
Superior Court of the County of Merced

This document contains the responses of the Superior Court of the County of Merced (Merced Court) 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.

In its first survey response, which appears from pages 2 to 31 in this document, Merced Court mistakenly failed to indicate which services it had used. However, the court did answer all other survey questions in its first response. To correct this error Merced Court sent a second survey response, which appears from pages 32 to 83 in this document. In its second response Merced Court indicated which services it had used, only. When combined, the two responses constitute the final, complete survey response for Merced Court.

After Merced Court fully 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 | Consider service to be valuable |
| 3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding | Consider service to be valuable |
| 4. Equal Access Funds | Consider service to be valuable |
| 5. Judicial Branch Self-Help Website and resources | 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 | Consider service to be valuable |
| 9. Plain language forms and instructions | 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 | 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
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Q5: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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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
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18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	Consider service to be valuable
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Consider service to be valuable
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	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	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	Consider service to be valuable
27. Management of 24/7 call center for maintenance of branch facilities	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	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	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	Consider service to be valuable

32. Development, implementation, and management of the preventive maintenance program for assets	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
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Consider service to be valuable
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Consider service to be valuable

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

38. Architectural and engineering design services	Consider service to be valuable
39. Environmental analyses of potential courthouse construction sites	Consider service to be valuable
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Consider service to be valuable
41. Functional and space planning and programming	Consider service to be valuable
42. Approval by authorities having jurisdiction	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

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

47. Program Management	Consider service to be valuable
48. Prioritization Methodology	Consider service to be valuable
49. Trial Court Facilities Standards	Consider service to be valuable
50. Site Selection and Acquisition	Consider service to be valuable
51. Contracting	Consider service to be valuable
52. Seismic Analysis of Leases	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) Much more important

Additional Comments

I am a member of the Trial Court Facilities and Maintenance Group. This is a hard working group of individuals. The combination is excellent as we have architects, judges, CEO's and other reps. The AOC staff that prepare the materials for Chair Justice Hill are very knowledgeable. The budget cuts have affected the AOC in their delivery of service in the Facilities Division this includes work orders submitted via CAFM. As a result, Courts often have to wait for projects to be completed. I would recommend that additional AOC staff be allocated in this area as well as the AOC Audit Division.

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Q17: Collaborative Courts Services

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

56. Legal, training, and program assistance to support DUI Courts Consider service to be valuable

57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts Consider service to be valuable

58. Legal, training, and program assistance to support Elder Courts Consider service to be valuable

60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice Consider service to be valuable

61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations Consider service to be valuable

64. Legal, training, and program assistance to support Youth/Peer Courts) Consider service to be valuable

65. Substance Abuse Focus Grants funding Consider service to be valuable

66. Research and analysis assistance 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) Somewhat Important

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

(no label) Somewhat more important

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	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	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	Consider service to be valuable
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	Consider service to be valuable
74. Consultation and counsel on media strategies for programs, projects, and initiatives	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	Consider service to be valuable
77. Management of content strategy, publishing, and metrics evaluation for social media channels including You Tube and Twitter and consultation with other judicial branch entities on their programs	Consider service to be valuable
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	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)

Excellent

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)

Much more important

Additional Comments

Communications with AOC in this area are very good but staff shortages have affected their delivery of service. I served on the committee - Trial Court Fiscal Accountability, chaired by Judge Walsh where we developed a list of Trial Court Efficiencies and Innovations. AOC staff assigned to assist with the Serranus site and this report (that was presented to the Judicial Council and the Legislators) worked very hard to get this completed. This division of the AOC is stretched pretty thin. They are in the process of updating Serranus which is out of date but they have other priorities whereas if they had additional staff these types of projects could be completed sooner. Communication is very important. If we can do more twitter feeds it would be great as well as more information on YouTube.

Q25: Criminal Justice Services

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|---|---------------------------------|
| 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 |
| 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 | 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 | Consider service to be valuable |
| 85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP) | 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) | Consider service to be valuable |
| 87. Fulfillment of mandates related to the evaluation of certain criminal justice programs | 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
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Q27: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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Q28: 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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Q29: Education and Training Services

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|--|---------------------------------|
| 88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program | Consider service to be valuable |
| 89. Institute for Court Management certification program for court managers | Consider service to be valuable |
| 90. Court Clerk Training Institute | Consider service to be valuable |
| 91. Court manager and supervisor training | Consider service to be valuable |
| 92. ADA Annual Statewide Training and consulting for ADA coordinators | Consider service to be valuable |
| 93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff | Consider service to be valuable |
| 94. Statewide and regional education (i.e., Beyond the Bench) | Consider service to be valuable |
| 95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training) | Consider service to be valuable |
| 96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners | Consider service to be valuable |
| 97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services | Consider service to be valuable |
| 98. Development of online educational resources for judges, court staff, supervisors and managers | Consider service to be valuable |
| 99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media | Consider service to be valuable |
| 100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks | Consider service to be valuable |

