

Superior Court of the County of Ventura

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 |
| 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, Consider service to be valuable |
| 4. Equal Access Funds | Consider service to be valuable |
| 5. Judicial Branch Self-Help Website and resources | Have used this service, Consider service to be valuable |
| 6. On-line Document Assembly/Forms Completion Programs | 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 |
| 10. Support to Civics Education program to improve civic learning and public understanding of the Judicial Branch including the California Task Force on K-12 Civics Learning | Consider service to be valuable |

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

(no label)	Excellent
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Q5: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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Q6: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)	Much more important
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Additional Comments

Access services are essential to sustaining cost-effective self-help programs and services.

Q7: Audit Services

11. Regular financial, operational, and compliance audits	Have used this service, Consider service to be valuable
12. Special investigations concerning misappropriation of funds, potential losses, etc.	Consider service to be valuable
13. Non-audit consultative reviews	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) 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) No Change

Additional Comments

Audit services provides critical subject matter expertise to trial courts to help ensure complex fiscal management compliance.

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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	Consider service to be valuable
17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders	Consider service to be valuable
18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	Consider service to be valuable

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19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Consider service to be valuable
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	Have used this service, Consider service to be valuable
21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	Consider service to be valuable
22. Development and implementation of risk management for capital projects and court facilities	Consider service to be valuable
23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs	Have used this service, Consider service to be valuable
24. Oversight of the design and installation of audio-visual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure	Consider service to be valuable
26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance	Consider service to be valuable
27. Management of 24/7 call center for maintenance of branch facilities	Consider service to be valuable
29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings	Have used this service, Consider service to be valuable
30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints	Consider service to be valuable
31. Provision of deferred maintenance and functional improvements	Consider service to be valuable
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Consider service to be valuable

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

38. Architectural and engineering design services	Consider service to be valuable
39. Environmental analyses of potential courthouse construction sites	Consider service to be valuable
41. Functional and space planning and programming	Have used this service, Consider service to be valuable
42. Approval by authorities having jurisdiction	Consider service to be valuable
44. Construction execution delivery including commissioning services	Consider service to be valuable
45. Completion and occupancy and transition planning	Consider service to be valuable
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Consider service to be valuable

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

48. Prioritization Methodology	Have used this service
50. Site Selection and Acquisition	Consider service to be valuable
52. Seismic Analysis of Leases	Consider service to be valuable
53. Relocation Services	Consider service to be valuable

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

(no label) Satisfactory

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

(no label) Neutral

Q16: 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

This court has no facility construction projects in the pipeline and therefore is not familiar with the related services in this section to be able to comment on their value. Facilities maintenance for this court is provided through the county, and is not familiar with several of the related services in this section to be able to comment on their value.

Q17: Collaborative Courts Services

54. Legal, training, and program assistance to support Community Courts	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	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	Have used this service, 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
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) Good

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

(no label) Somewhat Important

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

(no label) Much more important

Q21: Communications Services

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	Consider service to be valuable
69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting	Consider service to be valuable
70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch	Have used this service, Consider service to be valuable
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar	Consider service to be valuable
72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee	Consider service to be valuable
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	Have used this service, Consider service to be valuable
74. Consultation and counsel on media strategies for programs, projects, and initiatives	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	Consider service to be valuable
77. Management of content strategy, publishing, and metrics evaluation for social media channels including You Tube and Twitter and consultation with other judicial branch entities on their programs	Consider service to be valuable
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	Consider service to be valuable

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

(no label) Excellent

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

(no label) Somewhat Important

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

(no label) No Change

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Q25: Criminal Justice Services

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

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

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

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

Consider service to be valuable

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

(no label) Good

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) No Change

Additional Comments

Criminal Justice Services is especially critical as realignment continues to be a challenge for the trial courts.

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

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99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media	Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	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	Consider service to be valuable
104. Web Ex programmatic instructional support	Consider service to be valuable
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	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

Q32: Statewide Education for Judicial Leaders, including:

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

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

(no label) Excellent

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

Continuing education and training for judicial officers and staff is essential to keeping up to date on changes in the law and rules of court. These services are much more important now that the trial courts have eliminated in-house training as a result of budget reductions.

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	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	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) 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

Successful work of Family Law Courts in dealing with custody, visitation and domestic violence issues helps reduce the workload in Criminal Courts. Trial Court budget cuts have reduced the ability of Trial Courts to plan and implement tasks and programs that are legislatively mandated in these areas. The work of CFCC is a cost-effective way to help Trial Courts do things it would be too expensive and time-consuming to do individually. It also promotes education and sharing of information which generates efficiency, innovation, and improvement in the quality and consistence of services throughout the state.

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	Consider service to be valuable
135. Master contracts/procurement assistance	Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable
137. Accounts Payable support	Consider service to be valuable
138. Trust Accounting support	Consider service to be valuable
139. Financial policies and procedures	Have used this service, Consider service to be valuable
140. Fiscal training and assistance	Have used this service, Consider service to be valuable
141. Grants Administration	Have used this service, Consider service to be valuable
142. Enhanced Collections guidelines and assistance for courts and counties	Have used this service, Consider service to be valuable
143. Provision and maintenance of financial information available through the judicial branch website	Have used this service, Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

Fiscal services is essential to operating and maintaining Phoenix.

