

Eastline Justice Court/West Wendover Municipal Court
Customer Survey

We are conducting a survey to help evaluate our customer's experience. We understand that your time is valuable and we appreciate your willingness to contribute and complete this survey. Thank you.

General

Was your business with the Court as:

- Defendant Attorney Witness Victim Other

What was the nature of your business?:

- Arraignment/Trial Cashier/Payment Plan Record Request Motion Filing Other

Access to the Court:

Was it easy or difficult to:

- | | | | |
|---|----------------------------|---------------------------------|---------------------------|
| a. Find the courthouse? | <input type="radio"/> Easy | <input type="radio"/> Difficult | <input type="radio"/> N/A |
| b. Find the office or courtroom you needed? | <input type="radio"/> Easy | <input type="radio"/> Difficult | <input type="radio"/> N/A |
| c. Find a parking space? | <input type="radio"/> Easy | <input type="radio"/> Difficult | <input type="radio"/> N/A |

Courtroom Personnel:

On a scale of 1-5 (1 being poor, 5 being excellent), were the courtroom personnel:

- | | | | | | | |
|---|---|---|---|---|---|-----|
| a. Friendly and courteous? | 1 | 2 | 3 | 4 | 5 | N/A |
| b. Available to answer your questions? | 1 | 2 | 3 | 4 | 5 | N/A |
| c. Know the answers to your questions? | 1 | 2 | 3 | 4 | 5 | N/A |
| d. Willing to take time to explain things to you? | 1 | 2 | 3 | 4 | 5 | N/A |

Judge:

On a scale of 1-5 (1 being poor, 5 being excellent), do you feel the Judge:

- | | | | | | | |
|--|---|---|---|---|---|-----|
| a. Listened to your concerns? | 1 | 2 | 3 | 4 | 5 | N/A |
| b. Treated you with respect? | 1 | 2 | 3 | 4 | 5 | N/A |
| c. Fully explained what your choices were? | 1 | 2 | 3 | 4 | 5 | N/A |
| d. Fairly adjudicated your case? | 1 | 2 | 3 | 4 | 5 | N/A |

Court Clerk's Office:

On a scale of 1-5 (1 being poor, 5 being excellent), do you feel the clerk:

- | | | | | | | |
|---|---|---|---|---|---|-----|
| a. Was friendly and courteous? | 1 | 2 | 3 | 4 | 5 | N/A |
| b. Was available to answer your questions? | 1 | 2 | 3 | 4 | 5 | N/A |
| c. Knew the answers to your questions? | 1 | 2 | 3 | 4 | 5 | N/A |
| d. Was willing to take time to explain things to you? | 1 | 2 | 3 | 4 | 5 | N/A |

Security:

On a scale of 1-5 (1 being poor, 5 being excellent), do you feel the security officer:

- | | | | | | | |
|---|---|---|---|---|---|-----|
| a. Was friendly and courteous? | 1 | 2 | 3 | 4 | 5 | N/A |
| b. Was respectful to your person and/or belongings? | 1 | 2 | 3 | 4 | 5 | N/A |

Did you feel safe in the courthouse?:

- Yes No

Timeframe:

On a scale of 1-5 (1 being poor, 5 being excellent), how would you rate the time it took to complete your business:

- | | | | | | |
|---|---|---|---|---|-----|
| 1 | 2 | 3 | 4 | 5 | N/A |
|---|---|---|---|---|-----|

Overall Rating:

On a scale of 1-5 (1 being poor, 5 being excellent), What is your overall rating?:

- | | | | | | |
|---|---|---|---|---|-----|
| 1 | 2 | 3 | 4 | 5 | N/A |
|---|---|---|---|---|-----|

Please feel free to provide us with your name and telephone number so that we may contact you regarding any issues or concerns you may have.

Name

Date

Telephone Number

(Fold Here)

Eastline Justice Court/West Wendover Municipal Court
Access and Fairness Survey
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