

## Superior Court of the County of Placer

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](#).



**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

**Additional Comments**

The format of this survey makes it very difficult to rate certain items. Often, the question to whether a service is valuable is not simply answered as yes or no. For example question 2. The Sargent Shriver Civil Counsel Pilot Program. The lack of affordable counsel can be a severe impediment to those seeking access to the courts. This pilot program is looking at how to improve those situations. Is that valuable? Certainly. Is the staff work provided by Judicial Council staff valuable? Likely it is, though our court has not participated and really couldn't comment on the level of service. Is this program more valuable than other existing appointed counsel programs that are underfunded - like Dependency appointed counsel? That could be a matter of debate and depends largely on the priorities set by the Legislature and Governor. Question 7: The ADA subject matter expertise provided by Judicial Council staff is very important for both operational and employment purposes.

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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.

Have used this service, Consider service to be valuable

13. Non-audit consultative reviews

Have used this service, Consider service to be valuable

14. Technical advice regarding audit, accounting compliance, and operational requirements

Have used this service, Consider service to be valuable

15. Whistleblower Hotline responsibility

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

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

(no label)

Very Important

**Q10: 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**

13 and 14. Fine and fee revenue distribution is extremely complex. While these distributions vary county by county, and therefore require local expertise, having the ability to obtain advice on the elements that are consistent statewide is helpful in ensuring the appropriate distribution of funds to all entities.

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**Q11: Capital Projects and Facilities Services**

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

Consider service to be valuable

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

Consider service to be valuable

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

Consider service to be valuable

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

Consider service to be valuable

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

Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	Consider service to be valuable
26. Operations and maintenance of court facilities which includes physical, financial, and contractual management and delivery of routine operations and maintenance services, and provision of utilities and insurance	Have used this service, Consider service to be valuable
27. Management of 24/7 call center for maintenance of branch facilities	Consider service to be valuable
28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	Consider service to be valuable
29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings	Have used this service
31. Provision of deferred maintenance and functional improvements	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
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	Have used this service, Consider service to be valuable

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**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
42. Approval by authorities having jurisdiction	Consider service to be valuable
43. Sustainable design and design approval	Consider service to be valuable
44. Construction execution delivery including commissioning services	Consider service to be valuable
45. Completion and occupancy and transition planning	Consider service to be valuable
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Consider service to be valuable

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

47. Program Management	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

**Additional Comments**

Capital Projects and Facility Services Section: This section was incredibly hard to complete due to the terminology used. We understand the State Auditor listed the items directly from the AOC's website. However, some of the items listed are tasks performed within a larger service. For example items 38-46 all appear to be key components to completing a capital project. Separating these into smaller items does not seem important or more instructive than a broader rating would for simply addressing Question 12 "Delivery of professional project management and related services for capital projects".

**Q17: Collaborative Courts Services**

54. Legal, training, and program assistance to support Community Courts	Consider service to be valuable
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Consider service to be valuable
56. Legal, training, and program assistance to support DUI Courts	Consider service to be valuable
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Consider service to be valuable
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	Consider service to be valuable
66. Research and analysis assistance	Have used this service, Consider service to be valuable
67. Cost benefit studies of collaborative courts	Consider service to be valuable

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

(no label) No Opinion

**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

**Additional Comments**

Collaborative Courts: A central repository of information related to how collaborative courts function can be useful. As with some of the other questions, separating each specific type of speciality court seems unnecessary.

**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	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	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	Consider service to be valuable
77. Management of content strategy, publishing, and metrics evaluation for social media channels including You Tube and Twitter and consultation with other judicial branch entities on their programs	Consider service to be valuable
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	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) Good

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

(no label) Somewhat Important

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

(no label) No Change

**Additional Comments**

Items 68, 69, 71, 72, 76, and 78 are functions that appear to be required of staff by the Judicial Council or the Chief Justice to support them in the execution of their functions. It does not seem appropriate for these items to be rated as necessary or not by the Trial Courts as we are not the direct users of those services.

