

DISPUTE RESOLUTION SERVICE CASE SURVEY FEEDBACK

The Dispute Resolution Service (DRS), is interested in receiving your feedback on our services:

1. Optional:

Name _____

Docket Number _____

2. Please describe the alternative dispute resolution (ADR) service you were provided.

Mediation

Facilitation

Early Neutral Evaluation (ENE)

Other _____

3. Were the DRS representatives effective in their impartial and neutral role?

Very effective

Effective

Somewhat effective

Not effective

4. Were you informed of confidentiality rules relating to dispute resolution communications?

Yes

No

5. To what extent did DRS impact the time required to resolve your dispute versus other Commission processes and/or litigation?

Much more quickly

More quickly

About the same time

More slowly

Much more slowly

6. Did your organization reduce the costs of resolving the dispute by using the DRS? (Your cost analysis may include attorney fees, expert fees, employee hours, and costs associated with litigation.)

Yes

No

7. If you answered yes to question 7 please provide estimated cost savings as defined above.

- \$1,000 - \$25,000
- \$25,000 - \$100,000
- \$100,000 - \$500,000
- \$500,000 - \$ 1,000,000
- Over \$1,000,0000

8. Did the parties reach a consensual resolution of the dispute?

- Fully
- Partially
- Not Resolved

9. Overall, were you satisfied with the services provided by the DRS?

- Very Satisfied
- Satisfied
- Neither Satisfied nor Dissatisfied
- Dissatisfied

10. How likely would you use this service and/or recommend it in the future?

- Very likely
- Somewhat likely
- Not Likely
- No Opinion

11. The DRS values your feedback and suggestions. Please let us know how we can improve our services to enhance your experience in the future including what additional services you may like to utilize.