

Superior Court of the County of Santa Cruz

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

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

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

Q3: Access Services

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

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

(no label) 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

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Q7: Audit Services

11. Regular financial, operational, and compliance audits	Have used this service
12. Special investigations concerning misappropriation of funds, potential losses, etc.	Have used this service, Consider service to be valuable
14. Technical advice regarding audit, accounting compliance, and operational requirements	Have used this service

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

(no label) Satisfactory

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

(no label) Somewhat Important

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

(no label) No Change

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
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Have used this service
26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance	Have used this service, Consider service to be valuable
27. Management of 24/7 call center for maintenance of branch facilities	Have used this service, Consider service to be valuable
29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings	Have used this service, Consider service to be valuable
31. Provision of deferred maintenance and functional improvements	Have used this service, Consider service to be valuable
32. Development, implementation, and management of the preventive maintenance program for assets	Have used this service, Consider service to be valuable
34. Management of Facilities Event Licensing for third party use of court facilities	Have used this service, 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	Have used this service, Consider service to be valuable
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Have used this service, Consider service to be valuable

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

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

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

(no label) Satisfactory

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

(no label)

Somewhat Important

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

(no label)

No Change

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Q17: Collaborative Courts Services

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

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

(no label)

Satisfactory

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

(no label)

Somewhat Important

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

(no label)

No Change

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Q21: Communications Services

Respondent skipped this question

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)

No Opinion

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

(no label)

Neutral

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

(no label)

Somewhat more important

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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

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

85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP)

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)

No Change

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Q29: Education and Training Services

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

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100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
104. Web Ex programmatic instructional support	Have used this service, Consider service to be valuable
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
111. B.E. Witkin Judicial College	Have used this service, Consider service to be valuable

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

113. Criminal Assignment Courses	Have used this service, Consider service to be valuable
114. Qualifying Ethics Training	Have used this service, Consider service to be valuable
115. Complex Civil and Advanced Civil	Have used this service, Consider service to be valuable
116. California Environmental Quality Act (CEQA)	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
119. Institutes for Appellate and Trial Court Attorneys	Have used this service, Consider service to be valuable

Q32: Statewide Education for Judicial Leaders, including:

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

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

(no label) Good

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

(no label) Somewhat Important

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

(no label) Somewhat more important

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Q36: Family Services

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

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

(no label) Good

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

(no label) Somewhat Important

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

(no label) No Change

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Q40: Fiscal Services	
132. Budgeting	Have used this service, Consider service to be valuable
133. Centralized Treasury	Have used this service, Consider service to be valuable
134. Payroll and controller services	Have used this service, Consider service to be valuable
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable
137. Accounts Payable support	Have used this service, Consider service to be valuable
138. Trust Accounting support	Have used this service, Consider service to be valuable
139. Financial policies and procedures	Have used this service, Consider service to be valuable
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)	Satisfactory
Q42: How important, overall, is this group of services to your trial court operations?	
(no label)	Somewhat Important
Q43: Have cuts to your budget made this group of services, overall, more important or less important to your operations?	
(no label)	No Change

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Q44: Human Resources Services

144. Labor relations and collective bargaining services	Have used this service, Consider service to be valuable
145. Employee relations/investigations/progressive discipline/leave management	Have used this service, Consider service to be valuable
148. Trial court payroll services through Phoenix or ADP	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

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

(no label) Good

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

(no label) 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

Q48: Information Technology Services

152. California Courts Protective Order Registry (CCPOR)	Have used this service, Consider service to be valuable
153. Judicial Branch Statistical Information System (JBSIS)	Have used this service, Consider service to be valuable
154. Phoenix Financial, procurement and HR/Payroll System	Have used this service, Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	Have used this service, Consider service to be valuable
156. Uniform Civil Fees System (UCFS)	Have used this service, Consider service to be valuable
161. Technology hardware updates program	Have used this service, Consider service to be valuable
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Somewhat Important

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

(no label) Somewhat more important

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Q52: Juvenile Services

170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Have used this service, Consider service to be valuable
173. Judicial Resources and Technical Assistance Program for dependency cases	Have used this service, Consider service to be valuable
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Somewhat Important

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

(no label) Somewhat more important

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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

184. Court Interpreter Database Collection System (CIDCS) 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

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) Somewhat Important

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

(no label) Somewhat more important

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Q60: Legal Services

189. Legal support with claims including investigations and responses	Have used this service, Consider service to be valuable
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	Have used this service, Consider service to be valuable
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Have used this service, Consider service to be valuable
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	Have used this service, Consider service to be valuable
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Have used this service, Consider service to be valuable
197. Assistance with responding to subpoenas and disqualification statements	Have used this service, Consider service to be valuable
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Have used this service, Consider service to be valuable
202. Management of the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable

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

207. Collaborative courts	Have used this service, Consider service to be valuable
211. Judicial ethics	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) Satisfactory

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

(no label) Somewhat Important

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

(no label) Somewhat more important

Q65: Legislative and Budget Advocacy Services

215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues

Have used this service, Consider service to be valuable

216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions

Have used this service, Consider service to be valuable

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

(no label)

Satisfactory

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

222. Semi-Annual Report on Contracts for the Judicial Branch	Have used this service
223. Trial Court Interpreters Program Expenditure Report	Have used this service
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	Have used this service
225. Demographics of the Bench	Have used this service
227. Judgeship Needs in the Superior Courts	Have used this service
230. Annual Trial Court Allocations Report	Have used this service
231. Phoenix System Status Update Report	Have used this service
232. Purchase and Lease of Electronic Recording Equipment	Have used this service
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Have used this service
236. Receipts and Expenditures from Local Courthouse Construction Funds	Have used this service
240. Criminal Justice Realignment Data	Have used this service

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

(no label) 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

Q73: Operations Support Services

243. Assigned Judges Program	Have used this service, Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	Have used this service, Consider service to be valuable
256. Assistance to court leaders with addressing internal governance, management and operational issues	Have used this service, Consider service to be valuable
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable

Q74: Analytical and administrative support to:

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

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

(no label) Good

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

(no label) 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

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
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Have used this service, Consider service to be valuable

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

(no label) Satisfactory

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

(no label) Somewhat Important

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

(no label) Somewhat more important

Q82: Security Services

275. Judicial Online Privacy Protection Program	Have used this service, Consider service to be valuable
277. Emergency planning and preparedness/continuity of operations planning	Have used this service, Consider service to be valuable
278. Physical security consultation, assessment, site surveys and risk analysis	Have used this service, Consider service to be valuable
279. Screening Equipment Replacement Program	Have used this service, Consider service to be valuable
280. Trial Court Security Grant Program	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) Good

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

(no label) Somewhat Important

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

(no label) Somewhat more important

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

Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts? No

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Q88: Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts. *Respondent skipped this question*

Q89: So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?

No

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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):

Respondent skipped this question

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

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

Q92: Additional Comments

Respondent skipped this question