

## Superior Court of the County of Solano

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	
<ol> <li>Self-Help Center, Family Law Information Centers, Model Self-Projects Funding</li> </ol>	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	
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)	Excellent	
Q5: How important, overall, is this group of services t	o your trial court operations?	
(no label)	Very Important	
Q6: Have cuts to your budget made this group of serv to your operations?	ices, overall, more important or less important	

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Q7: Audit Services	
11. Regular financial, operational, and compliance audits	Have used this service, Consider service to be valuable
12. Special investigations concerning misappropriation of funds, potential losses, etc.	Consider service to be valuable
13. Non-audit consultative reviews	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 over this group of services. If you have not used any of the option.	
(no label)	Excellent
Q9: How important, overall, is this group of services	to your trial court operations?
<b>Q9: How important, overall, is this group of services</b> (no label)	to your trial court operations? Very Important
	Very Important
(no label) Q10: Have cuts to your budget made this group of se	Very Important
(no label) Q10: Have cuts to your budget made this group of set to your operations?	Very Important ervices, overall, more important or less important Much more important 2005. Both audits were very useful in ensuring areas needed for improvement. My current concern dles audits to maintain the established schedule for as also used the assistance of the AOC auditors in

## **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

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

Have used this service, Consider service to be valuable

Have used this service, 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

19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction

20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents

21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs

22. Development and implementation of risk management for capital projects and court facilities

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

24. Oversight of the design and installation of audiovisual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure

25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention

26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance

27. Management of 24/7 call center for maintenance of branch facilities

28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility

29. Negotiation and administration of AOC and courtfunded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings

30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints

31. Provision of deferred maintenance and functional improvements

Have used this service, Consider service to be valuable

Have used this service, 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

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Consider service to be valuable

Have used this service, Consider service to be valuable

Consider service to be valuable

Have used this service, Consider service to be valuable

32. Development, implementation, and management of the preventive maintenance program for assets	Have used this service, Consider service to be valuable
33. Management of 22 parking facilities across the state for court, jury, and public parking spaces	Consider service to be valuable
34. Management of Facilities Event Licensing for third party use of court facilities	Consider service to be valuable
35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance	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
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Consider service to be valuable
Q12: Delivery of professional project management an	d related services for capital projects, including:
38. Architectural and engineering design services	Have used this service, Consider service to be valuable
39. Environmental analyses of potential courthouse construction sites	Have used this service, Consider service to be valuable
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Have used this service, Consider service to be valuable
41. Functional and space planning and programming	Have used this service, Consider service to be valuable
42. Approval by authorities having jurisdiction	Have used this service, Consider service to be valuable
43. Sustainable design and design approval	Have used this service, Consider service to be valuable
44. Construction execution delivery including commissioning services	Have used this service, Consider service to be valuable
45. Completion and occupancy and transition planning	Have used this service, Consider service to be valuable
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
50. Site Selection and Acquisition	Have used this service, Consider service to be valuable
51. Contracting	Have used this service, Consider service to be valuable
52. Seismic Analysis of Leases	Consider service to be valuable
53. Relocation Services	Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

Additional Comments

The Solano court does not have sufficient staffing or resources to manage facilities. The Solano Court currently has an SB 1407 project, which is slated to be open in September 2014. Accordingly, the Court has used most if not all of the capital services offered by the AOC. The Solano Court has also undergone a number of major remodel projects since transfer of facilities occurred in 2007. I am concerned the workload for those in the capital program and facilities management is voluminous and there is insufficient staffing and resources to cover the needs of the trial courts.

