



news

Colorado Judicial Branch
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Colorado court service-improvement program coming to Garfield County *Surveys to be conducted July 15 at the Garfield County Courthouse*

GLENWOOD SPRINGS, Colo. – People with business at the Garfield County Courthouse on Thursday, July 15, 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 109 8th Street in Glenwood Springs 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 15 of Colorado’s 22 judicial districts during the past three years.

“Previous CourTools surveys have provided important feedback in other judicial districts as we strive for excellence in public service,” said Chief Judge James B. Boyd. “We look forward to learning from the public about how well we are serving our customers.”

In Fiscal Year 2009, Colorado’s Ninth Judicial District saw 2,875 district-court cases filed, 2,058 of which were in Garfield County; and 12,367 county-court cases filed, 8,505 of which were in Garfield County.