Q44: Human Resources Services	
144. Labor relations and collective bargaining services	Have used this service, Consider service to be valuable
145. Employee relations/investigations/progressive discipline/leave management	Have used this service, Consider service to be valuable
146. Judicial payroll and benefits	Have used this service, Consider service to be valuable
148. Trial court payroll services through Phoenix or ADP	Consider service to be valuable
149. Recruitment, classification and compensation assistance	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)	Excellent
Q46: How important, overall, is this group of services to your trial court operations?	
(no label)	Very Important
Q47: Have cuts to your budget made this group of services, overall, more important or less important to your operations?	
(no label)	Much more important
Additional Comments	
In these challenging financial times for all California Trial Courts, the Ventura Court is relying more heavily than ever on resources and expertise made available through CJER and the Legal Services Office of the AOC.	

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
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service, Consider service to be valuable
160. Network hosting, security, and support	Have used this service, Consider service to be valuable
161. Technology hardware updates program	Have used this service, Consider service to be valuable
162. Case management systems support: Sustain, V2, V3	Have used this service, Consider service to be valuable
163. Support to California Law Enforcement Telecommunications System (CLETS)	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) Very Important

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

(no label) Somewhat more important

Additional Comments

The Ventura Court has made deep cuts to Information Technology staffing over the last few years, and the Court is now relying more than ever on Information Technology resources, expertise, and project management provided directly by the AOC and through AOC-sponsored/facilitated programs.

Q56: Language Services

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

Somewhat more important

Additional Comments

The AOC Services used most often by the Ventura Court in the day-to-day management of Interpreting Services are the Statewide JC list of certified/registered interpreters, and the system of cross-assignments for some OTS (Other Than Spanish) languages. A service that the Court would like to see more of is the training of interpreters, especially new interpreters, and interpreters of indigenous languages who work between Spanish and their indigenous language. Most interpreter education, including the AOC's Interpreter Orientation, are not available to interpreters if they don't work with English as one of their languages. The AOC has regularly sponsored training for sign and spoken language interpreters, such as through RID and NAJIT conferences. These efforts help advance the field of interpreting, as well as stating and standing by California's commitment to excellence in interpretation. The establishment of quality VRI studios among key courts throughout the state will help all courts provide language access not only in the courtroom for limited events, but also for other services provided by courts outside of the courtroom, such as self-help centers, especially among OTS language users.

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	Consider service to be valuable
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Have used this service, Consider service to be valuable
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	Have used this service, Consider service to be valuable
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Have used this service, Consider service to be valuable
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	Have used this service, Consider service to be valuable
196. Legal advice and representation regarding external audits/investigations	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
200. Legal advice and assistance with petitions for complex civil case coordination	Consider service to be valuable
202. Management of the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable

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

203. Access and fairness	Have used this service, Consider service to be valuable
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
210. Judicial administration	Have used this service, Consider service to be valuable
211. Judicial ethics	Have used this service, Consider service to be valuable
212. Subject matter expertise	Have used this service, Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) No Change

Additional Comments

The reduction in staff and departure of AOC Legal Services attorneys has made it significantly more difficult for our court to obtain assistance on issues concerning, for example, employment, ADA, jury and grand jury.

Q65: Legislative and Budget Advocacy Services

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

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

These advocacy services are vital, and beyond the ability of individual trial courts.

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Q69: Mandated Reporting

Respondent skipped this question

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)

No Opinion

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

These are legislatively mandated reports, not services used by trial courts. It's not clear what, if anything, is done with these reports once submitted. There is extensive work required to prepare each of these reports. A determination should be made regarding whether any of the mandated reports should be discontinued. Some of these reports report data and findings that do provide some value to trial courts.

Q73: Operations Support Services

243. Assigned Judges Program	Have used this service, 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
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, Consider service to be valuable
252. Federal, state, and private foundation fund development and grant administration	Have used this service, Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	Have used this service, Consider service to be valuable
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	Have used this service, Consider service to be valuable
255. Data gathering and recommendations for court operational and administrative issues	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:

258. Administrative Presiding Justices	Consider service to be valuable
259. Presiding Judges	Have used this service, Consider service to be valuable
260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee	Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Have used this service, Consider service to be valuable
262. California Court Clerk Association	Have used this service
263. Appellate Indigent Defense Oversight Advisory Committee (AIDOC)	Consider service to be valuable
264. Court Executives Advisory Committee	Have used this service, Consider service to be valuable

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

(no label)	Excellent
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Q76: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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Q77: 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

Operations support services are provided directly to the trial courts, and are critical to daily operations. The administrative support provided to the advisory committees, task forces, etc. are essential to the ability of those committees to function.

Q78: Research and Data Services

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

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

Research and data services provided by this group collect and analyze data from all trial courts which is essential to local budgeting, planning and advocacy.

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	Have used this service, 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	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) No Change

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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.

Our concern is not with additional services that could be useful. Instead, it is the need to restore certain services and levels of services lost to budget reductions. Examples include legal services for formal opinions and employment law, and staff education training.

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

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Q90: Please list all of the services that you receive through a contract, or other working relationship, with another court(s):

We provide collections support for one (1) other court.

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

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

Q92: Additional Comments

The services provided to the trial courts by the Judicial Council through the AOC division flow from the policy decisions of the Judicial Council, as well as from legislative mandates. We have not found that responding to the requirements of these policy and legislative initiatives has negatively impacted the ability of this court to deliver its services.

The sheer volume and magnitude of major policy initiatives over the past 15 years (court consolidation and unification, state funding, state ownership of facilities, technology and more), and consecutive years of budget reductions has resulted in a wholesale shift of how services are provided and by whom. Both the AOC and the trial courts have had to take on and adapt to a new system for delivering and receiving services. In our view, the California Judicial Branch and public is much better served as a result.

In our view, the challenge here is not the current organizational structure or the services provided by the AOC. The California Judicial Council, through the AOC provides a wider range, depth and quality of services than any other state AOC that we are aware of. Instead, the challenge will be what developments and initiatives in the future will be, and how the Council will adapt its organizational structure to meet those new needs for services.