

IN THE SUPREME COURT OF THE STATE OF ARIZONA

In the Matter of:)
)
PERFORMANCE EVALUATION OF) Administrative Order
SUPERIOR COURT COMMISSIONERS:) No. 2010 - 22
APPROVAL OF SURVEY QUESTIONS)
FOR 2010 REVIEW CYCLE)
_____)

A.R.S. § 12-119.04.A. requires that the Supreme Court “adopt and administer for all superior court commissioners in counties having a population of two hundred fifty thousand persons or more a process, established by court rules, for evaluating superior court commissioner performance.” The Court has adopted Rule 97, Rules of the Supreme Court, to set forth written performance standards and procedures for performance review, to include opinion surveys of persons who have knowledge of commissioner performance as required by A.R.S. § 12-119.04.A. Therefore, pursuant to Rule 97(e) regarding the review process,

IT IS ORDERED that the surveys of persons who have knowledge of commissioner performance, including attorneys, jurors, litigants, self-represented parties, witnesses, and court staff, shall utilize the questions and response scale shown on Attachment A.

Dated this 17th day of February, 2010.

FOR THE COURT:

REBECCA WHITE BERCH
Chief Justice

ATTACHMENT A: SURVEY QUESTIONS FOR SUPERIOR COURT COMMISSIONER PERFORMANCE EVALUATION

The following response scale will be used for all respondent groups:

Strongly Agree – Agree – Undecided – Disagree – Strongly Disagree – No Opinion or Don't Know

QUESTIONS FOR ATTORNEYS, LITIGANTS, PARTIES, AND WITNESSES:

1. Treated me with courtesy and respect.
2. Provided me with an opportunity to be heard.
3. Demonstrated knowledge of law and procedures.
4. Made decisions based on evidence.
5. I understood the Commissioner's decisions and rulings.
6. Conducted my hearing fairly and impartially.
7. Made decisions and rulings promptly in my case.
8. Was professional and dignified.
9. Maintained control over hearings.

QUESTIONS FOR JURORS:

1. Treated everyone with courtesy and respect.
2. Provided everyone with an opportunity to be heard.
3. Demonstrated knowledge of law and procedures.
4. Made decisions based on evidence.
5. Made decisions and rulings I understood.
6. Conducted hearings fairly and impartially.
7. Made prompt decisions and rulings.
8. Was professional and dignified.
9. Maintained control over hearings.

QUESTIONS FOR STAFF:

1. Commissioner's oral communications and directions are clear and logical.
2. Commissioner's behavior is dignified.
3. Commissioner is courteous.
4. Commissioner's conduct promotes public confidence in the court and Commissioner's ability.
5. Commissioner is punctual in conducting proceedings.
6. Commissioner maintains proper control over courtroom.
7. Commissioner is a hard worker.
8. Commissioner treats staff with respect.
9. Commissioner cooperates with peers.
10. Commissioner cooperates with staff.

11. Commissioner manages calendar efficiently.