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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
56. Legal, training, and program assistance to support DUI Courts	Have used this service, Consider service to be valuable
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Have used this service, Consider service to be valuable
58. Legal, training, and program assistance to support Elder Courts	Consider service to be valuable
59. Legal, training, and program assistance to support Homeless 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
62. Legal, training, and program assistance to support Unified Courts for Families	Consider service to be valuable
63. Legal, training, and program assistance to support Veterans Courts and Military Families	Consider service to be valuable
64. Legal, training, and program assistance to support Youth/Peer Courts)	Consider service to be valuable
65. Substance Abuse Focus Grants funding	Have used this service, Consider service to be valuable
66. Research and analysis assistance	Consider service to be valuable
67. Cost benefit studies of collaborative courts	Have used this service, Consider service to be valuable

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

(no label)

Good

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

(no label)

Somewhat Important

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

(no label)

Somewhat more important

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Q21: Communications Services	
68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	Consider service to be valuable
69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting	Consider service to be valuable
70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch	Have used this service, Consider service to be valuable
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar	Have used this service, Consider service to be valuable
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, 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
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	Have used this service, Consider service to be valuable
Q22: Please select the rating that best reflects the over for this group of services. If you have not used any of opinion" option.	

(no label) Good

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

(no label)

Very Important

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

(no label)

Much more important

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#### **Q25: Criminal Justice Services**

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination

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

81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation

82. Defining outcome-based criminal justice related metrics in collaboration with justice partners

83. Data collection and reporting on probation revocations, sentencing outcomes, and other criminal law related issues (California Corrections Performance Incentive Act and criminal justice realignment)

84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters

85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP)

86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)

87. Fulfillment of mandates related to the evaluation of certain criminal justice programs

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

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

Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

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

(no label)	Excellent
Q27: How important, overall, is this group of services	to your trial court operations?

(no label)

Very Important

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

(no label)

Much more important

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#### Q29: Education and Training Services 88. Judicial ethics training as required for participants Have used this service, Consider service to in the Commission on Judicial Performance Insurance be valuable Program 89. Institute for Court Management certification Have used this service, Consider service to program for court managers be valuable 90. Court Clerk Training Institute Have used this service, Consider service to be valuable Have used this service, Consider service to 91. Court manager and supervisor training be valuable 92. ADA Annual Statewide Training and consulting for Have used this service, Consider service to ADA coordinators be valuable 93. Statewide broadcasts for Trial and Appellate Court Have used this service, Consider service to judicial officers, CEOs and court staff be valuable 94. Statewide and regional education (i.e., Beyond the Have used this service, Consider service to Bench) be valuable 95. Development of customized training for the courts Have used this service, Consider service to (e.g., judicial education, management training, cultural be valuable competency training) 96. Collaborative statewide, regional, and distance Have used this service, Consider service to education and multi-disciplinary programs with state be valuable and national partners 97. Training on use of the Computer Aided Facility Have used this service. Consider service to Management (CAFM) application for requesting, be valuable monitoring, and evaluating building services Have used this service. Consider service to 98. Development of online educational resources for judges, court staff, supervisors and managers be valuable 99. Technical support and video production for Consider service to be valuable Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals

to rooms for the public and media

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	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	Have used this service, Consider service to be valuable
Q30: Statewide training for new Judicial Officers, incl	uding:
109. New Judge Orientation	Have used this service, Consider service to be valuable
110. Primary Assignment Orientations (civil, criminal,	Have used this service, Consider service to

110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)111. B.E. Witkin Judicial College

Have used this service, Consider service to be valuable

be valuable

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

112. Appellate Justices Institute	Consider service to be valuable
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
119. Institutes for Appellate and Trial Court Attorneys	Have used this service, Consider service to be valuable
Q32: Statewide Education for Judicial Leaders, inclu	uding:
120. PJ/CEO Court Management Program	Have used this service, Consider service to

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	)	Excellen

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

(no	label)
(110	iauci)

Very Important

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

(no label)

Much more important

Additional Comments

The Solano Court has insufficient staffing and resources to provide the type and number of trainings offered by CJER. CJER offers excellent educational opportunities on a budget that has been significantly reduced over the past five years. The Solano Court relies heavily upon CJER for all staff and judicial training, including materials produced by CJER.

