

Superior Court of the County of Yuba

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](#).

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) Somewhat Important

Q6: 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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Q7: Audit Services

11. Regular financial, operational, and compliance audits Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Somewhat Important

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

(no label) No Change

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Q11: Capital Projects and Facilities Services *Respondent skipped this question*

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) No Opinion

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

(no label) Unimportant

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

(no label) Somewhat less important

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Q17: Collaborative Courts Services

Respondent skipped this question

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) No Opinion

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

(no label) Unimportant

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

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

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) Unimportant

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

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) Satisfactory

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

(no label) Neutral

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

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

(no label)	Very Important
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Q35: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)	No Change
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Q36: Family Services

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|--|---|
| 122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators | Have used this service, Consider service to be valuable |
| 123. Access to Visitation Program | Have used this service, Consider service to be valuable |
| 124. Information and technical assistance to Family Courts | Have used this service, Consider service to be valuable |
| 126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration | Have used this service, Consider service to be valuable |
| 128. Domestic Violence Courts | 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
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Q38: How important, overall, is this group of services to your trial court operations?

(no label)	Neutral
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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
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
140. Fiscal training and assistance	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)

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

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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
147. Pay and benefits management and administration for employees	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

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) Somewhat more important

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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
156. Uniform Civil Fees System (UCFS)	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
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) Excellent

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

(no label) Somewhat Important

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

(no label) No Change

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Q52: Juvenile Services

168. Local Blue Ribbon Commissions training and technical assistance 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) Satisfactory

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

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Q56: Language Services

Respondent skipped this question

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) No Opinion

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

(no label) Unimportant

Q59: 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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Q60: Legal Services

189. Legal support with claims including investigations and responses 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

Q61: Subject matter expertise and technical assistance with issues, including: *Respondent skipped this question*

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

(no label) Good

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

(no label) Very Important

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

(no label) No Change

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Q65: Legislative and Budget Advocacy Services	<i>Respondent skipped this question</i>
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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
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Q67: How important, overall, is this group of services to your trial court operations?	
(no label)	Neutral
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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	Have used this service, Consider service to be valuable
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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
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Q71: How important, overall, is this group of services to your trial court operations?	
(no label)	Neutral
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Q72: 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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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

Q74: Analytical and administrative support to: *Respondent skipped this question*

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
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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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Q78: Research and Data Services

265. Annual Court Statistics Report	Have used this service, Consider service to be valuable
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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
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Q80: How important, overall, is this group of services to your trial court operations?

(no label)	Somewhat Important
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Q81: 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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Q82: Security Services

277. Emergency planning and preparedness/continuity of operations planning	Have used this service, Consider service to be valuable
279. Screening Equipment Replacement Program	Have used this service, Consider service to be valuable

Q83: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)	Good
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Q84: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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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
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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.	<i>Respondent skipped this question</i>
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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):

IT support
Administrative support

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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	Somewhat Important
Court Operations Special Services Office	Unaware of this office
Criminal Justice Court Services Office	Neutral
Executive Office	Somewhat Important
Fiscal Services Office	Very Important
Human Resources Services Office	Somewhat Important
Information Technology Services Office	Somewhat Important
Internal Audit Services	Somewhat Important
Judicial Branch Capital Program Office	Neutral
Judicial Council Support Services	Neutral
Legal Services Office	Neutral
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	Neutral
Special Projects Office	Unaware of this office
Trial Court Administrative Services Office	Somewhat Important
Trial Court Liaison Office	Neutral

Q92: Additional Comments

Respondent skipped this question