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) 957-5689 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?

_____

_____

_____