

Superior Court of the County of San Francisco

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](#).

Q3: Access Services

1. Self-Help legal, training, program, education support	Have used this service, Consider service to be valuable
2. Sargent Shriver Civil Counsel Pilot Program	Have used this service, Consider service to be valuable
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	Have used this service, Consider service to be valuable
5. Judicial Branch Self-Help Website and resources	Have used this service, Consider service to be valuable
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service, Consider service to be valuable
8. Administration and management of the JusticeCorps volunteer program	Have used this service, Consider service to be valuable
9. Plain language forms and instructions	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Somewhat Important

Q6: 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

Budget cuts from the legislature and governor has forced our court to significantly downsize our self-help center. Thus, these services from the AOC, while never being able to replace the full scope of self-help services that our court once had, helps as a resource to still trying to serve self-represented litigants with reduced staff.

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

Our court does not have an active capital project, so these responses are based only on the experience we have had with ongoing operations and maintenance of current facilities. The AOC does a great job with this. They are responsive (unlike prior experiences I have had with the state DGS in a prior job) and ensure that our building function properly.

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Q17: Collaborative Courts Services

- | | |
|--------------------------------------------------------------------------------------------------------------|------------------------|
| 54. Legal, training, and program assistance to support Community Courts | Have used this service |
| 55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts | Have used this service |
| 56. Legal, training, and program assistance to support DUI Courts | Have used this service |
| 57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts | Have used this service |
| 61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations | Have used this service |
| 65. Substance Abuse Focus Grants funding | Have used this service |
| 66. Research and analysis assistance | Have used this service |

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)

Satisfactory

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

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Q21: Communications Services

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

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

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

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 Have used this service

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

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) Satisfactory

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

(no label) Somewhat Unimportant

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

(no label) Somewhat less important

Q25: Criminal Justice Services

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
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
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)	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) Somewhat 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

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
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
94. Statewide and regional education (i.e., Beyond the Bench)	Have used this service, Consider service to be valuable
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Have used this service, Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
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
102. Development of public guides for children in court, victims' services, and court proceedings for families	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

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

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
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Have used this service, Consider service to be valuable
128. Domestic Violence Courts	Have used this service, Consider service to be valuable
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) Good

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

(no label) Somewhat Important

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

(no label) No Change

Q40: Fiscal Services

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

Q44: Human Resources Services

144. Labor relations and collective bargaining services	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

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) Good

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) No Change

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
154. Phoenix Financial, procurement and HR/Payroll System	Have used this service, Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	Have used this service, Consider service to be valuable
156. Uniform Civil Fees System (UCFS)	Have used this service
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	Have used this service, Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service
160. Network hosting, security, and support	Have used this service
161. Technology hardware updates program	Have used this service
163. Support to California Law Enforcement Telecommunications System (CLETS)	Have used this service
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Have used this service

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) Satisfactory

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

(no label) Somewhat Important

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

(no label) No Change

Additional Comments

Your questions related to actual applications (CAFM, Pheonix, CLETS, etc.) are not good questions since there are no alternatives to these programs. In other words, court have no choice but to use these programs. If courts do not use these programs, then we cannot function, so how would they NOT be valuable?????

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Q52: Juvenile Services

167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Have used this service
169. Court appointed dependency counsel funding, budgeting, and program management	Have used this service
171. Juvenile Dependency Counsel Collections Programs	Have used this service

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

(no label)	Satisfactory
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Q54: How important, overall, is this group of services to your trial court operations?

(no label)	Neutral
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Q55: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)	No Change
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Q56: Language Services

179. Court interpreter test administration, development, and maintenance oversight	Have used this service, Consider service to be valuable
181. Court interpreter education and training	Have used this service, Consider service to be valuable
185. Certified and Registered Master List Maintenance of Court Interpreters	Have used this service, Consider service to be valuable
186. Cross-Assignment of Court Interpreter Employees	Have used this service

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

(no label)

