



**Colorado Justice: Celebrating 42 years of fair  
and impartial courts through merit selection**

# news

Colorado Judicial Branch  
Mary J. Mullarkey, Chief Justice  
Gerald Marroney, State Court Administrator

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## **Colorado Judicial Branch Continues Service-Improvement Program** *Nineteenth Judicial District survey to be conducted May 14-15*

GREELEY, Colo. – The Weld County Combined Courts are inviting you to be the judge in a program designed to help the Colorado Judicial Branch gather needed information to ensure it is providing the best possible service to the public. The survey will be conducted May 14-15 at the Weld County Court Complex (901 Ninth Avenue) in Greeley.

May 14-15, judges, clerks and other court employees will volunteer their time to talk to people – in English and Spanish – about their experiences as jurors, parties to a case or as recipients of other Judicial Branch services. Attorneys, law enforcement officers and anyone who does business with the courts also will be encouraged to participate. The judicial employees will be stationed outside the court's three buildings for this two-day period asking people if they had business with the courts and are willing to participate in a brief anonymous survey.

The data 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 Courts Complex, whether they could easily understand the forms they needed, whether they felt safe in the building and other related questions.

Surveyors also will ask people whether they felt 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 felt they were treated with courtesy, understood what was happening in their case and were given clear information about the next step in their case.

“People do not come to the courts expecting to have the opportunity to provide feedback on their experience,” said Nineteenth Judicial District Administrator Karen Salaz. “It is important that we find out if we are doing a good job meeting their needs, and if not, what we can do better.”

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

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

Similar surveys are in use by several other court systems including Arizona and the District of Columbia as part of a program developed by the National Center for State Courts.

“CourTools has provided us with valuable insight that has allowed us to strengthen the courts’ effectiveness while at the same time becoming more transparent,” said Dan Becker, Utah’s state court administrator.

In Fiscal Year 2007 (July 1, 2006-June 30, 2007) there were more than 37,000 cases filed in the Weld County Combined Courts. That number includes more than 28,000 cases filed in county court, more than 9,000 in district court and nearly 350 water cases.