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101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Consider service to be valuable
102. Development of public guides for children in court, victims' services, and court proceedings for families	Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Consider service to be valuable
104. Web Ex programmatic instructional support	Consider service to be valuable
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	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	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	Consider service to be valuable
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	Consider service to be valuable
111. B.E. Witkin Judicial College	Consider service to be valuable

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

113. Criminal Assignment Courses	Consider service to be valuable
114. Qualifying Ethics Training	Consider service to be valuable
115. Complex Civil and Advanced Civil	Consider service to be valuable
116. California Environmental Quality Act (CEQA)	Consider service to be valuable
117. Domestic Violence courses	Consider service to be valuable
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Consider service to be valuable
119. Institutes for Appellate and Trial Court Attorneys	Consider service to be valuable

Q32: Statewide Education for Judicial Leaders, including:

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|--------------------------------------|---------------------------------|
| 120. PJ/CEO Court Management Program | Consider service to be valuable |
| 121. Supervising Judges Institute | 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
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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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Additional Comments

Education is very important especially because of the rotation of PJ's. Even though CEO's are in their positions for years, keeping current on education is essential. In our court we make education a priority not only for the judicial officers but for court staff as well. We also have managers and the CEO as faculty to assist the AOC. It would be nice if AOC staff could develop manuals on the various case types and procedures for line staff. This would assist the courts in their training needs.

Q40: Fiscal Services

132. Budgeting	Consider service to be valuable
133. Centralized Treasury	Consider service to be valuable
134. Payroll and controller services	Consider service to be valuable
135. Master contracts/procurement assistance	Consider service to be valuable
136. Financial Management - accounting and reporting	Consider service to be valuable
137. Accounts Payable support	Consider service to be valuable
138. Trust Accounting support	Consider service to be valuable
139. Financial policies and procedures	Consider service to be valuable
140. Fiscal training and assistance	Consider service to be valuable
141. Grants Administration	Consider service to be valuable
142. Enhanced Collections guidelines and assistance for courts and counties	Consider service to be valuable
143. Provision and maintenance of financial information available through the judicial branch website	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) Much more important

Additional Comments

Excellent Division. With the budget cuts, their telephone number is on our speed dial. The services provided are invaluable especially in preparing the budget from May to July. With the new WAFM Methodology being used by the courts we are constantly contacting them. Also since we are doing more with less having a thorough knowledge of the Financial Policies and Contracting Manual is very important for the courts. They do an excellent job of answering questions and ensuring we follow the required steps in preparing RFP's and other documents for services.

Q48: Information Technology Services

152. California Courts Protective Order Registry (CCPOR)	Consider service to be valuable
153. Judicial Branch Statistical Information System (JBSIS)	Consider service to be valuable
154. Phoenix Financial, procurement and HR/Payroll System	Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	Consider service to be valuable
156. Uniform Civil Fees System (UCFS)	Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Consider service to be valuable
160. Network hosting, security, and support	Consider service to be valuable
161. Technology hardware updates program	Consider service to be valuable
162. Case management systems support: Sustain, V2, V3	Consider service to be valuable
163. Support to California Law Enforcement Telecommunications System (CLETS)	Consider service to be valuable
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Consider service to be valuable
165. Justice Partners Outreach/E-Services	Consider service to be valuable
166. Programmatic, technical and logistical support for WebEx programs	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)

Much more important

Additional Comments

Many of these programs are necessary in the courts such as CLETS, CCPOR, JBSIS and others. We are one of the courts that is going to a new case management system, Tyler, and will no longer be using Sustain. Sustain is very limited and has hampered the technological progress of our court. In about six months we will be able to offer e-filing to our court customers. Due to the demise of the AOC CCMS we could not wait for the IT AOC group chaired by Judge Hermann to come up with an alternative. We participated in the development of the California Master Agreement in the selection of three vendors. We felt this was important as we have a business to run and are accountable to the public. They need to be able to access the courts better.

