



City of Shavano Park Municipal Court
 900 Saddletree Court
 Shavano Park, Texas 78231
 (210) 492-2607; court@shavanopark.org

**SHAVANO PARK MUNICIPAL
 COURT SURVEY**

The Municipal Court is the most common type of Court that an individual will come into contact with. Although having to pay a ticket or appearing in Court is not always a relaxing experience our City's goal and hope is that your time spent with our Court is as pleasant and informative as possible.

Also understand that most of the processes in the Court are enforced by State Law and procedures that the Judge has in place for this Court. The clerk does not have much discretion or authority to make judicial decisions in regards to your case. Their main duty is to process and maintain the Court records. When filling out this survey, please refrain from commenting on or referring to anything in regards to the police officer that gave you the citation or the police department. You must contact their office to provide your comments. This survey is only for the use and improvement of the Municipal Court.

We encourage you to take a moment to let us know the good and the bad on how we assisted you and if you would like to be contacted by the City in regards to your interaction with the Court. Suggestions, comments and concerns are always welcomed so that we may continue to ensure that we provide the best customer service.

The following questions will be rated 1-5 with 5 being the best customer service.

COUNTER INTERACTION-NOT APPEARING IN FRONT OF THE JUDGE:

- 1. Was the clerk (male or female) courteous and informative? 1 2 3 4 5
- 2. Was the clerk knowledgeable and did he/she communicate well? 1 2 3 4 5
- 3. If you contacted the Court by telephone/email for questions in regards to your case:
 - A. Were all your questions answered? 1 2 3 4 5
 - B. Did the Court reply in a timely manner? 1 2 3 4 5
- 4. How was your overall interaction with the Court at the counter? 1 2 3 4 5

Comments: _____

COURT INTERACTION-APPEARED IN COURT AT 5:30PM:

- 1. Was the courtroom staff courteous and informative? 1 2 3 4 5
- 2. Was the courtroom staff knowledgeable and did they communicate well? 1 2 3 4 5
- 3. Was the Court:
 - A. Prompt in starting? 1 2 3 4 5
 - B. Efficient in processing your case? 1 2 3 4 5
- 4. How was your overall interaction with the Court? 1 2 3 4 5

Comments: _____

I would like to be contacted by the City in regards with my interaction with the Court (**Only the defendant or a parent of the defendant if the defendant is younger than 16 YOA may request to be contacted**).