

### First District Court of Appeal

This document contains the responses of the First District Court of Appeal 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.

We originally administered our survey to the trial courts only. We later sent the survey to the six courts of appeal and to the Supreme Court, in response to a request by one court of appeal that these courts be included. Because we used the original survey instrument for this purpose, which we tailored to the trial courts, many of the services in the survey instrument did not apply to the Supreme Court and the courts of appeal. However, these courts responded to some questions that were not applicable to them.

Specifically, only the following 163 services **do** apply to the courts of appeal:

1	38	89	119	191	220
5	39	90	132	192	222
7	40	91	134	193	225
9	41	92	135	194	238
10	42	93	136	195	243
11	43	94	137	196	244
12	44	95	139	197	245
13	45	96	140	198	246
14	46	97	143	199	249
15	47	98	145	201	252
16	48	99	146	202	255
17	49	100	147	203	256
18	50	101	149	204	257
19	51	103	150	205	260
20	52	104	151	206	262
21	53	105	154	207	263
22	68	106	155	208	265
23	69	107	157	209	266
24	70	109	158	210	272
25	71	110	159	211	273
26	72	111	160	212	275
27	73	112	161	213	277
28	74	113	164	214	278
29	75	114	165	215	
30	76	115	166	216	
32	78	116	187	217	
36	80	117	189	218	
37	88	118	190	219	

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## First District Court of Appeal

Finally, we sent an addendum to our survey to the First District Court of Appeal, containing services that apply to the courts of appeal, but that do not apply to the trial courts, and thus did not appear in our original survey instrument. The court's response to this addendum appears on page 24.

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) No Change

**Additional Comments**

The appellate courts website has a Self-Help section that the AOC has provided for us. We consider this a valuable service that the AOC provides for our pro per litigants. We believe that many people use it since most pro per litigants generally seem to be able to follow the appellate procedures when filing documents with our court.

**PAGE 6: Section 3: Evaluation**

**Q7: Audit Services**

11. Regular financial, operational, and compliance audits	Have used this service, 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**

Our court has consulted with the Audit Services department on a number of occasions. We had requested that they perform an internal audit on our court operations several years ago to ensure that we were handling our cash and checks correctly. They performed a very thorough audit and came back to us with a number of suggestions for us to implement going forward. They provide special non-audit consultative work that does not result in an audit report. They have been asked to make recommendations relating to controls and operations. They provide technical evaluation, assessment and analytical assistance utilizing expertise in all of the financial, operational and compliance areas of the judicial branch.

**PAGE 7: Section 3: Evaluation**

**Q11: Capital Projects and Facilities Services**

23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs	Have used this service, Consider service to be valuable
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	Have used this service, Consider service to be valuable
26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance	Have used this service, 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

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

38. Architectural and engineering design services	Have used this service, Consider service to be valuable
41. Functional and space planning and programming	Have used this service, Consider service to be valuable
44. Construction execution delivery including commissioning services	Have used this service, Consider service to be valuable
45. Completion and occupancy and transition planning	Have used this service, Consider service to be valuable

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

53. Relocation Services	Have used this service, Consider service to be valuable
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**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)	Excellent
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**Q15: How important, overall, is this group of services to your trial court operations?**

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

(no label)

No Change

**Additional Comments**

We used the services of this group extensively when DGS had proposed selling some of the state buildings, one of which was ours. We also completely depended upon this group for architectural and engineering design services when we moved the court from Marathon Plaza back to the state building at 350 McAllister Street in San Francisco. They also provided space planning and helped with numerous contracts as well as negotiate with numerous vendors on our behalf. They were instrumental in organizing the actual move itself. Facility Operations serves the Supreme Court and the Court of Appeal by planning, oversight and, as necessary, direction of work provided in our building. They work with our courts to provide assistance with any type of facility projects and planning, including but not limited to all repairs, modification and other improvements and to oversee and coordinate work plans and schedules to assure that court business and service to the public proceed with minimal or no interruption and that projects are planned, executed and completed on time and within existing budget constraints. They work collaboratively with DGS managers and staff to prevent or mitigate impacts of building operations on the operations of the courts. In addition, they perform facility inspections and evaluates existing conditions that need to be reported to building management. They attend monthly meetings with the courts and DGS to assist in planning building maintenance and advocate on our behalf. They follow-up on service requests that have not been completed in a timely manner. This group has provided the appellate courts with information regarding assistance in obtaining an insurance program and made recommendations as to the insurance policy to cover the courts' assets.

