

Superior Court of the County of Lake

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
4. Equal Access Funds	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	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
10. Support to Civics Education program to improve civic learning and public understanding of the Judicial Branch including the California Task Force on K-12 Civics Learning	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) Excellent

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) Much more important

Additional Comments

With the downturn in the economy the vast majority of litigants, particularly in family law, are now unable to afford attorneys. This has resulted in a drastic increase in the need for self-help services.

Q7: Audit Services

11. Regular financial, operational, and compliance audits	Have used this service, Consider service to be valuable
12. Special investigations concerning misappropriation of funds, potential losses, etc.	Consider service to be valuable
13. Non-audit consultative reviews	Consider service to be valuable
14. Technical advice regarding audit, accounting compliance, and operational requirements	Have used this service, Consider service to be valuable
15. Whistleblower Hotline responsibility	Consider service to be valuable

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) Good

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

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, Consider service to be valuable
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, Consider service to be valuable
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

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20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	Have used this service, Consider service to be valuable
21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	Consider service to be valuable
22. Development and implementation of risk management for capital projects and court facilities	Consider service to be valuable
23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs	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	Consider service to be valuable
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	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
28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	Have used this service, Consider service to be valuable
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	Consider service to be valuable
31. Provision of deferred maintenance and functional improvements	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, Consider service to be valuable
33. Management of 22 parking facilities across the state for court, jury, and public parking spaces	Consider service to be valuable

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|---|---|
| 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, Consider service to be valuable |
| 37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs | Have used this service, Consider service to be valuable |
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Q12: Delivery of professional project management and related services for capital projects, including:

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| 38. Architectural and engineering design services | Have used this service, Consider service to be valuable |
| 39. Environmental analyses of potential courthouse construction sites | Have used this service, Consider service to be valuable |
| 40. Construction inspection services program for capital projects, facility modification, and facility management programs | Have used this service, Consider service to be valuable |
| 41. Functional and space planning and programming | Have used this service, Consider service to be valuable |
| 42. Approval by authorities having jurisdiction | Have used this service, Consider service to be valuable |
| 43. Sustainable design and design approval | Consider service to be valuable |
| 44. Construction execution delivery including commissioning services | Consider service to be valuable |
| 45. Completion and occupancy and transition planning | Consider service to be valuable |
| 46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals | Consider service to be valuable |
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Q13: Establishment and implementation of policies for the judicial branch capital program, including:

47. Program Management	Have used this service, Consider service to be valuable
48. Prioritization Methodology	Have used this service, Consider service to be valuable
49. Trial Court Facilities Standards	Have used this service, Consider service to be valuable
50. Site Selection and Acquisition	Have used this service, Consider service to be valuable
51. Contracting	Have used this service, Consider service to be valuable
52. Seismic Analysis of Leases	Have used this service, Consider service to be valuable
53. Relocation Services	Consider service to be valuable

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) Excellent

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) Somewhat more important

Additional Comments

Capital Projects: The services provided by the Capital Projects team are essential to a successful project. Court staff do not have the resources and expertise in house to manage the projects. Facility Services: The service provided by the facility maintenance staff is outstanding. The responsiveness of AOC staff is quick, thorough and almost always resolves the issue. The on-site maintenance contractor is accommodating and resourceful. The service received from the AOC and the on-site contractor far exceed the services previously received from our County.

Q17: Collaborative Courts Services

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| 61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations | Have used this service |
| 65. Substance Abuse Focus Grants funding | Have used this service, Consider service to be valuable |
| 67. Cost benefit studies of collaborative courts | 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) Satisfactory

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

(no label) Neutral

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

(no label) No Change

Q21: Communications Services

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	Consider service to be valuable
69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting	Have used this service, Consider service to be valuable
70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch	Have used this service, Consider service to be valuable
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice’s engagement calendar	Consider service to be valuable
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, Consider service to be valuable
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
74. Consultation and counsel on media strategies 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	Consider service to be valuable
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	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) 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

Have used this service, Consider service to be valuable

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, Consider service to be valuable

81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation

Consider service to be valuable

82. Defining outcome-based criminal justice related metrics in collaboration with justice partners

Consider service to be valuable

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)

Consider service to be valuable

84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters

Have used this service, Consider service to be valuable

86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)

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)

Excellent

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

(no label)

Very Important

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

(no label)

Somewhat more important

PAGE 11: Section 3: Evaluation**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
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
104. Web Ex programmatic instructional support	Have used this service, Consider service to be valuable

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105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Consider service to be valuable
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service, Consider service to be valuable
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	Have used this service, Consider service to be valuable
108. Jury education materials in support of successful jury participation	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
115. Complex Civil and Advanced Civil	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
121. Supervising Judges Institute	Have used this service, Consider service to be valuable

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)	Excellent
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Q34: How important, overall, is this group of services to your trial court operations?

