



Third Judicial Circuit of Michigan

711 COLEMAN A. YOUNG MUNICIPAL CENTER • 2 WOODWARD AVE • DETROIT, MICHIGAN 48226-3413



For Immediate Release

Contact: Hon. Timothy M. Kenny, Chief Judge
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Subject: Third Circuit Court Public Satisfaction Survey Results

Detroit, MI – The results have been tabulated from the 2018 public satisfaction survey, and Third Circuit Court continues to maintain high approval ratings for its delivery of services.

Court users rate the Court's accessibility and its treatment of the public in terms of fairness, equality, and respect. 92% agreed or strongly agreed that they were treated with courtesy and respect by court staff, 89% agreed or strongly agreed that they were treated with courtesy and respect by judges and referees, 79% of the people surveyed agreed or strongly agreed that they could complete their court business in a reasonable amount of time, and 86% agreed or strongly agreed that they understood what happened in their case. Pleased with the 2018 results, Chief Judge Timothy Kenny adds, "The Third Circuit Court continuously strives to improve the quality of service to all who appear in our courthouses."

Third Circuit Court continues to add new programs and services for the public.

- The Self-Help Center will offer services on Fridays at the Coleman A. Young Municipal Center. The center will be open each Friday from 9:00 a.m. to 3:00 p.m. at CAYMC in courtroom 1901. Judge Eric Cholack and Judge Patricia Fresard spearheaded the opening of the CAYMC location. Judge Fresard commented, "The new center is a valuable and much needed resource given that family, civil, and FOC cases are filed here at CAYMC." Parties who visit the Self-Help Center will have access to forms through michiganlegalhelp.org and can also obtain information regarding other legal resources. Self-Help Center staff are trained on using the website and LawHelp Interactive, and how to properly provide assistance to self-represented litigants without providing legal advice. Judge Cholack reflected, "This is an important development that will help to ensure that all persons—regardless of resources—have meaningful access to the justice system."
- The Jury Services Department is offering educational tours and learning sessions to schools so that students may learn more about the court system and the importance of Jury Service. The Tour is open to 4th grade to 12th grade classes and includes a mock-trial. Interested educators may contact Court Administration at (313) 224-5261 for details.

In addition to these programs, the Court will continue the semi-annual Friend of the Court help event at the Detroit Public Library to provide child support information and assistance.

The mission of the Third Circuit Court is to provide accessible and equal justice with timely dispute resolution. The Third Circuit Court is the largest trial court in Michigan with over 60,000 new filings annually. The Court has 58 judges and approximately 600 staff who are committed public



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servants. Chief Timothy M. Kenny is proud of the public's high level of satisfaction with the services and is committed to continue enhancing access to justice for all.

The public may follow the Court on Facebook @3rdccorg and on Twitter @3rdccorg.



The Mission of Third Judicial Circuit Court is to provide accessible and equal justice with timely dispute resolution. **The Third Judicial Circuit** 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 our website www.3rdcc.org, follow us at Twitter@3rdccorg, and like us on Facebook @3rdccorg.