



news

Colorado Judicial Branch
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FOR IMMEDIATE RELEASE
Oct. 15, 2009

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Colorado court service-improvement program coming to Douglas County *Surveys to be conducted Oct. 19 at Douglas County Courthouse*

CASTLE ROCK, Colo. – People with business in the Douglas County Courthouse on Monday, Oct. 19, 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 4000 Justice Way 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 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 18th Judicial District (Arapahoe, Douglas, Elbert and Lincoln counties).

“We look forward to learning about how Douglas County residents are treated in their courthouse,” said Chief Judge William B. Sylvester. “These surveys are an important tool for us as we strive for excellence in public service.”

In Fiscal Year 2008, Colorado’s 18th Judicial District saw 28,059 district-court cases filed, 7,056 of which were in Douglas County; and 100,764 county-court cases filed, 26,048 of which were in Douglas County.