**PAGE 8: Section 3: Evaluation**

**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)

Neutral

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

(no label)

No Change

**PAGE 9: Section 3: Evaluation**

**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

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

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

Have used this service, 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)

Very Important

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

(no label)

No Change

**Additional Comments**

This group assists the court when we need to issue press releases. They help to coordinate news releases to the media; web updates and audio, video and photography activities. They assist in responses to the public on issues of high-profile cases or sensitive operational issues. They assist in helping to coordinate press coverage for confirmation hearings.

**PAGE 10: Section 3: Evaluation**

**Q25: Criminal Justice Services**

*Respondent skipped this question*

**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) No Opinion

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

(no label) Neutral

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

(no label) No Change

**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
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Have used this service, Consider service to be valuable
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	Have used this service, Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media	Have used this service, Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
104. Web Ex programmatic instructional support	Have used this service, Consider service to be valuable
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

**Q30: Statewide training for new Judicial Officers, including:**

109. New Judge Orientation	Have used this service, Consider service to be valuable
111. B.E. Witkin Judicial College	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) No Opinion

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

(no label) Neutral

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

(no label) No Change

**PAGE 13: Section 3: Evaluation**

**Q40: Fiscal Services**

132. Budgeting	Have used this service, Consider service to be valuable
134. Payroll and controller services	Have used this service, Consider service to be valuable
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable
137. Accounts Payable support	Have used this service, Consider service to be valuable
138. Trust Accounting support	Have used this service, Consider service to be valuable
139. Financial policies and procedures	Have used this service, Consider service to be valuable
140. Fiscal training and assistance	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)

Somewhat more important

**Additional Comments**

The appellate courts use many facets of fiscal services: Office of Budget Management and the Office of Accounting and Business Services. This department provides us with budget development, and works with the appellate courts on developing budget priorities. They send representatives to testify at legislative hearings and meets with legislative staff on our behalf. They assist us in preparing budget projections and provide us with budgetary reports and analysis. They participate in decision making along with the Chief Justice and the Administrative Presiding Justices on budgetary concepts and court allocations. They provide us with analysis on current state of California budget situation and make recommendations on strategic planning for each fiscal year. They provide us with estimates on future revenue projections. The appellate courts are extremely dependent upon the Accounting Office and the Business Services Office. The accounting office reviews our invoices to ensure proper payments are made and the terms and conditions of payment are met. They submit claim schedules to the State Controller's Office for processing payments. They process all travel claims, set up vendor accounts, and answer questions on business travel. They maintain the database for all financial transactions and send out monthly reports to the appellate courts. They provide us with accounting advice and gives us sound advice as questions arise about purchasing. In addition, they are our only link to the state Controller's Office. In addition, the Accounting Office monitors and approves the state-wide CHP contract, and the Guardsmark contract. They make recommendations regarding Worker's Compensation funding allocations and staff AIDOAC meetings as the fiscal consultant. They monitor the courts bank accounts and remits cash receipts to the state controller's office. They provide us with vendor payment reports. Business Service Group - this group greatly assists the appellate courts in obtaining competitive pricing on goods and services. This group prepares the Court Appointed counsel administrator contracts. They administer the Calcard program and keep us informed of master pricing agreements and master contracts. They do bulk bidding to include the appellate courts resulting in significant savings to the courts. They enter encumbrances in Oracle. They advise the appellate courts on contracts, requests for proposals, bidding and proprietary contracting. The appellate courts don't have adequate staffing to conduct RFP's for large purchases without assistance from this group to advise us. They provide us with training on the Judicial Branch Contracting Manual and answer technical questions for the courts. This is an area where they need greater resources (more people) to meet the demand of the appellate courts. In addition, they manage the phone system for our appellate court. Property Management Accounting Services - this group maintains the fixed assets system and keeps track of all of the capitol assets owned by the appellate courts.





**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**

ITSO maintains the networks and servers for the appellate court case management system, email, e-filing, network security, telecommunications, public website, Oracle, HREMS, SERRANUS, and the Court Appointed counsel program. In addition they provide us with the services of the California Courts Technology Center. They maintain all of the technical infrastructure services. They manage the telecommunications LAN/WAN technology refresh and the equipment trade-in. They manage all of the hardware/software updates and provide technical support for network and security issues. They develop policies and protocols for computer security for the appellate courts. ITSO provided all of the support to transition to e-filing for the appellate courts. They devoted many, many man hours and expertise to work with the third party vendor, ImageSoft, to ensure that their product worked in our environment. They had numerous technical issues to work out in order for the ImageSoft product to be compatible with ACCMS. In addition, they provided many people and man hours devoted to helping choose the vendor that all of the appellate courts were going to be using in the future. They ensured that the product would be able to integrate with the appellate case management. In addition, during the entire process they continued to work on enhancements to the appellate court case management system. They train the court administrators in each of the appellate courts and provide guidance and support for this group. They organize trainings once a year for the system administrators. They attend all of the California Court Clerks Association meetings four times per year.

