

Superior Court of the County of Merced

This document contains the responses of the Superior Court of the County of Merced (Merced Court) 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.

In its first survey response, which appears from pages 2 to 31 in this document, Merced Court mistakenly failed to indicate which services it had used. However, the court did answer all other survey questions in its first response. To correct this error Merced Court sent a second survey response, which appears from pages 32 to 83 in this document. In its second response Merced Court indicated which services it had used, only. When combined, the two responses constitute the final, complete survey response for Merced Court.

After Merced Court fully 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 <u>link</u>.

Q3: Access Services		
Self-Help legal, training, program, education support	Consider service to be valuable	
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	Consider service to be valuable	
4. Equal Access Funds	Consider service to be valuable	
5. Judicial Branch Self-Help Website and resources	Consider service to be valuable	
6. On-line Document Assembly/Forms Completion Programs	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	Consider service to be valuable	
9. Plain language forms and instructions	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	Consider service to be valuable	
Q4: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
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 se to your operations?	rvices, overall, more important or less important	
(no label)	Much more important	

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Q7: Audit Services

11. Regular financial, operational, and compliance audits

Consider service to be valuable

12. Special investigations concerning misappropriation

of funds, potential losses, etc.

Consider service to be valuable

13. Non-audit consultative reviews

Consider service to be valuable

14. Technical advice regarding audit, accounting compliance, and operational requirements

Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

Additional Comments

1) The AOC Audit Division is excellent. Unfortunately, like other courts we discovered a couple of employees (one in Traffic and the other a Court Investigator), both cases are currently pending, where there were thefts. The AOC Audit Division immediately came to our assistance and conducted an audit that greatly assisted the court. 2) The budget cuts have required us to have to work more closely with the AOC Audit Division. The fact that the AOC Audit Division staff are available when we have questions on procedures, etc., to ensure accounting compliance or answer other very important questions requires us to contact them more than before.

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Q11: Capital Projects and Facilities Services

16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds

Consider service to be valuable

17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders

Consider service to be valuable

18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	Consider service to be valuable
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Consider service to be valuable
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	Consider service to be valuable
21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	Consider service to be valuable
22. Development and implementation of risk management for capital projects and court facilities	Consider service to be valuable
23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs	Consider service to be valuable
24. Oversight of the design and installation of audiovisual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure	Consider service to be valuable
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	Consider service to be valuable
26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance	Consider service to be valuable
27. Management of 24/7 call center for maintenance of branch facilities	Consider service to be valuable
28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	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	Consider service to be valuable
30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints	Consider service to be valuable
31. Provision of deferred maintenance and functional improvements	Consider service to be valuable

32. Development, implementation, and management of the preventive maintenance program for assets	Consider service to be valuable
33. Management of 22 parking facilities across the state for court, jury, and public parking spaces	Consider service to be valuable
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Consider service to be valuable
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Consider service to be valuable
Q12: Delivery of professional project management an	nd related services for capital projects, including:
38. Architectural and engineering design services	Consider service to be valuable
39. Environmental analyses of potential courthouse construction sites	Consider service to be valuable
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Consider service to be valuable
41. Functional and space planning and programming	Consider service to be valuable
42. Approval by authorities having jurisdiction	Consider service to be valuable
43. Sustainable design and design approval	Consider service to be valuable
44. Construction execution delivery including commissioning services	Consider service to be valuable
45. Completion and occupancy and transition planning	Consider service to be valuable
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Consider service to be valuable
Q13: Establishment and implementation of policies for	or the judicial branch capital program, including:
47. Program Management	Consider service to be valuable
48. Prioritization Methodology	Consider service to be valuable
49. Trial Court Facilities Standards	Consider service to be valuable
50. Site Selection and Acquisition	Consider service to be valuable
51. Contracting	Consider service to be valuable
52. Seismic Analysis of Leases	Consider service to be valuable
53. Relocation Services	Consider service to be valuable

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

(no label) 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

I am a member of the Trial Court Facilities and Maintenance Group. This is a hard working group of individuals. The combination is excellent as we have architects, judges, CEO's and other reps. The AOC staff that prepare the materials for Chair Justice Hill are very knowledgeable. The budget cuts have affected the AOC in their delivery of service in the Facilities Division this includes work orders submitted via CAFM. As a result, Courts often have to wait for projects to be completed. I would recommend that additional AOC staff be allocated in this area as well as the AOC Audit Division.

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Q17: Collaborative Courts Services	
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Consider service to be valuable
56. Legal, training, and program assistance to support DUI Courts	Consider service to be valuable
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Consider service to be valuable
58. Legal, training, and program assistance to support Elder Courts	Consider service to be valuable
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	Consider service to be valuable
61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations	Consider service to be valuable
64. Legal, training, and program assistance to support Youth/Peer Courts)	Consider service to be valuable
65. Substance Abuse Focus Grants funding	Consider service to be valuable
66. Research and analysis assistance	Consider service to be valuable

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

(no label)

Good

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

(no label)

Somewhat Important

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

(no label)

Somewhat more important

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

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

Communications with AOC in this area are very good but staff shortages have affected their delivery of service. I served on the committee - Trial Court Fiscal Accountability, chaired by Judge Walsh where we developed a list of Trial Court Efficiencies and Innovations. AOC staff assigned to assist with the Serranus site and this report (that was presented to the Judicial Council and the Legislators) worked very hard to get this completed. This division of the AOC is stretched pretty thin. They are in the process of updating Serranus which is out of date but they have other priorities whereas if they had additional staff these types of projects could be completed sooner. Communication is very important. If we can do more twitter feeds it would be great as well as more information on YouTube.

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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	Consider service to be valuable
80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities	Consider service to be valuable
81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation	Consider service to be valuable
82. Defining outcome-based criminal justice related metrics in collaboration with justice partners	Consider service to be valuable
83. Data collection and reporting on probation revocations, sentencing outcomes, and other criminal law related issues (California Corrections Performance Incentive Act and criminal justice realignment)	Consider service to be valuable
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	Consider service to be valuable
85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP)	Consider service to be valuable
86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)	Consider service to be valuable
87. Fulfillment of mandates related to the evaluation of certain criminal justice programs	Consider service to be valuable
Q26: Please select the rating that best reflects the over for this group of services. If you have not used any opinion" option.	
(no label)	Good
Q27: How important, overall, is this group of services	s to your trial court operations?

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

(no label)

Much more important

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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	Consider service to be valuable
89. Institute for Court Management certification program for court managers	Consider service to be valuable
90. Court Clerk Training Institute	Consider service to be valuable
91. Court manager and supervisor training	Consider service to be valuable
92. ADA Annual Statewide Training and consulting for ADA coordinators	Consider service to be valuable
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Consider service to be valuable
94. Statewide and regional education (i.e., Beyond the Bench)	Consider service to be valuable
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	Consider service to be valuable
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	Consider service to be valuable
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	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	Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Consider service to be valuable

 114. Qualifying Ethics Training 115. Complex Civil and Advanced Civil 116. California Environmental Quality Act (CEQA) 117. Domestic Violence courses 118. Institutes (in civil, criminal, juvenile, family, 	Consider service to be valuable Consider service to be valuable	
114. Qualifying Ethics Training115. Complex Civil and Advanced Civil116. California Environmental Quality Act (CEQA)	Consider service to be valuable Consider service to be valuable	
114. Qualifying Ethics Training		
-	Consider service to be valuable	
113. Chiminal Assignment Courses		
113. Criminal Assignment Courses	Consider service to be valuable	
Q31: Statewide education for experienced Judicial O	fficers and Judicial Attorneys, including:	
111. B.E. Witkin Judicial College	Consider service to be valuable	
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	Consider service to be valuable	
109. New Judge Orientation	Consider service to be valuable	
Q30: Statewide training for new Judicial Officers, including:		
108. Jury education materials in support of successful jury participation	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	Consider service to be valuable	
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Consider service to be valuable	
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Consider service to be valuable	
104. Web Ex programmatic instructional support	Consider service to be valuable	
103. Job Aids for court staff, supervisors, and managers	Consider service to be valuable	
102. Development of public guides for children in court, victims' services, and court proceedings for families	Consider service to be valuable	
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Consider service to be valuable	

Q32: Statewide Education for Judicial Leaders, including:

120. PJ/CEO Court Management Program Consider service to be valuable

121. Supervising Judges Institute 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

Education is very important especially because of the rotation of PJ's. Even though CEO's are in their positions for years, keeping current on education is essential. In our court we make education a priority not only for the judicial officers but for court staff as well. We also have managers and the CEO as faculty to assist the AOC. It would be nice if AOC staff could develop manuals on the various case types and procedures for line staff. This would assist the courts in their training needs.

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Q36: Family Services		
122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	Consider service to be valuable	
123. Access to Visitation Program	Consider service to be valuable	
124. Information and technical assistance to Family Courts	Consider service to be valuable	
125. Family and Juvenile court judicial and staff workload study and needs assessment	Consider service to be valuable	
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Consider service to be valuable	
127. Family Dispute Resolution support, technical assistance, and education	Consider service to be valuable	
128. Domestic Violence Courts	Consider service to be valuable	
129. Domestic Violence Safety Planning Project	Consider service to be valuable	
131. California Courts Protective Orders Registry	Consider service to be valuable	
Q37: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q38: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q39: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

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Q40: Fiscal Services	
132. Budgeting	Consider service to be valuable
133. Centralized Treasury	Consider service to be valuable
134. Payroll and controller services	Consider service to be valuable
135. Master contracts/procurement assistance	Consider service to be valuable
136. Financial Management - accounting and reporting	Consider service to be valuable
137. Accounts Payable support	Consider service to be valuable
138. Trust Accounting support	Consider service to be valuable
139. Financial policies and procedures	Consider service to be valuable
140. Fiscal training and assistance	Consider service to be valuable
141. Grants Administration	Consider service to be valuable
142. Enhanced Collections guidelines and assistance for courts and counties	Consider service to be valuable
143. Provision and maintenance of financial information available through the judicial branch website	Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

Excellent Division. With the budget cuts, their telephone number is on our speed dial. The services provided are invaluable especially in preparing the budget from May to July. With the new WAFM Methodology being used by the courts we are constantly contacting them. Also since we are doing more with less having a thorough knowledge of the Financial Policies and Contracting Manual is very important for the courts. They do an excellent job of answering questions and ensuring we follow the required steps in preparing RFP's and other documents for services.

