

Sixth District Court of Appeal

This document contains the responses of the Sixth 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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Finally, we sent an addendum to our survey to the Sixth 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 20.

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
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, Consider service to be valuable
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	Have used this service, Consider service to be valuable

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

(no label) Good

Q5: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q6: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) 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
14. Technical advice regarding audit, accounting compliance, and operational requirements	Have used this service, Consider service to be valuable
15. Whistleblower Hotline responsibility	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) Much more important

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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

Have used this service, 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

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

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

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) Excellent

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

(no label)

Very Important

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

(no label)

Much more important

Additional Comments

We are in a leased space and have had to expand our leased space a few times. We completely rely on AOC to handle the negotiations over rent and renovation. I am a new Clerk/Administrator and I do not know which services listed above we have used for the past 30 years regarding the leases and renovation and, therefore, am not sure which boxes to check as having used services. However, I consider all the listed services to be valuable, especially for small courts who do not have the personnel and expertise to handle such matters.

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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)

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

Additional Comments

I believe all these services only apply to the trial courts. Since there is no "not applicable" selection, I chose no opinion, neutral and no change because the survey stated the questions required an answer.

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Q21: Communications Services

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	Have used this service, 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	Have used this service, 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
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) Much more important

Q25: Criminal Justice Services	<i>Respondent skipped this question</i>
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
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
Additional Comments Again, these appear to be services 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
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

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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	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
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:

112. Appellate Justices Institute	Have used this service, Consider service to be valuable
114. Qualifying Ethics Training	Have used this service, Consider service to be valuable
116. California Environmental Quality Act (CEQA)	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) 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

There are mandatory educational requirements that could not be completed without these essential services.

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Q36: Family Services

Respondent skipped this question

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

Additional Comments

Again, these are all services for the trial courts but we would consider them to be valuable to those courts and not having the programs/services could ultimately impact the courts of review.

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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
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) Good

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

We rely on AOC to provide education and support for all aspects of budgeting, payroll, and procurement.

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Q44: Human Resources Services

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
147. Pay and benefits management and administration for employees	Have used this service, 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
151. Integrated Disability Management	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

Q48: Information Technology Services

154. Phoenix Financial, procurement and HR/Payroll System	Have used this service, Consider service to be valuable
157. Appellate Court Case Management System (ACCMS)	Have used this service, Consider service to be valuable
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	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
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
166. Programmatic, technical and logistical support for WebEx programs	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) 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

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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

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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) 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

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

(no label)	Very Important
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Q64: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)	Somewhat more important
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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)	No Change

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Q69: Mandated Reporting	
222. Semi-Annual Report on Contracts for the Judicial Branch	Have used this service, Consider service to be valuable
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

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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

250. Vexatious Litigants List administration 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 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

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

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Q78: Research and Data Services

265. Annual Court Statistics Report 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

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) 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

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)

Satisfactory

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?

No

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

Respondent skipped this question

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

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 all share the same case management system

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

Q92: Additional Comments

Respondent skipped this question

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)).	No	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.	Yes	Yes	56