
Superior Court of the County of Amador

This document contains the court's responses to the questions we included in a survey regarding the services that the Administrative Office of the Courts (AOC) indicates providing to the courts. Our survey asked each of the trial courts, the courts of appeal, and the Supreme Court to indicate which services that each court has used. In addition, our survey asked each court to indicate whether or not it values each service. Other questions in the survey asked about the quality of the services that AOC provides and the importance of the services to the court's operations.

After the courts responded to our survey, we identified, in consultation with the AOC, eight services in our survey that do not apply to the trial courts. We excluded these eight services from the analyses that support the survey-related tables and figures that appear in our audit report.

Finally, for a copy of the survey instrument please follow this [link](#).

Q4: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q5: How important, overall, is this group of services to your trial court operations?

(no label) Somewhat Important

Q6: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Somewhat more important

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Q7: Audit Services

Respondent skipped this question

Q8: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) No Opinion

Q9: How important, overall, is this group of services to your trial court operations?

(no label) Somewhat Important

Q10: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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Q11: Capital Projects and Facilities Services

Respondent skipped this question

Q12: Delivery of professional project management and related services for capital projects, including:

Respondent skipped this question

Q13: Establishment and implementation of policies for the judicial branch capital program, including:

Respondent skipped this question

Q14: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) No Opinion

Q15: How important, overall, is this group of services to your trial court operations?

(no label) Unimportant

Q16: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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Q17: Collaborative Courts Services

55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts Have used this service, Consider service to be valuable

65. Substance Abuse Focus Grants funding Have used this service, Consider service to be valuable

Q18: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q19: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q20: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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Q21: Communications Services

73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives

Have used this service, Consider service to be valuable

75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions

Have used this service, Consider service to be valuable

Q22: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Good

Q23: How important, overall, is this group of services to your trial court operations?

(no label)

Very Important

Q24: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

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Q25: Criminal Justice Services

83. Data collection and reporting on probation revocations, sentencing outcomes, and other criminal law related issues (California Corrections Performance Incentive Act and criminal justice realignment)

Have used this service, Consider service to be valuable

Q26: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Good

Q27: How important, overall, is this group of services to your trial court operations?

(no label)

Somewhat Important

Q28: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

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Q29: Education and Training Services

88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable
89. Institute for Court Management certification program for court managers	Have used this service, Consider service to be valuable
90. Court Clerk Training Institute	Have used this service, Consider service to be valuable
91. Court manager and supervisor training	Have used this service, Consider service to be valuable
92. ADA Annual Statewide Training and consulting for ADA coordinators	Have used this service, Consider service to be valuable
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Have used this service, Consider service to be valuable
94. Statewide and regional education (i.e., Beyond the Bench)	Have used this service, Consider service to be valuable
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	Have used this service, Consider service to be valuable
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Have used this service, Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable

Q30: Statewide training for new Judicial Officers, including:

109. New Judge Orientation	Have used this service, Consider service to be valuable
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	Have used this service, Consider service to be valuable
111. B.E. Witkin Judicial College	Have used this service, Consider service to be valuable

Q31: Statewide education for experienced Judicial Officers and Judicial Attorneys, including:

113. Criminal Assignment Courses	Have used this service, Consider service to be valuable
114. Qualifying Ethics Training	Have used this service, Consider service to be valuable
117. Domestic Violence courses	Have used this service, Consider service to be valuable
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Have used this service, Consider service to be valuable

Q32: Statewide Education for Judicial Leaders, including:

120. PJ/CEO Court Management Program	Have used this service, Consider service to be valuable
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Q33: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)	Good
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Q34: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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Q35: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)	Much more important
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Q36: Family Services

122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	Have used this service, Consider service to be valuable
124. Information and technical assistance to Family Courts	Have used this service, Consider service to be valuable
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Have used this service, Consider service to be valuable
131. California Courts Protective Orders Registry	Have used this service, Consider service to be valuable

Q37: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q38: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q39: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Somewhat more important

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Q40: Fiscal Services

- | | |
|--|---|
| 137. Accounts Payable support | Have used this service, Consider service to be valuable |
| 138. Trust Accounting support | Have used this service, Consider service to be valuable |
| 139. Financial policies and procedures | Have used this service, Consider service to be valuable |
| 140. Fiscal training and assistance | Have used this service, Consider service to be valuable |

Q41: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Satisfactory

Q42: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q43: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Somewhat more important

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Q44: Human Resources Services

144. Labor relations and collective bargaining services Have used this service, Consider service to be valuable

145. Employee relations/investigations/progressive discipline/leave management Have used this service, Consider service to be valuable

Q45: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q46: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q47: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Much more important

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Q48: Information Technology Services

152. California Courts Protective Order Registry (CCPOR) Have used this service, Consider service to be valuable

153. Judicial Branch Statistical Information System (JBSIS) Have used this service, Consider service to be valuable

154. Phoenix Financial, procurement and HR/Payroll System Have used this service, Consider service to be valuable

155. Computer- Aided Facilities Management System (CAFM) Have used this service, Consider service to be valuable

164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites Have used this service, Consider service to be valuable

Q49: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Satisfactory

Q50: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q51: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

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Q52: Juvenile Services

169. Court appointed dependency counsel funding, budgeting, and program management

Have used this service, Consider service to be valuable

Q53: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Good

Q54: How important, overall, is this group of services to your trial court operations?

