

## Superior Court of the County of Tulare

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

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

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

**Q3: Access Services**

1. Self-Help legal, training, program, education support	Have used this service, Consider service to be valuable
2. Sargent Shriver Civil Counsel Pilot Program	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	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) Good

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

(no label) Very Important

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

(no label) Somewhat more important

**PAGE 6: Section 3: Evaluation**

**Q7: Audit Services**

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

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

(no label) Good

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

(no label) Very Important

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

(no label) No Change

**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	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	Have used this service, Consider service to be valuable
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	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 court-funded 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
30. Management of disposition for facilities no longer needed for court operations and facilities permanently and temporarily closed by court due to fiscal constraints	Have used this service, Consider service to be valuable
32. Development, implementation, and management of the preventive maintenance program for assets	Have used this service, Consider service to be valuable
34. Management of Facilities Event Licensing for third party use of court facilities	Have used this service
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Have used this service

**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
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
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

**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) Good

**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)

No Change

**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

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)

Good

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

(no label)

Neutral

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

(no label)

No Change

**PAGE 9: Section 3: Evaluation**

**Q21: Communications Services**

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	Have used this service
69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting	Have used this service, Consider service to be valuable
70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch	Have used this service, Consider service to be valuable
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice’s engagement calendar	Have used this service, Consider service to be valuable
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
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)	Good
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**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)

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

Have used this service, Consider service to be valuable

80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

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

Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable



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

(no label) Good

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

(no label) Somewhat Important

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

(no label) Somewhat more important

**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)	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	Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	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	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

**Q30: Statewide training for new Judicial Officers, including:**

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

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

113. Criminal Assignment Courses	Have used this service, Consider service to be valuable
114. Qualifying Ethics Training	Have used this service, Consider service to be valuable
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
121. Supervising Judges Institute	Have used this service

**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) Good

**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) Somewhat more important

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

**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) Somewhat more important

**Q40: Fiscal Services**

132. Budgeting	Have used this service
133. Centralized Treasury	Have used this service, Consider service to be valuable
134. Payroll and controller services	Have used this service
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service
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
140. Fiscal training and assistance	Have used this service
141. Grants Administration	Have used this service

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

(no label) Good

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

(no label) Somewhat Important

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

(no label) No Change

**Q44: Human Resources Services**

144. Labor relations and collective bargaining services	Have used this service, Consider service to be valuable
145. Employee relations/investigations/progressive discipline/leave management	Have used this service, Consider service to be valuable
146. Judicial payroll and benefits	Have used this service
147. Pay and benefits management and administration for employees	Have used this service
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
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

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

(no label) Good

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

(no label) Very Important

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

(no label) Much more important

**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
155. Computer- Aided Facilities Management System (CAFM)	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	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

**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) Somewhat Important

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

(no label) No Change

**Additional Comments**

The most important of the services for our court is the technology hardware replacements. This program allows our court to stay current with network technology. We have been fortunate in that these projects have not yet been unfunded.

**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
169. Court appointed dependency counsel funding, budgeting, and program management	Have used this service
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Have used this service
171. Juvenile Dependency Counsel Collections Programs	Have used this service
172. Psychotropic Medication Orders program	Have used this service
173. Judicial Resources and Technical Assistance Program for dependency cases	Have used this service
174. Information and technical assistance to juvenile courts	Have used this service, Consider service to be valuable
177. California Dependency Online Guide (CalDog)	Have used this service
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) Good

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

(no label) Somewhat Important

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

(no label) Somewhat more important



**Q56: Language Services**

182. Statewide Language Coordination	Have used this service, Consider service to be valuable
183. 5-Year Language Use and Needs Study	Have used this service, Consider service to be valuable
184. Court Interpreter Database Collection System (CIDCS)	Have used this service, Consider service to be valuable
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

**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) No Change

**Q60: Legal Services**

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

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

203. Access and fairness	Consider service to be valuable
205. Alternative Dispute Resolution	Have used this service
206. Civil and small claims	Have used this service, Consider service to be valuable
209. Family and juvenile law	Have used this service, Consider service to be valuable
210. Judicial administration	Have used this service, Consider service to be valuable
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
214. Probation and mental health	Have used this service, Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Somewhat more important

**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

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

(no label) Good

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

(no label) Very Important

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

(no label) Somewhat more important

**PAGE 20: Section 3: Evaluation**

**Q69: Mandated Reporting**

221. Access To Visitation Grants Program	Have used this service
222. Semi-Annual Report on Contracts for the Judicial Branch	Have used this service
223. Trial Court Interpreters Program Expenditure Report	Have used this service, Consider service to be valuable
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	Have used this service
225. Demographics of the Bench	Have used this service
226. Sentencing of Criminal Defendants by Race and Ethnicity	Have used this service

2014-107 AOC Services

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
229. Annual Special Funds Expenditure Report	Have used this service
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
232. Purchase and Lease of Electronic Recording Equipment	Have used this service
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Have used this service
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Have used this service
235. Statewide Collections of Court-Ordered Debt	Have used this service
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	Have used this service
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

**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) Satisfactory

**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 services, overall, more important or less important to your operations?**

(no label) No Change

**Q73: Operations Support Services**

243. Assigned Judges Program	Have used this service, Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Have used this service, Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	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
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:**

260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee	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
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.**

(no label) Good

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

(no label) Very Important

**Q77: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label)

Somewhat more important

**PAGE 22: Section 3: Evaluation**

**Q78: Research and Data Services**

265. Annual Court Statistics Report	Have used this service, Consider service to be valuable
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Have used this service
267. Workload-based Allocation Funding Methodology research support	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	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

**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)

Good

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

(no label)

Very Important

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

(no label)

No Change

**PAGE 23: Section 3: Evaluation**

**Q82: Security Services**

275. Judicial Online Privacy Protection Program	Have used this service
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

**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

**Additional Comments**

OERS has played an integral role in our local court safety, security and emergency preparedness programs by providing services and where applicable funding for entry screening equipment, facility security equipment including CCTV camera systems, duress alarms, door access control systems, security assessments, judicial officer safety and COOP. Since budget cuts these services have become more important and in some situations, without their support security would have been placed as a secondary priority until the budget situation improved.

**PAGE 24: Section 4: Conclusion**

**Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?** Yes

**Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts?** No

**PAGE 25: Section 4: Conclusion**



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

*Respondent skipped this question*

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

Yes

**PAGE 26: Section 4: Conclusion**

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

Branch license for Microsoft products/software.  
Branch license for Enterprise software.

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

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**Q92: Additional Comments**

*Respondent skipped this question*