

40 N. Main Street  
Mount Clemens, Michigan 48043  
Phone: (586) 469-5150  
www.macombgov.org

**News**

John C. Foster, Chief Judge  
16th Judicial Circuit Court,  
Macomb County Probate Court,  
42nd District Courts



---

## *For Immediate Release*

Media Contact: Lisa Ellis (586) 469-6986

Date: March 27, 2015

# **Public Very Satisfied with 16th Circuit, Macomb County Probate and 42nd District Courts**

**Macomb County, MI** - In a change of roles, members of the public were given a chance to judge the courts regarding their level of satisfaction with court performance. Using a survey that was administered in courts statewide, the Macomb Courts asked questions about access, timeliness, fairness and whether users were treated with courtesy and respect, among other topics.

“We are very focused on continuously evaluating and improving services for court users,” said Chief Judge John Foster. “While we are very pleased with the survey results, we are always looking for ways to increase efficiency and meet the needs of court patrons effectively.”

Highlights from the 2014 survey include:

- 94% of court users felt they were treated with courtesy and respect by court staff.
- 90% of court users felt the way the judge or magistrate handled their case was fair.
- 88% of court users were able to get their business done in a reasonable amount of time.

“The Macomb Courts have a long-standing reputation of providing great customer service. We are happy to see that the data backs us up,” said Court Administrator Jennifer Phillips. “It’s a very positive reflection on our outstanding staff and the judicial temperament of our Bench. Everyone truly is here to serve. I am confident we will build on these results and just keep getting better.”

The public satisfaction survey is part of a statewide initiative of the Michigan Supreme Court and the State Court Administrative Office to measure and report on court performance. More than 26,000 surveys were completed in courts throughout Michigan. Statewide results are available at [www.courts.mi.gov](http://www.courts.mi.gov).

The survey will be conducted annually so Macomb Courts, including the 16th Judicial Circuit, Macomb County Probate and 42nd District Courts, can monitor changes and identify additional opportunities to improve our service to the public.

###