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Q44: Human Resources Services	
144. Labor relations and collective bargaining services	Consider service to be valuable
145. Employee relations/investigations/progressive discipline/leave management	Consider service to be valuable
146. Judicial payroll and benefits	Consider service to be valuable
147. Pay and benefits management and administration for employees	Consider service to be valuable
148. Trial court payroll services through Phoenix or ADP	Consider service to be valuable
149. Recruitment, classification and compensation assistance	Consider service to be valuable
150. Judicial Branch Workers' Compensation program oversight and administration	Consider service to be valuable
151. Integrated Disability Management	Consider service to be valuable

Q45: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Excellent

Q46: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

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

(no label) Much more important

Additional Comments

We are a mid size court and do not have dedicated staff like the large courts in these areas. We have used the AOC Labor staff for negotiating our MOU's since SB 2140 took effect several years ago. We probably contact our AOC HR attorney on a weekly basis regarding employment questions. Our assigned AOC attorney is Mr. Steven Crooks, a Stanford law school graduate and he is excellent. He has helped our court with several legal issues as line staff are represented. In 2011, we had to do layoffs due to funding and we could not have completed this without his excellent assistance. Also, this past year we were able to negotiate a three year labor agreement with the assistance of our labor attorney Dan O'Brien. For our payroll services we do not use the AOC we use ADP. We separated from the county two years ago and AOC advised that due to personnel cuts in their area we could not be part of their payroll system (only 12 or 13 courts currently use their system). It would have been nice to be part of their system but I understand that it also needs to be upgraded. Due to budget cuts we have been forced to become experts in these areas (payroll, benefits admin) in addition to having the assistance of the AOC attorneys.

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Q48: Information Technology Services	
152. California Courts Protective Order Registry (CCPOR)	Consider service to be valuable
153. Judicial Branch Statistical Information System (JBSIS)	Consider service to be valuable
154. Phoenix Financial, procurement and HR/Payroll System	Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	Consider service to be valuable
156. Uniform Civil Fees System (UCFS)	Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Consider service to be valuable
160. Network hosting, security, and support	Consider service to be valuable
161. Technology hardware updates program	Consider service to be valuable
162. Case management systems support: Sustain, V2, V3	Consider service to be valuable
163. Support to California Law Enforcement Telecommunications System (CLETS)	Consider service to be valuable
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Consider service to be valuable
165. Justice Partners Outreach/E-Services	Consider service to be valuable
166. Programmatic, technical and logistical support for WebEx programs	Consider service to be valuable
Q49: Please select the rating that best reflects the over for this group of services. If you have not used any or opinion option.	
(no label)	Good
Q50: How important, overall, is this group of services	to your trial court operations?
(no label)	Very Important

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

(no label) Much more important

Additional Comments

Many of these programs are necessary in the courts such as CLETS, CCPOR, JBSIS and others. We are one of the courts that is going to a new case management system, Tyler, and will no longer be using Sustain. Sustain is very limited and has hampered the technological progress of our court. In about six months we will be able to offer e-filing to our court customers. Due to the demise of the AOC CCMS we could not wait for the IT AOC group chaired by Judge Hermann to come up with an alternative. We participated in the development of the California Master Agreement in the selection of three vendors. We felt this was important as we have a business to run and are accountable to the public. They need to be able to access the courts better.

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C7. Count Associated Consolid Advantage (CACA)	Oppoiden comitac to be a state
67. Court-Appointed Special Advocates (CASA) program administration, funding and education	Consider service to be valuable
68. Local Blue Ribbon Commissions training and echnical assistance	Consider service to be valuable
169. Court appointed dependency counsel funding, budgeting, and program management	Consider service to be valuable
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Consider service to be valuable
171. Juvenile Dependency Counsel Collections Programs	Consider service to be valuable
173. Judicial Resources and Technical Assistance Program for dependency cases	Consider service to be valuable
174. Information and technical assistance to juvenile courts	Consider service to be valuable
175. Technical assistance with juvenile court management system data and analytics	Consider service to be valuable
Q53: Please select the rating that best reflects the or for this group of services. If you have not used any opinion" option.	
(no label)	Good
OEA: How important overall is this group of convice	s to your trial court operations?
Q54: How important, overall, is this group of service	s to your trial court operations?
(no label)	Very Important

Q55: 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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Q56: Language Services	
179. Court interpreter test administration, development, and maintenance oversight	Consider service to be valuable
180. Court interpreter outreach and recruitment	Consider service to be valuable
181. Court interpreter education and training	Consider service to be valuable
182. Statewide Language Coordination	Consider service to be valuable
183. 5-Year Language Use and Needs Study	Consider service to be valuable
184. Court Interpreter Database Collection System (CIDCS)	Consider service to be valuable
185. Certified and Registered Master List Maintenance of Court Interpreters	Consider service to be valuable
186. Cross-Assignment of Court Interpreter Employees	Consider service to be valuable
187. Translations of forms, Web site, signage and other resources	Consider service to be valuable
188. Management of technology to assist in the use of American Sign Language and master contract for elephonic interpreting services	Consider service to be valuable
Q57: Please select the rating that best reflects the over for this group of services. If you have not used any of opinion" option.	
(no label)	Excellent
Q58: How important, overall, is this group of services	to your trial court operations?

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

(no label)

Much more important

Additional Comments

AOC has done a good job in this area but the state legislators need to be more like other states. The Interpreters Union in CA is ridiculous. They hold the courts hostage as to what they can and cannot do. When I talk to other court administrators in other states that use video remote interpreting for efficiency purposes and to assist our court customers they can't believe the Interpreter's Union is fighting us here. AOC does the best job they can but the Legislators need to help the courts. Stop giving in to these unions, check out what other states are doing and help the public customers that need these services.

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Q60): Legal Services	
	. Legal support with claims including investigations responses	Consider service to be valuable
Pub	. Management of labor-related matters (such as blic Employment Relations Board hearings and itrations)	Consider service to be valuable
191	. Management of affirmative litigation	Consider service to be valuable
dire	Litigation management, including selection and ection of outside counsel to defend courts, judicial cers, court employees, and council members	Consider service to be valuable
edu	 Legal advice and guidance to courts and ecation of court staff regarding evolving law ecting employment and labor issues 	Consider service to be valuable
	Legal advice and consultation on a broad ctrum of judicial administration matters	Consider service to be valuable
bus soli	Legal advice and consultation on transactional iness issues, including real estate transactions, citations, contracting and the procurement of goods services, and Court/County MOUs	Consider service to be valuable
	 Legal advice and representation regarding ernal audits/investigations 	Consider service to be valuable
	. Assistance with responding to subpoenas and qualification statements	Consider service to be valuable
	New and amended Local Court rules review and istance with requests for alternative effective dates	Consider service to be valuable
	Assistance with evaluation of need for and paring requests for emergency orders	Consider service to be valuable
	Legal advice and assistance with petitions for nplex civil case coordination	Consider service to be valuable
fina	. Provision of legal support for acquisition, ncing, construction, renovation, operation, and ntenance of court facilities	Consider service to be valuable
	. Management of the Commission on Judicial formance Insurance Program	Consider service to be valuable

Q61: Subject matter expertise and technical as	ssistance with issues, including:
203. Access and fairness	Consider service to be valuable
204. Appellate practice and procedure	Consider service to be valuable
205. Alternative Dispute Resolution	Consider service to be valuable
206. Civil and small claims	Consider service to be valuable
207. Collaborative courts	Consider service to be valuable
208. Complex litigation	Consider service to be valuable
209. Family and juvenile law	Consider service to be valuable
210. Judicial administration	Consider service to be valuable
211. Judicial ethics	Consider service to be valuable
212. Subject matter expertise	Consider service to be valuable
213. Jury instructions	Consider service to be valuable
214. Probation and mental health	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

EXCELLENT SERVICE!!! This is one of the best services that the AOC provides to small and mid-size courts. As I previously mentioned we are a mid-size court and we use the AOC Legal services constantly. Our attorney for Labor Issues is Steven Crooks. Our attorney for other issues is Eric Schnurpfeil and both gentlemen are excellent and have provided not only our management staff but also our judges with excellent service.

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	Consider service to be valuable
216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	Consider service to be valuable
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	Consider service to be valuable
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	Consider service to be valuable
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	Consider service to be valuable
220. Staff support to the Bench-Bar Coalition	Consider service to be valuable
Q66: Please select the rating that best reflects the of for this group of services. If you have not used any opinion" option.	
(no label)	Good
Q67: How important, overall, is this group of servic	es to your trial court operations?
(no label)	Very Important
Q68: Have cuts to your budget made this group of to your operations?	services, overall, more important or less important
(no label)	Much more important

PAGE 20: Section 3: Evaluation

Q69: Mandated Reporting	
221. Access To Visitation Grants Program	Consider service to be valuable
222. Semi-Annual Report on Contracts for the Judicial Branch	Consider service to be valuable
223. Trial Court Interpreters Program Expenditure Report	Consider service to be valuable
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	Consider service to be valuable
225. Demographics of the Bench	Consider service to be valuable
226. Sentencing of Criminal Defendants by Race and Ethnicity	Consider service to be valuable
227. Judgeship Needs in the Superior Courts	Consider service to be valuable
228. Standards and Measures of Judicial Administration	Consider service to be valuable
229. Annual Special Funds Expenditure Report	Consider service to be valuable
230. Annual Trial Court Allocations Report	Consider service to be valuable
231. Phoenix System Status Update Report	Consider service to be valuable
232. Purchase and Lease of Electronic Recording Equipment	Consider service to be valuable
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Consider service to be valuable
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Consider service to be valuable
235. Statewide Collections of Court-Ordered Debt	Consider service to be valuable
236. Receipts and Expenditures from Local Courthouse Construction Funds	Consider service to be valuable
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	Consider service to be valuable
238. Special facilities program reports requested by the legislature	Consider service to be valuable
239. 5-Year Language Use and Needs Study	Consider service to be valuable
240. Criminal Justice Realignment Data	Consider service to be valuable
241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program	Consider service to be valuable

242. Quarterly & annual reports on facility modification budgets, projects, and expenditures

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)

Good

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)

Much more important

PAGE 21: Section 3: Evaluation

Q73: Operations Support Services	
243. Assigned Judges Program	Consider service to be valuable
244. Appellate Court-Appointed Counsel Program administration and support	Consider service to be valuable
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court	Consider service to be valuable
246. Administration of Special Masters assignment	Consider service to be valuable
247. Civil Case Coordination	Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	Consider service to be valuable
250. Vexatious Litigants List administration	Consider service to be valuable
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Consider service to be valuable
252. Federal, state, and private foundation fund development and grant administration	Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	Have used this service
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	Consider service to be valuable
255. Data gathering and recommendations for court operational and administrative issues	Consider service to be valuable
256. Assistance to court leaders with addressing internal governance, management and operational issues	Consider service to be valuable
257. Information-sharing through meetings of court leaders	Consider service to be valuable
Q74: Analytical and administrative support to:	
259. Presiding Judges	Consider service to be valuable
260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee	Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Consider service to be valuable
264. Court Executives Advisory Committee	Consider service to be valuable

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

(no label) Excellent

Q76: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q77: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Much more important

Additional Comments

Because we are short on judicial officers due to vacancies this past year, we use the services of the Assigned Judges Program. They do an excellent job for the courts. In addition, the Jury Improvement Division is great. We were able to obtain some of the grant funding to upgrade our jury needs which will be implemented later this year.

