

IN THE SUPREME COURT OF THE STATE OF ARIZONA

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In the Matter of: )  
)  
PERFORMANCE EVALUATION OF ) Administrative Order  
SUPERIOR COURT COMMISSIONERS: ) No. 2012 - 21  
APPROVAL OF RESPONSE SCALE )  
AND SURVEY QUESTIONS )  
\_\_\_\_\_ )

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 response scale and questions shown on Attachment A.

DATED this 29<sup>th</sup> day of February, 2012.

FOR THE COURT:

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REBECCA WHITE BERCH  
Chief Justice

**ATTACHMENT A: SURVEY QUESTIONS FOR  
SUPERIOR COURT COMMISSIONER PERFORMANCE EVALUATION**

**RESPONSE SCALE:**

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

Superior – Very Good – Satisfactory – Poor – Unacceptable – Can't Rate

**QUESTIONS FOR LITIGANTS, WITNESSES AND JURORS:**

**Section I: Integrity**

1. Basic fairness and impartiality
2. Equal treatment regardless of race
3. Equal treatment regardless of gender
4. Equal treatment regardless of religion
5. Equal treatment regardless of national origin
6. Equal treatment regardless of disability
7. Equal treatment regardless of age
8. Equal treatment regardless of sexual orientation
9. Equal treatment regardless of economic status

**Section II: Communication Skills**

10. Explained proceedings
11. Explained reasons for delays
12. JURORS ONLY: Clearly explained the juror's responsibilities

**Section III: Judicial Temperament**

13. Understanding and compassion
14. Dignified
15. Courteous
16. Conduct that promotes public confidence in the court and judge's ability
17. Patient

**Section IV: Administrative Performance**

18. Punctual in conducting proceedings
19. Maintained proper control of courtroom
20. Was prepared for the proceedings

## **QUESTIONS FOR ATTORNEYS:**

### **Section I: Legal Ability**

1. Legal reasoning ability
2. Knowledge of substantive law
3. Knowledge of rules of evidence
4. Knowledge of rules of procedure

### **Section II: Integrity**

5. Basic fairness and impartiality
6. Equal treatment regardless of race
7. Equal treatment regardless of gender
8. Equal treatment regardless of religion
9. Equal treatment regardless of national origin
10. Equal treatment regardless of disability
11. Equal treatment regardless of age
12. Equal treatment regardless of sexual orientation
13. Equal treatment regardless of economic status

### **Section III: Communication Skills**

14. Clear and logical oral communications and directions
15. Clear and logical written decisions
16. Gave all parties an adequate opportunity to be heard

### **Section IV: Judicial Temperament**

17. Understanding and compassion
18. Dignified
19. Courteous
20. Conduct that promotes public confidence in the court and judge's ability
21. Patient

### **Section V: Administrative Performance**

22. Punctual in conducting proceedings
23. Maintained proper control of courtroom
24. Prompt in making rulings and rendering decisions
25. Was prepared for the proceedings
26. Efficient management of calendar

### **Section VI: Settlement Activities**

27. Appropriately conducted or promoted settlement

## **QUESTIONS FOR STAFF:**

### **Section I: Integrity**

1. Basic fairness and impartiality
2. Equal treatment regardless of race
3. Equal treatment regardless of gender
4. Equal treatment regardless of religion
5. Equal treatment regardless of national origin
6. Equal treatment regardless of disability
7. Equal treatment regardless of age
8. Equal treatment regardless of sexual orientation
9. Equal treatment regardless of economic status

### **Section II: Communication Skills**

10. Clear and logical communications

### **Section III: Judicial Temperament**

11. Understanding and compassion
12. Dignified
13. Courteous
14. Conduct that promotes public confidence in the court and judge's ability
15. Patient

### **Section IV: Administrative Performance**

16. Punctual in conducting proceedings
17. Maintains proper control over courtroom
18. Prepared for proceedings
19. Respectful treatment of staff
20. Cooperation with peers
21. Efficient management of calendar