

## Superior Court of the County of Calaveras

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](#).

**Q3: Access Services**

1. Self-Help legal, training, program, education support	Have used this service, Consider service to be valuable
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	Have used this service, Consider service to be valuable
5. Judicial Branch Self-Help Website and resources	Have used this service, Consider service to be valuable
6. On-line Document Assembly/Forms Completion Programs	Have used this service, Consider service to be valuable
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service, Consider service to be valuable
9. Plain language forms and instructions	Have used this service, Consider service to be valuable

**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) Satisfactory

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

(no label) Very 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**

11. Regular financial, operational, and compliance audits	Have used this service
13. Non-audit consultative reviews	Have used this service
14. Technical advice regarding audit, accounting compliance, and operational requirements	Have used this service

**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) Satisfactory

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

(no label) Neutral

**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**

- |                                                                                                                                                                                                                         |                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds                                             | Have used this service                                  |
| 17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders                      | Have used this service, Consider service to be valuable |
| 18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts                                                      | Have used this service                                  |
| 19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction                                                                                  | Have used this service, Consider service to be valuable |
| 24. Oversight of the design and installation of audio-visual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure        | Have used this service, Consider service to be valuable |
| 26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance | Have used this service, Consider service to be valuable |
| 27. Management of 24/7 call center for maintenance of branch facilities                                                                                                                                                 | Have used this service, Consider service to be valuable |

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28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	Have used this service
29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings	Have used this service, Consider service to be valuable
30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints	Have used this service, Consider service to be valuable
32. Development, implementation, and management of the preventive maintenance program for assets	Have used this service
33. Management of 22 parking facilities across the state for court, jury, and public parking spaces	Have used this service, Consider service to be valuable
34. Management of Facilities Event Licensing for third party use of court facilities	Have used this service
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Have used this service

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

38. Architectural and engineering design services	Consider service to be valuable, Have used this service
39. Environmental analyses of potential courthouse construction sites	Consider service to be valuable, Have used this service
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Consider service to be valuable, Have used this service
41. Functional and space planning and programming	Consider service to be valuable, Have used this service
43. Sustainable design and design approval	Consider service to be valuable, Have used this service
44. Construction execution delivery including commissioning services	Consider service to be valuable, Have used this service
45. Completion and occupancy and transition planning	Consider service to be valuable, Have used this service
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Consider service to be valuable, Have used this service

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

47. Program Management	Consider service to be valuable, Have used this service
49. Trial Court Facilities Standards	Have used this service
50. Site Selection and Acquisition	Have used this service
51. Contracting	Consider service to be valuable, Have used this service

**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) Good

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

(no label) Very Important

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

(no label) No Change

**Additional Comments**

We moved into a new facility in November 2013, this wouldn't of happened without the services provided by our two project managers, Lisa Hinton and Leland Roberts of the Captial Program Office. The both did an outstanding job keeping our project on track and making sure everything that needed to be done was completed. When we vacated our previous locations, there was a trailer that had to be returned, the Office of Real Estate and Facilities Management with the assistance of Pride took care of everything, the only thing the court had to do was move out.

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**Q17: Collaborative Courts Services**

*Respondent skipped this question*

**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) No Opinion

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

(no label) Somewhat Unimportant

**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**

72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee

Have used this service

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

Consider service to be valuable, Have used this service

**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)

Somewhat 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**

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination

Consider service to be valuable, Have used this service

80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities

Have used this service

**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) Satisfactory

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

(no label) Neutral

**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	Consider service to be valuable, Have used this service
89. Institute for Court Management certification program for court managers	Consider service to be valuable, Have used this service
90. Court Clerk Training Institute	Have used this service
91. Court manager and supervisor training	Consider service to be valuable, Have used this service
92. ADA Annual Statewide Training and consulting for ADA coordinators	Consider service to be valuable, Have used this service
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Consider service to be valuable, Have used this service
94. Statewide and regional education (i.e., Beyond the Bench)	Consider service to be valuable, Have used this service
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Have used this service
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Consider service to be valuable, Have used this service

**Q30: Statewide training for new Judicial Officers, including:**

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

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

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

**Q32: Statewide Education for Judicial Leaders, including:**

120. PJ/CEO Court Management Program	Consider service to be valuable, Have used this service
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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)	Somewhat 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)	Somewhat 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	Consider service to be valuable, Have used this service
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Consider service to be valuable, Have used this service
127. Family Dispute Resolution support, technical assistance, and education	Consider service to be valuable, Have used this service
129. Domestic Violence Safety Planning Project	Consider service to be valuable, Have used this service
131. California Courts Protective Orders Registry	Consider service to be valuable, Have used this service

**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) Somewhat 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

**Q40: Fiscal Services**

132. Budgeting	Have used this service
133. Centralized Treasury	Have used this service
134. Payroll and controller services	Have used this service
135. Master contracts/procurement assistance	Have used this service
136. Financial Management - accounting and reporting	Consider service to be valuable, Have used this service
137. Accounts Payable support	Consider service to be valuable, Have used this service
138. Trust Accounting support	Consider service to be valuable, Have used this service
139. Financial policies and procedures	Have used this service
140. Fiscal training and assistance	Have used this service
141. Grants Administration	Have used this service
142. Enhanced Collections guidelines and assistance for courts and counties	Have used this service

