

Superior Court of the County of Orange

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

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

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

Q3: Access Services

1. Self-Help legal, training, program, education support	Have used this service
2. Sargent Shriver Civil Counsel Pilot Program	Consider service to be valuable
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	Have used this service
4. Equal Access Funds	Have used this service
5. Judicial Branch Self-Help Website and resources	Have used this service
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service, Consider service to be valuable
8. Administration and management of the JusticeCorps volunteer program	Consider service to be valuable
9. Plain language forms and instructions	Have used this service
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) Good

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

(no label) Very Important

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

(no label)

Somewhat more important

Additional Comments

1. We rely on the training materials which can be accessed to maintain and enhance SHS staff procedural knowledge. 2. We have requested our Court have a JusticeCorps volunteer program, but have been informed that the implementation grants are no longer available. 4. The Equal Access Partnership grants have allowed us to provide services which we would not otherwise be able to offer due to staffing limitations. 6. On-line document Assembly/Forms are relied upon to offer workshops for self-represented litigants. 7. Linda is always responsive and provides valuable information to help guide us through and make decisions regarding complex ADA issues. 7. The webinar and updates regarding access issues are very informative. The overall quality of services provided by the JC staff is good. However, the funding for self-help is inadequate. Self-help is a core function of the Court per California Rules of Court, but the grant amount does not adequately fund courts for needed self-help services. IMPACT OF BUDGET CUTS - no change for ADA issues, but important for self-help services

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Q7: Audit Services

11. Regular financial, operational, and compliance audits

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

(no label)

Good

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

(no label)

Somewhat Important

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

(no label)

Somewhat more important

Additional Comments

Audit Services regular audits of courts are valuable in identifying errors, in particular, in complicated revenue distribution formulas, and weaknesses in accounting processes and practices. The court has never been able to afford an internal audit function.

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Q11: Capital Projects and Facilities Services

16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds	Have used this service
23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs	Have used this service, Consider service to be valuable
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	Have used this service, Consider service to be valuable
26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance	Have used this service
27. Management of 24/7 call center for maintenance of branch facilities	Have used this service
28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	Have used this service
29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings	Have used this service
32. Development, implementation, and management of the preventive maintenance program for assets	Have used this service
34. Management of Facilities Event Licensing for third party use of court facilities	Have used this service
35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance	Have used this service
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Have used this service
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Have used this service

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

Respondent skipped this question

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

- | | |
|--------------------------------------|------------------------|
| 48. Prioritization Methodology | Have used this service |
| 49. Trial Court Facilities Standards | Have used this service |

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

(no label)	Satisfactory
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Q15: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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Q16: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)	No Change
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Additional Comments

Capital project management (other than new courthouse construction): Staff is friendly and professional. In some cases costs seem very high in comparison to quotes received from court vendors for the same scope of work. Project management has been lacking on some projects which appears to be related to the location and heavy workload of AOC Project Managers requiring heavy court oversight. 23. Insurance services have been great. Staff are responsive, friendly, and professional. Regular reminders and follow up is always appreciated. 25. Environmental group has been great to work with. Staff in this area is friendly, professional, and responsive. 25. Technical assistance relating to fire assistance has been excellent. 27. 24/7 call center interactions have been good overall. GEN. Experience with negotiation and administration of AOC and court-funded leases has been mixed. The process takes an extraordinary amount of time and AOC-court interactions have been strained and contentious at times. 32. Preventive Maintenance Program management, implementation, and development has been a positive and collaborative experience under the delegation pilot program. GEN. Administration of delegated authority pilot project has been good overall. Issues with reimbursement for FM work and overly burdensome accounting and reconciliation processes have been addressed in the most recent IBA. Working relationships with local administration is collaborative and positive. Locally assigned staff is wonderful to work with. 36. Maintenance and administration of CAFM has been good overall, but changes within the system are very slow to implement. The management and support staff in this area are always friendly and professional. 37. Sustainability program support has been great. Staff in this area is great to work with and do a good job pushing through energy conservation projects and processing rebates. GENERALLY: The total state funding for facility maintenance is woefully inadequate. The Legislature and Governor are neglecting the courthouses - kicking the can down the road - increasing eventual costs when facilities that could have been repaired at lower costs now must be replaced at higher costs. This leaves the courts in an untenable position, competing with each other for too little funding, putting the JC staff in the middle. Orange is one of the full delegation courts. The paperwork has been onerous (has improved) and the reimbursement of approved expenditures interminable (sometimes over one year), resulting in cash flow problems for the court. For some period delegated courts were held to a higher standard of paperwork than contractors!