PAGE 22: Section 3: Evaluation

Q78: Research and Data Services	
265. Annual Court Statistics Report	Consider service to be valuable
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Consider service to be valuable
267. Workload-based Allocation Funding Methodology research support	Consider service to be valuable
268. Judge and staff workload measures and analysis	Consider service to be valuable
269. Authorized and filled judgeships data and reporting	Consider service to be valuable
270. Conversion of Subordinate Judicial Officer positions to judgeships	Consider service to be valuable
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	Consider service to be valuable
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Consider service to be valuable
273. Data review and reporting	Consider service to be valuable
274. Production of the annual Jury Data Report	Consider service to be valuable

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

(no label) Good

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

This is needed for future judgeships and also for accountability purposes. Statistical data, transparency and caseflow management is what the courts are all about.

PAGE 23: Section 3: Evaluation

Q82: Security Services	
275. Judicial Online Privacy Protection Prog	ram Consider service to be valuable
276. Threat and incident coordination and c services	onsultative Consider service to be valuable
277. Emergency planning and preparednes of operations planning	s/continuity Consider service to be valuable
278. Physical security consultation, assessr surveys and risk analysis	nent, site Consider service to be valuable
279. Screening Equipment Replacement Pr	ogram Consider service to be valuable
280. Trial Court Security Grant Program	Consider service to be valuable
Q83: Please select the rating that best re	flects the overall quality of service that you have received t used any of the above services, please select the "no
for this group of services. If you have no opinion" option.	,,
• .	Excellent
opinion" option. (no label)	

Q85: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

Much more important

Additional Comments

The AOC Division of Emergency Management - Malcolm Franklin and staff do an excellent job for the courts. Last year we had an individual that was not well spray paint a Commissioners driveway. We also had another individual who is a teacher at a local college, place threatening information on Youtube regarding two judges. AOC staff acted immediately to assist our court with these issues. In addition, in 2009, a deranged individual who entered the courthouse ran to a courtroom and was going to attack a judge with two machete knives and he was killed in the courtroom. AOC staff once again assisted our court with security improvements and training. I understand that the AOC security personnel can no longer carry their weapons yet they are peace officers. This directive needs to be changed given all the dangers and for their protection.

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?

Yes

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

Yes

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.

More assistance with developing statistical reports

Providing expertise with health benefit and retirement insurance

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

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):

One of the nice things available to CEO's is the Listserve called the Executive Network, through that we have rec'd many procedures used by other courts, best practices. Instead of re-inventing the wheel, we all work together to share these items. One of the recent services we have rec'd was being provided with a sub webex account from the Fresno Court to be used in our court. Another example was an electronic Probable Cause program developed by the Monterey Court that is now being used by our Judicial Officers and Law Enforcement personnel.

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 Very Important

Court Operations Special Services Office Very Important

Criminal Justice Court Services Office Somewhat Important

Executive Office Very Important

Fiscal Services Office Very Important

Human Resources Services Office Very Important

Information Technology Services Office Very Important

Internal Audit Services Very Important

Judicial Branch Capital Program Office Very Important

Judicial Council Support Services Somewhat Important

Legal Services Office Very Important

Office of Administrative Services Very Important

Office of Appellate Court Services Somewhat Important

Office of Communications Very Important

Office of Governmental Affairs Very Important

Office of Real Estate and Facilities Management

Very Important

Special Projects Office Somewhat Important

Trial Court Administrative Services Office Very Important

Trial Court Liaison Office Very Important

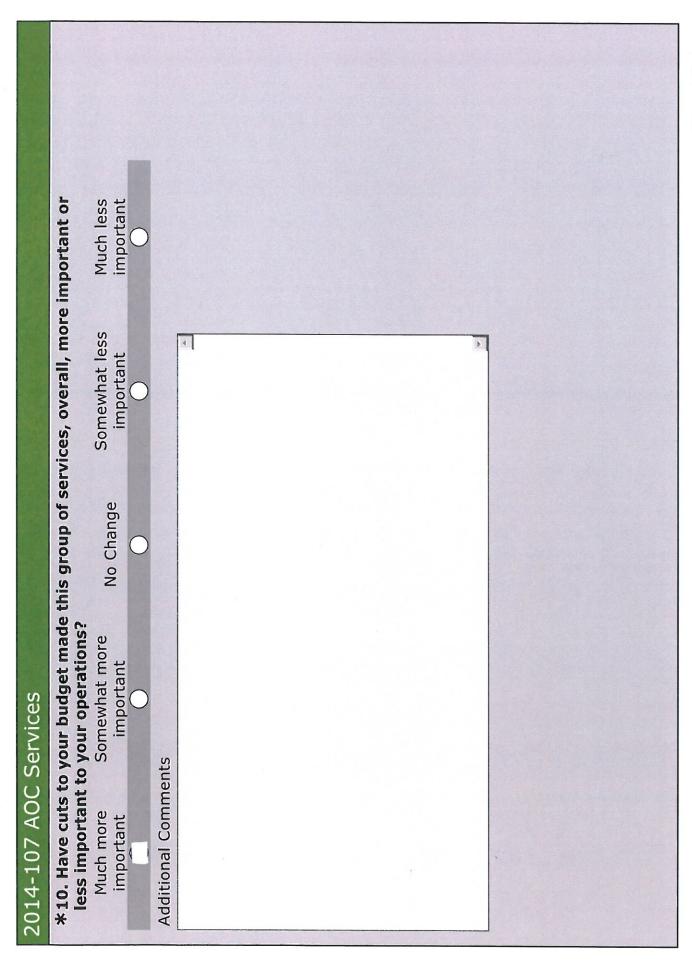
Respondent skipped this question

Q92: Additional Comments

2014-107 AOC Services	Services					
Section 3: Evaluation	ion					
3. Access Services	Ø			Have used this service	Consider service to be valuable	
1. Self-Help legal, training, program, education	training, progra	1. Self-Help legal, training, program, education support	oort	×C		
3. Self-Help Cente Projects Funding	er, Family Law In	3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	s, Model Self-			
4. Equal Access Funds	spur			\boxtimes		
5. Judicial Branch Self-Help Website and resources	Self-Help Websi	te and resources		×		
6. On-line Document Assembly/Forms	ent Assembly/Fo	rms Completion Programs	ograms			
7. American with Dissin response to individure resolving a specific Alindividual trial courts	Disabilities Act s lividual court req ic ADA issue, and arts	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	ertise provided ce with cialized for			
8. Administration and management of program	and managemen	nt of the JusticeCorps volunteer	rps volunteer			
9. Plain language forms and instructions	forms and instru	ıctions		×,		
10. Support to Civics Education program to in and public understanding of the Judicial Bran-California Task Force on K-12 Civics Learning	ics Education protanding of the Jurce on K-12 Civid	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	civic learning Iding the			
*4. 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.	4. Please select the rating that bes received for this group of services. ease select the "no opinion" option	best reflects the ices. If you have tion.	t reflects the overall quality of service that you h If you have not used any of the above services,	of service thathe	it you have rvices,	
Excellent	poog O	Satisfactory	Fair	Poor	No Opinion	

	perations? Unimportant	Much less important
	*5. How important, overall, is this group of services to your trial court operations? Somewhat Somewhat Unimportant Onimportant Onimportant Onimportant Onimportant Onimportant Onimportant Onimportant	No Change Somewhat less Much less important O Change Somewhat less Much less important O Change Somewhat less Much less important O Change Somewhat less important O Change Important
	group of services to Neutral	No Change
Services	Int, overall, is this Somewhat Important	*6. Have cuts to your budget made the important to your operations? Much more Somewhat more important important Additional Comments Additional Comments
2014-107 AOC Services	*5. How importa Very Important	*6. Have cuts to your important to your of important Additional Comments

בסבון וכס סכו ווככ			
Section 3: Evaluation			
7. Audit Services			Have used this Consider service service
11. Regular financial, operational, and compliance audits	ompliance audits		
12. Special investigations concerning misappropriation of funds, potential losses, etc.	sappropriation of fu	ınds, potential	
13. Non-audit consultative reviews			
14. Technical advice regarding audit, accounting compliance, and operational requirements	ounting compliance	e, and operational	
15. Whistleblower Hotline responsibility			
*8. Please select the rating that best reflects the overall quality of service that you have not used any of the above services, please select the "no opinion" option. Excellent Good Satisfactory Fair Poor No Opin Opin Opin Opin Opin Opin Opin Opin	eflects the overall you have not use	reflects the overall quality of service that you have If you have not used any of the above services, actory Fair Poor No Opinion	that you have services, No Opinion
*9. How important, overall, is this group of services to your trial court operations?	up of services to y	our trial court oper	ations?
Very Important Somewhat Important	Neutral	Somewhat Unimportant	Unimportant

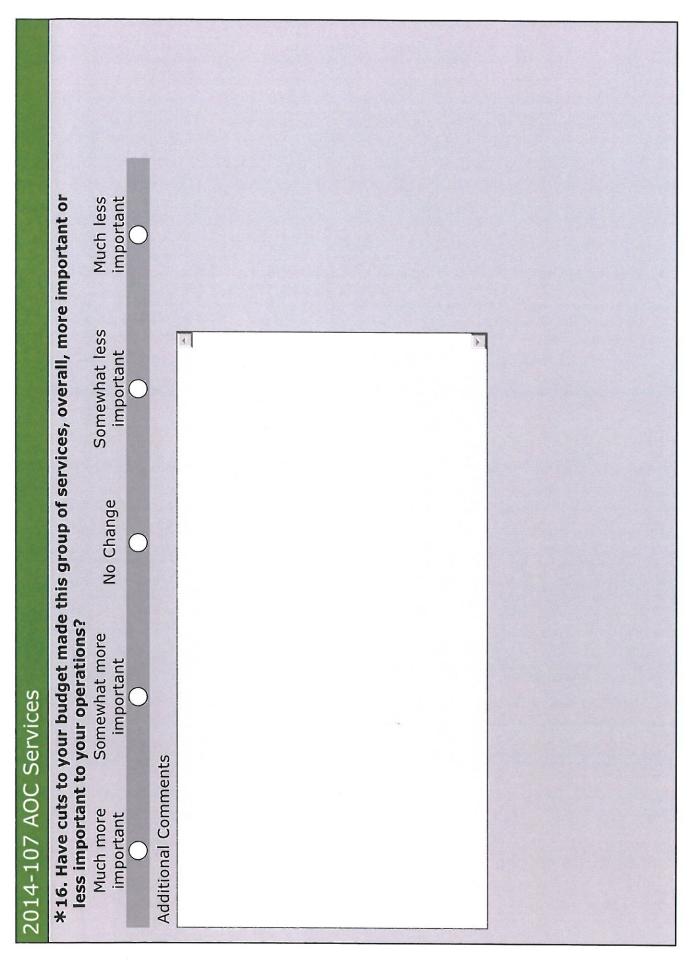


		Consider service to be valuable									
		Have used this service	Z	D	7	Z			7	7	
2014-107 AOC Services	Section 3: Evaluation	11. Capital Projects and Facilities Services	16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds	17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders	18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	22. Development and implementation of risk management for capital projects and court facilities	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	24. Oversight of the design and installation of audio-visual low voltage technical infrastructure in court facilities, and

