

Superior Court of the County of Trinity

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](#).

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

Self help and website, serranus very valuable

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Q7: Audit Services

11. Regular financial, operational, and compliance audits

Consider service to be valuable

13. Non-audit consultative reviews

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)

Excellent

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

(no label)

Very Important

Q10: 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

We have no staff providing fiscal service with exception of accounts receivables. We would be closed if it were not for the accounting staff, and contract services.

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Q11: Capital Projects and Facilities Services

24. Oversight of the design and installation of audio-visual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure

Have used this service

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

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

- | | |
|---|------------------------|
| 38. Architectural and engineering design services | Have used this service |
| 41. Functional and space planning and programming | Have used this service |

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) Fair

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

Space planning, security function with architectural services have visited our court with poor follow up as to next steps.

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Q17: Collaborative Courts Services

- | | |
|---|---------------------------------|
| 54. Legal, training, and program assistance to support Community Courts | Have used this service |
| 57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts | Have used this service |
| 64. Legal, training, and program assistance to support Youth/Peer Courts) | Consider service to be valuable |

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

(no label) Good

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

(no label) Very Important

Q20: 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

We have minimal staff to utilize the services but are getting excellent support for our peer court.

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Q21: Communications Services

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

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

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)

Much more important

Additional Comments

Serranus has been invaluable.

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Q25: Criminal Justice Services

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

Have used this service

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

We have no resources to respond to vexacious litigants. AOC has provided support in this area, very helpful

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Q29: Education and Training Services

90. Court Clerk Training Institute Have used this service

94. Statewide and regional education (i.e., Beyond the Bench) Have used this service

96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners Have used this service

98. Development of online educational resources for judges, court staff, supervisors and managers Have used this service

100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks Have used this service

102. Development of public guides for children in court, victims' services, and court proceedings for families Have used this service

105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty Have used this service

108. Jury education materials in support of successful jury participation Have used this service

Q30: Statewide training for new Judicial Officers, including:

109. New Judge Orientation Have used this service

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

Respondent skipped this question

Q32: Statewide Education for Judicial Leaders, including:

Respondent skipped this question

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)

Much more important

Additional Comments

We are a two judge court, with one judicial vacancy for 18 months. Our presiding judge has only been serving 18 months, the entire time alone. The lack of having another judge appointed has created unreasonable and undue hardships on our judge, the staff, the clerks and the marshals, and the community, by having no continuity with the ongoing cycle of assigned judges. AOC has limitations if there is not a judge on the bench. One judge cannot do it all.

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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

123. Access to Visitation Program

Consider service to be valuable

124. Information and technical assistance to Family Courts

Have used this service

126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration

Consider service to be valuable

130. Violence Against Women Education Program

Have used this service

131. California Courts Protective Orders Registry

Have used this service

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

(no label) Excellent

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

(no label) Very Important

Q39: 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 orientation video has bene invaluable, the CCPORS is just getting started, but the communication between the AOC staff has been confusing, Access to Justice has been a critical component is assisting families needing supervised visitation. We were unable to get the grant the last round, for reasons unknown, even though we have collaborated with other courts for over 10 years. We are again applying and hope to receive it this year. Cannot praise that program enough as it serves children and families.

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Q40: Fiscal Services

- | | |
|---|---------------------------------|
| 132. Budgeting | 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 | Have used this service |
| 138. Trust Accounting support | Have used this service |
| 139. Financial policies and procedures | Have used this service |
| 142. Enhanced Collections guidelines and assistance for courts and counties | Have used this service |

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

(no label) Good

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

(no label) 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

This is our weakest area as a court and are completely dependent on AOC to provide supplemental services. The staff have been extremely helpful.

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Q44: Human Resources Services

144. Labor relations and collective bargaining services Consider service to be valuable

145. Employee relations/investigations/progressive discipline/leave management Have used this service

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)

Very Important

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

(no label)

Much more important

Additional Comments

The labor negotiations staff have been wonderful, all of them. They work as an excellent team, provided the best training for Labor Academy and offer personal, direct support immediately. Their familiarity with our court is incredibly beneficial.