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Q52: Juvenile Services

167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Consider service to be valuable
168. Local Blue Ribbon Commissions training and technical assistance	Consider service to be valuable
169. Court appointed dependency counsel funding, budgeting, and program management	Consider service to be valuable
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Consider service to be valuable
171. Juvenile Dependency Counsel Collections Programs	Consider service to be valuable
173. Judicial Resources and Technical Assistance Program for dependency cases	Consider service to be valuable
174. Information and technical assistance to juvenile courts	Consider service to be valuable
175. Technical assistance with juvenile court management system data and analytics	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)

Much more important

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Q56: Language Services

179. Court interpreter test administration, development, and maintenance oversight	Consider service to be valuable
180. Court interpreter outreach and recruitment	Consider service to be valuable
181. Court interpreter education and training	Consider service to be valuable
182. Statewide Language Coordination	Consider service to be valuable
183. 5-Year Language Use and Needs Study	Consider service to be valuable
184. Court Interpreter Database Collection System (CIDCS)	Consider service to be valuable
185. Certified and Registered Master List Maintenance of Court Interpreters	Consider service to be valuable
186. Cross-Assignment of Court Interpreter Employees	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	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

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)

Much more important

Additional Comments

AOC has done a good job in this area but the state legislators need to be more like other states. The Interpreters Union in CA is ridiculous. They hold the courts hostage as to what they can and cannot do. When I talk to other court administrators in other states that use video remote interpreting for efficiency purposes and to assist our court customers they can't believe the Interpreter's Union is fighting us here. AOC does the best job they can but the Legislators need to help the courts. Stop giving in to these unions, check out what other states are doing and help the public customers that need these services.

Q60: Legal Services

189. Legal support with claims including investigations and responses	Consider service to be valuable
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	Consider service to be valuable
191. Management of affirmative litigation	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	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	Consider service to be valuable
194. Legal advice and consultation on a broad spectrum of judicial administration matters	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	Consider service to be valuable
196. Legal advice and representation regarding external audits/investigations	Consider service to be valuable
197. Assistance with responding to subpoenas and disqualification statements	Consider service to be valuable
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Consider service to be valuable
199. Assistance with evaluation of need for and preparing requests for emergency orders	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	Consider service to be valuable
202. Management of the Commission on Judicial Performance Insurance Program	Consider service to be valuable

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

203. Access and fairness	Consider service to be valuable
204. Appellate practice and procedure	Consider service to be valuable
205. Alternative Dispute Resolution	Consider service to be valuable
206. Civil and small claims	Consider service to be valuable
207. Collaborative courts	Consider service to be valuable
208. Complex litigation	Consider service to be valuable
209. Family and juvenile law	Consider service to be valuable
210. Judicial administration	Consider service to be valuable
211. Judicial ethics	Consider service to be valuable
212. Subject matter expertise	Consider service to be valuable
213. Jury instructions	Consider service to be valuable
214. Probation and mental health	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) Much more important

Additional Comments

EXCELLENT SERVICE!!! This is one of the best services that the AOC provides to small and mid-size courts. As I previously mentioned we are a mid-size court and we use the AOC Legal services constantly. Our attorney for Labor Issues is Steven Crooks. Our attorney for other issues is Eric Schnurpfeil and both gentlemen are excellent and have provided not only our management staff but also our judges with excellent service.

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
216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	Consider service to be valuable
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	Consider service to be valuable
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	Consider service to be valuable
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	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) 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) Much more important

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
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	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	Consider service to be valuable
231. Phoenix System Status Update Report	Consider service to be valuable
232. Purchase and Lease of Electronic Recording Equipment	Consider service to be valuable
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Consider service to be valuable
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	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	Consider service to be valuable
239. 5-Year Language Use and Needs Study	Consider service to be valuable
240. Criminal Justice Realignment Data	Consider service to be valuable
241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program	Consider service to be valuable

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242. Quarterly & annual reports on facility modification budgets, projects, and expenditures 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) Much more important

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Q73: Operations Support Services

243. Assigned Judges Program	Consider service to be valuable
244. Appellate Court-Appointed Counsel Program administration and support	Consider service to be valuable
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court	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	Consider service to be valuable
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Consider service to be valuable
252. Federal, state, and private foundation fund development and grant administration	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	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	Consider service to be valuable

Q74: Analytical and administrative support to:

259. Presiding Judges	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	Consider service to be valuable
264. Court Executives Advisory Committee	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

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) Much more important

Additional Comments

Because we are short on judicial officers due to vacancies this past year, we use the services of the Assigned Judges Program. They do an excellent job for the courts. In addition, the Jury Improvement Division is great. We were able to obtain some of the grant funding to upgrade our jury needs which will be implemented later this year.

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Q78: Research and Data Services

265. Annual Court Statistics Report	Consider service to be valuable
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Consider service to be valuable
267. Workload-based Allocation Funding Methodology research support	Consider service to be valuable
268. Judge and staff workload measures and analysis	Consider service to be valuable
269. Authorized and filled judgeships data and reporting	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	Consider service to be valuable
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Consider service to be valuable
273. Data review and reporting	Consider service to be valuable
274. Production of the annual Jury Data Report	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) Good

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

This is needed for future judgeships and also for accountability purposes. Statistical data, transparency and caseflow management is what the courts are all about.