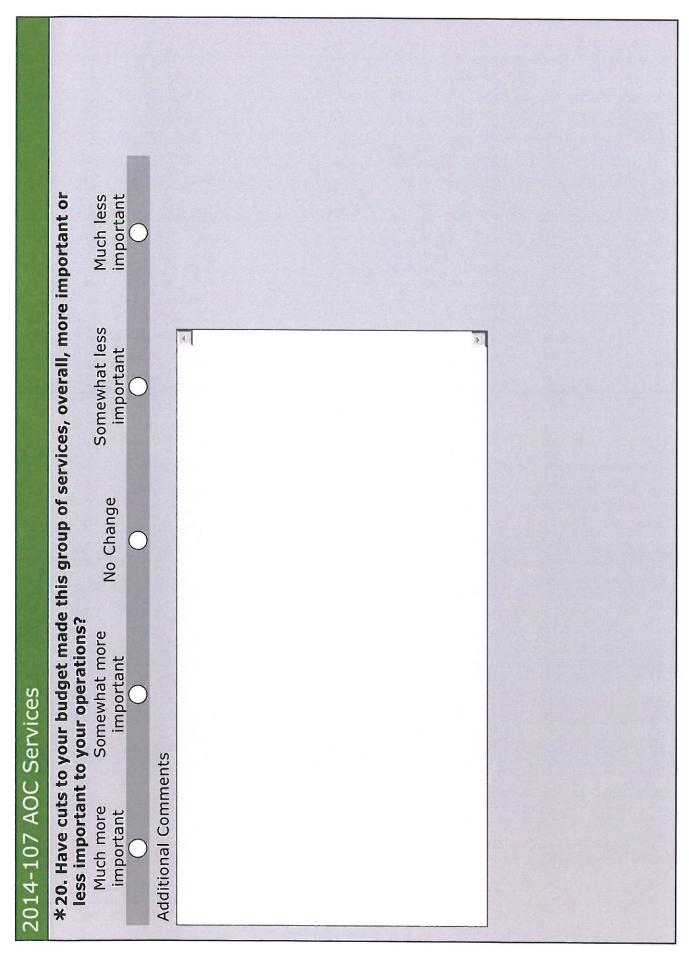
2014-107 AOC Services	
development of statewide standards for use of video over the technical infrastructure	
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	
26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance	
27. Management of 24/7 call center for maintenance of branch facilities	
28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	
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	
30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints	
31. Provision of deferred maintenance and functional improvements	
32. Development, implementation, and management of the preventive maintenance program for assets	
33. Management of 22 parking facilities across the state for court, jury, and public parking spaces	
34. Management of Facilities Event Licensing for third party use of \overline{V} court facilities	
35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance 36. Maintenance and administration of the Computer Aided Facility	

2014-107 AOC Services			
Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments			
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce longterm energy costs	<u>D</u>		
12. Delivery of professional project management and related services for capital projects, including:	vices for capi	tal projects,	
	Have used this service	Consider service to be valuable	
38. Architectural and engineering design services	7		
39. Environmental analyses of potential courthouse construction sites	D /		
40. Construction inspection services program for capital projects, facility modification, and facility management programs	7		
41. Functional and space planning and programming			
42. Approval by authorities having jurisdiction	Z		
43. Sustainable design and design approval	Z		
44. Construction execution delivery including commissioning services			
45. Completion and occupancy and transition planning			
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	7		

	nch capital program,	Have used service to be this service valuable								of service that you have the above services, Poor No Opinion	ourt operations?	t nt Unimportant	
	policies for the judicial bran	Ha								eflects the overall quality of ou have not used any of the ory Fair Po	p of services to your trial co	Neutral Somewhat Unimportant	
2014-107 AOC Services	13. Establishment and implementation of policies for the judicial branch capital program, including:		47. Program Management	48. Prioritization Methodology	49. Trial Court Facilities Standards	50. Site Selection and Acquisition	acting	52. Seismic Analysis of Leases	53. Relocation Services	*14. 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. Excellent Good Satisfactory Fair Poor No Opinion	*15. How important, overall, is this group of services to your trial court operations?	Somewhat Important	
2014-107	13. Establi including:		47. Progra	48. Priorit	49. Trial C	50. Site S	51. Contracting	52. Seism	53. Reloca	*14. Please received findesses selected finds in Excellent	*15. How	Very Important	

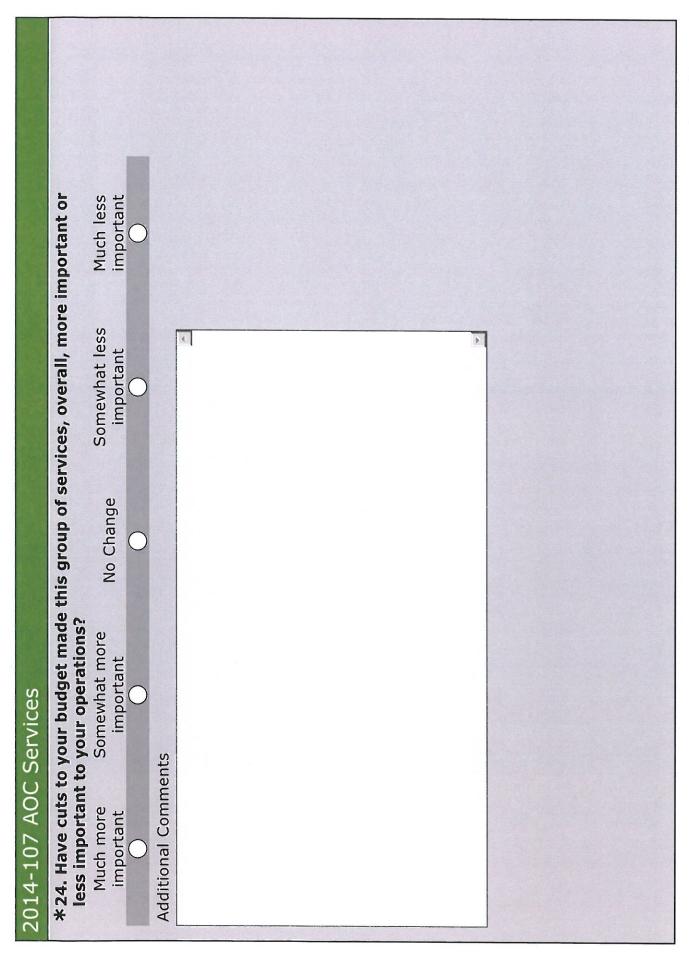


	e that you have e services, No Opinion	erations? Unimportant	
	*18. Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option. Excellent Good Satisfactory Fair Poor No Opinion	*19. How important, overall, is this group of services to your trial court operations? Somewhat Somewhat Unimportant Unimportant O O O O	
ve courts	at best reflects the over ices. If you have not us tion. Satisfactory Fair	group of services to	
<pre>014-10 / AOC Services 67. Cost benefit studies of collaborative courts</pre>	*18. Please select the rating that bes received for this group of services. please select the "no opinion" option. Excellent Good Satisf	ant, overall, is this Somewhat Important	
2014-107 AOC Services 67. Cost benefit studies of co	*18. Please selected received for this please select the Excellent	*19. How import Very Important	



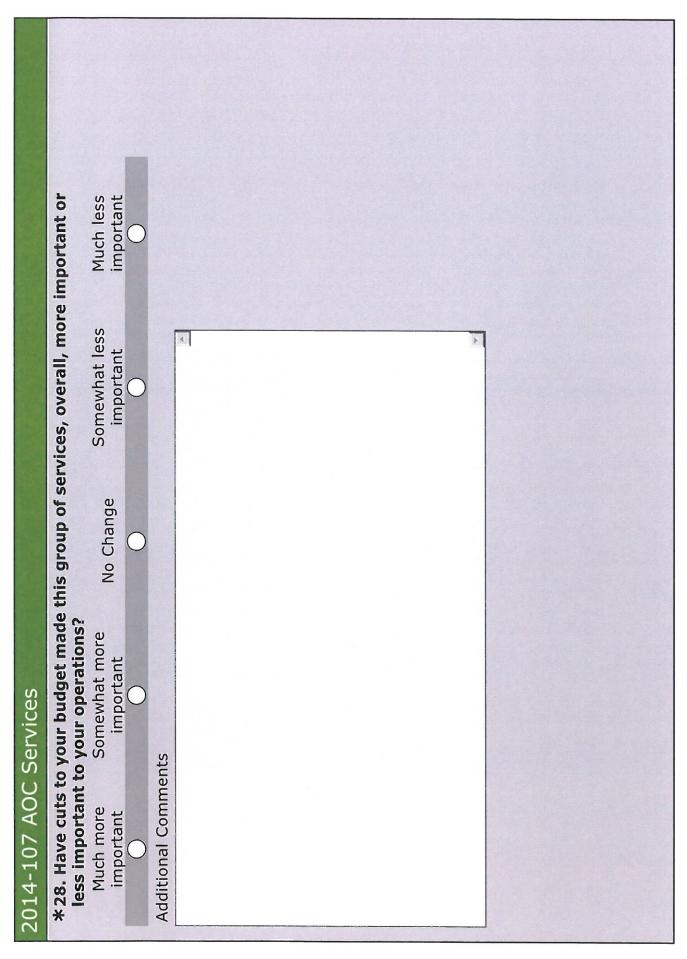
2014-107 AOC Services	
Section 3: Evaluation	
21. Communications Services Have Consider service to used this be service valuable	
68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	
69. Coordination of 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	
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	
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar	
72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee	
73. Management and content updates on the California Courts, Serranus,	
74. Consultation and counsel on media strategies for programs, projects,	
75. Research and response to inquiries from the courts, media, and the	

