

Have you used the courts in Lake County within the past five years? YES NO

(Circle) How far is it from your home?

Lakeport _____

What courthouse served you? Clearlake _____

Family Law Annex _____

When you used the courts, how did you take part? (Please circle all that apply)

a party a juror an attorney a witness an observer a victim other: _____

What kind of case was it? (Please circle all that apply)

civil family law probate criminal small claims traffic juvenile other: _____

Have you ever felt threatened for you physical safety while using court facilities? YES NO

How would you rate the following:

	<u>LAKEPORT</u>			<u>CLEARLAKE</u>		
	good	fair	poor	good	fair	poor
1. Facilities overall	1	2	3	1	2	3
2. Parking	1	2	3	1	2	3
3. Location	1	2	3	1	2	3
4. Information regarding court process and procedures	1	2	3	1	2	3
5. Accommodation of special needs	1	2	3	1	2	3
6. Services from staff	1	2	3	1	2	3
7. Other _____	1	2	3	1	2	3

Please rate the items listed below according to how they would make your use of the courts easier:

<u>IMPROVEMENT:</u>	<u>LAKEPORT</u>			<u>CLEARLAKE</u>		
	Very Helpful	Helpful	Not Helpful	Very Helpful	Helpful	Not Helpful
1. More Courtrooms	1	2	3	1	2	3
2. Available Parking	1	2	3	1	2	3
3. Victim/Witness waiting room	1	2	3	1	2	3
4. Secure facility (metal detector, search)	1	2	3	1	2	3
5. Jury assembly room	1	2	3	1	2	3
6. Attorney/client conference room	1	2	3	1	2	3
7. Services from court staff	1	2	3	1	2	3
8. Legal assistance	1	2	3	1	2	3
9. Information regarding court process and procedures	1	2	3	1	2	3
10. Accomodation of special needs	1	2	3	1	2	3
11. Other _____	1	2	3	1	2	3

What was the most **positive aspect** of your court experience? _____

What was the most **negative aspect** of your court experience? _____

How would you improve your negative experience? _____

Did you find the court's facilities satisfactory? YES NO

Were you given an adequate length of time to accomplish your business with the court? YES NO

If we have overlooked any issue or concern you believe is important, please take a moment to give us your comments. Feel free to attach additional pages as needed.