



## Court User Comment Card

1. Name and address of the court you visited today?

Court:

Address:

2. You visited our court facility as a: *(please mark one)*

- |            |                               |
|------------|-------------------------------|
| Plaintiff  | Family Member                 |
| Defendant  | Attorney or Paralegal         |
| Juror      | Case/Social Worker            |
| Petitioner | Law Enforcement (SSA)         |
| Respondent | Other <i>(please specify)</i> |
| Witness    |                               |

3. As you went through lobby security, how would you rate the service provided by the uniformed officers?

A. Polite and Courteous:

Excellent    Good    Fair    Poor

B. Prompt and Efficient:

Excellent    Good    Fair    Poor

4. How easy or difficult was it for you to find the courtroom or office you were looking for?

Very Easy    Easy    Difficult    Very Difficult

5. Did you visit the Clerk's Office today to file papers or seek information?

Yes    No (Go to Question 6)

If "Yes," how would you rate the service provided by staff in the Clerk's Office?

A. Polite and Courteous:

Excellent    Good    Fair    Poor

B. Prompt and Efficient:

Excellent    Good    Fair    Poor

C. Explanation of Procedures:

Excellent    Good    Fair    Poor

6. Did you visit the courtroom today?  
Yes      No (Go to Question 7)

If "Yes," how would you rate the service provided by staff in the Courtroom?

- A. Polite and Courteous:  
    Excellent      Good      Fair      Poor
- B. Prompt and Efficient:  
    Excellent      Good      Fair      Poor
- C. Explanation of Procedures:  
    Excellent      Good      Fair      Poor

7. Did you visit the Law Library at the courthouse?  
Yes      No (Go to Question 8)

A. If "Yes," how helpful were the staff in the library?  
    Very Helpful      Helpful      Not Very Helpful      Did Not Need Assistance

8. Did you serve as a sworn Juror and deliberate on a case?  
Yes      No (Go to Question 9)

- A. How would you rate the politeness and courteousness of the Court Staff?  
    Excellent      Good      Fair      Poor
- B. How would you rate the overall physical comfort of the jury deliberation room?  
    Excellent      Good      Fair      Poor

9. Did you visit a *non-court agency* such as Children's Services, DA, Legal Aid Services, Probation, or the Support Collection Unit today?  
Yes      No

10. If a court interpreter was used in your case or court proceeding, how would you rate the overall quality of the interpreting service provided?  
    Excellent      Good      Fair      Poor

11. Were you able to get your court business done in a reasonable amount of time?  
    Strongly Agree      Agree      Disagree      Strongly Disagree

12. How would you rate the overall cleanliness, maintenance and comfort of this court facility?  
    Excellent      Good      Fair      Poor

13. Please share with us any comments or suggestions for improving the quality of services at this court location.