

## **Superior Court of the County of San Luis Obispo**

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	
Self-Help legal, training, program, education support	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
4. Equal Access Funds	Have used this service, Consider service to be valuable
5. Judicial Branch Self-Help Website and resources	Have used this service, Consider service to be valuable
6. On-line Document Assembly/Forms Completion Programs	Have used this service, Consider service to be valuable
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service, Consider service to be valuable
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

option.

Excellent (no label)

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 less important

**Additional Comments** 

Since it is not mandated, we have had to stop some level of services in support of other mandated programs.

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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 or this group of services. If you have not used any of option.  (no label)	
this group of services. If you have not used any of option.	the above services, please select the "no opinion"  Good
this group of services. If you have not used any of option.  (no label)	the above services, please select the "no opinion"  Good
this group of services. If you have not used any of toption.  (no label)  Q9: How important, overall, is this group of service	Good sto your trial court operations? Somewhat Important

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#### Q11: Capital Projects and Facilities Services

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

Have used this service, Consider service to be valuable

23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs

Have used this service, 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

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

29. Negotiation and administration of AOC and courtfunded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings Have used this service, Consider service to be valuable

31. Provision of deferred maintenance and functional improvements

Have used this service, Consider service to be valuable

35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance

Have used this service, Consider service to be valuable

36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments

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	
44. Construction execution delivery including commissioning services	Have used this service, Consider service to be valuable	
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Have used this service, Consider service to be valuable	
Q13: Establishment and implementation of policies	for the judicial branch capital program, including:	
47. Program Management	Have used this service, Consider service to be valuable	
48. Prioritization Methodology	Have used this service, Consider service to be valuable	
49. Trial Court Facilities Standards	Have used this service, Consider service to be valuable	
51. Contracting	Have used this service, Consider service to be valuable	
Q14: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Satisfactory	
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	

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Q17: Collaborative Courts Services		
54. Legal, training, and program assistance to support Community Courts	Have used this service, Consider service to be valuable	
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Have used this service, Consider service to be valuable	
59. Legal, training, and program assistance to support Homeless Courts	Have used this service, Consider service to be valuable	
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	Have used this service, Consider service to be valuable	
63. Legal, training, and program assistance to support Veterans Courts and Military Families	Have used this service, Consider service to be valuable	
64. Legal, training, and program assistance to support Youth/Peer Courts)	Have used this service, Consider service to be valuable	
65. Substance Abuse Focus Grants funding	Have used this service, Consider service to be valuable	
66. Research and analysis assistance	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)	Excellent	
Q19: How important, overall, is this group of services to your trial court operations?		
(no label)	Somewhat Important	
Q20: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Somewhat less important	

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**Additional Comments** 

Collaborative courts are very labor intensive and are not sustainable for the future.

Q21: Communications Services	
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
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	Have used this service, Consider service to be valuable
74. Consultation and counsel on media strategies for programs, projects, and initiatives	Have used this service, Consider service to be valuable
75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions	Have used this service, Consider service to be valuable
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	Have used this service, Consider service to be valuable
Q22: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.	
(no label)	Satisfactory

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

(no label) Neutral

Q24: 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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## **Q25: Criminal Justice Services** 79. Technical assistance, training, legal advice, and Have used this service, Consider service to subject matter expertise on criminal justice be valuable realignment including data collection, analysis, and information dissemination 80. Written and oral legal advice provided to individual Have used this service, Consider service to trial courts on a case-by-case basis on a wide array of be valuable criminal law and procedure issues, including new statutory requirements and responsibilities 81. Resource identification and liaison activities with Have used this service, Consider service to outside justice partners (which include sheriffs, be valuable probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation 82. Defining outcome-based criminal justice related Have used this service. Consider service to metrics in collaboration with justice partners be valuable 83. Data collection and reporting on probation Have used this service, Consider service to revocations, sentencing outcomes, and other criminal be valuable law related issues (California Corrections Performance Incentive Act and criminal justice realignment) 84. Subject matter expertise, legal advice, and Have used this service, Consider service to technical assistance with issues relating to traffic be valuable related matters 86. Legal advice and technical assistance with Have used this service, Consider service to emerging statewide issues related to criminal law and be valuable procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements) 87. Fulfillment of mandates related to the evaluation of Have used this service, Consider service to certain criminal justice programs 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. Excellent (no label) 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?

Much more important

(no label)

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
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
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable

104. Web Ex programmatic instructional support	Have used this service, Consider service to be valuable
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Have used this service, Consider service to be valuable
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service, Consider service to be valuable
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	Have used this service, Consider service to be valuable
Q30: Statewide training for new Judicial Officers, inc	luding:
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 O	fficers 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

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Q36: Family Services	
122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	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
125. Family and Juvenile court judicial and staff workload study and needs assessment	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
127. Family Dispute Resolution support, technical assistance, and education	Have used this service, Consider service to be valuable
128. Domestic Violence Courts	Have used this service, Consider service to be valuable
129. Domestic Violence Safety Planning Project	Have used this service, Consider service to be valuable
130. Violence Against Women Education Program	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)

No Change

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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	
134. Payroll and controller services	Have used this service, Consider service to be valuable	
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable	
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable	
137. Accounts Payable support	Have used this service, Consider service to be valuable	
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)	Excellent	
Q42: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q43: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

