

**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**

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=did 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.