

Superior Court of the County of Napa

This document contains the court's responses to the questions we included in a survey regarding the services that the Administrative Office of the Courts (AOC) indicates providing to the courts. Our survey asked each of the trial courts, the courts of appeal, and the Supreme Court to indicate which services that each court has used. In addition, our survey asked each court to indicate whether or not it values each service. Other questions in the survey asked about the quality of the services that AOC provides and the importance of the services to the court's operations.

After the courts responded to our survey, we identified, in consultation with the AOC, eight services in our survey that do not apply to the trial courts. We excluded these eight services from the analyses that support the survey-related tables and figures that appear in our audit report.

Finally, for a copy of the survey instrument please follow this [link](#).

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

(no label) Good

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

(no label) Very Important

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

(no label) Somewhat more important

PAGE 6: Section 3: Evaluation

Q7: Audit Services

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

13. Non-audit consultative reviews Have used this service, Consider service to be valuable

14. Technical advice regarding audit, accounting compliance, and operational requirements Have used this service, Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) No Change

PAGE 7: Section 3: Evaluation

Q11: Capital Projects and Facilities Services

| | |
|---|---|
| 26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance | Have used this service, Consider service to be valuable |
| 27. Management of 24/7 call center for maintenance of branch facilities | Have used this service, 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 | Have used this service, Consider service to be valuable |
| 31. Provision of deferred maintenance and functional improvements | Have used this service, Consider service to be valuable |
| 32. Development, implementation, and management of the preventive maintenance program for assets | Have used this service, Consider service to be valuable |
| 34. Management of Facilities Event Licensing for third party use of court facilities | Have used this service |
| 36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments | Have used this service, Consider service to be valuable |
| 37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs | Have used this service, Consider service to be valuable |

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

| | |
|--|---|
| 38. Architectural and engineering design services | Have used this service, Consider service to be valuable |
| 40. Construction inspection services program for capital projects, facility modification, and facility management programs | Have used this service, Consider service to be valuable |
| 41. Functional and space planning and programming | Have used this service, Consider service to be valuable |
| 42. Approval by authorities having jurisdiction | Have used this service, Consider service to be valuable |
| 43. Sustainable design and design approval | Have used this service, Consider service to be valuable |
| 44. Construction execution delivery including commissioning services | Have used this service, Consider service to be valuable |
| 45. Completion and occupancy and transition planning | Have used this service, Consider service to be valuable |

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

Respondent skipped this question

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

Additional Comments

Although Napa has not added any new court facilities, Judicial Council staff have taken over the operations and maintenance of all three of our local facilities. During this time, they have done an excellent job of planning and administering various projects to rehabilitate and improve the functioning of all our facilities. In addition, we have been very satisfied with the ongoing day-to-day maintenance of our buildings. Their effective performance in this area has persuaded us not to pursue the delegated facility services model utilized by other courts in the state. We also believe that this area of service is especially important for smaller courts that do not have the resources necessary to perform these services throughout the state.

PAGE 8: Section 3: Evaluation

Q17: Collaborative Courts Services

55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts

Have used this service, Consider service to be valuable

57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts

Have used this service, Consider service to be valuable

62. Legal, training, and program assistance to support Unified Courts for Families

Have used this service, Consider service to be valuable

65. Substance Abuse Focus Grants funding

Have used this service, Consider service to be valuable

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)

No Change

PAGE 9: Section 3: Evaluation

Q21: Communications Services

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles

Have used this service, Consider service to be valuable

69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting

Have used this service, Consider service to be valuable

70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch

Have used this service, Consider service to be valuable

71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar

Have used this service, Consider service to be valuable

73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives

Have used this service, Consider service to be valuable

78. Photography support for judicial council and judicial branch programs, projects, and initiatives

Have used this service, Consider service to be valuable

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

(no label)

Good

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

(no label)

Somewhat Important

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

(no label)

No Change

Q25: Criminal Justice Services

| | |
|---|---|
| 79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination | Have used this service, Consider service to be valuable |
| 80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities | Have used this service, Consider service to be valuable |
| 81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation | Have used this service, Consider service to be valuable |
| 82. Defining outcome-based criminal justice related metrics in collaboration with justice partners | Have used this service, Consider service to be valuable |
| 83. Data collection and reporting on probation revocations, sentencing outcomes, and other criminal law related issues (California Corrections Performance Incentive Act and criminal justice realignment) | Have used this service, Consider service to be valuable |
| 84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters | Have used this service, Consider service to be valuable |
| 85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP) | Have used this service, Consider service to be valuable |
| 87. Fulfillment of mandates related to the evaluation of certain criminal justice programs | Have used this service, Consider service to be valuable |