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be valuable

Have used this service, Consider service to

Have used this service, Consider service to

Have used this service, Consider service to

Have used this service. Consider service to

Have used this service, Consider service to

#### Q36: Family Services

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

123. Access to Visitation Program

124. Information and technical assistance to Family Courts

125. Family and Juvenile court judicial and staff workload study and needs assessment

126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration

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

128. Domestic Violence Courts

129. Domestic Violence Safety Planning Project

130. Violence Against Women Education Program

131. California Courts Protective Orders Registry

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 set to your operations?	rvices, overall, more important or less important
(no label)	Much more important

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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	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 nformation available through the judicial branch website	Have used this service, Consider service to be valuable
Q41: Please select the rating that best reflects the o for this group of services. If you have not used any opinion" option.	
no label)	Excellent
Q42: How important, overall, is this group of service	es to your trial court operations?
no label)	Very Important
Q43: Have cuts to your budget made this group of s to your operations?	ervices, overall, more important or less import
	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	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 over 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	

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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
157. Appellate Court Case Management System (ACCMS)	Consider service to be valuable
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	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
162. Case management systems support: Sustain, V2, V3	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	Consider service to be valuable
165. Justice Partners Outreach/E-Services	Consider service to be valuable
166. Programmatic, technical and logistical support for WebEx programs	Consider service to be valuable

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

(no label) Good

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

(no label)

Very Important

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

(no label)

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
172. Psychotropic Medication Orders program	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
175. Technical assistance with juvenile court management system data and analytics	Consider service to be valuable
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	Consider service to be valuable
177. California Dependency Online Guide (CalDog)	Have used this service, Consider service to be valuable
178. Child Welfare County Data Profiles Updates	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

054.	How im	nortant	overall	ie thie	aroun o	f sarvicas t	o vour tria	court operation	ie?
Q34.		portant,	overall,	15 1115	group o	i services i	o your tria	court operation	12 1

(no label)

Very Important

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

(no label)

Much more important

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Q56: Language Services				
179. Court interpreter test administration, development, and maintenance oversight	Have used this service, Consider service to be valuable			
180. Court interpreter outreach and recruitment	Consider service to be valuable			
181. Court interpreter education and training	Have used this service, 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)	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, Consider service to be valuable			
187. Translations of forms, Web site, signage and other resources	Have used this service, 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	Have used this service, Consider service to be valuable			
Q57: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.				
(no label)	Good			
Q58: How important, overall, is this group of services	to your trial court operations?			
(no label)	Very Important			

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

(no label)

Much more important

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## **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

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, 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

Have used this service, 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

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

203. Access and fairness	Consider service to be valuable
204. Appellate practice and procedure	Consider service to be valuable
205. Alternative Dispute Resolution	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
212. Subject matter expertise	Have used this service, Consider service to be valuable
213. Jury instructions	Have used this service, Consider service to be valuable
214. Probation and mental health	Consider service to be valuable

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

(no label)	Excellent
Q63: How important, overall, is this group of services	s to your trial court operations?
(no label)	Very Important
Q64: Have cuts to your budget made this group of se to your operations?	ervices, overall, more important or less important
(no label)	Much 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
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	Consider service to be valuable
Q66: Please select the rating that best reflects the o	
for this group of services. If you have not used any opinion" option.	of the above services, please select the "no
	of the above services, please select the "no Excellent
opinion" option.	Excellent
opinion" option. (no label)	Excellent
opinion" option. (no label) Q67: How important, overall, is this group of service	Excellent es to your trial court operations? Very Important
opinion" option. (no label) Q67: How important, overall, is this group of service (no label) Q68: Have cuts to your budget made this group of s	Excellent es to your trial court operations? Very Important
opinion" option. (no label) Q67: How important, overall, is this group of service (no label) Q68: Have cuts to your budget made this group of s to your operations?	Excellent es to your trial court operations? Very Important ervices, overall, more important or less important
opinion" option. (no label) Q67: How important, overall, is this group of service (no label) Q68: Have cuts to your budget made this group of s to your operations? (no label)	Excellent es to your trial court operations? Very Important ervices, overall, more important or less important
opinion" option. (no label) Q67: How important, overall, is this group of service (no label) Q68: Have cuts to your budget made this group of s to your operations? (no label) PAGE 20: Section 3: Evaluation	Excellent es to your trial court operations? Very Important ervices, overall, more important or less important