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Q82: Security Services

275. Judicial Online Privacy Protection Program Consider service to be valuable

276. Threat and incident coordination and consultative services Consider service to be valuable

277. Emergency planning and preparedness/continuity of operations planning Consider service to be valuable

278. Physical security consultation, assessment, site surveys and risk analysis Consider service to be valuable

279. Screening Equipment Replacement Program 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)

Much more important

Additional Comments

The AOC Division of Emergency Management - Malcolm Franklin and staff do an excellent job for the courts. Last year we had an individual that was not well spray paint a Commissioners driveway. We also had another individual who is a teacher at a local college, place threatening information on Youtube regarding two judges. AOC staff acted immediately to assist our court with these issues. In addition, in 2009, a deranged individual who entered the courthouse ran to a courtroom and was going to attack a judge with two machete knives and he was killed in the courtroom. AOC staff once again assisted our court with security improvements and training. I understand that the AOC security personnel can no longer carry their weapons yet they are peace officers. This directive needs to be changed given all the dangers and for their protection.

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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? 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.

More assistance with developing statistical reports

Providing expertise with health benefit and retirement insurance

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):

One of the nice things available to CEO's is the Listserve called the Executive Network, through that we have rec'd many procedures used by other courts, best practices. Instead of re-inventing the wheel, we all work together to share these items. One of the recent services we have rec'd was being provided with a sub webex account from the Fresno Court to be used in our court. Another example was an electronic Probable Cause program developed by the Monterey Court that is now being used by our Judicial Officers and Law Enforcement personnel.

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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	Very Important
Criminal Justice Court Services Office	Somewhat Important
Executive Office	Very Important
Fiscal Services Office	Very Important
Human Resources Services Office	Very Important
Information Technology Services Office	Very Important
Internal Audit Services	Very 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	Somewhat Important
Office of Communications	Very 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	Very Important

Q92: Additional Comments

Respondent skipped this question

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Section 3: Evaluation

3. Access Services

	Have used this service	Consider service to be valuable
1. Self-Help legal, training, program, education support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Sargent Shriver Civil Counsel Pilot Program	<input type="checkbox"/>	<input type="checkbox"/>
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Equal Access Funds	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Judicial Branch Self-Help Website and resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. On-line Document Assembly/Forms Completion Programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Administration and management of the JusticeCorps volunteer program	<input type="checkbox"/>	<input type="checkbox"/>
9. Plain language forms and instructions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>

***4. 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.**

Excellent
 Good
 Satisfactory
 Fair
 Poor
 No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important Somewhat more important No Change Somewhat less important Much less important

Additional Comments

Section 3: Evaluation

7. Audit Services

Have used this service Consider service to be valuable

11. Regular financial, operational, and compliance audits

12. Special investigations concerning misappropriation of funds, potential losses, etc.

13. Non-audit consultative reviews

14. Technical advice regarding audit, accounting compliance, and operational requirements

15. Whistleblower Hotline responsibility

***8. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important Somewhat more important No Change Somewhat less important Much less important

Additional Comments

Section 3: Evaluation

11. Capital Projects and Facilities Services

	Have used this service	Consider service to be valuable
16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	<input checked="" type="checkbox"/>	<input type="checkbox"/>
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	<input checked="" type="checkbox"/>	<input type="checkbox"/>
21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
22. Development and implementation of risk management for capital projects and court facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24. Oversight of the design and installation of audio-visual low voltage technical infrastructure in court facilities, and	<input type="checkbox"/>	<input type="checkbox"/>

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development of statewide standards for use of video over the technical infrastructure

25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention

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

27. Management of 24/7 call center for maintenance of branch facilities

28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility

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

30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints

31. Provision of deferred maintenance and functional improvements

32. Development, implementation, and management of the preventive maintenance program for assets

33. Management of 22 parking facilities across the state for court, jury, and public parking spaces

34. Management of Facilities Event Licensing for third party use of court facilities

35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance

36. Maintenance and administration of the Computer Aided Facility

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Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments

37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs

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

Have used this service Consider service to be valuable

38. Architectural and engineering design services

39. Environmental analyses of potential courthouse construction sites

40. Construction inspection services program for capital projects, facility modification, and facility management programs