2014-107 AOC Services	ervices				
public, as well as tra	public, as well as tracking and reporting on interactions	interactions			
76. Input on strategy for news releas monitoring and reporting on coverage	76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	afting and disse	emination and		
77. Management of social media channe other judicial branch	77. Management of content strategy, publishing, and metrics evaluation for social media channels including You Tube and Twitter and consultation with other judicial branch entities on their programs	shing, and metrand Twitter and ams	ics evaluation for consultation with		
78. Photography support projects, and initiatives	78. Photography support for judicial council and judicial branch programs, projects, and initiatives	l and judicial bra	inch programs,		
*22. Please select the rating that bes received for this group of services. please select the "no opinion" option.	*22. 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.	flects the over ou have not us	st reflects the overall quality of service that you If you have not used any of the above services,	e that you have e services,	
Excellent	Good Satisfactory	ory Fair	Poor	No Opinion	
*23. How importan	*23. How important, overall, is this group of services to your trial court operations?	p of services to	your trial court op	erations?	
Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant	
0	0	0	.0	0	



2014-107 AOC Services Section 3: Evaluation 25. 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 Consider used this service to service valuable	
80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities	7	
81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation		
82. Defining outcome-based criminal justice related metrics in collaboration with justice partners		
83. Data collection and reporting on probation revocations, sentencing outcomes, and other criminal law related issues (California Corrections Performance Incentive Act and criminal justice realignment)		
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters		
85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP)		
86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)		

	s that you have services,	Unimportant
in criminal	*26. 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. Excellent Good Satisfactory Fair Poor No Opinion	*27. How important, overall, is this group of services to your trial court operations? Somewhat Somewhat Unimportant Unimportant Unimportant O O O O O O O O O O O O O O O O O O O
87. Fulfillment of mandates related to the evaluation of certain criminal justice programs	lects the overall u have not used y Fair	Neutral L
related to the ev	ing that best refle of services. If you on" option. Satisfactory	Somewhat Important
87. Fulfillment of mandates raistice programs	*26. Please select the rating that bes received for this group of services. please select the "no opinion" option. Excellent Good Satisf	important, over
87. Fulfillment of justice programs	*26. Please received for please select Excellent	*27. How important Very Important O

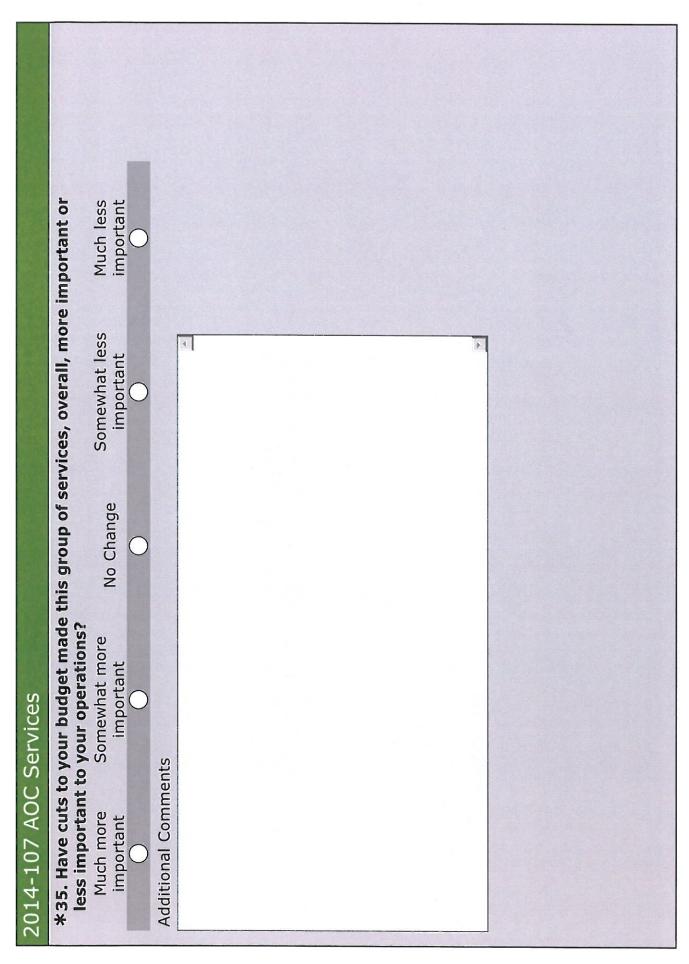


2014-107 AOC Services			
Section 3: Evaluation			
29. Education and Training Services	Have used this service	Consider service to be valuable	
88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program	Σ,		
89. Institute for Court Management certification program for court managers	Z		
90. Court Clerk Training Institute	7		
91. Court manager and supervisor training	7		
92. ADA Annual Statewide Training and consulting for ADA coordinators	7		
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	7		
94. Statewide and regional education (i.e., Beyond the Bench)	7		
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	D ,		
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	7		
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	7		
98. Development of online educational resources for judges, court staff, supervisors and managers	7		
99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments			

2014-107 AOC Services	
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	
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	
102. Development of public guides for children in court, victims' services, and court proceedings for families	
103. Job Aids for court staff, supervisors, and managers	
104. Web Ex programmatic instructional support	
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	
108. Jury education materials in support of successful jury participation	

	Consider service to be valuable				ys, including:	Consider service to be valuable										Consider service to be valuable	
	Have used this service	7	D	7	Judicial Attorne	Have used this service	7	7	7	7	7	7	7			Have used this service	DD
2014-107 AOC Services	30. Statewide training for new Judicial Officers, including:	109. New Judge Orientation	110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	111. B.E. Witkin Judicial College	31. Statewide education for experienced Judicial Officers and Judicial Attorneys, including:		112. Appellate Justices Institute	113. Criminal Assignment Courses	114. Qualifying Ethics Training	115. Complex Civil and Advanced Civil	116. California Environmental Quality Act (CEQA)	117. Domestic Violence courses	118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	119. Institutes for Appellate and Trial Court Attorneys	32. Statewide Education for Judicial Leaders, including:		120. PJ/CEO Court Management Program 121. Supervising Judges Institute

No Opinion	Unimportant
Poor	your trial court o Somewhat Unimportant O
ctory Fair	Somewhat Neutral Unimportant Unimportant Unimportant
opinion" option. Sood Satisfa	
Excellent	*34. How important, overall, is this Somewhat Important O
	Poor



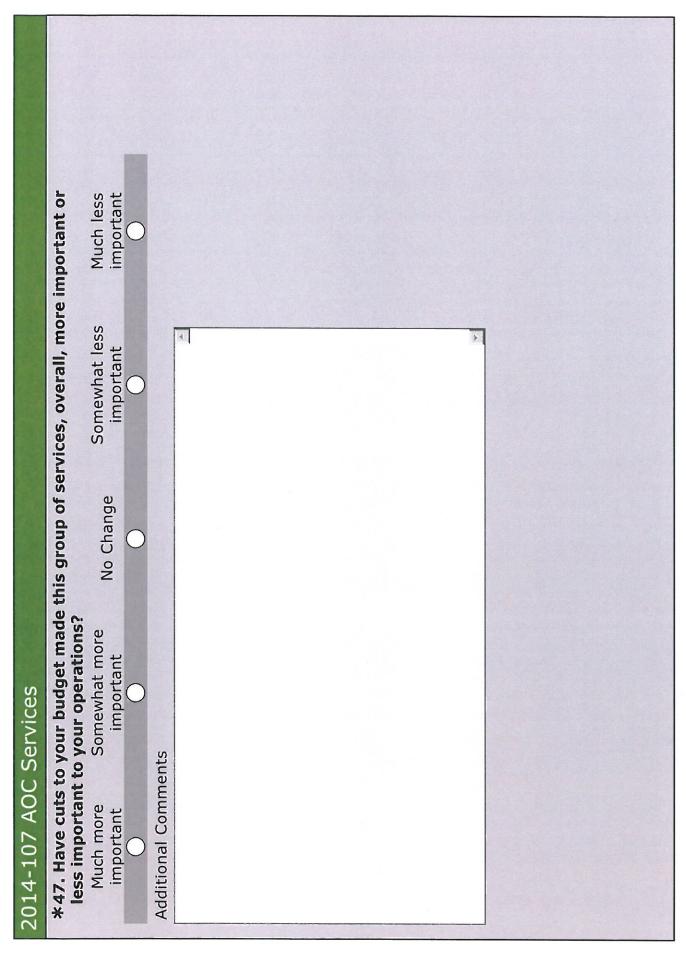
2014-107 AOC Services	の大学をあるので	
Section 3: Evaluation		
36. Family Services Have	Have used service to be valuable	p q
122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators		
123. Access to Visitation Program		
125. Family and Juvenile court judicial and staff workload study and needs assessment		
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration		
127. Family Dispute Resolution support, technical assistance, and education		
128. Domestic Violence Courts		
129. Domestic Violence Safety Planning Project 130. Violence Against Women Education Program		
131. California Courts Protective Orders Registry		
*37. 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.	service that you have above services,	/e
Excellent Good Satisfactory Fair Poor	No Opinion	

	operations? Unimportant	Much less important	
	*38. How important, overall, is this group of services to your trial court operations? Somewhat Somewhat Somewhat Unimportant Unimportant	No Change Somewhat less Much less important	
	group of service Neutral		
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2014-107 AOC Services	*38. How import Very Important	*39. Have cuts to ye less important to ye more simportant Additional Comments	

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															ce that y	No	
		Have used this service	2	Z)	2	7	7	Z	7	7	7	Z	7		y of servi f the abov	Poor	
							oorting						and assistance for courts	rmation available	*41. 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.	Fair	
					rvices	135. Master contracts/procurement assistance	136. Financial Management - accounting and reporting	T.	t	ocedures	tance			143. Provision and maintenance of financial information available through the judicial branch website	g that best reflect services. If you ha n" option.	Satisfactory	
2014-107 AOC Services	luation	rvices	ng	133. Centralized Treasury	134. Payroll and controller services	contracts/procure	Al Management -	137. Accounts Payable support	138. Trust Accounting support	139. Financial policies and procedures	140. Fiscal training and assistance	141. Grants Administration	142. Enhanced Collections guidelines and counties	143. Provision and maintenance of through the judicial branch website	*41. Please select the rating that be received for this group of services. please select the "no opinion" option.	Poop O	
2014-107 A	Section 3: Evaluation	40. Fiscal Services	132, Budgeting	133. Centrali	134. Payroll	135. Master	136. Financia	137. Account	138. Trust Ac	139. Financia	140. Fiscal tr	141. Grants	142. Enhance and counties	143. Provisio through the j	*41. Please received for please select	Excellent	

