

**Civil Early Intervention Conference
Customer Satisfaction Survey
“Completely Satisfied” Results
2006**

	MAJORITY OF CASE TYPES: CH CK CZ	Completely Satisfied
1.	Was the Notice and Order easy to understand?	86.7%
2.	Did the Question and Answer sheet help you understand the project?	78.5%
3.	Were you greeted promptly and courteously at check-in?	89.6%
4.	Did your Civil Early Intervention Conference begin on time?	64.6%
5.	Were you given enough time to highlight the issues on your case?	91.2%
6.	Were the Alternative Dispute Resolution suggestions appropriate for your case?	76.8%
7.	Did the Civil Early Intervention Conference encourage you and your client to explore settlement options?	70.4%
8.	Was the location of the Civil Early Intervention Conference conducive to holding discussions?	86.8%
9.	Were you treated with respect by the facilitator?	97.2%
10.	Would you encourage the use of a Civil Early Intervention Conference for other cases?	75.4%
	Total number of respondents	405