



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](mailto: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)*
- Counsel for Plaintiff**
- Counsel for Defendant**
- Other** \_\_\_\_\_  
*(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

**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?**

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