**PAGE 16: Section 3: Evaluation**

**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

**PAGE 17: Section 3: Evaluation**

**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) Neutral

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

(no label) No Change

**PAGE 18: Section 3: Evaluation**

**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

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 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

199. Assistance with evaluation of need for and preparing requests for emergency orders Have used this service, Consider service to be valuable

201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities Have used this service, Consider service to be valuable

202. Management of the Commission on Judicial Performance Insurance Program Have used this service, Consider service to be valuable

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

203. Access and fairness	Have used this service, Consider service to be valuable
204. Appellate practice and procedure	Have used this service, Consider service to be valuable
205. Alternative Dispute Resolution	Have used this service, Consider service to be valuable
208. Complex litigation	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) Much more important

**Additional Comments**

The AOC Office of Legal Services provides legal support to the appellate courts on many different levels. Members of their staff provide legal advice on the following, just to name a few: legal advice in addressing personnel issues, integrated disability leaves, worker's comp issues, updates regarding employment laws, litigation management for court lawsuits, hiring and firing issues, coordinates defense of justices and hires outside counsel when needed. In addition they drafted the Personnel Policies and Procedures Manual and drafted the Election Manual. They advise courts on the Judicial Branch Contracting Manual. They also assist in responding to Public Access requests. They provide assistance on the contracting and procurement of goods and services. The appellate courts on occasion have a need to obtain legal opinions on various legal issues and these types of issues are directed to the legal opinions unit of LSO. They provide assistance with drafting court rules and amending same. In addition they provide assistance on access and fairness issues, ADR in the courts, complex litigation, judicial administration and judicial ethics. They also manage the Commission on Judicial Performance Insurance Program. They work with OGA to assist in responding to pending legislation affecting the appellate courts. This department was instrumental during the administration that proposed selling the State Buildings including several that the Courts of Appeal and the Supreme Court occupy.



PAGE 19: Section 3: Evaluation

**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

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**

This groups monitors legislation and reports to the APJ's Advisory Committee and the Clerk/Administrators on issues that will impact the appellate courts. They educate the Governor's Office, the Dept of Finance and the Legislature and their staff on how the courts operate so that they can make informed decisions on budget allocations. They give us legislative reports on issues that are being considered and issues that a determination has been made that affects the appellate courts. They meet with groups to discuss the judicial branch budget and works to garner support for our budget. They draft and pursue budget trailer bill language that affects the appellate courts. Periodically, they generate pending legislation reports and let us know the likelihood of such legislation passing and what effect it will have on our operations. They appear in front of the legislature to lobby on our behalf.

PAGE 20: Section 3: Evaluation

**Q69: Mandated Reporting**

228. Standards and Measures of Judicial Administration

Have used this service, Consider service to be valuable

**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)

Excellent

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

(no label)

Somewhat Important

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

(no label)

No Change

**PAGE 21: Section 3: Evaluation**

**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

Have used this service, Consider service to be valuable

247. Civil Case Coordination

Have used this service, Consider service to be valuable

250. Vexatious Litigants List administration

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	Have used this service, 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	Have used this service, Consider service to be valuable
262. California Court Clerk Association	Have used this service, Consider service to be valuable
263. Appellate Indigent Defense Oversight Advisory Committee (AIDOC)	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

**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**

This group is absolute critical to the functioning of the appellate courts. They serve as the AOC's central point of communication and coordination between the appellate court leadership and all of the AOC offices that serve the appellate courts for quality of service. Manage appellate court funds earmarked for appellate court education for justices, attorneys, staff and management. Assists in the planning and implements training of all of the above. This includes finding the locations and hotels where the training will be held. Serves as lead staff to the APJ's Advisory Committee, including planning and executing quarterly and ad hoc meetings. Staff the quarterly meetings of the Appellate Court Clerks Association and meetings of the appellate court Managing Attorneys. Process travel claims (in-state and out-of-state) and training requests for the appellate justices and staff. Serves as the AOC staff liaison for the appellate courts. Serves as the lead AOC liaison to the six Appellate Projects and California Appellate Defense Counsel, including handling all communication and attend meetings as required. Facilitates the arrangements of appellate court meetings as requested; librarians and information systems supervisors. Provides monthly review, analysis and monitoring of the appellate court appointed counsel program and expenditures for the program. Serves as staff support and prepares quarterly analytical reports for the Appellate Defense Oversight Advisory Committee and its subcommittees' audit/review meeting. Generates and reviews the compensation salary report of private counsel claims. This department is sorely understaffed given the numerous demands upon them and really needs several more staff to do their jobs effectively. However, they do a wonderful job with the people that they do have in this division. In addition, the Assigned Judges Program falls under this purview. When a justice retires or if there is a recusal within a division of the appellate court, this department locates a justice/judge to help out where needed and obtains the necessary order from the Chief Justice.