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
147. Pay and benefits management and administration for employees	Have used this service, Consider service to be valuable
148. Trial court payroll services through Phoenix or ADP	Have used this service, Consider service to be valuable
149. Recruitment, classification and compensation assistance	Have used this service, Consider service to be valuable
150. Judicial Branch Workers' Compensation program oversight and administration	Have used this service, Consider service to be valuable
151. Integrated Disability Management	Have used this service, Consider service to be valuable
Q45: Please select the rating that best reflects the ov for this group of services. If you have not used any o opinion" option.	
(no label)	Excellent
Q46: How important, overall, is this group of services	s to your trial court operations?
(no label)	Very Important
Q47: Have cuts to your budget made this group of se to your operations?	rvices, overall, more important or less important
(no label)	Much more important

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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	
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, Consider service to be valuable	
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service, Consider service to be valuable	
160. Network hosting, security, and support	Have used this service, Consider service to be valuable	
161. Technology hardware updates program	Have used this service, Consider service to be valuable	
163. Support to California Law Enforcement Telecommunications System (CLETS)	Have used this service, Consider service to be valuable	
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Have used this service, Consider service to be valuable	
166. Programmatic, technical and logistical support for WebEx programs	Have used this service, Consider service to be valuable	
Q49: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q50: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q51: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

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Q52: Juvenile Services		
167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Have used this service, Consider service to be valuable	
168. Local Blue Ribbon Commissions training and technical assistance	Have used this service, Consider service to be valuable	
169. Court appointed dependency counsel funding, budgeting, and program management	Have used this service, Consider service to be valuable	
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Have used this service, Consider service to be valuable	
171. Juvenile Dependency Counsel Collections Programs	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)	Excellent	
Q54: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q55: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Somewhat more important	

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Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
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verall quality of service that you have received of the above services, please select the "no
Excellent
s to your trial court operations?
Very Important
ervices, overall, more important or less important
Much more important

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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			
201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities	Have used this service, Consider service to be valuable			
202. Management of the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable			
Q61: Subject matter expertise and technical assistance with issues, including:				
203. Access and fairness	Have used this service, Consider service to be valuable			
205. Alternative Dispute Resolution	Have used this service, Consider service to be valuable			
210. Judicial administration	Have used this service, Consider service to be valuable			
211. Judicial ethics	Have used this service, Consider service to be valuable			
212. Subject matter expertise	Have used this service, Consider service to be valuable			

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

(no label) Excellent

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

(no label) Somewhat Important

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

(no label) Somewhat more important

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#### Q65: Legislative and Budget Advocacy Services

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

Have used this service, Consider service to

be valuable

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

Have used this service, Consider service to

be valuable

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

Have used this service, Consider service to be valuable

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) Somewhat Important

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

(no label) Somewhat more important

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Q69: Mandated Reporting		
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	
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	
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	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	
239. 5-Year Language Use and Needs Study	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)	Somewhat Important	
· · · · ·	·	
Q72: Have cuts to your budget made this group of se to your operations?	rvices, overall, more important or less important	
(no label)	No Change	

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
250. Vexatious Litigants List administration	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
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	Have used this service, Consider service to be valuable
255. Data gathering and recommendations for court operational and administrative issues	Have used this service, Consider service to be valuable
256. Assistance to court leaders with addressing internal governance, management and operational issues	Have used this service, Consider service to be valuable
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable
Q74: Analytical and administrative support to:	
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 ov for this group of services. If you have not used any o opinion" option.	
(no label)	Excellent
Q76: How important, overall, is this group of services	s to your trial court operations?
(no label)	Very Important
Q77: Have cuts to your budget made this group of se to your operations?	rvices, overall, more important or less important
(no label)	Much more important

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070 B		
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	
268. Judge and staff workload measures and analysis	Have used this service, Consider service to be valuable	
269. Authorized and filled judgeships data and reporting	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	
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	Have used this service, Consider service to be valuable	
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Have used this service, Consider service to be valuable	
273. Data review and reporting	Have used this service, Consider service to be valuable	
Q79: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Excellent	
Q80: How important, overall, is this group of services to your trial court operations?		
(no label)	Very Important	
Q81: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Much more important	

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Q82: Security Services		
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 ov for this group of services. If you have not used any o 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?		
	rvices, overall, more important or less important	

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

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

Respondent skipped this question

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

No

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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):

Respondent skipped this question

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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 Very Important

Center for Judiciary Education and Research Very Important

Court Operations Special Services Office Neutral

Criminal Justice Court Services Office Neutral

Executive Office Neutral

Fiscal Services Office Very Important

Human Resources Services Office Somewhat Important

Information Technology Services Office Neutral

Internal Audit Services Very Important

Judicial Branch Capital Program Office Neutral

Judicial Council Support Services Neutral

Legal Services Office Very Important

Office of Administrative Services Neutral

Office of Appellate Court Services

Unaware of this office

Office of Communications Unimportant

Office of Governmental Affairs Very Important

Office of Real Estate and Facilities Management Neutral

Special Projects Office Somewhat Unimportant

Trial Court Administrative Services Office Neutral

Trial Court Liaison Office Neutral

Q92: Additional Comments Respondent skipped this

question