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

(no label) Excellent

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

(no label) Very Important

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

(no label) No Change

PAGE 11: Section 3: Evaluation

Q29: Education and Training Services

| | |
|--|---|
| 88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program | Have used this service, Consider service to be valuable |
| 89. Institute for Court Management certification program for court managers | Have used this service, Consider service to be valuable |
| 90. Court Clerk Training Institute | Have used this service, Consider service to be valuable |
| 91. Court manager and supervisor training | Have used this service, Consider service to be valuable |
| 92. ADA Annual Statewide Training and consulting for ADA coordinators | Have used this service, Consider service to be valuable |
| 93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff | Have used this service, Consider service to be valuable |
| 94. Statewide and regional education (i.e., Beyond the Bench) | Have used this service, Consider service to be valuable |
| 95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training) | Have used this service, Consider service to be valuable |
| 96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners | Have used this service, Consider service to be valuable |
| 98. Development of online educational resources for judges, court staff, supervisors and managers | Have used this service |
| 99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media | Have used this service, Consider service to be valuable |
| 100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks | Have used this service, Consider service to be valuable |
| 101. Development of online benchtools for judges to use, including scripts, flow charts and checklists | Have used this service, Consider service to be valuable |
| 103. Job Aids for court staff, supervisors, and managers | Have used this service, Consider service to be valuable |

2014-107 AOC Services

| | |
|--|---|
| 104. Web Ex programmatic instructional support | Have used this service, Consider service to be valuable |
| 106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings | Have used this service, Consider service to be valuable |
| 108. Jury education materials in support of successful jury participation | Have used this service, Consider service to be valuable |

Q30: Statewide training for new Judicial Officers, including:

| | |
|--|---|
| 109. New Judge Orientation | Have used this service, Consider service to be valuable |
| 110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family) | Have used this service, Consider service to be valuable |
| 111. B.E. Witkin Judicial College | Have used this service, Consider service to be valuable |

Q31: Statewide education for experienced Judicial Officers and Judicial Attorneys, including:

| | |
|---|---|
| 113. Criminal Assignment Courses | Have used this service, Consider service to be valuable |
| 114. Qualifying Ethics Training | Have used this service, Consider service to be valuable |
| 115. Complex Civil and Advanced Civil | Have used this service, Consider service to be valuable |
| 116. California Environmental Quality Act (CEQA) | Have used this service, Consider service to be valuable |
| 117. Domestic Violence courses | Have used this service, Consider service to be valuable |
| 118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts) | Have used this service, Consider service to be valuable |

Q32: Statewide Education for Judicial Leaders, including:

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

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

| | |
|------------|-----------|
| (no label) | Excellent |
|------------|-----------|

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

(no label)

Very Important

Q35: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

PAGE 12: Section 3: Evaluation

Q36: Family Services

122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators

Have used this service, Consider service to be valuable

123. Access to Visitation Program

Have used this service, Consider service to be valuable

124. Information and technical assistance to Family Courts

Have used this service, Consider service to be valuable

127. Family Dispute Resolution support, technical assistance, and education

Have used this service, Consider service to be valuable

131. California Courts Protective Orders Registry

Have used this service, Consider service to be valuable

Q37: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

PAGE 13: Section 3: Evaluation

Q40: Fiscal Services

| | |
|---|---|
| 132. Budgeting | Have used this service, Consider service to be valuable |
| 133. Centralized Treasury | Have used this service, Consider service to be valuable |
| 135. Master contracts/procurement assistance | Have used this service, Consider service to be valuable |
| 136. Financial Management - accounting and reporting | Have used this service, Consider service to be valuable |
| 137. Accounts Payable support | Have used this service, Consider service to be valuable |
| 139. Financial policies and procedures | Have used this service, Consider service to be valuable |
| 140. Fiscal training and assistance | Have used this service, Consider service to be valuable |
| 141. Grants Administration | Have used this service, Consider service to be valuable |
| 142. Enhanced Collections guidelines and assistance for courts and counties | Have used this service, Consider service to be valuable |
| 143. Provision and maintenance of financial information available through the judicial branch website | Have used this service, Consider service to be valuable |