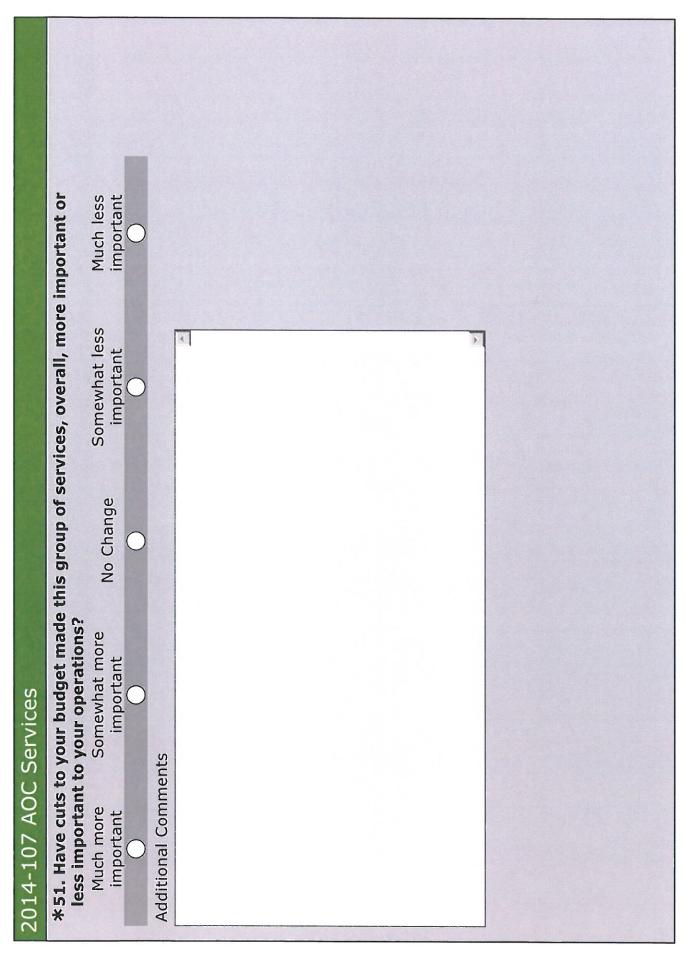
	pperations? Unimportant	Much less important
	*42. How important, overall, is this group of services to your trial court operations? Somewhat Somewhat Somewhat Unimportant Onimportant Onimportant Onimportant Onimportant Onimportant	No Change Somewhat less important Change import
	group of services Neutral	
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2014-107 AOC Services	*42. How importa Very Important	*43. Have cuts to yeless important to yeless important Additional Comments

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			argaining services ons/progressive	146. Judicial payroll and benefits 147. Pay and benefits management and administration for	148. Trial court payroll services through Phoenix or ADP 149. Recruitment, classification and compensation assistance	150. Judicial Branch Workers' Compensation program oversight and administration 151. Integrated Disability Management	*45. 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. Excellent Good Satisfactory Fair Poor No Opinion	s group of services to your trial court operations? Somewhat Unimportant Onimportant Onimportant Onimportant
C Services	ation	44. Human Resources Services	144. Labor relations and collective bargaining servion 145. Employee relations/investigations/progressive discipline/leave management	146. Judicial payroll and benefits 147. Pay and benefits management	148. Trial court payroll services through Phoenix or ADP 149. Recruitment, classification and compensation assis	150. Judicial Branch Workers' Compensiand administration 151. Integrated Disability Management	*45. Please select the rating that be received for this group of services. please select the "no opinion" option. Excellent Sood Satis	*46. How important, overall, is this Somewhat Important O
2014-107 AOC Services	Section 3: Evaluation	44. Human Res	144. Labor relations and colle 145. Employee relations/inve discipline/leave management	146. Judicial pa	148. Trial court	150. Judicial Brand and administration 151. Integrated Dis	*45. Please se received for to please select the Excellent	*46. How important Very Important O



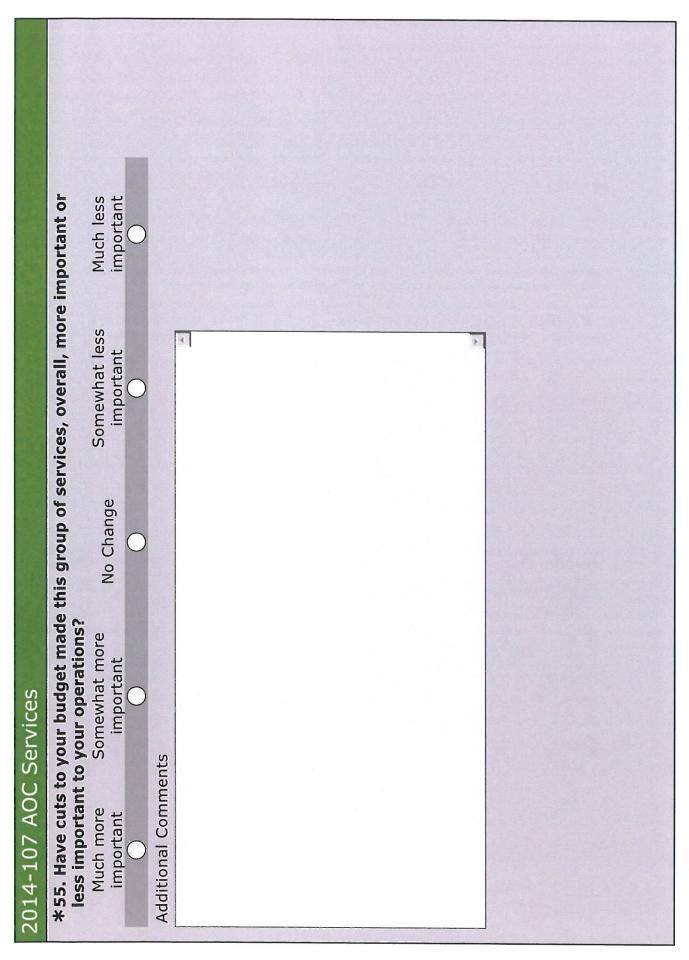
2014-107 AOC Services			
Section 3: Evaluation			
48. Information Technology Services	Have used this service	Consider service to be valuable	
152. California Courts Protective Order Registry (CCPOR) 153. Judicial Branch Statistical Information System (JBSIS)	ZZ		
154. Phoenix Financial, procurement and HR/Payroll System 155. Computer- Aided Facilities Management System (CAFM)	ZZ		
156. Uniform Civil Fees System (UCFS)	7		
157. Appellate Court Case Management System (ACCMS)			
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal - Court Appointed Counsel Systems)			
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Ø		
160. Network hosting, security, and support	7		
161. Technology hardware updates program			
162. Case management systems support: Sustain, V2, V3			
163. Support to California Law Enforcement Telecommunications System (CLETS)	7		
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	7		
165. Justice Partners Outreach/E-Services			
166. Programmatic, technical and logistical support for WebEx programs	7		

	it you have vices,	No Opinion	Unimportant
	y of service that the above ser	Poor	what Uni
	*49. 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.	Fair	*50. How important, overall, is this group of services to your trial court operations? Somewhat Somewhat Unimportant Unimport
	est reflects the If you have r n.	Satisfactory	Serving Neutral
vices	*49. Please select the rating that beareceived for this group of services. please select the "no opinion" option.	Good Sati	Somewhat Important
2014-107 AOC Services	ease select the ed for this gro elect the "no c	lent G	So. How important Very Important
2014-10	*49. PIE receive	Excellent	*50. Ho



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		Consider service to be valuable												
		Have used this service	Z	Z	7	Z			7	7		7	7	
2014-107 AOC Services	Section 3: Evaluation	52. Juvenile Services	167. Court-Appointed Special Advocates (CASA) program administration, funding and education	168. Local Blue Ribbon Commissions training and technical assistance	169. Court appointed dependency counsel funding, budgeting, and program management	170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	171. Juvenile Dependency Counsel Collections Programs	172. Psychotropic Medication Orders program	173. Judicial Resources and Technical Assistance Program for dependency cases	174. Information and technical assistance to juvenile courts	175. Technical assistance with juvenile court management system data and analytics	176. Chief Justice's Keeping Kids in School and Out of Court Initiative	177. California Dependency Online Guide (CalDog)	178. Child Welfare County Data Profiles Updates

ce that you have	No Opinion	Unimportant	
III quality of serviced any of the abov	Poor	your trial court of Somewhat Unimportant	
reflects the overa	ctory Fair	group of services to your trial court operations? Somewhat Unimportant Onimportant Onimpo	
*53. 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,	o opinion" option. Good Satisfactory		
2014-107 AOC Services *53. Please select the rating received for this group of	please select the "no opinion" option. Excellent Good Satist	*54. How important, overall, is this Somewhat Important O	