Q17: Collaborative Courts Services

54. Legal, training, and program assistance to support Community Courts	Have used this service, Consider service to be valuable
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Have used this service, Consider service to be valuable
56. Legal, training, and program assistance to support DUI Courts	Have used this service, Consider service to be valuable
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Have used this service, Consider service to be valuable
58. Legal, training, and program assistance to support Elder Courts	Have used this service, Consider service to be valuable
59. Legal, training, and program assistance to support Homeless Courts	Have used this service, Consider service to be valuable
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	Have used this service, 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
63. Legal, training, and program assistance to support Veterans Courts and Military Families	Have used this service, Consider service to be valuable
64. Legal, training, and program assistance to support Youth/Peer Courts)	Have used this service, Consider service to be valuable
65. Substance Abuse Focus Grants funding	Have used this service, Consider service to be valuable
66. Research and analysis assistance	Have used this service, Consider service to be valuable
67. Cost benefit studies of collaborative courts	Have used this service, Consider service to be valuable

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

(no label) Excellent

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

Additional Comments

The program and training resources of provided by the JC staff have been, and continue to be, of value in planning and assessing these initiatives.

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Q21: Communications Services

69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting

Have used this service, Consider service to be valuable

70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

Have used this service

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

(no label)

Good

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

(no label)

Very Important

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

(no label)

No Change

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Q25: Criminal Justice Services

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination	Have used this service, Consider service to be valuable
80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities	Have used this service, Consider service to be valuable
81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation	Consider service to be valuable
82. Defining outcome-based criminal justice related metrics in collaboration with justice partners	Have used this service, 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)	Have used this service, Consider service to be valuable
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	Have used this service, Consider service to be valuable
86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Somewhat Important

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

(no label)

Somewhat more important

Additional Comments

We consider the available services somewhat more important due to budget cuts, as we have experienced resource shortages which have increased our reliance on JC resources to meet these needs. In addition, the AB 109 funding provided by the Legislature and Governor is inadequate to fund the increased demands from this new workload.

Q29: Education and Training Services

88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable
89. Institute for Court Management certification program for court managers	Have used this service, Consider service to be valuable
90. Court Clerk Training Institute	Have used this service, Consider service to be valuable
91. Court manager and supervisor training	Have used this service
92. ADA Annual Statewide Training and consulting for ADA coordinators	Have used this service, Consider service to be valuable
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Have used this service, Consider service to be valuable
94. Statewide and regional education (i.e., Beyond the Bench)	Have used this service, Consider service to be valuable
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	Have used this service, Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable
102. Development of public guides for children in court, victims' services, and court proceedings for families	Have used this service, Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
104. Web Ex programmatic instructional support	Have used this service, Consider service to be valuable
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service, Consider service to be valuable
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	Have used this service, Consider service to be valuable
108. Jury education materials in support of successful jury participation	Have used this service, Consider service to be valuable

Q30: Statewide training for new Judicial Officers, including:

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

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

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

Q32: Statewide Education for Judicial Leaders, including:

120. PJ/CEO Court Management Program	Have used this service
121. Supervising Judges Institute	Have used this service, Consider service to be valuable

Q33: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

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

(no label) Very Important

Q35: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

Additional Comments

The AOC's joint effort with the State Controller's Office to provide Court Revenue Distribution training is very valuable to our Court. Revenue distribution statutes are complex and open to interpretation and many courts struggle to perform the task accurately. The training materials and open discussion in the program have gotten all courts on the same page and have transferred a lot of valuable knowledge to our court. We would spend a significant amount of time researching proper distribution treatment without this resource. The regional trainings as well as the specialized training for Family Court Services Mediators and Investigators has allowed staff to remain updated on the latest research regarding children and families, the impact of domestic violence and changes in the Family Code that impact FCS services. The quality of the training has been excellent. 120. Program is hopelessly too short, fails to identify and address basic needed knowledge, skills, and abilities.

Q36: Family Services

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

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

(no label) Good

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

(no label) Somewhat Important

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

(no label) No Change

Additional Comments

One valuable service of JC is bringing people together and facilitating discussions to make improvements and changes in statewide rules and forms. Examples include Elkins task Force and family law case management activities.

Q40: Fiscal Services

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

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

(no label) Good

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

(no label) Very Important

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

(no label) No Change

Additional Comments

We are currently working with Trust Accounting support staff to develop an automated interface to Tyler Odyssey. We expect that the automated interface will save our court time by reducing manual efforts to record entries in SAP. AOC staff has been very knowledgeable of SAP and have provided recommendations on business processes. We also rely on Centralized Treasury staff to assist with bank account management and reconciliations. The Financial Policies and Procedures manual is a valuable resource that we use to run our court financial operations and we refer to it frequently.

