SUPERIOR COURT OF CALIFORNIA, CONTRA COSTA COUNTY
ALTERNATIVE DISPUTE RESOLUTIONS PROGRAM OFFICE

We value your comments — Thanks for taking 5 minutes to complete this survey!
Please email this form to: **adrweb@contracosta.courts.ca.gov** , fax (925) 608-2109 or mail:
ADR Program, P.O. BOX 911, Martinez, CA 94553

JUDICIAL ARBITRATION SURVEY

Case Name: _____ Case No.: _____

1. **Please tell us your relationship to this case.**
   ❑ **Plaintiff** (*person filing lawsuit*)   ❑ **Defendant** (*person being sued*)   ❑ Other _____
   ❑ **Counsel** for Plaintiff   ❑ **Counsel** for Defendant   *(Please specify – e.g.: claims rep)*

2. **Please check the box next to the best answer for each question.**

a.	Was the arbitrator fair? (not biased for or against anyone)	❑ YES	❑ NO
b.	Were you able to explain your position fully?	❑ YES	❑ NO
c.	Do you think the arbitrator understood the important issues?	❑ YES	❑ NO
d.	Did judicial arbitration lower the cost of resolving this case?	❑ YES	❑ NO
e.	Did arbitration reduce the time needed to resolve this case?	❑ YES	❑ NO
f.	Do you feel a different ADR process would have been more effective? If yes, check all that apply: ❑ mediation, ❑ neutral case evaluation, or ❑ settlement mentor conference	❑ YES	❑ NO

3. **Was the referral to arbitration** ❑ Too early   ❑ About right   ❑ Too late

4. **If the arbitrator's award was rejected and a trial de novo requested:**
   a. How did the arbitrator's award compare with the final resolution of this matter?
   ❑ Same   ❑ Similar   ❑ Somewhat Similar   ❑ No Relationship
   b. Was the arbitrator's award helpful to the final resolution of this matter?
   ❑ Very Helpful   ❑ Helpful   ❑ Not Helpful

5 **How many times have you used judicial arbitration?**
   ❑ 0   ❑ 1-5   ❑ 6-10   ❑ more than 10 times

6. **How would you rate this arbitration experience?**
   ❑ Excellent   ❑ Good   ❑ Fair   ❑ Poor

7. **How did this experience compare to other disputes where you did not use arbitration?**
   ❑ Much better   ❑ Better   ❑ About the same   ❑ Worse   ❑ Doesn't apply

8. **Would you use arbitration again or recommend it to others?**   ❑   Yes   ❑   No

Do you have comments or suggestions?

_____

_____

_____