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

(no label) Good

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

(no label) Very Important

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

(no label) No Change

Q44: Human Resources Services

| | |
|---|---|
| 144. Labor relations and collective bargaining services | Have used this service, Consider service to be valuable |
| 145. Employee relations/investigations/progressive discipline/leave management | Have used this service, Consider service to be valuable |
| 146. Judicial payroll and benefits | Have used this service, Consider service to be valuable |
| 150. Judicial Branch Workers' Compensation program oversight and administration | Have used this service, Consider service to be valuable |
| 151. Integrated Disability Management | Have used this service, Consider service to be valuable |

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

Prior to our budget reductions, the court employed an HR Manager and an HR Analyst. We have eliminated the HR Manager position, and the HR Analyst could not absorb the workload without the very valuable HR services and support provided by Judicial Council staff. In particular, we find the outstanding labor relations advice and support provided by the Labor Relations Office to be critical to maintaining an effective HR and ER environment.

Q48: Information Technology Services

| | |
|--|---|
| 152. California Courts Protective Order Registry (CCPOR) | Have used this service, Consider service to be valuable |
| 153. Judicial Branch Statistical Information System (JBSIS) | Have used this service, Consider service to be valuable |
| 156. Uniform Civil Fees System (UCFS) | Have used this service, Consider service to be valuable |
| 159. California Courts Technology Center (CCTC) including disaster and security services and data integration services | Have used this service, Consider service to be valuable |
| 161. Technology hardware updates program | Have used this service, Consider service to be valuable |
| 164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites | Have used this service, Consider service to be valuable |
| 166. Programmatic, technical and logistical support for WebEx programs | Have used this service, Consider service to be valuable |

Q49: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) 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) Somewhat more important

Additional Comments

The technology hardware updates are essential to our ability to maintain a fully functioning network.

Q52: Juvenile Services

| | |
|--|---|
| 169. Court appointed dependency counsel funding, budgeting, and program management | Have used this service, Consider service to be valuable |
| 171. Juvenile Dependency Counsel Collections Programs | Have used this service, Consider service to be valuable |
| 172. Psychotropic Medication Orders program | Have used this service, Consider service to be valuable |
| 173. Judicial Resources and Technical Assistance Program for dependency cases | Have used this service, Consider service to be valuable |
| 174. Information and technical assistance to juvenile courts | Have used this service, Consider service to be valuable |

Q53: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q54: How important, overall, is this group of services to your trial court operations?

(no label) Somewhat Important

Q55: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

Additional Comments

Our judges find the Psychotropic Medication Orders program especially helpful.

PAGE 17: Section 3: Evaluation

Q56: Language Services

| | |
|---|---|
| 181. Court interpreter education and training | Have used this service, Consider service to be valuable |
| 184. Court Interpreter Database Collection System (CIDCS) | Have used this service, Consider service to be valuable |
| 187. Translations of forms, Web site, signage and other resources | Have used this service, Consider service to be valuable |

Q57: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

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

(no label)

Somewhat Important

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

(no label)

No Change

PAGE 18: Section 3: Evaluation

Q60: Legal Services

189. Legal support with claims including investigations and responses

Have used this service, Consider service to be valuable

193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues

Have used this service, Consider service to be valuable

194. Legal advice and consultation on a broad spectrum of judicial administration matters

Have used this service, Consider service to be valuable

195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs

Have used this service, Consider service to be valuable

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

205. Alternative Dispute Resolution

Have used this service, Consider service to be valuable

206. Civil and small claims

Have used this service, Consider service to be valuable

209. Family and juvenile law

Have used this service, Consider service to be valuable

210. Judicial administration

Have used this service, Consider service to be valuable

212. Subject matter expertise

Have used this service, Consider service to be valuable

214. Probation and mental health

Have used this service, Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

Additional Comments

Although all the services we call upon at the Judicial Council are important, we consider legal assistance to be the most important and to be extremely effective.