Q44: Human Resources Services

144. Labor relations and collective bargaining services	Have used this service
145. Employee relations/investigations/progressive discipline/leave management	Have used this service
146. Judicial payroll and benefits	Have used this service, Consider service to be valuable
150. Judicial Branch Workers' Compensation program oversight and administration	Have used this service, Consider service to be valuable
151. Integrated Disability Management	Have used this service, Consider service to be valuable

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

(no label) Fair

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

(no label) Somewhat Important

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

(no label) Somewhat more important

Additional Comments

145. It would be ideal to have professional, external investigators available from the JC staff. Unfortunately the JC staff are not highly regarded in this area. Similarly, most JC staff are not viewed as consultants who are partners with courts. 146. The Judicial Payroll and Benefits staff (Rowena and Evelyn) are quite good. 150. The Worker's Compensation program oversight is also effective and valuable.

Q48: Information Technology Services

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

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

(no label) Satisfactory

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

(no label) Somewhat Important

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

(no label) No Change

Additional Comments

152. There has been insufficient funding by the JC to get large courts able to use CCPOR. 153. JBSIS is antiquated, in need of replacement, and contains mountains of unaudited, useless data. 154. We do not use the HR/payroll system. 155. CAFM is cumbersome to use. 162. Cost of maintaining V3 is excessive, and the operations are unresponsive to needed changes.

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Q52: Juvenile Services

168. Local Blue Ribbon Commissions training and technical assistance	Have used this service
169. Court appointed dependency counsel funding, budgeting, and program management	Have used this service, Consider service to be valuable
171. Juvenile Dependency Counsel Collections Programs	Have used this service
173. Judicial Resources and Technical Assistance Program for dependency cases	Have used this service, Consider service to be valuable
174. Information and technical assistance to juvenile courts	Have used this service, Consider service to be valuable
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	Have used this service
177. California Dependency Online Guide (CalDog)	Have used this service

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) Somewhat Important

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

(no label) No Change

Additional Comments

167. CASA funding is not funneled through the court in this county; the administration, education and training services may be provided to CASA directly (unable to assess if this service is valuable). Areas in which this court has found AOC valuable include training and technical assistance in Juvenile requirements and philosophies not clearly stated in statute, such as with findings and orders required under Title IVE of Social Security Act. Also in many instances AOC has facilitated and assisted with securing funding, facilitating or providing training that supports specific programs.

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Q56: Language Services

179. Court interpreter test administration, development, and maintenance oversight	Have used this service, Consider service to be valuable
181. Court interpreter education and training	Have used this service, Consider service to be valuable
182. Statewide Language Coordination	Have used this service, Consider service to be valuable
183. 5-Year Language Use and Needs Study	Have used this service
185. Certified and Registered Master List Maintenance of Court Interpreters	Have used this service, Consider service to be valuable
186. Cross-Assignment of Court Interpreter Employees	Have used this service, Consider service to be valuable
187. Translations of forms, Web site, signage and other resources	Have used this service, Consider service to be valuable
188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Very Important

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

(no label)

No Change

Additional Comments

179. It would be helpful if the AOC implemented re-testing/monitoring of interpreters they have certified whose skills have come into question. 179. Rather than each county conducting background checks on interpreters, it would be more efficient if the AOC supported the courts by conducting the background checks after they were certified. 188. The AOC staff has been supporting and helpful with the implementation of VRI for American Sign Language, and is generally responsive when questions are sent to staff.

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Q60: Legal Services

189. Legal support with claims including investigations and responses	Have used this service, Consider service to be valuable
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	Have used this service, Consider service to be valuable
191. Management of affirmative litigation	Have used this service
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Have used this service, Consider service to be valuable
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	Have used this service
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Have used this service
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	Have used this service
196. Legal advice and representation regarding external audits/investigations	Have used this service
197. Assistance with responding to subpoenas and disqualification statements	Have used this service, Consider service to be valuable
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Have used this service, Consider service to be valuable

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

206. Civil and small claims	Have used this service, Consider service to be valuable
207. Collaborative courts	Have used this service, Consider service to be valuable
209. Family and juvenile law	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Very Important

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

(no label) No Change

Additional Comments

The loss of Tim Emert and Anabelle Cortez is deeply felt, and new hires seem to lack either expertise or consulting abilities as strategic partners versus solely managing liability. 189, 191, 192, and 197. Lyle Nishimi's management of claims, litigation, and subpoena responses has been excellent. The JC staff's labor advice has been consistently mediocre. 195. The JC staff's legal advice and assistance on transactional matters is uniformly inadequate. They are slow to respond, seemingly disinterested, and not helpful. 194 and 210. It would not occur to me to ask the advice of JC staff on judicial administration issues. They seem to be unaware of day-to-day operations issues and how things work "on the ground", sometimes espouse personal policy preferences not adopted or considered by the JC, and do not see a trial court as a client.

Q65: Legislative and Budget Advocacy Services

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

Q66: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q67: How important, overall, is this group of services to your trial court operations?

