



news

Colorado Judicial Branch
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Colorado court service-improvement program coming to Pueblo County *Surveys to be conducted Nov. 3 at Pueblo County courthouse*

PUEBLO, Colo. – People with business in the Pueblo Combined Court on Tuesday, Nov. 3, 2009, will be asked to participate in a program designed to help ensure the Colorado Judicial Branch is providing the best possible service to the public.

Throughout the day, court employees will ask people exiting the courthouse at 320 W. 10th St. to fill out brief, anonymous survey forms – in English or in Spanish – asking about their experiences as jurors, parties to a case or as recipients of other Judicial Branch services.

Attorneys, law enforcement officers and anyone else who does business with the courts also will be encouraged to participate.

Data from survey responses will be used to measure public opinion about access to and fairness of the courts. People will be asked whether they had problems finding the court building, whether they could easily understand the forms they needed, whether they felt safe in the building and other related questions.

The survey forms also will ask people whether their case was handled in a fair manner, whether the judge or magistrate listened to them and had all the necessary information before making a decision, and whether they were treated with courtesy, understood what was happening in their case and were given clear information about the next step in their case.

“These are the people’s courts,” Supreme Court Chief Justice Mary Mullarkey said.

“Coloradans deserve the best service the Judicial Branch can possibly offer them.”

The surveys have been used in more than half of Colorado’s judicial districts during the past three years; this will be the first time they have been used in the 10th Judicial District (Pueblo County).

“We want to make sure we are providing excellent service to all people who have contact with the courts in the 10th Judicial District,” said Chief Judge Dennis Maes. “We look forward to the outcome of this survey to learn how we are doing now, and how we can improve.”

In Fiscal Year 2008 in the 10th Judicial District, there were 7,898 district-court cases and 22,171 county-court cases filed.