



news

Colorado Judicial Branch
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Colorado courts service-improvement program returning to El Paso County *Surveys to be conducted Oct. 3 at the El Paso County Judicial Building*

COLORADO SPRINGS, Colo. – People with business at the El Paso County Judicial Building on Wednesday, Oct. 3, 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 will ask people exiting the courthouse at 270 S. Tejon in Colorado Springs 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.

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 El Paso County. A similar program was run in Colorado Springs in June 2010. Since 2007, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“These surveys are an important tool for us as we strive for excellence in public service,” said the Hon. Gilbert Martinez, chief judge of the Fourth Judicial District (El Paso and Teller counties). “They also provide a valuable look back to review changes we put in place after the first round of surveys.”

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, whether they 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, 29,570 District Court cases were filed in the Fourth Judicial District, including 28,546 in El Paso County; 75,516 County Court cases were filed in the district, including 72,952 in the El Paso County Court in Colorado Springs.