



# news

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## **Colorado courts service-improvement program returns to La Plata County** *Surveys to be conducted June 19 at the La Plata County Courthouse*

DURANGO, Colo. – People with business at the La Plata County Courthouse on Wednesday, June 19, 2013, 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 1060 E. 2<sup>nd</sup> Ave. in Durango will ask people exiting the building 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 third time these surveys have been conducted in the 6<sup>th</sup> Judicial District (Archuleta, La Plata and San Juan counties); surveys were conducted in 2008 and 2011. Since 2007, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“These are the public's courts, and we have a responsibility to ensure they're serving the public as best they can,” said Chief Judge Gregory G. Lyman. “Gathering this kind of feedback from the people who use the courts is the best way to gauge the quality of service we're providing.”

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 2012, 10,359 cases were filed in the 6<sup>th</sup> Judicial District, including 2,498 in District Court in La Plata County, and 5,488 in La Plata County Court.