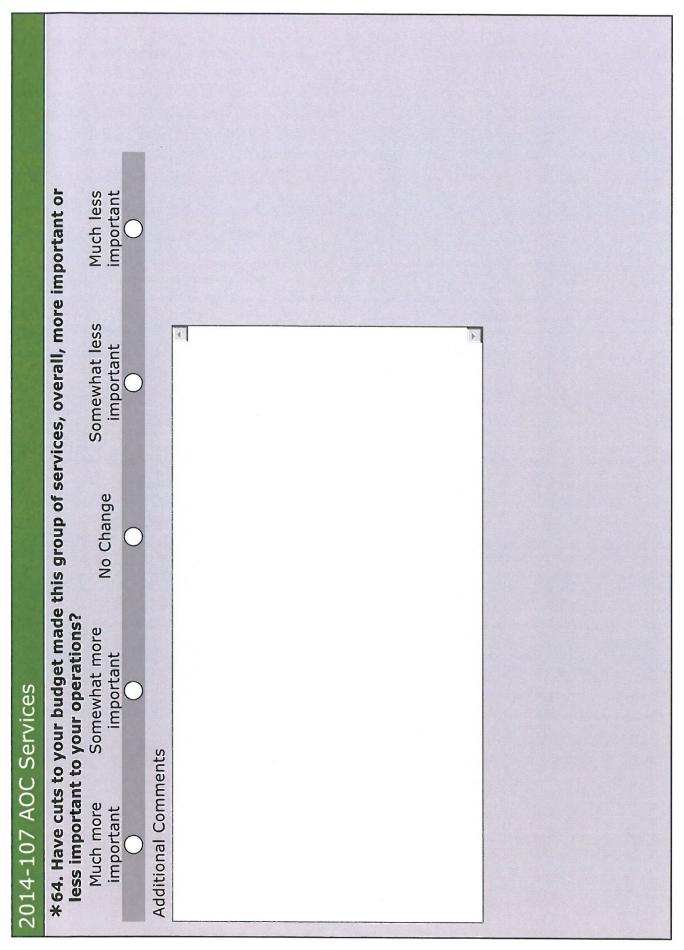
		Consider service to be valuable											that you have services,	No Opinion
		Have used this service	7	Z	2	7)	7	7	7	7	7		of service the above	Poor
			tration, development, and	recruitment	d training	tion	ds Study	llection System (CIDCS)	er List Maintenance of Court	erpreter Employees	e, signage and other resources	assist in the use of American for telephonic interpreting	best reflects the overall quality es. If you have not used any of on.	Satisfactory Fair
2014-107 AOC Services	Section 3: Evaluation	56. Language Services	179. Court interpreter test administration, development, and maintenance oversight	180. Court interpreter outreach and recruitment	181. Court interpreter education and	182. Statewide Language Coordination	183, 5-Year Language Use and Needs Study	184. Court Interpreter Database Collection System (CIDCS)	185. Certified and Registered Master List Maintenance of Court Interpreters	186. Cross-Assignment of Court Interpreter Employees	187. Translations of forms, Web site,	188. Management of technology to assist in the use of Americ Sign Language and master contract for telephonic interpreting services	*57. 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.	Excellent Good Sa

	rations?		tant or	Much less important							
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	oup of services to yo		his group of services	No Change So							
Services	int, overall, is this gr Somewhat	Important O	*59. Have cuts to your budget made t less important to your operations?	Somewhat more important	ıts						
2014-107 AOC Services	*58. How importa	0	*59. Have cuts to less important to	Much more important	Additional Comments						

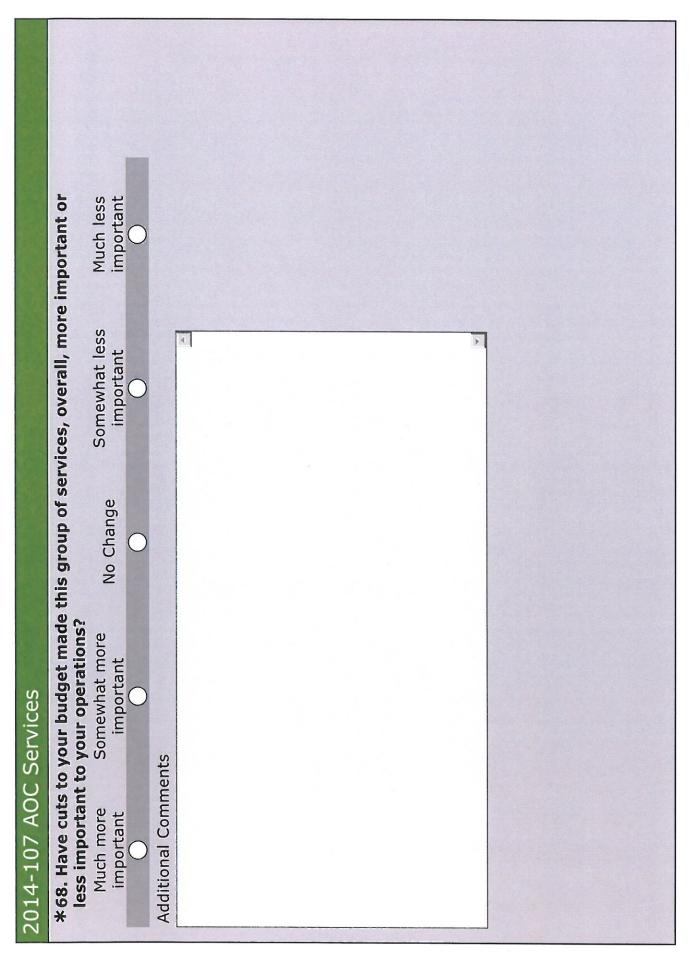
2014-107 AOC Services			
Section 3: Evaluation			
60. Legal Services	Have used this service	Consider service to be valuable	
189. Legal support with claims including investigations and responses	7		
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	7		
191. Management of affirmative litigation	7		
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	7		
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	7		
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Z,		
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			
196. Legal advice and representation regarding external audits/investigations	7		
197. Assistance with responding to subpoenas and disqualification statements	7		
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Z /		
199. Assistance with evaluation of need for and preparing	7		

2014-107 AOC Services	
requests for emergency orders	
200. Legal advice and assistance with petitions for complex civil case coordination	
201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities	
202. Management of the Commission on Judicial Performance	
61. Subject matter expertise and technical assistance with issues, including:	
Consider Have used service to be this service valuable	Consider rvice to be valuable
203. Access and fairness	
204. Appellate practice and procedure	
205. Alternative Dispute Resolution	
206. Civil and small claims	
207. Collaborative courts	
208. Complex litigation	
209. Family and juvenile law	
210. Judicial administration	
211. Judicial ethics	
212. Subject matter expertise	
213. Jury instructions	
214. Probation and mental health	

	*62. 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 Opinion	perations? Unimportant	. 0		
	quality of servi	Poor	group of services to your trial court operations? Somewhat Unimpor	Unimportant		
	lects the overall u have not used	y Fair	of services to y	0		
es	62. Please select the rating that best reflects the overall quality of service that you received for this group of services. If you have not used any of the above services, ease select the "no opinion" option.	Satisfactory	overall, is this group Somewhat	Important		
2014-107 AOC Services	*62. Please select the rating that be received for this group of services. please select the "no opinion" option	it Good	tant,			
2014-107	*62. Pleas received please sele	Excellent	*63. How impor			



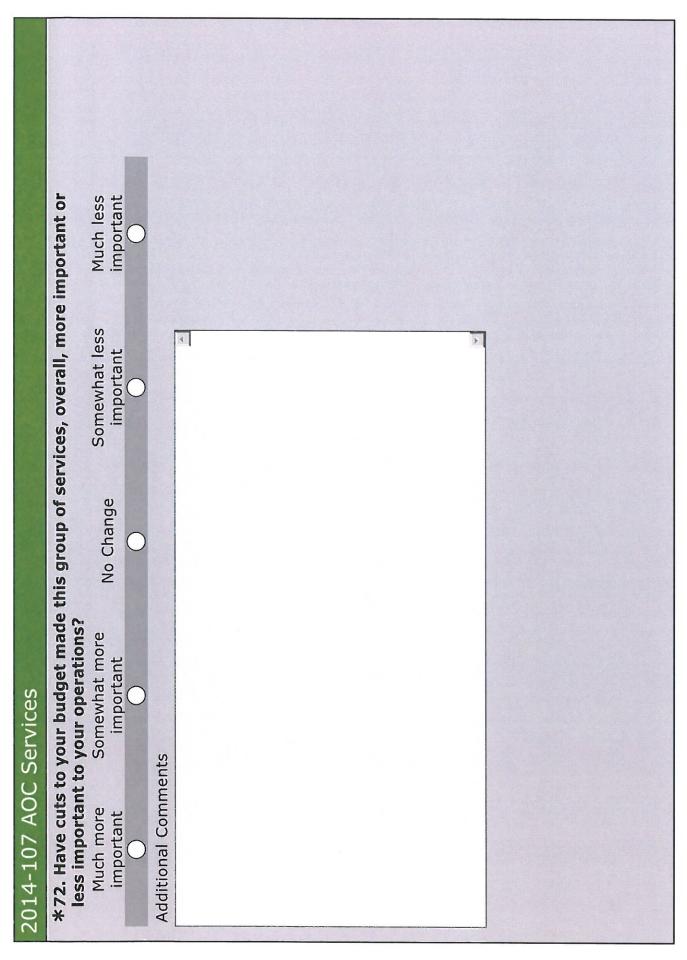
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	Consider service to be valuable							hat you have ervices,	No Opinion	ations?	Inimportant	0
	Have used this service	× .	×	\boxtimes	☑ ,	X ,		lity of service t of the above s	Poor	rial court opera		
		nding legislatior justice partners	se, and	al Council to	acilities issues,	ivestigatory is		the overall qua e not used any	- Pair	rvices to your t		
	acy Services	positions on pe tors, staff, and	strategy, advic th budget discus	es on the Judici the legislature	assistance on fa e	ormation and ir	ır Coalition	t best reflects tees. If you havion.	atisfactory	his group of se	Neutra	
Ę	Budget Advoc	Judicial Council tance to legisla gislative issues	assistance with on judicial branc	atutory mandate and reports to	rategic advice and maintenance	of legislative inf ct branch progra	to the Bench-Ba	the rating that group of servino no opinion" opt	Good	nt, overall, is tl	Somewhat Important	0
tion 3: Evaluatio	. Legislative and	5. Advocacy for detection of the court-related lessons	6. Expertise and commendations	7. Tracking of st opt rules, forms,	8. Liaison and sturt construction	9. Coordination arings that impa	0. Staff support	 Please select eceived for this ase select the " 	Excellent O	7. How importa	ery Important	0
	Section 3: Evaluation	Sudget Advocacy Services Have used this service	Sudget Advocacy Services Have used this service ince to legislators, staff, and justice partners, slative issues	Sudget Advocacy Services Have used this service dicial Council positions on pending legislation ince to legislators, staff, and justice partners, slative issues ssistance with strategy, advice, and judicial branch budget discussions	Budget Advocacy Services Have used this service dicial Council positions on pending legislation ince to legislators, staff, and justice partners, slative issues ssistance with strategy, advice, and judicial branch budget discussions utory mandates on the Judicial Council to the legislature	Budget Advocacy Services Have used this service dicial Council positions on pending legislation ince to legislators, staff, and justice partners, slative issues sistance with strategy, advice, and judicial branch budget discussions utory mandates on the Judicial Council to ind reports to the legislature ategic advice assistance on facilities issues, id maintenance	Budget Advocacy Services Have used this service dicial Council positions on pending legislation ince to legislators, staff, and justice partners, slative issues sistance with strategy, advice, and judicial branch budget discussions utory mandates on the Judicial Council to ind reports to the legislature ategic advice assistance on facilities issues, and maintenance legislative information and investigatory branch programs and projects	Budget Advocacy Services Have used this service dicial Council positions on pending legislation ince to legislators, staff, and justice partners, slative issues saistance with strategy, advice, and judicial branch budget discussions utory mandates on the Judicial Council to ind reports to the legislature at the legislature definities issues, at maintenance legislative information and investigatory branch programs and projects the Bench-Bar Coalition	Have used this service this service dicial Council positions on pending legislation where to legislators, staff, and justice partners, salative issues salative issues salative issues with strategy, advice, and judicial branch budget discussions where to the legislature with elegislature are prorts to the legislature at the legislature are properts to the legislature with maintenance legislative information and investigatory the Bench-Bar Coalition the Bench-Bar Coalition where any of the above selection option.	Have used this service dicial Council positions on pending legislation ince to legislators, staff, and justice partners, slative issues sasistance with strategy, advice, and judicial branch budget discussions utory mandates on the Judicial Council to indice assistance on facilities issues, at maintenance of an investigatory information and investigatory information and investigatory incommendates. If you have not used any of the above second services. If you have not used any of the above second sopinion" option. Good Satisfactory Fair Poor	Have used this services dicial Council positions on pending legislation nee to legislators, staff, and justice partners, salative issues ssistance with strategy, advice, and judicial branch budget discussions utory mandates on the Judicial Council to ind reports to the legislature ategic advice assistance on facilities issues, and maintenance legislative information and investigatory an investigatory in the Bench-Bar Coalition where not used any of the above see opinion" option. Good Satisfactory Fair Poor Coopinion of Satisfactory Po	Have used this service dicial Council positions on pending legislation ince to legislators, staff, and justice partners, is satisfance with strategy, advice, and judicial branch budget discussions and reports to the legislature information and investigatory in the Bench-Bar Coalition in the Bar C