PAGE 22: Section 3: Evaluation

**Q78: Research and Data Services**

265. Annual Court Statistics Report	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

**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) Somewhat more important

**Additional Comments**

This office tracks and produces statistical reports on all appellate court data. They compile quarterly, fiscal year and calendar year reports for the use of the public and the appellate courts themselves. In addition they conduct data quality review and confirms with the individual appellate courts the anomalies and corrects data as needed.

PAGE 23: Section 3: Evaluation

**Q82: Security Services**

275. Judicial Online Privacy Protection Program	Have used this service, Consider service to be valuable
277. Emergency planning and preparedness/continuity of operations planning	Have used this service, Consider service to be valuable
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) Excellent

**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) Somewhat more important

**Additional Comments**

This office assists us with our emergency preparedness plan (COOP) and provided us with training on how to input the information we needed for that plan. We worked together in presenting card key issues to the department of general services, and worked on various building issues together to get the hardware and software system updated and kept up to date. Members of that group have taken the lead in learning how to use the security system software and helped DGS in learning how to run reports and make essential changes to the access system. Our CHP provides us with most of the services that Office of Security provides to the trial courts.

**PAGE 24: Section 4: Conclusion**

**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?** No

**PAGE 25: Section 4: Conclusion**

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

**Q89: So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?** No

**PAGE 26: Section 4: Conclusion**

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

*Respondent skipped this question*

**PAGE 27: Section 4: Conclusion**

**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	Neutral
Center for Judiciary Education and Research	Very Important
Court Operations Special Services Office	Very Important
Criminal Justice Court Services Office	Neutral
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	Very Important
Judicial Council Support Services	Very Important
Legal Services Office	Very Important
Office of Administrative Services	Very Important
Office of Appellate Court Services	Very Important
Office of Communications	Very Important
Office of Governmental Affairs	Very Important
Office of Real Estate and Facilities Management	Very Important
Special Projects Office	Very Important
Trial Court Administrative Services Office	Neutral
Trial Court Liaison Office	Neutral

**Q92: Additional Comments**

Although not listed in this survey, our appellate court uses the Office of Administrative Services. This office has been supporting our e-filing pilot program by printing and delivering all of the briefs to us that were filed electronically through our e-filing portal. In addition, they provide us with program brochures, printed signs and other printed materials for court sponsored programs. They also provide our specialized judicial identification cards for all of our justices.

As noted in the survey above, appellate courts are absolutely dependent upon the AOC services. Administration in each of the appellate courts is very small (a couple of people) and we have always been completely dependent upon the AOC for administrative needs. They are our human resources, financial, education, statistical, legal advice, contracting, etc. At the inception of the AOC, they originally handled the appellate court administration completely. Recent cutbacks over the past five years have made their jobs so much harder to do and that in turn, has made the jobs of the appellate courts so much harder to do also. This in turns affects the access to justice by the public that we are here to serve.

**AOC Services Survey—APPELLATE COURT ADDENDUM**

The purpose of this addendum to the web-based survey (in PDF form) is to capture feedback from your appellate court on seven additional services that the AOC asserts it provides to the appellate courts.

The PDF web-based survey asks you to evaluate your overall experience with 19 AOC Service Areas, which are groupings of individual AOC services. We ask that you include your experience of the additional services, below, as you answer these questions in the PDF web-based survey. To see all services that the AOC indicates providing to courts within a given AOC Service Area, please refer to the pages in the PDF web-based survey that we have listed to the right of each AOC Service Area in the table below.

Please also complete the survey questions below, using “yes” and “no” answers:

Service Descriptions		Survey Questions		Page Range *
AOC Service Area	AOC Service	Have Used this Service	Consider Service to be Valuable	
EDUCATION AND TRAINING SERVICES	Technical support of Videoconferencing on the AOC and Appellate Court network for education.	Yes	Yes	25-27
FISCAL SERVICES	Maintenance of fixed asset system.	Yes	Yes	32
HUMAN RESOURCES SERVICES	Human resources management system.	Yes	Yes	34
INFORMATION TECHNOLOGY SERVICES	Administration and management of network and servers for internet-based telephones (Voice-over Internet Protocol (VOIP)).	Yes	Yes	36
OPERATIONS SUPPORT SERVICES	Staff support to the Appellate Indigent Defense Oversight Advisory Committee	Yes	Yes	53-54
RESEARCH AND DATA SERVICES	Development of regular and ad hoc statistical reports for the courts of appeal.	Yes	Yes	56
RESEARCH AND DATA SERVICES	Assistance with workload analysis used to acquire judicial and court staff resources.	No	Yes	56