

**Superior Court of California, Riverside County  
Post-Mediation Survey**

RI-ADR011

All mediation participants, including non-parties, may submit surveys. Your responses will help the court improve its Alternative Dispute Resolution (ADR) programs and will be included in statistical reports. Trial judges and non-ADR court staff do not see specific evaluations. Court staff will not show this survey to your mediator without permission (see Question 11).

Please send your completed form to the ADR Director as follows:

**Riverside County Superior Court, Historic Courthouse  
4050 Main Street,  
Riverside, CA 92501  
E-mail: [ADRDirector@riverside.courts.ca.gov](mailto:ADRDirector@riverside.courts.ca.gov)**

Case Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

Mediator's Name: \_\_\_\_\_ Date(s) of Mediation: \_\_\_\_\_

Case type:     Personal Injury         Business         Real Property         Other: \_\_\_\_\_

Amount in controversy:    \$0-25,000    \$25,000-\$50,000    \$50,000-\$100,000    over \$100,000 (Specify): \_\_\_\_\_

**You are:**             Plaintiff             Plaintiff's attorney     Defendant     Defendant's attorney  
                          Insurance Representative             Other \_\_\_\_\_

1. Did the case settle at the mediation session?             Yes         No         Partially

2. How would you rate this mediation experience in general?  
 Excellent             Good             Satisfactory             Bad

3. How many mediation sessions occurred? \_\_\_\_\_ Total number of hours: \_\_\_\_\_

4. IF THE CASE FULLY OR PARTIALLY SETTLED AT THE MEDIATION SESSION:

a. How satisfied are you with the settlement agreement?  
 Very satisfied             Satisfied             Not satisfied

b. How was the case resolved?  
 As a direct result of the mediation.  
 As an indirect result of the mediation.  
 Resolution was unrelated to the mediation.

5. IF THE CASE DID NOT SETTLE AT THE MEDIATION SESSION:

a. Did/will the mediation help you reach an agreement later?  
 Yes             No             Maybe

b. Are you satisfied with the outcome (not settling)?  
 Yes             No             Somewhat

c. Why didn't the case settle? Check all that apply:  
 An essential person did not participate or was not prepared.  
 Timing:     Parties lacked essential information     Motions were pending     Other  
 The opposing side's lack of cooperation.  
 Arbitration or trial is more appropriate than mediation in this case.  
 The mediator lacked sufficient skills or expertise.  
 Other (Explain): \_\_\_\_\_

6. Were any of the following avoided because of the mediation? (Check all that apply):  
 Deposition(s) (#) \_\_\_\_\_  Discovery motion(s) # \_\_\_\_\_  Other motions \_\_\_\_\_

7. The mediation  reduced  increased your side's total costs in resolving this case by:  
 Under \$1000  \$1000 - \$2500  \$2500 - \$5000  \$5000 - \$10,000  \$10,000 - \$25,000,  Other: \_\_\_\_\_  
 (Consider attorneys fees, expert witness fees and other costs associated with litigation.)

8. The mediation  reduced  increased the number of court days needed to resolve this case by:  
 0  ½ day  1 – 2 days  3 – 5 days  5 – 10 days  more than 10 days (#) \_\_\_\_\_  
 (Consider the number of court days saved/added for motions, hearings, settlement conferences and trial.)

9. On a scale of 1 to 5, with 1 being the lowest level and 5 being the highest level, please indicate your satisfaction by rating the following statements:

		Disagree					N/A or	
							Agree	Don't Know
		1	2	3	4	5		
a.	This mediation process was fair to all parties.							
b.	This mediation process allowed me/my client to fully express our concerns.							
c.	Communication between the parties/attorneys improved.							
d.	I/my client felt unduly pressured by the mediator to reach an agreement. (1=did <u>not</u> feel pressured; 5= <u>did</u> feel pressured)							
e.	The mediator understood the key issues and concerns.							
f.	If the case didn't settle or didn't fully settle: The mediation helped the parties resolve, narrow or eliminate some issues.							
g.	The mediator has charged a fair amount for his/her services.							
h.	The mediator has provided adequate notice of all fees and costs.							
i.	I would recommend this mediator to others.							
j.	I would use mediation again to resolve future disputes.							

10. Rate the quality of overall service from court staff concerning Court-Ordered Mediation:  
 Excellent  Good  Satisfactory  Bad  Don't know

11. May court staff give your mediator a copy of this survey?  Yes  No

Additional Comments:

Thank you for your feedback. You may contact the ADR Director with additional comments.