



news

Colorado Judicial Branch
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Colorado courts service-improvement program returning to Douglas County *Surveys to be conducted May 28 at Douglas County Courthouse*

CASTLE ROCK, Colo. – People with business at the Douglas County Courthouse on Tuesday, May 28, 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 4000 Justice Way in Castle Rock 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 second time these surveys have been conducted in the 18th Judicial District (Arapahoe, Douglas, Elbert and Lincoln counties); surveys were conducted in 2009 in Douglas County. Since 2007, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“We found the information we received from the first round of surveys in Douglas County to be very helpful, and we look forward to hearing again from the public about the level of

service we're providing," said Chief Judge William B. Sylvester. "I hope many people will stop and participate for the short amount of time it takes to fill out the survey form."

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, 133,059 cases were filed in the 18th Judicial District, including 10,296 in District Court in Douglas County, and 22,402 in Douglas County Court.