

Superior Court of the County of San Joaquin

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	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	Have used this service
5. Judicial Branch Self-Help Website and resources	Have used this service
6. On-line Document Assembly/Forms Completion Programs	Have used this service
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	Consider service to be valuable
courts	
courts 9. Plain language forms and instructions	Have used this service
	all quality of service that you have received for
 9. Plain language forms and instructions Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the 	all quality of service that you have received for
 9. Plain language forms and instructions Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the option. 	all quality of service that you have received for above services, please select the "no opinion" Excellent
 9. Plain language forms and instructions Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the option. (no label) 	all quality of service that you have received for above services, please select the "no opinion" Excellent
 9. Plain language forms and instructions Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the option. (no label) Q5: How important, overall, is this group of services to the option. 	all quality of service that you have received for above services, please select the "no opinion" Excellent o your trial court operations? Very Important

PAGE 6: Section 3: Evaluation

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.	Have used this service	
13. Non-audit consultative reviews	Have used this service	
14. Technical advice regarding audit, accounting compliance, and operational requirements	Consider service to be valuable	
15. Whistleblower Hotline responsibility	Have used this service	
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.		
	above services, please select the "no opinion"	
	Excellent	
option.	Excellent	
option. (no label)	Excellent	
option. (no label) Q9: How important, overall, is this group of services t	Excellent o your trial court operations? Very Important	
option. (no label) Q9: How important, overall, is this group of services t (no label) Q10: Have cuts to your budget made this group of ser	Excellent o your trial court operations? Very Important	

PAGE 7: Section 3: Evaluation

Q11: Capital Projects and Facilities Services	
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	Have used this service
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 audio- visual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure	Have used this service
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
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

Q12: Delivery of professional project management and 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	
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 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

51. Contracting

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

Consider service to be valuable

Consider service to be valuable

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

Were it not for this division, we would likely not have a pending courthouse construction project. There are many, many issues to attend to when building a new courthouse. From site selection, site acquisition, environmental impact studies, space planning, architectural design and construction. All are critical to a project and the court does not have the staff expertise in this area to accomplish a project as significant as construction of a new courthouse.

PAGE 8: Section 3: Evaluation

Q17: Collaborative Courts Services		
54. Legal, training, and program assistance to support Community Courts	Consider service to be valuable	
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	
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)	Have used this service	
65. Substance Abuse Focus Grants funding	Consider service to be valuable	
66. Research and analysis assistance	Have used this service	
67. Cost benefit studies of collaborative courts	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)	Excellent	
Q19: How important, overall, is this group of services to your trial court operations?		

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

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	
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	
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	
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	Have used this service	
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	Have used this service	
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	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)	Excellent	
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 service to your operations?	vices, overall, more important or less important	
(no label)	No Change	

PAGE 10: Section 3: Evaluation

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	
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	Have used this service	
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	Have used this service	
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)

Much more important

PAGE 11: Section 3: Evaluation

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

103. Job Aids for court staff, supervisors, and managers	Consider service to be valuable
104. Web Ex programmatic instructional support	Consider service to be valuable
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Have used this service
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	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
108. Jury education materials in support of successful jury participation	Consider service to be valuable
Q30: Statewide training for new Judicial Officers, inclu	ıding:
109. New Judge Orientation	Consider service to be valuable
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	Consider service to be valuable
111. B.E. Witkin Judicial College	Consider service to be valuable
Q31: Statewide education for experienced Judicial Off	icers and Judicial Attorneys, including:
113. Criminal Assignment Courses	Consider service to be valuable
114. Qualifying Ethics Training	Consider service to be valuable
115. Complex Civil and Advanced Civil	Consider service to be valuable
116. California Environmental Quality Act (CEQA)	Consider service to be valuable
117. Domestic Violence courses	Consider service to be valuable
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Consider service to be valuable
119. Institutes for Appellate and Trial Court Attorneys	Consider service to be valuable
Q32: Statewide Education for Judicial Leaders, includ	ing:
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 ove	rall quality of service that you have received

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	
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	Consider service to be valuable	
123. Access to Visitation Program	Have used this service	
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	Have used this service	
127. Family Dispute Resolution support, technical assistance, and education	Have used this service	
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 service	s 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	Consider service to be valuable
133. Centralized Treasury	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 over for this group of services. If you have not used any of 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 ser to your operations?	vices, overall, more important or less important
(no label)	Much more important

PAGE 14: Section 3: Evaluation

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	Have used this service
149. Recruitment, classification and compensation assistance	Have used this service
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 ove for this group of services. If you have not used any of 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 ser to your operations?	vices, overall, more important or less important
(no label)	Much more important

PAGE 15: Section 3: Evaluation

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
166. Programmatic, technical and logistical support for WebEx programs	Have used this service
Q49: 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
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 ser to your operations?	vices, overall, more important or less important
(no label)	Much more important

PAGE 16: Section 3: Evaluation

Q52: Juvenile Services	
167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Have used this service
168. Local Blue Ribbon Commissions training and technical 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	Have used this service
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
Q53: 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
Q54: How important, overall, is this group of services	to your trial court operations?
(no label)	Very Important
(no label) Q55: Have cuts to your budget made this group of set to your operations?	

