



# news

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## **Colorado courts service-improvement program returning to Denver County** *Surveys to be conducted Oct. 23 at two court locations in Denver*

DENVER – People with business at the Lindsey-Flanigan Courthouse and the Denver City and County Building on Tuesday, Oct. 23, 2012, 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 at the Lindsey-Flanigan Courthouse at 520 West Colfax Avenue and the City and County Building at 1437 Bannock Street in Denver will ask people exiting the buildings to fill out brief, anonymous survey forms asking about their experiences as jurors, parties to a case or as recipients of other Judicial Branch services. Survey forms will be available in English and Spanish.

In addition, attorneys, law enforcement officers and anyone else who does business with the courts is encouraged to participate.

This will be the second time these surveys have been conducted in the Second Judicial District and Denver County Court. A similar program was run in Denver in September 2008. Since 2007, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“Information from the 2008 round of surveys was very valuable in understanding how people feel they are being served by their courts,” said Judge Robert S. Hyatt, chief judge of the Second Judicial District (Denver County). “Many changes have occurred since then – not the least of which was completion of the Lindsey-Flanigan Courthouse – and we’re looking forward to gauging how we are doing in the public’s eyes.”

The surveys are designed to measure public opinion about access to and fairness of the courts. Questions include whether people felt safe in the building, whether they could easily understand the forms they needed, and whether they felt their case was handled in a fair manner. Participants also are asked whether they felt the judicial officer listened to them and had all the necessary information before making a decision, and whether they felt they were treated with courtesy and given clear information about the next step in their case.

During Fiscal Year 2011, 44,624 cases were filed in Denver District Court, and 234,714 cases were filed in the Denver County Court.