41. Functional and space planning and programming

42. Approval by authorities having jurisdiction

43. Sustainable design and design approval

44. Construction execution delivery including commissioning services

45. Completion and occupancy and transition planning

46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals

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

	Have used this service	Consider service to be valuable
47. Program Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
48. Prioritization Methodology	<input checked="" type="checkbox"/>	<input type="checkbox"/>
49. Trial Court Facilities Standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
50. Site Selection and Acquisition	<input checked="" type="checkbox"/>	<input type="checkbox"/>
51. Contracting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
52. Seismic Analysis of Leases	<input checked="" type="checkbox"/>	<input type="checkbox"/>
53. Relocation Services	<input type="checkbox"/>	<input type="checkbox"/>

***14. 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.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>					

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

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
<input type="radio"/>				

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

17. Collaborative Courts Services

	Have used this service	Consider service to be valuable
54. Legal, training, and program assistance to support Community Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
56. Legal, training, and program assistance to support DUI Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
58. Legal, training, and program assistance to support Elder Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
59. Legal, training, and program assistance to support Homeless Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	<input checked="" type="checkbox"/>	<input type="checkbox"/>
61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
62. Legal, training, and program assistance to support Unified Courts for Families	<input checked="" type="checkbox"/>	<input type="checkbox"/>
63. Legal, training, and program assistance to support Veterans Courts and Military Families	<input checked="" type="checkbox"/>	<input type="checkbox"/>
64. Legal, training, and program assistance to support Youth/Peer Courts)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
65. Substance Abuse Focus Grants funding	<input checked="" type="checkbox"/>	<input type="checkbox"/>
66. Research and analysis assistance	<input type="checkbox"/>	<input type="checkbox"/>

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67. Cost benefit studies of collaborative courts

***18. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

21. Communications Services

	Have this service used	Consider service to be valuable
68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar	<input type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	<input checked="" type="checkbox"/>	<input type="checkbox"/>
74. Consultation and counsel on media strategies for programs, projects, and initiatives	<input checked="" type="checkbox"/>	<input type="checkbox"/>
75. Research and response to inquiries from the courts, media, and the	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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public, as well as tracking and reporting on interactions

76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage

77. Management of content strategy, publishing, and metrics evaluation for social media channels including You Tube and Twitter and consultation with other judicial branch entities on their programs

78. Photography support for judicial council and judicial branch programs, projects, and initiatives

***22. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important Somewhat more important No Change Somewhat less important Much less important

Additional Comments

Section 3: Evaluation

25. Criminal Justice Services

	Have this service used	Consider service to be valuable
79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
82. Defining outcome-based criminal justice related metrics in collaboration with justice partners	<input type="checkbox"/>	<input type="checkbox"/>
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)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	<input checked="" type="checkbox"/>	<input type="checkbox"/>
85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CaIRAPP)	<input type="checkbox"/>	<input type="checkbox"/>
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)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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87. Fulfillment of mandates related to the evaluation of certain criminal justice programs

***26. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important Somewhat more important No Change Somewhat less important Much less important

Additional Comments

Section 3: Evaluation

29. Education and Training Services

	Have used this service	Consider service to be valuable
88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
89. Institute for Court Management certification program for court managers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
90. Court Clerk Training Institute	<input checked="" type="checkbox"/>	<input type="checkbox"/>
91. Court manager and supervisor training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
92. ADA Annual Statewide Training and consulting for ADA coordinators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>
94. Statewide and regional education (i.e., Beyond the Bench)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	<input checked="" type="checkbox"/>	<input type="checkbox"/>
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
98. Development of online educational resources for judges, court staff, supervisors and managers	<input checked="" type="checkbox"/>	<input type="checkbox"/>
99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments	<input type="checkbox"/>	<input type="checkbox"/>

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hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media

- | | | |
|---|-------------------------------------|--------------------------|
| 100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 101. Development of online benchtools for judges to use, including scripts, flow charts and checklists | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 102. Development of public guides for children in court, victims' services, and court proceedings for families | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 103. Job Aids for court staff, supervisors, and managers | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 104. Web Ex programmatic instructional support | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 108. Jury education materials in support of successful jury participation | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

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30. Statewide training for new Judicial Officers, including:

	Have used this service	Consider service to be valuable
109. New Judge Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
111. B.E. Witkin Judicial College	<input checked="" type="checkbox"/>	<input type="checkbox"/>

31. Statewide education for experienced Judicial Officers and Judicial Attorneys, including:

	Have used this service	Consider service to be valuable
112. Appellate Justices Institute	<input checked="" type="checkbox"/>	<input type="checkbox"/>
113. Criminal Assignment Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
114. Qualifying Ethics Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
115. Complex Civil and Advanced Civil	<input checked="" type="checkbox"/>	<input type="checkbox"/>
116. California Environmental Quality Act (CEQA)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
117. Domestic Violence courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
119. Institutes for Appellate and Trial Court Attorneys	<input type="checkbox"/>	<input type="checkbox"/>