(no label)

Very Important

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

Additional Comments

Judicial Officers continue to rely on the Benchguides and other tools provided by CJER. The educational materials and advice provided related to realignment was fantastic. Again, these services are not services that could be provided by in-house staff given staffing levels and the irregularity with which they are needed in a small court.

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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

125. Family and Juvenile court judicial and staff workload study and needs assessment

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

127. Family Dispute Resolution support, technical assistance, and education

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)

Somewhat Important

Q39: 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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Q40: Fiscal Services

132. Budgeting	Have used this service, Consider service to be valuable
133. Centralized Treasury	Have used this service, Consider service to be valuable
134. Payroll and controller services	Have used this service, Consider service to be valuable
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable
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
141. Grants Administration	Have used this service, Consider service to be valuable
142. Enhanced Collections guidelines and assistance for courts and counties	Have used this service, Consider service to be valuable
143. Provision and maintenance of financial information available through the judicial branch website	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) Excellent

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) No Change

Additional Comments

Additional training in the finance area would be beneficial.

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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
146. Judicial payroll and benefits	Have used this service, Consider service to be valuable
148. Trial court payroll services through Phoenix or ADP	Have used this service, Consider service to be valuable
149. Recruitment, classification and compensation assistance	Consider service to be valuable
150. Judicial Branch Workers' Compensation program oversight and administration	Have used this service, Consider service to be valuable
151. Integrated Disability 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) Excellent

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

Additional Comments

With the reduction in staff over the last several years, the court is reliant on services provided by the AOC HR office, including labor relations assistance, investigation and disciplinary assistance. In a small court the need for such services occurs infrequently and therefore it is not efficient to maintain staff for such a purpose.

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
156. Uniform Civil Fees System (UCFS)	Have used this service, Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service, Consider service to be valuable
160. Network hosting, security, and support	Have used this service, Consider service to be valuable
161. Technology hardware updates program	Have used this service, Consider service to be valuable
162. Case management systems support: Sustain, V2, V3	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
165. Justice Partners Outreach/E-Services	Have used this service, Consider service to be valuable
166. Programmatic, technical and logistical support for WebEx programs	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) Good

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)

Somewhat more important

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Q52: Juvenile Services

167. Court-Appointed Special Advocates (CASA) program administration, funding and education

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

170. Dependency Representation, Administration, Funding, and Training (DRAFT) program

Have used this service, Consider service to be valuable

173. Judicial Resources and Technical Assistance Program for dependency cases

Have used this service, Consider service to be valuable

174. Information and technical assistance to juvenile courts

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)

Excellent

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)

Somewhat more important

Additional Comments

The DRAFT program administered at the state level saves time and money.

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Q56: Language Services

179. Court interpreter test administration, development, and maintenance oversight	Have used this service, Consider service to be valuable
180. Court interpreter outreach and recruitment	Have used this service, Consider service to be valuable
181. Court interpreter education and training	Have used this service, Consider service to be valuable
182. Statewide Language Coordination	Have used this service, Consider service to be valuable
183. 5-Year Language Use and Needs Study	Have used this service
184. Court Interpreter Database Collection System (CIDCS)	Have used this service, Consider service to be valuable
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	Consider service to be valuable
188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services	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)	Excellent
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Q58: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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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
191. Management of affirmative litigation	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
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Have used this service, Consider service to be valuable
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	Have used this service, Consider service to be valuable
196. Legal advice and representation regarding external audits/investigations	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
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Have used this service, Consider service to be valuable
199. Assistance with evaluation of need for and preparing requests for emergency orders	Have used this service, Consider service to be valuable
200. Legal advice and assistance with petitions for complex civil case coordination	Consider service to be valuable
201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities	Have used this service, Consider service to be valuable
202. Management of the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable

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

203. Access and fairness	Have used this service, Consider service to be valuable
204. Appellate practice and procedure	Consider service to be valuable
206. Civil and small claims	Have used this service, Consider service to be valuable
208. Complex litigation	Consider service to be valuable
209. Family and juvenile law	Have used this service, Consider service to be valuable
210. Judicial administration	Have used this service, Consider service to be valuable
211. Judicial ethics	Have used this service, Consider service to be valuable
212. Subject matter expertise	Have used this service, Consider service to be valuable
213. Jury instructions	Consider service to be valuable
214. Probation and mental health	Have used this service, Consider service to be valuable

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) Excellent

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) Somewhat more important

Additional Comments

Legal Services provided by the AOC is one of the most important services provided to the courts. Additionally, the program in which one court provides research attorney assistance to judicial officers in another court, is an extremely important tool for judicial officers in a small court.

