



news

Colorado Judicial Branch
Mary J. Mullarkey, 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 court service-improvement program coming to El Paso County *Surveys to be conducted June 28 at the Terry R Harris Judicial Complex*

COLORADO SPRINGS, Colo. – People with business at the Terry R. Harris Judicial Complex on Monday, June 28, 2010, 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 270 S. Tejon Street or at 20 E. Vermijo Street to fill out brief, anonymous survey forms – in English or in Spanish – asking about their experiences as jurors, parties to a case or as recipients of other Judicial Branch services.

Attorneys, law enforcement officers and anyone else who does business with the courts also will be encouraged to participate.

Data from survey responses will be used to measure public opinion about access to and fairness of the courts. People will be asked whether they had problems finding the court building and parking, whether they could easily understand the forms they needed, whether they felt safe in the building and other related questions.

The survey forms also will ask people whether their case was handled in a fair manner, whether the judge or magistrate listened to them and had all the necessary information before

making a decision, and whether they were treated with courtesy, understood what was happening in their case and were given clear information about the next step in their case.

“These are the people’s courts,” Supreme Court Chief Justice Mary Mullarkey said.

“Coloradans deserve the best the Judicial Branch can possibly offer them.”

The surveys have been used in 14 of Colorado’s 22 judicial districts during the past three years; this will be the first time they have been used in the Fourth Judicial District (El Paso and Teller counties).

“We look forward to learning about how El Paso County residents are treated in their courthouse,” said Chief Judge Kirk S. Samelson. “These surveys are an important tool for us as we strive for excellence in public service.”

In Fiscal Year 2009, Colorado’s Fourth Judicial District saw 24,416 district-court cases filed, 23,617 of which were in El Paso County; and 85,931 county-court cases filed, 83,250 of which were in El Paso County.