



**SAN BENITO COUNTY  
AGENDA ITEM  
TRANSMITTAL FORM**

**Mindy Sotelo**  
Board of  
Supervisor

**Angela Curro**  
Board of  
Supervisor

**Ashlyn Canez**  
Chief  
Probation  
Officer

**Bianca Esparza**  
Community  
Member at  
Large

**Youth Alliance**  
Community  
Based  
Organization

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**Item Number: 5.e**

**MEETING DATE:** 12/15/2025

**DEPARTMENT:**

**AGENDA ITEM PREPARER:** Rebekah Mojica

**SUBJECT:**

Evaluation of Client Satisfaction: Discussion of Community Questionnaire or Survey

**AGENDA SECTION:**

REGULAR AGENDA

**BACKGROUND/SUMMARY:**

Evaluating client satisfaction is an important tool for assessing the effectiveness and responsiveness of Public Defender services. The Committee will discuss potential methods for soliciting feedback from clients, including the use of questionnaires or surveys. Topics for consideration may include the types of questions to ask, methods for distribution, targeted population for feedback, timing and frequency, confidentiality protections, and mechanisms for analyzing results. The Committee may also discuss how survey findings could inform improvements in service delivery, training, and overall program quality. This discussion provides an opportunity for the Committee to consider approaches that will enhance transparency, accountability, and client-centered practices.

**STAFF RECOMMENDATION:**

Staff recommends that the Committee discuss potential methods for evaluating client satisfaction and provide guidance on the development of a questionnaire or survey.

**ATTACHMENTS:**