



news

Colorado Judicial Branch
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Colorado courts service-improvement program debuting in Arapahoe County *Surveys to be conducted June 18 at Littleton courthouse*

LITTLETON, Colo. – People with business at the Arapahoe County Courthouse in Littleton on Tuesday, June 18, 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 1790 West Littleton Boulevard 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 18th Judicial District (Arapahoe, Douglas, Elbert and Lincoln counties), but the first time in Arapahoe County; surveys were conducted in 2009 and 2013 in Douglas County. Since 2007, these surveys have been conducted at least once in each of Colorado's 22 judicial districts.

“The best way to determine the level of service we’re providing to the public is to ask them about it, and we hope as many people participate as possible,” said Chief Judge William B.

Sylvester. “This will be the first time we’ve conducted these surveys at either courthouse in Arapahoe County, and we are looking forward to seeing the results.”

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 30,697 in Arapahoe County Court in Littleton.