

**UNITED STATES BANKRUPTCY COURT
FOR THE NORTHERN DISTRICT OF NEW YORK**

HOW ARE WE DOING?

The Clerk's Office and the Judges within the three separate divisions of the Court are strongly committed to providing the highest level of quality public service possible. Please fill out the attached questionnaire and forward it by January 25, 2019, to the designated ombudsperson for your division who has agreed to serve as your ambassador, whose identity and contact information is listed below. We welcome your comments and constructive feedback on the service you are receiving.

While the substance of your input will be communicated to the court, your Ombudsperson acts in a confidential capacity and will not disclose your identity unless you choose otherwise.

If you practice across the District, we welcome your comments as to your experience in each division. You are also invited to personally contact and speak directly with the Ombudsperson.

The success of this effort depends upon you! Thank you.

The Ombudspersons who have agreed to serve are:

Syracuse Division

Suzanne Galbato
sgalbato@bsk.com
(315) 218-8370

Utica Division

Michael Getnick
MichaelG@getnicklivingston.com
(315) 601-4940

Albany Division

William Dreyer
WDreyer@dbls.com
(518) 463-7784

The fillable form questionnaire follows the below instructions.


To complete the survey:

I. Using the **Internet Explorer** or **Firefox** browser, go to

<http://www.nynb.uscourts.gov/news/>


II. Click on the link to the "News & Announcements" item regarding the customer satisfaction survey posted 01/03/2019.

III. On the customer satisfaction survey announcement page, click the link to the survey.

IV. **DO NOT COMPLETE THE SURVEY IN YOUR BROWSER**; save the customer satisfaction survey to your computer Desktop by clicking the  icon or by pressing Shift+Ctrl+S at the same time on your keyboard.

V. Close your browser.

VI. Open the customer satisfaction survey pdf file you just saved to your Desktop, and complete it.

VII. Save the completed survey by clicking 'File' in the Adobe menu bar, then clicking 'Save', or by clicking the  icon.

Attach the saved customer satisfaction survey to an email and send it to the ombudsperson designated for the division in which you practice. We invite your completion of a separate survey for each division. Thank you for your feedback.

Please Indicate Division:

Syracuse

Utica

Albany

Northern District of New York Bankruptcy Clerk's Office Survey

How frequently do you interact with the clerk's office?

- 3-5 times per month 1-2 times per month
 Once every 2 months Other: _____

Clerk's office staff are readily accessible.

- 1 2 3 4 5
Never Always

I am able to complete business with the clerk's office in a reasonable amount of time.

- 1 2 3 4 5
Never Always

Clerk's office staff is...

- Courteous? Yes | No
Responsive? Yes | No
Knowledgeable? Yes | No

Clerk's office staff help make procedures clear.

- 1 2 3 4 5
Never Always

Overall, I am pleased with my interactions with the clerk's office.

- 1 2 3 4 5
Never Always

The clerk's office treats counsel and parties without bias. (Regardless, e.g., of ethnicity, race, religious affiliation, sexual orientation, gender or age.)

- 1 2 3 4 5
Disagree Agree

The CM/ECF Help Desk is effective and responsive.

- 1 2 3 4 5
Disagree Agree

Northern District of New York Bankruptcy Court's Survey

How frequently do you interact with chambers?

- 3-5 times per month 1-2 times per month
 Once every 2 months Other: _____

Chambers is available to assist and respond to procedural inquiries in a timely manner.

- 1 2 3 4 5
Never Always

Chambers staff is...

- Courteous? Yes | No
Responsive? Yes | No
Knowledgeable? Yes | No

Overall, I am pleased with my interactions with chambers.

- 1 2 3 4 5
Never Always

Court Proceedings

The court handles emergency matters expeditiously.

- 1 2 3 4 5
Disagree Agree

The court is considerate of attorneys' /parties' scheduling needs.

- 1 2 3 4 5
Disagree Agree

The court treats counsel and parties without bias. (Regardless, e.g., of ethnicity, race, religious affiliation, sexual orientation, gender or age.)

- 1 2 3 4 5
Disagree Agree

Northern District of New York Bankruptcy Clerk's Office Survey

The clerk's office treats me with respect.

1 2 3 4 5

Never Always

Please let us know the role in which you interact with the clerk's office (e.g. attorney, paralegal, litigant).

How many years have you interacted with the clerk's office?

What changes, if any, would you like to see implemented?

Please let us know of a particularly positive or negative experience that you have had with the clerk's office.

Are there any local forms you would like developed?

How can we make CM/ECF more user-friendly? (e.g., adding more event codes,...)

Northern District of New York Bankruptcy Court's Survey

I leave court feeling that my arguments have been heard and considered, and that I have had my day in court, notwithstanding an adverse ruling.

1 2 3 4 5

Disagree Agree

Pending contested matters and adversary proceedings are adjudicated in a timely matter.

1 2 3 4 5

Never Always

The court is prepared when taking the bench.

1 2 3 4 5

Disagree Agree

The court clearly conveys the basis for its rulings and directives.

1 2 3 4 5

Disagree Agree

The court treats me with respect.

1 2 3 4 5

Disagree Agree

Please let us know your role with the court.

How many years have you interacted with the court and/or chambers?

What changes, if any, would you like to see implemented?

Northern District of New York Bankruptcy Clerk's Office Survey

Please let us know of any additional services the clerk's office can provide.

Northern District of New York Bankruptcy Court's Survey

Please let us know of any particularly positive or negative experiences that you have had with chambers or the court.

Questions applicable to both the Clerk's Office and Judges' Chambers

Are Local Bankruptcy Rules and Procedures clear and helpful? If not, which ones are confusing?

How would you like to see calendars scheduled or organized differently, if at all?

Do you feel safe in the courtroom and courthouse building?

When was the last time you visited the courthouse?

Please let us know of any additional service the court could provide or if you have any additional comments or suggestions.

If at any time post-completion you have additional feedback, please contact your divisional ombudsperson.