



news

Colorado Judicial Branch
Michael L. Bender, Chief Justice
Gerald Marroney, State Court Administrator

FOR IMMEDIATE RELEASE
Oct. 5, 2012

Contact: Robert McCallum or Jon Sarché
303-837-3633
303-837-3644
robert.mccallum@judicial.state.co.us
jon.sarche@judicial.state.co.us

Colorado courts service-improvement program coming to Summit County *Surveys to be conducted Tuesday and Wednesday at the Summit County Justice Center*

BRECKENRIDGE, Colo. – People with business at the Summit County Justice Center on Tuesday and Wednesday, Oct. 9-10, 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 501 N. Park Avenue in Breckenridge 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.

While this will be the first time these surveys have been conducted in Breckenridge, they have been used elsewhere in the 5th Judicial District (Clear Creek, Eagle, Lake and Summit counties). Similar surveys were conducted in Eagle in September 2008 and in August 2012. Since 2007, surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“We are always working to achieve our goal of providing excellent public service, and with good information about the courts in Eagle, it's now time to turn elsewhere in the district,” said R. Thomas Moorhead, chief judge of the 5th Judicial District. “In order to measure our progress,

we need to know how people feel about all aspects of their courts: access not only to the building, but also to the court system; their treatment by judicial officers and staff; even how they perceive their safety within the courthouse.”

The surveys are designed to measure public opinion about access to and fairness of the courts. Questions include whether people 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, 5,028 District Court cases were filed in the 5th Judicial District, including 1,480 in Summit County; and 13,985 County Court cases were filed in the district, including 4,044 in the Summit County Court.