(no label)

Very Important

Q55: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

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Q56: Language Services

185. Certified and Registered Master List Maintenance of Court Interpreters

Have used this service, Consider service to be valuable

186. Cross-Assignment of Court Interpreter Employees

Have used this service, Consider service to be valuable

187. Translations of forms, Web site, signage and other resources

Have used this service, Consider service to be valuable

Q57: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Satisfactory

Q58: How important, overall, is this group of services to your trial court operations?

(no label)

Very Important

Q59: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

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Q60: Legal Services

189. Legal support with claims including investigations and responses

Have used this service, Consider service to be valuable

190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)

Have used this service, Consider service to be valuable

192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members

Have used this service, Consider service to be valuable

193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues

Have used this service, Consider service to be valuable

197. Assistance with responding to subpoenas and disqualification statements

Have used this service, Consider service to be valuable

Q61: Subject matter expertise and technical assistance with issues, including:

Respondent skipped this question

Q62: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Good

Q63: How important, overall, is this group of services to your trial court operations?

(no label)

Very Important

Q64: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

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Q65: Legislative and Budget Advocacy Services	
215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues	Have used this service, Consider service to be valuable
216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	Have used this service, Consider service to be valuable
Q66: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.	
(no label)	Good
Q67: How important, overall, is this group of services to your trial court operations?	
(no label)	Very Important
Q68: Have cuts to your budget made this group of services, overall, more important or less important to your operations?	
(no label)	No Change

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Q69: Mandated Reporting	<i>Respondent skipped this question</i>
Q70: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.	
(no label)	No Opinion
Q71: How important, overall, is this group of services to your trial court operations?	
(no label)	Neutral
Q72: Have cuts to your budget made this group of services, overall, more important or less important to your operations?	
(no label)	No Change

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Q73: Operations Support Services

243. Assigned Judges Program	Have used this service, Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable

Q74: Analytical and administrative support to:

258. Administrative Presiding Justices	Have used this service, Consider service to be valuable
259. Presiding Judges	Have used this service, Consider service to be valuable
262. California Court Clerk Association	Have used this service, Consider service to be valuable
264. Court Executives Advisory Committee	Have used this service, Consider service to be valuable

Q75: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q76: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q77: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

Q78: Research and Data Services

265. Annual Court Statistics Report	Have used this service, Consider service to be valuable
267. Workload-based Allocation Funding Methodology research support	Have used this service, Consider service to be valuable
268. Judge and staff workload measures and analysis	Have used this service, Consider service to be valuable
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Have used this service, Consider service to be valuable

Q79: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Satisfactory

Q80: How important, overall, is this group of services to your trial court operations?

(no label) Somewhat Important

Q81: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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Q82: Security Services

Respondent skipped this question

Q83: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) No Opinion

Q84: How important, overall, is this group of services to your trial court operations?

(no label) Neutral

Q85: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?	No
Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts?	Yes

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Q88: Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts.	
EXPERT SUBJECT MATTER TRAINING FOR CLERICAL AND OPERATIONAL STAFF	
Q89: So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?	Yes

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Q90: Please list all of the services that you receive through a contract, or other working relationship, with another court(s):	
Self-Help Family Court Services	

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Q91: The following is an alphabetized list of all AOC offices. Please evaluate the services that each office provides according to their overall importance to the operations of your court.

Center for Families, Children & the Courts	Very Important
Center for Judiciary Education and Research	Very Important
Court Operations Special Services Office	Neutral
Criminal Justice Court Services Office	Very Important
Executive Office	Very Important
Fiscal Services Office	Very Important
Human Resources Services Office	Very Important
Information Technology Services Office	Neutral
Internal Audit Services	Neutral
Judicial Branch Capital Program Office	Unimportant
Judicial Council Support Services	Somewhat Important
Legal Services Office	Very Important
Office of Administrative Services	Somewhat Important
Office of Appellate Court Services	Neutral
Office of Communications	Neutral
Office of Governmental Affairs	Somewhat Important
Office of Real Estate and Facilities Management	Somewhat Important
Special Projects Office	Neutral
Trial Court Administrative Services Office	Very Important
Trial Court Liaison Office	Very Important

Q92: Additional Comments

Respondent skipped this question