Have used this service, Consider service to be valuable

Report

223. Trial Court Interpreters Program Expenditure

224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	Have used this service, Consider service to be valuable
225. Demographics of the Bench	Have used this service
227. Judgeship Needs in the Superior Courts	Have used this service, Consider service to be valuable
228. Standards and Measures of Judicial Administration	Have used this service, Consider service to be valuable
229. Annual Special Funds Expenditure Report	Have used this service, Consider service to be valuable
230. Annual Trial Court Allocations Report	Have used this service, Consider service to be valuable
231. Phoenix System Status Update Report	Have used this service, Consider service to be valuable
232. Purchase and Lease of Electronic Recording Equipment	Have used this service, Consider service to be valuable
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Have used this service, Consider service to be valuable
235. Statewide Collections of Court-Ordered Debt	Have used this service, Consider service to be valuable
236. Receipts and Expenditures from Local Courthouse Construction Funds	Have used this service, Consider service to be valuable
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	Have used this service, 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	Have used this service, 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	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)

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

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Q73: Operations Support Services	
243. Assigned Judges Program	Have used this service, Consider service to be valuable
244. Appellate Court-Appointed Counsel Program administration and support	Consider service to be valuable
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court	Consider service to be valuable
249. Tribal/State court coordination support	Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Have used this service, Consider service to be valuable
252. Federal, state, and private foundation fund development and grant 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:		
258. Administrative Presiding Justices	Consider service to be valuable	
259. Presiding Judges	Have used this service, Consider service to be valuable	
260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee	Consider service to be valuable	
261. Trial Court Presiding Judge Advisory Committee	Have used this service, Consider service to be valuable	
262. California Court Clerk Association	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.		
	the above services, please select the "no	
	the above services, please select the "no Excellent	
opinion" option.	Excellent	
opinion" option. (no label)	Excellent	
opinion" option. (no label) Q76: How important, overall, is this group of services	Excellent to your trial court operations? Very Important	

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QTO: Research and Data Dervices	
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
274. Production of the annual Jury Data Report	Have used this service, Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

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078 Research and Data Services

Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?	Yes
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(no label)	Much more important
Q85: Have cuts to your budget made this group of set to your operations?	rvices, overall, more important or less important
(no label)	Very Important
Q84: How important, overall, is this group of services	to your trial court operations?
(no label)	Excellent
Q83: Please select the rating that best reflects the over for this group of services. If you have not used any of opinion" option.	
280. Trial Court Security Grant Program	Have used this service, Consider service to be valuable
279. Screening Equipment Replacement Program	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
277. Emergency planning and preparedness/continuity of operations planning	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
	be valuable
275. Judicial Online Privacy Protection Program	Have used this service, Consider service to

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

Legal Research for Small Courts

Q89: So that we can better understand the extent to Yes 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?

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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):

Contract with Riverside Court for procurement/contracting services.

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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	Somewhat Important
Criminal Justice Court Services Office	Somewhat Important
Executive Office	Very Important
Fiscal Services Office	Very Important
Human Resources Services Office	Very Important
Information Technology Services Office	Very Important
Internal Audit Services	Very Important
Judicial Branch Capital Program Office	Very Important
Judicial Council Support Services	Very Important
Legal Services Office	Very Important
Office of Administrative Services	Very Important
Office of Appellate Court Services	Very Important
Office of Communications	Very Important
Office of Governmental Affairs	Very Important
Office of Real Estate and Facilities Management	Very Important
Special Projects Office	Somewhat Important
Trial Court Administrative Services Office	Somewhat Important
Trial Court Liaison Office	Somewhat Important
Q92: Additional Comments	Respondent skipped this question