32. Statewide Education for Judicial Leaders, including:

	Have used this service	Consider service to be valuable
120. PJ/CEO Court Management Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
121. Supervising Judges Institute	<input checked="" type="checkbox"/>	<input type="checkbox"/>

***33. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

36. Family Services

	Have used this service	Consider service to be valuable
122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	<input checked="" type="checkbox"/>	<input type="checkbox"/>
123. Access to Visitation Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
124. Information and technical assistance to Family Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
125. Family and Juvenile court judicial and staff workload study and needs assessment	<input type="checkbox"/>	<input type="checkbox"/>
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
127. Family Dispute Resolution support, technical assistance, and education	<input type="checkbox"/>	<input type="checkbox"/>
128. Domestic Violence Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
129. Domestic Violence Safety Planning Project	<input type="checkbox"/>	<input type="checkbox"/>
130. Violence Against Women Education Program	<input type="checkbox"/>	<input type="checkbox"/>
131. California Courts Protective Orders Registry	<input checked="" type="checkbox"/>	<input type="checkbox"/>

***37. 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.**

Excellent
 Good
 Satisfactory
 Fair
 Poor
 No Opinion

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

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
<input type="radio"/>				

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

Much more important	Somewhat more important	No Change	Somewhat less important	Much less important
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional Comments

Section 3: Evaluation

40. Fiscal Services

	Have used this service	Consider service to be valuable
132. Budgeting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
133. Centralized Treasury	<input checked="" type="checkbox"/>	<input type="checkbox"/>
134. Payroll and controller services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
135. Master contracts/procurement assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
136. Financial Management - accounting and reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
137. Accounts Payable support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
138. Trust Accounting support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
139. Financial policies and procedures	<input checked="" type="checkbox"/>	<input type="checkbox"/>
140. Fiscal training and assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
141. Grants Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
142. Enhanced Collections guidelines and assistance for courts and counties	<input checked="" type="checkbox"/>	<input type="checkbox"/>
143. Provision and maintenance of financial information available through the judicial branch website	<input type="checkbox"/>	<input type="checkbox"/>

***41. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important Somewhat more important No Change Somewhat less important Much less important

Additional Comments

Section 3: Evaluation

44. Human Resources Services

	Have used this service	Consider service to be valuable
144. Labor relations and collective bargaining services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
145. Employee relations/investigations/progressive discipline/leave management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
146. Judicial payroll and benefits	<input checked="" type="checkbox"/>	<input type="checkbox"/>
147. Pay and benefits management and administration for employees	<input type="checkbox"/>	<input type="checkbox"/>
148. Trial court payroll services through Phoenix or ADP	<input checked="" type="checkbox"/>	<input type="checkbox"/>
149. Recruitment, classification and compensation assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
150. Judicial Branch Workers' Compensation program oversight and administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
151. Integrated Disability Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>

*45. 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.

Excellent
 Good
 Satisfactory
 Fair
 Poor
 No Opinion

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

Very Important
 Somewhat Important
 Neutral
 Somewhat Unimportant
 Unimportant

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

48. Information Technology Services

	Have used this service	Consider service to be valuable
152. California Courts Protective Order Registry (CCPOR)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
153. Judicial Branch Statistical Information System (JBSIS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
154. Phoenix Financial, procurement and HR/Payroll System	<input checked="" type="checkbox"/>	<input type="checkbox"/>
155. Computer- Aided Facilities Management System (CAFM)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
156. Uniform Civil Fees System (UCFS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
157. Appellate Court Case Management System (ACCMS)	<input type="checkbox"/>	<input type="checkbox"/>
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	<input type="checkbox"/>	<input type="checkbox"/>
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
160. Network hosting, security, and support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
161. Technology hardware updates program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
162. Case management systems support: Sustain, V2, V3	<input type="checkbox"/>	<input type="checkbox"/>
163. Support to California Law Enforcement Telecommunications System (CLETS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	<input checked="" type="checkbox"/>	<input type="checkbox"/>
165. Justice Partners Outreach/E-Services	<input type="checkbox"/>	<input type="checkbox"/>
166. Programmatic, technical and logistical support for WebEx programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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***49. 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.**

Excellent	Good	Satisfactory	Fair	Poor	No Opinion
<input type="radio"/>					

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

Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant
<input type="radio"/>				

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

Much more important Somewhat more important No Change Somewhat less important Much less important

