



news

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

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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 returning to Garfield County *Surveys to be conducted July 19 at the Garfield County Courthouse*

GLENWOOD SPRINGS, Colo. – People with business at the Garfield County Courthouse on Thursday, July 19, 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 109 8th Street in Glenwood 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.

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 Garfield County. A similar program was run in Glenwood Springs in July 2010. Since 2008, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“The 2010 surveys were invaluable to us in our pursuit of excellence in public service,” said Judge James B. Boyd, chief judge of the Ninth Judicial District (Garfield, Pitkin and Rio Blanco counties). “We look forward to learning from the public about how we can further improve.”

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, 4,328 District Court cases were filed in the Ninth Judicial District, including 3,135 in Garfield County; and 9,847 County Court cases were filed in the district, including 3,811 in the Garfield County Court in Glenwood Springs.