



# news

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## **Colorado courts service-improvement program coming to Larimer County** *Surveys to be conducted Sept. 25 at the Larimer County Justice Center*

FORT COLLINS, Colo. – People with business at the Larimer County Justice Center on Tuesday, Sept. 25, 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 201 La Porte Avenue in Fort Collins 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 Eighth Judicial District. A similar program was run in Fort Collins in July 2010. Since 2007, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“Anybody who comes through the courthouse doors deserves the best possible service we can provide,” said Judge Stephen J. Schapanski, chief judge of the Eighth Judicial District (Jackson and Larimer counties). “In the past, these surveys proved to be very useful in helping

measure public satisfaction with the way their courts operate, and we look forward to gaining more insight to help guide our continuing efforts.”

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, 10,797 District Court cases were filed in the Eighth Judicial District, including 10,743 in Larimer County; and 27,001 County Court cases were filed in the district, including 19,607 in the Larimer County Court.