Additional Comments

Section 3: Evaluation

52. Juvenile Services

	Have used this service	Consider service to be valuable
167. Court-Appointed Special Advocates (CASA) program administration, funding and education	<input checked="" type="checkbox"/>	<input type="checkbox"/>
168. Local Blue Ribbon Commissions training and technical assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
169. Court appointed dependency counsel funding, budgeting, and program management	<input checked="" type="checkbox"/>	<input type="checkbox"/>
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
171. Juvenile Dependency Counsel Collections Programs	<input type="checkbox"/>	<input type="checkbox"/>
172. Psychotropic Medication Orders program	<input type="checkbox"/>	<input type="checkbox"/>
173. Judicial Resources and Technical Assistance Program for dependency cases	<input checked="" type="checkbox"/>	<input type="checkbox"/>
174. Information and technical assistance to juvenile courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
175. Technical assistance with juvenile court management system data and analytics	<input type="checkbox"/>	<input type="checkbox"/>
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
177. California Dependency Online Guide (CalDog)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
178. Child Welfare County Data Profiles Updates	<input type="checkbox"/>	<input type="checkbox"/>

***53. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

56. Language Services

	Have used this service	Consider service to be valuable
179. Court interpreter test administration, development, and maintenance oversight	<input checked="" type="checkbox"/>	<input type="checkbox"/>
180. Court interpreter outreach and recruitment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
181. Court interpreter education and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
182. Statewide Language Coordination	<input checked="" type="checkbox"/>	<input type="checkbox"/>
183. 5-Year Language Use and Needs Study	<input checked="" type="checkbox"/>	<input type="checkbox"/>
184. Court Interpreter Database Collection System (CIDCS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
185. Certified and Registered Master List Maintenance of Court Interpreters	<input checked="" type="checkbox"/>	<input type="checkbox"/>
186. Cross-Assignment of Court Interpreter Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>
187. Translations of forms, Web site, signage and other resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>
188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services	<input type="checkbox"/>	<input type="checkbox"/>

***57. 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.**

Excellent
 Good
 Satisfactory
 Fair
 Poor
 No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important Somewhat more important No Change Somewhat less important Much less important

Additional Comments

Section 3: Evaluation

60. Legal Services

	Have used this service	Consider service to be valuable
189. Legal support with claims including investigations and responses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
191. Management of affirmative litigation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	<input checked="" type="checkbox"/>	<input type="checkbox"/>
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>
194. Legal advice and consultation on a broad spectrum of judicial administration matters	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input checked="" type="checkbox"/>	<input type="checkbox"/>
196. Legal advice and representation regarding external audits/investigations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
197. Assistance with responding to subpoenas and disqualification statements	<input checked="" type="checkbox"/>	<input type="checkbox"/>
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	<input checked="" type="checkbox"/>	<input type="checkbox"/>
199. Assistance with evaluation of need for and preparing	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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requests for emergency orders

200. Legal advice and assistance with petitions for complex civil case coordination

201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities

202. Management of the Commission on Judicial Performance Insurance Program

61. Subject matter expertise and technical assistance with issues, including:

Have used this service Consider service to be valuable

203. Access and fairness

204. Appellate practice and procedure

205. Alternative Dispute Resolution

206. Civil and small claims

207. Collaborative courts

208. Complex litigation

209. Family and juvenile law

210. Judicial administration

211. Judicial ethics

212. Subject matter expertise

213. Jury instructions

214. Probation and mental health

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***62. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

65. Legislative and Budget Advocacy Services

	Have used this service	Consider service to be valuable
215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>
216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	<input checked="" type="checkbox"/>	<input type="checkbox"/>
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	<input checked="" type="checkbox"/>	<input type="checkbox"/>
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	<input checked="" type="checkbox"/>	<input type="checkbox"/>
220. Staff support to the Bench-Bar Coalition	<input checked="" type="checkbox"/>	<input type="checkbox"/>

***66. 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.**

Excellent
 Good
 Satisfactory
 Fair
 Poor
 No Opinion

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

Very Important
 Somewhat Important
 Neutral
 Somewhat Unimportant
 Unimportant

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

69. Mandated Reporting

	Have used this service	Consider service to be valuable
221. Access To Visitation Grants Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
222. Semi-Annual Report on Contracts for the Judicial Branch	<input checked="" type="checkbox"/>	<input type="checkbox"/>
223. Trial Court Interpreters Program Expenditure Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	<input checked="" type="checkbox"/>	<input type="checkbox"/>
225. Demographics of the Bench	<input checked="" type="checkbox"/>	<input type="checkbox"/>
226. Sentencing of Criminal Defendants by Race and Ethnicity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
227. Judgeship Needs in the Superior Courts	<input checked="" type="checkbox"/>	<input type="checkbox"/>
228. Standards and Measures of Judicial Administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
229. Annual Special Funds Expenditure Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
230. Annual Trial Court Allocations Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
231. Phoenix System Status Update Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
232. Purchase and Lease of Electronic Recording Equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	<input checked="" type="checkbox"/>	<input type="checkbox"/>
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	<input checked="" type="checkbox"/>	<input type="checkbox"/>
235. Statewide Collections of Court-Ordered Debt	<input checked="" type="checkbox"/>	<input type="checkbox"/>
236. Receipts and Expenditures from Local Courthouse Construction Funds	<input checked="" type="checkbox"/>	<input type="checkbox"/>
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	<input type="checkbox"/>	<input type="checkbox"/>