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
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	Have used this service, Consider service to be valuable
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	Have used this service, Consider service to be valuable
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	Have used this service, Consider service to be valuable
220. Staff support to the Bench-Bar Coalition	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) Excellent

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) Much more important

Additional Comments

It is not feasible for judicial officers and staff to travel to Sacramento on a regular basis to discuss the Legislators issues that concern the Judicial Branch. That said, it is extremely important that Legislators understand the impact to the Branch when enacting new legislation. The AOC Office of Governmental Affairs staff do a great job handling this important task for the courts.

Q69: Mandated Reporting

221. Access To Visitation Grants Program	Consider service to be valuable
222. Semi-Annual Report on Contracts for the Judicial Branch	Consider service to be valuable

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223. Trial Court Interpreters Program Expenditure Report	Consider service to be valuable
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	Consider service to be valuable
225. Demographics of the Bench	Consider service to be valuable
226. Sentencing of Criminal Defendants by Race and Ethnicity	Consider service to be valuable
227. Judgeship Needs in the Superior Courts	Have used this service, Consider service to be valuable
228. Standards and Measures of Judicial Administration	Consider service to be valuable
229. Annual Special Funds Expenditure Report	Consider service to be valuable
230. Annual Trial Court Allocations Report	Have used this service, Consider service to be valuable
231. Phoenix System Status Update Report	Have used this service, Consider service to be valuable
232. Purchase and Lease of Electronic Recording Equipment	Have used this service, Consider service to be valuable
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Have used this service, Consider service to be valuable
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Have used this service, Consider service to be valuable
235. Statewide Collections of Court-Ordered Debt	Consider service to be valuable
236. Receipts and Expenditures from Local Courthouse Construction Funds	Consider service to be valuable
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	Consider service to be valuable
238. Special facilities program reports requested by the legislature	Have used this service, Consider service to be valuable
239. 5-Year Language Use and Needs Study	Consider service to be valuable
240. Criminal Justice Realignment Data	Have used this service, Consider service to be valuable
241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program	Consider service to be valuable
242. Quarterly & annual reports on facility modification budgets, projects, and expenditures	Have used this service, Consider service to be valuable

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) Somewhat Important

Q72: 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

The survey responses above indicate that the AOC's work to compile and submit mandated reporting is important. The responses should not be interpreted to mean the mandated report itself is important. In fact, some of the mandated reports are burdensome and seem to be unnecessary.

Q73: Operations Support Services

243. Assigned Judges Program	Have used this service, Consider service to be valuable
246. Administration of Special Masters assignment	Consider service to be valuable
247. Civil Case Coordination	Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
252. Federal, state, and private foundation fund development and grant administration	Have used this service, Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	Have used this service
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	Have used this service, Consider service to be valuable
255. Data gathering and recommendations for court operational and administrative issues	Consider service to be valuable
256. Assistance to court leaders with addressing internal governance, management and operational issues	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:

259. Presiding Judges	Have used this service, Consider service to be valuable
260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee	Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	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)	Excellent
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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)

Somewhat more important

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Q78: Research and Data Services

265. Annual Court Statistics Report

Have used this service, Consider service to be valuable

266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting

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

269. Authorized and filled judgeships data and reporting

Have used this service, Consider service to be valuable

270. Conversion of Subordinate Judicial Officer positions to judgeships

Consider service to be valuable

271. Technical support to evaluate staffing or judicial officer allocations against workload model projections

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

273. Data review and reporting

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)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

Additional Comments

Accurate data collection and analysis is essential to evaluating programs and services, both locally and statewide.

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Q82: Security Services

276. Threat and incident coordination and consultative services

Have used this service, Consider service to be valuable

277. Emergency planning and preparedness/continuity of operations planning

Have used this service, Consider service to be valuable

278. Physical security consultation, assessment, site surveys and risk analysis

Have used this service, Consider service to be valuable

279. Screening Equipment Replacement Program

Have used this service, Consider service to be valuable

280. Trial Court Security Grant Program

Consider service to be valuable

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)

Excellent

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

(no label)

Very Important

Q85: 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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Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?

Yes

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? 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):

We have one contract with another court to provide self-help attorney assistance related to a three court collaborative self-help project.

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

Q92: Additional Comments

It is difficult to be sure what services are included in which office listed above. The specific services listed in the prior survey questions are not defined by AOC office.