PAGE 19: Section 3: Evaluation

Q65: Legislative and Budget Advocacy Services

215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues

Have used this service, Consider service to be valuable

216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions

Have used this service, Consider service to be valuable

217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature

Have used this service, Consider service to be valuable

219. Coordination of legislative information and investigatory hearings that impact branch programs and projects

Have used this service, Consider service to be valuable

Q66: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

PAGE 20: Section 3: Evaluation

Q69: Mandated Reporting

| | |
|--|---|
| 221. Access To Visitation Grants Program | Have used this service, Consider service to be valuable |
| 222. Semi-Annual Report on Contracts for the Judicial Branch | Have used this service, Consider service to be valuable |
| 223. Trial Court Interpreters Program Expenditure Report | Have used this service, Consider service to be valuable |
| 227. Judgeship Needs in the Superior Courts | Have used this service, Consider service to be valuable |
| 228. Standards and Measures of Judicial Administration | Have used this service, Consider service to be valuable |
| 229. Annual Special Funds Expenditure Report | Have used this service, Consider service to be valuable |
| 230. Annual Trial Court Allocations Report | Have used this service, Consider service to be valuable |
| 231. Phoenix System Status Update Report | Have used this service, Consider service to be valuable |
| 232. Purchase and Lease of Electronic Recording Equipment | Have used this service, Consider service to be valuable |
| 233. Trial Court Revenue, Expenditure, and Fund Balance Constraints | Have used this service, Consider service to be valuable |
| 235. Statewide Collections of Court-Ordered Debt | Have used this service, Consider service to be valuable |
| 236. Receipts and Expenditures from Local Courthouse Construction Funds | Have used this service, Consider service to be valuable |
| 240. Criminal Justice Realignment Data | Have used this service, Consider service to be valuable |
| 241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program | Have used this service, Consider service to be valuable |
| 242. Quarterly & annual reports on facility modification budgets, projects, and expenditures | Have used this service, Consider service to be valuable |

Q70: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

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

(no label) Very 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

Have used this service, Consider service to be valuable

250. Vexatious Litigants List administration

Have used this service, Consider service to be valuable

251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process

Have used this service, Consider service to be valuable

253. Trial Court Business Processing Reengineering expertise and training

Have used this service, Consider service to be valuable

255. Data gathering and recommendations for court operational and administrative issues

Have used this service, Consider service to be valuable

256. Assistance to court leaders with addressing internal governance, management and operational issues

Have used this service, Consider service to be valuable

257. Information-sharing through meetings of court leaders

Have used this service, Consider service to be valuable

Q74: Analytical and administrative support to:

264. Court Executives Advisory Committee

Have used this service, Consider service to be valuable

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

(no label)

Excellent

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)

No Change

PAGE 22: Section 3: Evaluation

Q78: Research and Data Services

| | |
|---|---|
| 265. Annual Court Statistics Report | Have used this service, Consider service to be valuable |
| 266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting | Have used this service, Consider service to be valuable |
| 267. Workload-based Allocation Funding Methodology research support | Have used this service, Consider service to be valuable |
| 270. Conversion of Subordinate Judicial Officer positions to judgeships | Have used this service, Consider service to be valuable |
| 273. Data review and reporting | Have used this service, Consider service to be valuable |
| 274. Production of the annual Jury Data Report | Have used this service, Consider service to be valuable |

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

(no label) Excellent

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

(no label) Very Important

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

(no label) No Change

PAGE 23: Section 3: Evaluation

Q82: Security Services

| | |
|---|---|
| 275. Judicial Online Privacy Protection Program | Have used this service, Consider service to be valuable |
| 277. Emergency planning and preparedness/continuity of operations planning | Have used this service, Consider service to be valuable |
| 278. Physical security consultation, assessment, site surveys and risk analysis | Have used this service, Consider service to be valuable |
| 279. Screening Equipment Replacement Program | Have used this service, Consider service to be valuable |

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

(no label) Good

Q84: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

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

(no label) No Change

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? No

PAGE 25: Section 4: Conclusion

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

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

Napa is currently participating in a three court consortium with Monterey and Santa Clara to implement a new case management system. In the past we have shared services and programs related to employment section test development, employee training and development, and supervised visitation.

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 | Very Important |
| Executive Office | Very Important |
| Fiscal Services Office | Very Important |
| Human Resources Services Office | Very Important |
| Information Technology Services Office | Very Important |
| Internal Audit Services | Very Important |
| Judicial Branch Capital Program Office | Very Important |
| Judicial Council Support Services | Very Important |
| Legal Services Office | Very Important |
| Office of Administrative Services | Very Important |
| Office of Appellate Court Services | Neutral |
| Office of Communications | Neutral |
| 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 |

Q92: Additional Comments

Respondent skipped this question