Very 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

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Q60: Legal Services

189. Legal support with claims including investigations and responses	Have used this service, Consider service to be valuable
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	Have used this service, Consider service to be valuable
191. Management of affirmative litigation	Have used this service, Consider service to be valuable
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Have used this service, Consider service to be valuable
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	Have used this service, Consider service to be valuable
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Have used this service, Consider service to be valuable
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	Have used this service, Consider service to be valuable
196. Legal advice and representation regarding external audits/investigations	Have used this service, Consider service to be valuable
197. Assistance with responding to subpoenas and disqualification statements	Have used this service, Consider service to be valuable
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Have used this service, Consider service to be valuable
199. Assistance with evaluation of need for and preparing requests for emergency orders	Have used this service, Consider service to be valuable
200. Legal advice and assistance with petitions for complex civil case coordination	Have used this service, Consider service to be valuable
201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities	Have used this service, Consider service to be valuable
202. Management of the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable

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

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
207. Collaborative courts	Have used this service, Consider service to be valuable
208. Complex litigation	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
211. Judicial ethics	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) Good

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

(no label) Very Important

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

(no label) No Change

Additional Comments

For question 214, you mean "Probate & Mental Health" - not "Probation & Mental Health", which are unrelated categories.

Q65: Legislative and Budget Advocacy Services

215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues	Have used this service, Consider service to be valuable
216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	Have used this service, Consider service to be valuable
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	Have used this service, Consider service to be valuable
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	Have used this service, Consider service to be valuable
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	Have used this service, Consider service to be valuable
220. Staff support to the Bench-Bar Coalition	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) Good

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

Q69: Mandated Reporting

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

242. Quarterly & annual reports on facility modification budgets, projects, and expenditures Have used this service

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 Unimportant

Q72: 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

Another question that is poorly phrased. A majority of these reports are mandated either by statute or a policy. Thus, they are not necessarily "valuable" - they are simply required. These AOC services are not important to court operations they are necessary because the reports are required. In other words, the services do not help court operations - they only help in the submittal of required reports.

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Q73: Operations Support Services

243. Assigned Judges Program Have used this service, Consider service to be valuable

247. Civil Case Coordination Have used this service, Consider service to be valuable

248. Management of Petitions for Coordination of Complex Civil Cases Have used this service, Consider service to be valuable

250. Vexatious Litigants List administration 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:

259. Presiding Judges Have used this service, Consider service to be valuable

261. Trial Court Presiding Judge Advisory Committee Have used this service, Consider service to be valuable

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) Good

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

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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

267. Workload-based Allocation Funding Methodology research support Have used this service

268. Judge and staff workload measures and analysis Have used this service

269. Authorized and filled judgeships data and reporting Have used this service

270. Conversion of Subordinate Judicial Officer positions to judgeships Have used this service, Consider service to be valuable

271. Technical support to evaluate staffing or judicial officer allocations against workload model projections Have used this service

272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms Have used this service

273. Data review and reporting Have used this service

274. Production of the annual Jury Data Report Have used this service

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

(no label) Satisfactory

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

(no label)

Neutral

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

(no label)

No Change

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Q82: Security Services

275. Judicial Online Privacy Protection Program

Have used this service, Consider service to be valuable

276. Threat and incident coordination and consultative services

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

280. Trial Court Security Grant Program

Have used this service, Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

No Change

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Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?	Yes
Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts?	No

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Q88: Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts.	<i>Respondent skipped this question</i>
Q89: So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?	Yes

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

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Q91: The following is an alphabetized list of all AOC offices. Please evaluate the services that each office provides according to their overall importance to the operations of your court.

Center for Families, Children & the Courts	Somewhat Important
Center for Judiciary Education and Research	Very Important
Court Operations Special Services Office	Somewhat Important
Criminal Justice Court Services Office	Somewhat Important
Executive Office	Somewhat Important
Fiscal Services Office	Very Important
Human Resources Services Office	Somewhat Important
Information Technology Services Office	Somewhat Important
Internal Audit Services	Very Important
Judicial Branch Capital Program Office	Somewhat Important
Judicial Council Support Services	Neutral
Legal Services Office	Very Important
Office of Administrative Services	Somewhat Unimportant
Office of Appellate Court Services	Somewhat Important
Office of Communications	Somewhat Unimportant
Office of Governmental Affairs	Very Important
Office of Real Estate and Facilities Management	Very Important
Special Projects Office	Somewhat Unimportant
Trial Court Administrative Services Office	Somewhat Important
Trial Court Liaison Office	Somewhat Important

Q92: Additional Comments

Respondent skipped this question