

What are CourTools?

“*CourTools* is a set of ten trial court performance measures that offers court managers a balanced perspective on court operations. In designing the *CourTools*, the National Center integrated the major performance areas defined by the Trial Court Performance Standards with relevant concepts from successful performance measurement systems used in the public and private sectors. The ten *CourTools* measures:

- Reflect the fundamental mission and vision of the courts
- Focus on outcomes
- Are feasible, practical, and few ” (NCSC Website on CourTools)

The Court Services Division (formally the Planning and Analysis Division) within the SCAO has focused on implementing the following measures:

1. Access and Fairness Survey
2. Clearance Rates
3. Time to Disposition
4. Age of Active Pending Caseload
5. Trial Date Certainty

From 2008 – 2013, the Survey was conducted in every Judicial District in the State.

Purpose of the Access and Fairness Survey:

- ✓ To rate the court users’ perceptions of the courts accessibility and its treatment of court users in terms of fairness, equality, and respect.
- ✓ To provide a general snapshot over the course of a typical day at the courthouse collecting data and information on how the public perceives access and fairness in the Colorado Courts.
- ✓ To establish a baseline of information so that the courts can evaluate current practices and utilize the results to create plans that work towards more improved and efficient court practices.
- ✓ The next page contains a sample of the survey.

For more information about CourTools, visit the NCSC CourTools website here: <http://www.courtools.org/>



**COLORADO JUDICIAL BRANCH
ACCESS AND FAIRNESS SURVEY**

Section I: Access to the Court (please circle the number)

	Strongly Disagree	←	→	Strongly Agree		
	1	2	3	4	5	
1. The court's hours of operation made it easy for me to do my business.	1	2	3	4	5	N/A
2. The forms I needed were clear and easy to understand.	1	2	3	4	5	N/A
3. The court makes reasonable efforts to remove physical and language barriers to service.	1	2	3	4	5	N/A
4. I was able to get my court business done in a reasonable amount of time.	1	2	3	4	5	N/A
5. Staff paid attention to my needs.	1	2	3	4	5	N/A
6. I was treated with courtesy and respect.	1	2	3	4	5	N/A
7. I easily found the courtroom or office I needed.	1	2	3	4	5	N/A
8. I felt safe in the courthouse.	1	2	3	4	5	N/A

Section II: Fairness (please circle the number)

9. The way my case was handled was fair.	1	2	3	4	5	N/A
10. The judge/magistrate listened to my side of the story before making a decision.	1	2	3	4	5	N/A
11. The judge/magistrate had the information necessary to make good decisions about my case.	1	2	3	4	5	N/A
12. I was treated the same as everyone else.	1	2	3	4	5	N/A
13. As I leave the court, I know what to do next about my case.	1	2	3	4	5	N/A
14. Did you use the internet to obtain any information prior to coming to the courthouse today?						<input type="checkbox"/> Yes <input type="checkbox"/> No

Check all that apply

What did you do in the courthouse today?

- Visit probation officer
- Jury Duty
- Visit the clerk's office (file papers, get information, make payments)
- Attend a hearing in my own case
- Attend a hearing or trial for someone else's case
- Other county business (legal services, assessor, treasurer)

What type of case brought you to the courthouse?

- Traffic
- Criminal (felony, misdemeanor)
- Family (child support/custody, divorce, juvenile, will/estate, etc.)
- Civil (debt/collections, small claims)
- Other _____

What was your role in the courthouse today?

- Professional (attorney, law enforcement, probation officer, social services probation officer, social services)
- Public involved in a case (own case, came with friend/family, witness)
- Jury Duty
- Visit your probation officer
- Other _____

Does a lawyer currently represent you in your case?

- Yes No

If yes, was the lawyer:

- Appointed by the court
- Hired by you

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Section III: Background Information (check all that apply)

How do you identify yourself?

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic
- Native Hawaiian or Other Pacific Islander
- White
- Mixed Race
- Other _____

What is your approximate annual household income?

- Less than \$10,000
- \$10,001 to \$25,000
- \$25,001 to \$50,000
- \$50,001 to \$75,000
- \$75,001 to \$100,000
- \$100,001 or more

What is your education level?

- Actively in middle/high school
- Non high school graduate
- High school graduate/GED
- College or trade school graduate or attended
- Post-graduate degree or some post graduate work

What is your primary language?

- English
- Spanish
- Other

What is your gender?

- Female
- Male

What suggestions do you have that could help us improve our service?
