

FOR IMMEDIATE RELEASE: July 7, 2014  
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## GLENDALE CITY COURT RECEIVES HIGH MARKS ON CUSTOMER SATISFACTION SURVEY

**GLENDALE, Ariz.** – The Glendale City Court recently conducted a customer satisfaction survey, with favorable results from a majority of the respondents.

The survey, conducted on three random business days between April and May, was administered by volunteers for the city court, and the data was processed through a program called CourTools, an online tool provided by the National Center for State Courts. The program was designed to provide a set of balanced and realistic performance measures that are practical to implement and use, which will assist trial courts in improving performance.

This survey measured Access and Fairness, or customer satisfaction, and the results are:

- 92.2% of respondents found the courthouse easy to find
- 81.3% responded that court forms were clear and easy to understand
- 87.4% of respondents felt safe in the courthouse
- 80.9% of respondents agreed that city court makes reasonable efforts to remove physical and language barriers to service
- 78.2% responded that their court business was done in a reasonable amount of time
- 84% responded that court staff paid attention to their needs
- 86.1% responded that they were treated with dignity and respect
- 85.7% of respondents easily found the courtroom they needed

All the percentages listed in these results are the combined totals of responses marked “agree” and “strongly agree” for each question. The survey responses were collected from 229 customers, with a gender breakdown of 87 women and 97 men. About 10% of the respondents were Spanish speakers.

~ more ~

**City Court Survey**  
**Add 1.1.1**

“Glendale City Court strives to render justice in a fair and equitable manner while treating everyone with respect and dignity. Many enhancements have occurred over the past year to make processes easier for the public to understand the law and accommodate their needs,” stated Presiding Judge Elizabeth Finn. “We are gratified these results substantiate the efforts of the judges and staff in accomplishing those goals.”

For more information on the Glendale City Court, visit [www.glendaleaz.com/court](http://www.glendaleaz.com/court) or call 623-930-2400.

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