



news

Colorado Judicial Branch
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Colorado courts service-improvement program coming to Chaffee County *Surveys to be conducted Wednesday at the Chaffee Combined Court*

SALIDA, Colo. – People with business at the Chaffee Combined Court on Wednesday, Aug. 22, 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 142 Crestone in Salida 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 11th Judicial District (Chaffee, Custer, Fremont and Park counties). A similar program was run in Canon City in August 2010. Since 2008, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“Gaining public feedback on how we’re providing services to people who do business in the Fremont Combined Court in Canon City was invaluable, and we look forward to hearing from the public on how we’re doing in Salida,” said 11th Judicial District Chief Judge Charles M.

Barton. “These are the people’s courts, after all, and we want to ensure they’re getting the best service possible.”

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 2012, 4,387 District Court cases were filed in the 11th Judicial District, including 784 in Chaffee County; and 8,958 County Court cases were filed in the district, including 2,024 in the Chaffee County Court.