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## Superior Court of the County of Mariposa

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](#).

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

(no label) Neutral

**Q6: 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**

Plain language forms and instructions are too complex for self represented litigants, particularly in family law.

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**Q7: Audit Services**

11. Regular financial, operational, and compliance audits Have used this service

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

(no label) Fair

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

(no label) Unimportant

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

(no label) Somewhat less important

**Additional Comments**

#11. Duplicative of State Bureau of Audit's responsibility.

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**Q11: Capital Projects and Facilities Services**

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

**Q12: Delivery of professional project management and related services for capital projects, including:**

*Respondent skipped this question*

**Q13: Establishment and implementation of policies for the judicial branch capital program, including:**

*Respondent skipped this question*

**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)

Fair

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

(no label)

Somewhat Unimportant

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

(no label)

Somewhat less important

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**Q17: Collaborative Courts Services**

*Respondent skipped this question*

**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)

No Opinion

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

(no label)

Unimportant

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

(no label)

No Change

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**Q21: Communications Services**

69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting

Have used this service

70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch

Have used this service, 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

**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)

Fair

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

(no label)

Neutral

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

(no label)

No Change

Additional Comments

#69. The information is not timely provided for appropriate review and consideration.

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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

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)

Satisfactory

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

(no label)

Neutral

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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)

No Change

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**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
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
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	Have used this service
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
99. Technical support and video production for 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	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
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
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service, Consider service to be valuable
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	Have used this service

**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
116. California Environmental Quality Act (CEQA)	Have used this service, Consider service to be valuable
117. Domestic Violence courses	Have used this service
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
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**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)	Satisfactory
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**Q34: How important, overall, is this group of services to your trial court operations?**

(no label)	Neutral
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**Q35: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label)	No Change
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**Q36: Family Services**

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

Have used this service, Consider service to be valuable

130. Violence Against Women Education Program

Have used this service

**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)

Fair

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

(no label)

Somewhat Unimportant

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

(no label)

No Change

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**Q40: Fiscal Services**

133. Centralized Treasury

Consider service to be valuable, Have used this service

135. Master contracts/procurement assistance

Consider service to be valuable, Have used this service

136. Financial Management - accounting and reporting

Consider service to be valuable, Have used this service

137. Accounts Payable support

Consider service to be valuable, Have used this service

139. Financial policies and procedures

Have used this service

140. Fiscal training and assistance

Consider service to be valuable, Have used this service

141. Grants Administration

Have used this service

142. Enhanced Collections guidelines and assistance for courts and counties

Consider service to be valuable, Have used this service

143. Provision and maintenance of financial information available through the judicial branch website

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) Fair

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

(no label) Neutral

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

(no label) No Change

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**Q44: Human Resources Services**

144. Labor relations and collective bargaining services Have used this service, Consider service to be valuable

146. Judicial payroll and benefits Have used this service, Consider service to be valuable

150. Judicial Branch Workers' Compensation program oversight and administration Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Very Important

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

(no label) Much more important

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**Q48: Information Technology Services**

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
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service, Consider service to be valuable
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Have used this service, Consider service to be valuable
166. Programmatic, technical and logistical support for WebEx programs	Have used this service

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

(no label) Satisfactory

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

(no label) Neutral

**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

#162. Only certain courts receive this support; all other courts must pay for their own CMS support.

**Q52: Juvenile Services**

167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Consider service to be valuable, Have used this service
168. Local Blue Ribbon Commissions training and technical assistance	Have used this service
169. Court appointed dependency counsel funding, budgeting, and program management	Consider service to be valuable, Have used this service
171. Juvenile Dependency Counsel Collections Programs	Consider service to be valuable, Have used this service
172. Psychotropic Medication Orders program	Consider service to be valuable, Have used this service
177. California Dependency Online Guide (CalDog)	Consider service to be valuable, Have used this service

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

(no label) Satisfactory

**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

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**Q56: Language Services**

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) Satisfactory

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

(no label) Somewhat Important

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

(no label) No Change

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**Q60: Legal Services**

189. Legal support with claims including investigations and responses Consider service to be valuable, Have used this service

192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members Consider service to be valuable, Have used this service

193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues Consider service to be valuable, Have used this service

194. Legal advice and consultation on a broad spectrum of judicial administration matters Have used this service

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

202. Management of the Commission on Judicial Performance Insurance Program Consider service to be valuable, Have used this service

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

210. Judicial administration 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) Satisfactory

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

(no label)

Somewhat Important

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

(no label)

No Change

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**Q65: Legislative and Budget Advocacy Services**

*Respondent skipped this question*

**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)

No Opinion

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

(no label)

Unimportant

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

(no label)

No Change

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**Q69: Mandated Reporting**

235. Statewide Collections of Court-Ordered Debt

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)

Fair

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

(no label)

Neutral

**Q72: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label)

No Change

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**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

**Q74: Analytical and administrative support to:**

259. Presiding Judges	Have used this service
261. Trial Court Presiding Judge Advisory Committee	Have used this service
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) Fair

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

(no label) Neutral

**Q77: 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**

#261. Full committee should make recommendations to Judicial Council, not the Executive Committee. AOC cites budget restraints prevent this.

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**Q78: Research and Data Services**

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

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

(no label) Satisfactory

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

(no label) Neutral

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

(no label) No Change

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**Q82: Security Services**

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) Good

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

(no label)

Somewhat Important

**Q85: 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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**Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?**

Yes

**Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts?**

No

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

*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

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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):**

Riverside Procurement.

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

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

**Q92: Additional Comments**

*Respondent skipped this question*