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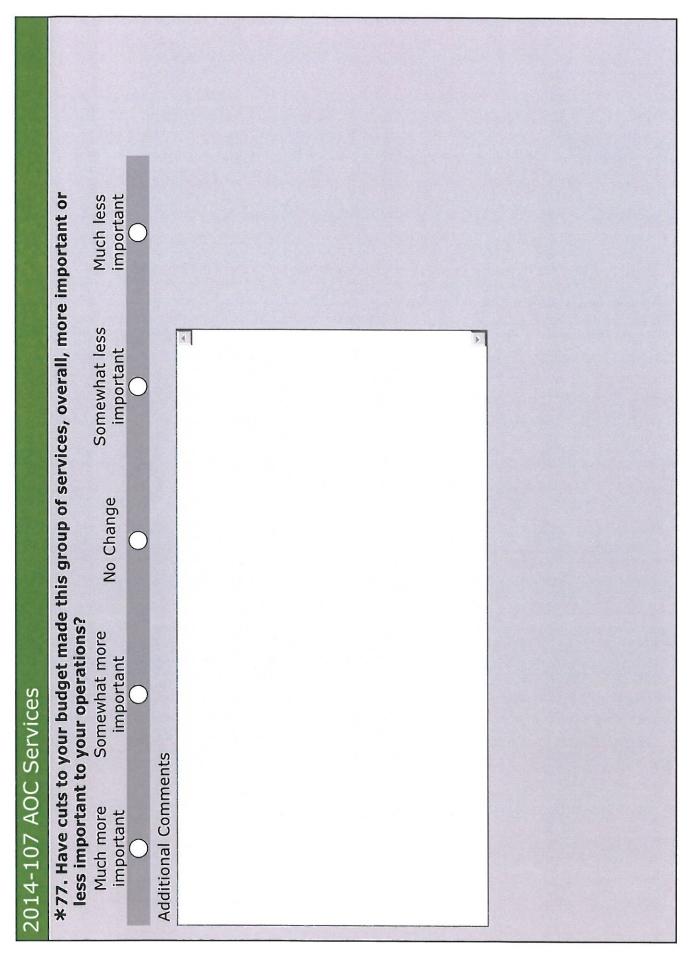
		Have used service to be this service valuable																		
ZUI4-IU/ AUC Services	Section 3: Evaluation	69. Mandated Reporting	221, Access To Visitation Grants Program	222. Semi-Annual Report on Contracts for the Judicial Branch	223. Trial Court Interpreters Program Expenditure Report	224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	225. Demographics of the Bench	226. Sentencing of Criminal Defendants by Race and Ethnicity	227. Judgeship Needs in the Superior Courts	228. Standards and Measures of Judicial Administration	229. Annual Special Funds Expenditure Report	230. Annual Trial Court Allocations Report	231. Phoenix System Status Update Report	232. Purchase and Lease of Electronic Recording Equipment	233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	235. Statewide Collections of Court-Ordered Debt	236. Receipts and Expenditures from Local Courthouse Construction Funds	237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	

2014-107 AOC Services	Services				
238. Special faciliti	238. Special facilities program reports requested by the legislature	equested by the le	gislature		
239, 5-Year Langua	239. 5-Year Language Use and Needs Study	ndy	×,		
240. Criminal Justi	240. Criminal Justice Realignment Data		X		
241. California Con of 2009: Findings fr	241. California Community Corrections P of 2009: Findings from SB 678 Program	Performance Incentives Act	ives Act		
242. Quarterly & annual re projects, and expenditures	242. Quarterly & annual reports on facility modification budgets, projects, and expenditures	ty modification bu	dgets,		
*70. Please select the rating that be received for this group of services. please select the "no opinion" option.	*70. 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.	reflects the over f you have not us	all quality of served any of the abo	ice that you have ve services,	
Excellent	Good Satisfactory	ctory Fair	Poor	No Opinion	
*71. How important, overall, is this		oup of services to	group of services to your trial court operations?	perations?	
Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Unimportant	
0	0	0	0	0	



2014-107 AOC Services			
Section 3: Evaluation			
73. Operations Support Services	Have used this service	Consider service to be valuable	
243. Assigned Judges Program 244. Appellate Court-Appointed Counsel Program administration and support			
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court			
246. Administration of Special Masters assignment			
248. Management of Petitions for Coordination of Complex Civil Cases			
249. Tribal/State court coordination support	□ <u>[</u>		
250. Vexatious Litigants List administration 251 Tury improvements in support of initiatives that enhance the	X X		
utilization of jurors and the jury process) [
252. Federal, state, and private foundation fund development and grant administration	< ∫		
253, Trial Court Business Processing Reengineering expertise and training	X		
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	区)		
255. Data gathering and recommendations for court operational and administrative issues			
256. Assistance to court leaders with addressing internal	abla		

	Se						that you have services,	rations?	Unimportant
	Have used this service		ers 📗		-		quality of service any of the above	our trial court ope	Somewhat Unimportant
issues s of court leaders	ţo:		ourt Executive Offices Advisory Comm	Committee	: Advisory Committ		eflects the overall ou have not used	p of services to yo	Neutral (
nt and operational g through meeting	nistrative support	siding Justices	ministrators and C ive Presiding Justic	ig Judge Advisory (erk Association Defense Oversight	dvisory Committee	rating that best re ip of services. If y binion" option. Satisfact	SHEET STREET	
rnance, manageme Information-sharin	nalytical and admi	Administrative Pre	Appellate Court Ad	Trial Court Presidir	California Court Cl Appellate Indigent OC)	Court Executives A	Please select the select the select the select the "no operation of select the "no operation of select the sel	How important, o	Very Important I
	governance, management and operational issues 257. Information-sharing through meetings of court leaders	Have used this service	court leaders Have used this service	court leaders Have used this service this service Executive Officers	court leaders Have used this service this service Executive Officers Advisory Committee	Les court leaders Court leaders Have used this service this service Executive Officers Advisory Committee mittee Visory Committee	court leaders Have used this service this service this service wittee this service	court leaders Have used this service Executive Officers Advisory Committee mittee wisory Committee Les the overall quality of service the have not used any of the above the have not above the have n	tings of court leaders port to: Have used this service Have used this service Court Executive Officers Ustices Advisory Committee Sight Advisory Committee If you have not used any of the above sefactory Fair Fair Poor Grount Executive Officers Fair Streflects the overall quality of service the service the overall quality of services to your trial court operation of services and your trial court operation of services and your trial court operation of the operation o



		Consider service to be valuable											e that you have.	No Opinion	
		Have used this service	Į.		×,		X)				X	\square	ty of servic of the above	Poor	
			+	ormation System technical rting	inding Methodology research	asures and analysis	ips data and reporting	dicial Officer positions to	staffing or judicial officer I projections	anch data from internal users, s, and law firms		Data Report	t best reflects the overall quality of service that you have ces. If you have not used any of the above services, tion.	Satisfactory Fair	
2014-107 AOC Services	Section 3: Evaluation	78. Research and Data Services	265. Annual Court Statistics Report	266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	267. Workload-based Allocation Funding Methodology research support	268. Judge and staff workload measures and analysis	269. Authorized and filled judgeships data and reporting	270. Conversion of Subordinate Judi judgeships	271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	273. Data review and reporting	274. Production of the annual Jury D	*79. Please select the rating that best reflects the overall quality of service that you received for this group of services. If you have not used any of the above services, please select the "no opinion" option.	Excellent Good S	

	perations? Unimportant	Much less important	
	*80. How important, overall, is this group of services to your trial court operations? Somewhat Somewhat Unimportant Onimportant Onimportant Onimportant Onimportant	this group of services, overall, more important or Somewhat less important O O O O O O O O O O O O O	
	group of services t Neutral		
Services	Somewhat Important	*81. Have cuts to your budget made less important to your operations? Much more Somewhat more important important Additional Comments	
2014-107 AOC Services	*80. How importa Very Important	*81. Have cuts to yoless important to yoless important Additional Comments	

		Consider service to be valuable							that you have services,	No Opinion	ations?	Unimportant	
		Have used this service	\boxtimes	×	×	Du Pu			uality of service any of the above s	Poor	ır trial court oper	Somewhat Unimportant	
			on Program	276. Threat and incident coordination and consultative services	redness/continuity of	assessment, site surveys and	nent Program	am	*83. 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.	Satisfactory Fair	is group of services to your trial court operations?	S Neutral Un	
OC Services	uation	ervices	275. Judicial Online Privacy Protection Program	nd incident coordinatio	277. Emergency planning and preparedness/continuity of operations planning	278. Physical security consultation, a risk analysis	279. Screening Equipment Replacement Program	280. Trial Court Security Grant Program	*83. Please select the rating that be received for this group of services. please select the "no opinion" option.	Good Sa	*84. How important, overall, is this	Somewhat Important	
2014-107 AOC Services	Section 3: Evaluation	82. Security Services	275. Judicial C	276. Threat ar	277. Emergency plan operations planning	278. Physical srisk analysis	279. Screening	280. Trial Cour	*83. Please s received for please select t	Excellent	*84. How imp	Very Important	