(no label) Neutral

Q68: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

Additional Comments

Services have substantially improved in recent years. Budget advocacy has improved significantly, even if not effective in the end. There is much better coordination with justice partners. In the past there were times when it became apparent that the office sabotaged efforts of trial courts to obtain legislation to make courts more efficient and effective. Approach of the office is too reactive. The branch does not have an aggressive legislative program. The branch has a "poor me", "separate but subservient" attitude.

Q69: Mandated Reporting

221. Access To Visitation Grants Program	Have used this service
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Have used this service
235. Statewide Collections of Court-Ordered Debt	Have used this service, Consider service to be valuable
240. Criminal Justice Realignment Data	Have used this service, Consider service to be valuable
242. Quarterly & annual reports on facility modification budgets, projects, and expenditures	Have used this service

Q70: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Fair

Q71: How important, overall, is this group of services to your trial court operations?

(no label) Neutral

Q72: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

Additional Comments

227. Legislature and Governor are uninterested in providing adequate judicial resources to resolve disputes. Most of the mandated reports are useless 'make work' exercises, read by no one and not used for making policy or assessing performance. Routine financial reports are generated in normal course of business, and are used by everyone. Routinely producing reports focused on specific topics, for example, the contract report (no. 222) is a waste of public resources. They do not appear to be monitored by anyone, nor am I aware of that any action been taken as a result of an analysis of these reports.

Q73: Operations Support Services

243. Assigned Judges Program	Have used this service, Consider service to be valuable
247. Civil Case Coordination	Have used this service, Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	Have used this service
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Have used this service
252. Federal, state, and private foundation fund development and grant administration	Have used this service
253. Trial Court Business Processing Reengineering expertise and training	Consider service to be valuable
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable

Q74: Analytical and administrative support to:

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

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

(no label) Good

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

(no label) Somewhat Important

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

(no label) No Change

Additional Comments

253. New knowledge center concept and materials are great.

Q78: Research and Data Services

265. Annual Court Statistics Report	Have used this service, Consider service to be valuable
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Have used this service, Consider service to be valuable
267. Workload-based Allocation Funding Methodology research support	Have used this service, Consider service to be valuable
268. Judge and staff workload measures and analysis	Have used this service, Consider service to be valuable
269. Authorized and filled judgeships data and reporting	Have used this service, Consider service to be valuable
270. Conversion of Subordinate Judicial Officer positions to judgeships	Have used this service, Consider service to be valuable
273. Data review and reporting	Have used this service, 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) Satisfactory

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

(no label) Somewhat Important

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

(no label) Somewhat more important

Additional Comments

267. The trial courts created WAFM, and struggled to get responsive assistance from the JC staff. 268. The Weighted Caseload Methodology is over 60 years old, let's find something newer and more responsive to our needs. JC staff seem wedded to the past. 268. Collection of data to update case weights needs to be done continuously and methodically. It is now done sporadically and is overly simplistic.

Q82: Security Services

275. Judicial Online Privacy Protection Program	Have used this service
277. Emergency planning and preparedness/continuity of operations planning	Have used this service
279. Screening Equipment Replacement Program	Have used this service, 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) Poor

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

(no label) Unimportant

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

(no label) No Change

Additional Comments

The screening program has been the only positive activity. All other services or support have been non-existent, out-dated, or not relevant.

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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.

Facilitating increased coordination/interaction/sharing between courts, for example, sharing of training resources, at least for courts that are geographically close.

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):

So numerous it is hard to know where to begin.

Staff of trial courts routinely call other courts to see how they do things, what process and practices they use, what worked, etc. We ask each other for advice - on HR issues, finance and budget issues, court management and administration. We invite each other's staff to participate in training programs - cross- court fertilization is important.

The Court contracts with the county for: a) payroll and employee benefit programs and administration, b) some banking and accounting services, especially associated with fine collection, c) indigent defense in juvenile cases, d) some facility and fleet maintenance services, and e) some IT services.

The Court is part of a joint powers agency with local law enforcement agencies for information services related to criminal justice activities.

The Court contracts with the JC for facility delegation and some IT related services.

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

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

Q92: Additional Comments

Because each office provides multiple services, the rating above is an amalgam of ratings of the individual services, thus not particularly meaningful.

At times there is an inherent institutional conflict for the JC staff in serving two masters. When a trial court asks the JC staff for assistance, is the JC staff's response representing the best interests of the trial court, or representing a branch position. There are times when the JC staff takes positions inconsistent with the needs of the trial court, not necessarily on the basis of officially adopted JC policy, or takes positions that are ignorant of, or ignoring, 'facts on the ground' for a trial court. As a result, trial courts can be reluctant to use JC services when they do not think the services are in their best interest or consistent with good business practices.

It is not always clear where and how JC staff get direction from the JC on policy issues and approved business practices derived from these policy issues.