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238. Special facilities program reports requested by the legislature
239. 5-Year Language Use and Needs Study
240. Criminal Justice Realignment Data
241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program
242. Quarterly & annual reports on facility modification budgets, projects, and expenditures

***70. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

73. Operations Support Services

	Have used this service	Consider service to be valuable
243. Assigned Judges Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
244. Appellate Court-Appointed Counsel Program administration and support	<input type="checkbox"/>	<input type="checkbox"/>
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court	<input type="checkbox"/>	<input type="checkbox"/>
246. Administration of Special Masters assignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>
247. Civil Case Coordination	<input checked="" type="checkbox"/>	<input type="checkbox"/>
248. Management of Petitions for Coordination of Complex Civil Cases	<input checked="" type="checkbox"/>	<input type="checkbox"/>
249. Tribal/State court coordination support	<input type="checkbox"/>	<input type="checkbox"/>
250. Vexatious Litigants List administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	<input checked="" type="checkbox"/>	<input type="checkbox"/>
252. Federal, state, and private foundation fund development and grant administration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
253. Trial Court Business Processing Reengineering expertise and training	<input checked="" type="checkbox"/>	<input type="checkbox"/>
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	<input checked="" type="checkbox"/>	<input type="checkbox"/>
255. Data gathering and recommendations for court operational and administrative issues	<input checked="" type="checkbox"/>	<input type="checkbox"/>
256. Assistance to court leaders with addressing internal	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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governance, management and operational issues

257. Information-sharing through meetings of court leaders

74. Analytical and administrative support to:

Have used
this service

258. Administrative Presiding Justices

259. Presiding Judges

260. Appellate Court Administrators and Court Executive Officers
through the Administrative Presiding Justices Advisory Committee

261. Trial Court Presiding Judge Advisory Committee

262. California Court Clerk Association

263. Appellate Indigent Defense Oversight Advisory Committee
(AIDOC)

264. Court Executives Advisory Committee

Consider
service to be
valuable

***75. 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.**

Excellent Good Satisfactory Fair Poor No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important

Somewhat more important

No Change

Somewhat less important

Much less important

Additional Comments

Section 3: Evaluation

78. Research and Data Services

	Have used this service	Consider service to be valuable
265. Annual Court Statistics Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
267. Workload-based Allocation Funding Methodology research support	<input checked="" type="checkbox"/>	<input type="checkbox"/>
268. Judge and staff workload measures and analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>
269. Authorized and filled judgeships data and reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
270. Conversion of Subordinate Judicial Officer positions to judgeships	<input checked="" type="checkbox"/>	<input type="checkbox"/>
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	<input checked="" type="checkbox"/>	<input type="checkbox"/>
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	<input checked="" type="checkbox"/>	<input type="checkbox"/>
273. Data review and reporting	<input checked="" type="checkbox"/>	<input type="checkbox"/>
274. Production of the annual Jury Data Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>

***79. 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.**

Excellent
 Good
 Satisfactory
 Fair
 Poor
 No Opinion

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

Very Important Somewhat Important Neutral Somewhat Unimportant Unimportant

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

Much more important Somewhat more important No Change Somewhat less important Much less important

Additional Comments

Section 3: Evaluation

82. Security Services

	Have used this service	Consider service to be valuable
275. Judicial Online Privacy Protection Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
276. Threat and incident coordination and consultative services	<input checked="" type="checkbox"/>	<input type="checkbox"/>
277. Emergency planning and preparedness/continuity of operations planning	<input checked="" type="checkbox"/>	<input type="checkbox"/>
278. Physical security consultation, assessment, site surveys and risk analysis	<input checked="" type="checkbox"/>	<input type="checkbox"/>
279. Screening Equipment Replacement Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
280. Trial Court Security Grant Program	<input checked="" type="checkbox"/>	<input type="checkbox"/>

***83. 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.**

Excellent
 Good
 Satisfactory
 Fair
 Poor
 No Opinion

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

Very Important
 Somewhat Important
 Neutral
 Somewhat Unimportant
 Unimportant