**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) Good

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

(no label) Somewhat Important

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

(no label) No Change



**Q48: Information Technology Services**

152. California Courts Protective Order Registry (CCPOR)	Consider service to be valuable, Have used this service
153. Judicial Branch Statistical Information System (JBSIS)	Consider service to be valuable, Have used this service
155. Computer- Aided Facilities Management System (CAFM)	Consider service to be valuable, Have used this service
156. Uniform Civil Fees System (UCFS)	Consider service to be valuable, Have used this service
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service
161. Technology hardware updates program	Consider service to be valuable, Have used this service
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Consider service to be valuable, Have used this service

**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) Good

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

(no label) Somewhat 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**

*Respondent skipped this question*

**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) No Opinion

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

(no label)

Neutral

**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**

184. Court Interpreter Database Collection System (CIDCS)

Have used this service

185. Certified and Registered Master List Maintenance of Court Interpreters

Consider service to be valuable, Have used this service

186. Cross-Assignment of Court Interpreter Employees

Have used this service

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

Consider service to be valuable, Have used this service

188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services

Consider service to be valuable, Have used this service

**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)

Neutral

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

(no label)

No Change

**Additional Comments**

Cross-assignments can be more expensive to a small court than using a certified interpreter closer to the county. Why is posting to CIDCS not enforced across all courts as mandatory?

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**Q60: Legal Services**

189. Legal support with claims including investigations and responses	Consider service to be valuable, Have used this service
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	Consider service to be valuable, Have used this service
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Consider service to be valuable, Have used this service
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	Consider service to be valuable, Have used this service
197. Assistance with responding to subpoenas and disqualification statements	Consider service to be valuable, Have used this service
201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities	Consider service to be valuable, Have used this service

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

212. Subject matter expertise	Consider service to be valuable, Have used this service
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**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) Somewhat 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

**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

Consider service to be valuable, Have used this service

218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance

Consider service to be valuable, Have used this service

**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)

Somewhat 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**

222. Semi-Annual Report on Contracts for the Judicial Branch

Have used this service

223. Trial Court Interpreters Program Expenditure Report

Have used this service

228. Standards and Measures of Judicial Administration

Have used this service

232. Purchase and Lease of Electronic Recording Equipment

Have used this service

233. Trial Court Revenue, Expenditure, and Fund Balance Constraints

Have used this service

240. Criminal Justice Realignment Data

Have used this service

**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)

Good

**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	Consider service to be valuable, Have used this service
244. Appellate Court-Appointed Counsel Program administration and support	Consider service to be valuable, Have used this service
250. Vexatious Litigants List administration	Consider service to be valuable, Have used this service
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Have used this service
252. Federal, state, and private foundation fund development and grant administration	Have used this service
253. Trial Court Business Processing Reengineering expertise and training	Consider service to be valuable, Have used this service
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	Consider service to be valuable, Have used this service
256. Assistance to court leaders with addressing internal governance, management and operational issues	Consider service to be valuable, Have used this service
257. Information-sharing through meetings of court leaders	Consider service to be valuable, Have used this service

**Q74: Analytical and administrative support to:**

262. California Court Clerk Association	Consider service to be valuable, Have used this service
264. Court Executives Advisory Committee	Consider service to be valuable, Have used this service



**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) Somewhat 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

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**Q78: Research and Data Services**

265. Annual Court Statistics Report Consider service to be valuable, Have used this service

266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting Have used this service

267. Workload-based Allocation Funding Methodology research support Have used this service

268. Judge and staff workload measures and analysis Have used this service

**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) Good

**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**

277. Emergency planning and preparedness/continuity of operations planning      Have used this service

278. Physical security consultation, assessment, site surveys and risk analysis      Have used this service

279. Screening Equipment Replacement Program      Consider service to be valuable, Have used this service

**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)      Good

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

(no label)      Somewhat Important

**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?**      No

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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.**      *Respondent skipped this question*

**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?**      No

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<p><b>Q90: Please list all of the services that you receive through a contract, or other working relationship, with another court(s):</b></p>	<p><i>Respondent skipped this question</i></p>
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<p><b>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.</b></p>	
<p>Center for Families, Children &amp; the Courts</p>	<p>Neutral</p>
<p>Center for Judiciary Education and Research</p>	<p>Very Important</p>
<p>Court Operations Special Services Office</p>	<p>Somewhat Important</p>
<p>Criminal Justice Court Services Office</p>	<p>Somewhat Important</p>
<p>Executive Office</p>	<p>Somewhat Important</p>
<p>Fiscal Services Office</p>	<p>Somewhat Important</p>
<p>Human Resources Services Office</p>	<p>Very Important</p>
<p>Information Technology Services Office</p>	<p>Somewhat Important</p>
<p>Internal Audit Services</p>	<p>Neutral</p>
<p>Judicial Branch Capital Program Office</p>	<p>Somewhat Important</p>
<p>Judicial Council Support Services</p>	<p>Neutral</p>
<p>Legal Services Office</p>	<p>Neutral</p>
<p>Office of Administrative Services</p>	<p>Neutral</p>
<p>Office of Appellate Court Services</p>	<p>Neutral</p>
<p>Office of Communications</p>	<p>Somewhat Unimportant</p>
<p>Office of Governmental Affairs</p>	<p>Somewhat Important</p>
<p>Office of Real Estate and Facilities Management</p>	<p>Somewhat Important</p>
<p>Special Projects Office</p>	<p>Neutral</p>
<p>Trial Court Administrative Services Office</p>	<p>Neutral</p>
<p>Trial Court Liaison Office</p>	<p>Neutral</p>
<p><b>Q92: Additional Comments</b></p>	
<p><i>Respondent skipped this question</i></p>	