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Q48: Information Technology Services

152. California Courts Protective Order Registry (CCPOR)	Have used this service
153. Judicial Branch Statistical Information System (JBSIS)	Have used this service
156. Uniform Civil Fees System (UCFS)	Have used this service
157. Appellate Court Case Management System (ACCMS)	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
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
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	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

Need more training on JBSIS, CCPOR training is upcoming. Sustain is difficult and few counties are now using it, some turing to Tyler. SAP is non intuitive and no one at our court is competent, relying 100 % on AOC staff.

Q52: Juvenile Services

Respondent skipped this question

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

(no label) No Opinion

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

(no label) Neutral

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

(no label) No Change

Additional Comments

I am unfamiliar only due to being new as CEO. We do not have CASA but could benefit from them.

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Q56: Language Services

184. Court Interpreter Database Collection System (CIDCS) Have used this service

185. Certified and Registered Master List Maintenance of Court Interpreters Have used this service

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

(no label) Fair

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

(no label) Neutral

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

(no label) Much more important

Additional Comments

It costs over \$1000.00 for transportation alone, to have a Spanish translator commute to our county. We have a translator who has passed the written portion of the exam, but not yet the oral. The interpreter needs to be a tiered process, wherein the test for criminal cases do not have to be applied to other case types. This would save an enormous amount of money in courts everywhere, just to have an interpreter for civil, etc.

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Q60: Legal Services

190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	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
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
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Have used this service

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

203. Access and fairness	Have used this service
204. Appellate practice and procedure	Have used this service
207. Collaborative courts	Consider service to be valuable
209. Family and juvenile law	Have used this service
210. Judicial administration	Have used this service
211. Judicial ethics	Have used this service

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) 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

Q65: Legislative and Budget Advocacy Services

Respondent skipped this question

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) No Opinion

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

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Q69: Mandated Reporting

221. Access To Visitation Grants Program Consider service to be valuable

224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings Have used this service

227. Judgeship Needs in the Superior Courts Have used this service

229. Annual Special Funds Expenditure 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

234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests Have used this service

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) Satisfactory

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)

Much more important

Additional Comments

ALL of the items mentioned above are important, but we do not have the manpower to connect to all of them on our end. We are a skeletal crew. Just to fill out this lengthy survey is taking away valuable time needed in our court operations and year end budget, Schedule 7A, etc. IF we had the staff, perhaps we could utilize these resources.

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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
249. Tribal/State court coordination support	Have used this service
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	Consider service to be valuable
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:

258. Administrative Presiding Justices	Consider service to be valuable
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
262. California Court Clerk Association	Have used this service
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

As mentioned on the previous page, one cannot use the resources if we do not have staff available at the court. We would be closed if it were not for the Assigned Judges program.

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
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) 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

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) No Opinion

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

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Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey? No

Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts? 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.

There is NO "New CEO Orientation." If there were, I would be aware of all the services mentioned in this survey. There are nine new CEO's in the state, at least in the past year.

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):

FLF
Self help
Collections
Security
HR

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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	Unaware of this office
Criminal Justice Court Services Office	Very Important
Executive Office	Somewhat Important
Fiscal Services Office	Very Important
Human Resources Services Office	Very Important
Information Technology Services Office	Very Important
Internal Audit Services	Very Important
Judicial Branch Capital Program Office	Very Important
Judicial Council Support Services	Very Important
Legal Services Office	Very Important
Office of Administrative Services	Unaware of this office
Office of Appellate Court Services	Unaware of this office
Office of Communications	Unaware of this office
Office of Governmental Affairs	Very Important
Office of Real Estate and Facilities Management	Unaware of this office
Special Projects Office	Unaware of this office
Trial Court Administrative Services Office	Very Important
Trial Court Liaison Office	Unaware of this office

Q92: Additional Comments

Respondent skipped this question