family matters arising in the County of Wayne. The National Center for State Courts has cited the Third Circuit Court as one of the model urban courts in the United States for case flow management and the timely disposition of the Court's docket. For more information, visit www.3rdcc.org.