



news

Colorado Judicial Branch
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FOR IMMEDIATE RELEASE
Aug. 10, 2012

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Colorado courts service-improvement program returning to Eagle County *Surveys to be conducted Aug. 13-14 at the Eagle County Justice Center*

EAGLE, Colo. – People with business at the Eagle County Justice Center on Monday and Tuesday, Aug. 13-14, 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 885 Chambers Ave. in Eagle 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 Eagle County. A similar program was run in Eagle in October 2008. Since 2008, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“Having this kind of feedback is of great assistance in determining whether we're meeting our standards and goals for excellent public service,” said R. Thomas Moorhead, chief judge of the Fifth Judicial District (Clear Creek, Eagle, Lake and Summit counties). “We look forward to seeing the results of this new 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, 5,028 District Court cases were filed in the Fifth Judicial District, including 2,590 in Eagle County; and 13,935 County Court cases were filed in the district, including 5,459 in the Eagle County Court.