PAGE 17: Section 3: Evaluation

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 telephonic interpreting services	Consider service to be valuable
Q57: Please select the rating that best reflects the ove 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?
(no label)	Very Important
Q59: Have cuts to your budget made this group of ser to your operations?	vices, overall, more important or less important
(no label)	Much more important

PAGE 18: Section 3: Evaluation

Q60: Legal Services

189. Legal support with claims including investigations and responses

190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)

191. Management of affirmative litigation

192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members

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

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

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

197. Assistance with responding to subpoenas and disqualification statements

198. New and amended Local Court rules review and assistance with requests for alternative effective dates

199. Assistance with evaluation of need for and preparing 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 Insurance Program

Consider service to be valuable

061	Subject	matter	ovnortiso	and	technical	assistance	with	issups	including.
	Subject	IIIallei	experuse	anu	lecinicai	assistance	WILII	issues,	monuting.

203. Access and fairness	Have used this service
205. Alternative Dispute Resolution	Have used this service
206. Civil and small claims	Have used this service
207. Collaborative courts	Have used this service
208. Complex litigation	Consider service to be valuable
209. Family and juvenile law	Have used this service
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	Have used this service
214. Probation and mental health	Have used this service

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

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 ove for this group of services. If you have not used any of 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 service to your operations?	vices, 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

Consider service to be valuable

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

(no label)

Excellent

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

(no label)

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

Additional Comments As these reports are all branchwide reports, having the JC staff prepare/compile on our behalf is invaluable.

PAGE 21: Section 3: Evaluation

Q73: Operations Support Services	
243. Assigned Judges Program	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	Consider service to be valuable
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
261. Trial Court Presiding Judge Advisory Committee	Consider service to be valuable
262. California Court Clerk Association	Consider service to be valuable
264. Court Executives Advisory Committee	Consider service to be valuable
Q75: Please select the rating that best reflects the over for this group of services. If you have not used any of opinion" option.	

Excellent

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

(no	label)
-----	--------

(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

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
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
	Consider service to be valuable Consider service to be valuable
273. Data review and reporting	Consider service to be valuable erall quality of service that you have received
 273. Data review and reporting 274. Production of the annual Jury Data Report Q79: Please select the rating that best reflects the over for this group of services. If you have not used any or 	Consider service to be valuable erall quality of service that you have received
 273. Data review and reporting 274. Production of the annual Jury Data Report Q79: Please select the rating that best reflects the over for this group of services. If you have not used any or opinion" option. 	Consider service to be valuable erall quality of service that you have received f the above services, please select the "no Excellent
 273. Data review and reporting 274. Production of the annual Jury Data Report Q79: 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) 	Consider service to be valuable erall quality of service that you have received f the above services, please select the "no Excellent
 273. Data review and reporting 274. Production of the annual Jury Data Report Q79: 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) Q80: How important, overall, is this group of services 	Consider service to be valuable erall quality of service that you have received f the above services, please select the "no Excellent to your trial court operations? Very Important

PAGE 23: Section 3: Evaluation

	Q82: Security Services				
	276. Threat and incident coordination and consultative services	Consider service to be valuable			
	277. Emergency planning and preparedness/continuity of operations planning	Consider service to be valuable			
	278. Physical security consultation, assessment, site surveys and risk analysis	Consider service to be valuable			
	279. Screening Equipment Replacement Program	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)	Much more important			
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			
P	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?

PAGE 26: Section 4: Conclusion

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

Respondent skipped this question

PAGE 27: Section 4: Conclusion

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

Center for Families, Children & the Courts	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	Somewhat 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	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

Q92: Additional Comments

Many of the services provided by the JC/AOC staff are necessary in order to support all courts. I don't think the Executive or Legislative Branch would be intersted in hearing from 58 different PJ's and CEO's about all of the issues we face and areas we are required to report on. Furthermore, many courts, simply do not have resources to perform many of the services the JC/AOC staff provide. The JC/AOC staff are the "central" repository if you will where they can assist us with issues we all have in common. Our court has had to rely heavily on JC/AOC staff services for many, many years and see this relationship continuing for the foreseable future.