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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

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

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

Consider service to be valuable

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

Have used this service, 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

**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) Very Important

**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

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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, Consider service to be valuable

89. Institute for Court Management certification program for court managers Consider service to be valuable

90. Court Clerk Training Institute Have used this service, Consider service to be valuable

91. Court manager and supervisor training Have used this service, Consider service to be valuable

92. ADA Annual Statewide Training and consulting for ADA coordinators Have used this service, Consider service to be valuable

93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff Have used this service, Consider service to be valuable

94. Statewide and regional education (i.e., Beyond the Bench) Have used this service, Consider service to be valuable

95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training) Have used this service, Consider service to be valuable

96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners Have used this service, Consider service to be valuable

97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services Consider service to be valuable

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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	Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable
102. Development of public guides for children in court, victims' services, and court proceedings for families	Have used this service, Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	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

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### **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

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**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
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, including:**

120. PJ/CEO Court Management Program	Have used this service, Consider service to be valuable
121. Supervising Judges Institute	Have used this service, Consider service to be valuable

**Q33: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) 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) Much more important

**Additional Comments**

Item 99 is a function that appear to be required of staff by the Judicial Council or the Chief Justice to support them in the execution of their functions. It does not seem appropriate for these items to be rated as necessary or not by the Trial Courts as we are not the direct users of those services.

**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
125. Family and Juvenile court judicial and staff workload study and needs assessment	Have used this service, Consider service to be valuable
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Have used this service, Consider service to be valuable
127. Family Dispute Resolution support, technical assistance, and education	Have used this service, Consider service to be valuable
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) Somewhat Important

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

(no label) No Change

Additional Comments  
Items 128 and 129 - statements are too broad to evaluate.





**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
161. Technology hardware updates program	Have used this service, Consider service to be valuable
163. Support to California Law Enforcement Telecommunications System (CLETS)	Have used this service, Consider service to be valuable
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Have used this service, Consider service to be valuable
165. Justice Partners Outreach/E-Services	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**

154: Rating refers to Phoenix Financials only. 155, 156: The AOC's role in maintaining facilities and in distributing civil fees likely requires some type of system. Could not say whether these systems are the right or wrong ones as they serve as support to the AOC staff in the execution of their tasks. 157, 158: Systems are for the Appellate and Supreme Courts, they would need to respond to you regarding value of these programs. 159: Our court does not use the CCTC directly. The Phoenix Financial System, which is valuable, is maintained there. Whether the CCTC is required for that sole function, we are not in a position to answer. 161. Assume this includes network hardware and related licensing agreements. 165. This service can be valuable as a support and liaison function to the courts as they work with state agencies.

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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
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
171. Juvenile Dependency Counsel Collections Programs	Have used this service, Consider service to be valuable
173. Judicial Resources and Technical Assistance Program for dependency cases	Have used this service, Consider service to be valuable
174. Information and technical assistance to juvenile courts	Have used this service, Consider service to be valuable
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	Consider service to be valuable
177. California Dependency Online Guide (CalDog)	Consider service to be valuable
178. Child Welfare County Data Profiles Updates	Have used this service, Consider service to be valuable

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

(no label) 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) No Change

Additional Comments

Item 176: This is not a "service" to the Courts. This is an important initiative by the Chief Justice, but should not be included as part of this survey of "services."

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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	Have used this service, Consider service to be valuable
181. Court interpreter education and training	Have used this service, Consider service to be valuable
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
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) Somewhat more important

**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	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	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	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	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	Have used this service, Consider service to be valuable
204. Appellate practice and procedure	Consider service to be valuable
206. Civil and small claims	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
213. Jury instructions	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) Good

**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

Additional Comments

Item 212: Too broad to answer.

**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

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

Have used this service, Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

**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**

*Respondent skipped this question*

**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)

No Opinion

**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

**Additional Comments**

Section 69: This entire section lists reports that the Judicial Council is required to prepare in response to legislation or other mandates. It does not seem appropriate to comment on whether these are valuable or not.

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**Q73: Operations Support Services**

243. Assigned Judges Program	Have used this service, Consider service to be valuable
246. Administration of Special Masters assignment	Have used this service, Consider service to be valuable
247. Civil Case Coordination	Have used this service, Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	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	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
256. Assistance to court leaders with addressing internal governance, management and operational issues	Have used this service, Consider service to be valuable
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable

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

259. Presiding Judges	Have used this service, Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Have used this service, Consider service to be valuable
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) No Change

**Additional Comments**

224, 225, 258, 260, 263: Not direct trial court services. Appellate, Supreme Court would be more appropriate to ask for evaluation. 249: We do not have any tribal courts in this jurisdiction so cannot comment. 252. Do not know what this program includes. 255. Appears to be a subset of other items, not independently responded to. 258-264: All are one type of service. Listing out specific groups does not 262. Court Clerk's Association and the AOC have provided a number of training materials in the past. These are generally useful. Response on this item relates to that work.

**Q78: Research and Data Services**

265. Annual Court Statistics Report	Have used this service, Consider service to be valuable
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Have used this service, Consider service to be valuable
267. Workload-based Allocation Funding Methodology research support	Have used this service, Consider service to be valuable
268. Judge and staff workload measures and analysis	Have used this service, Consider service to be valuable
269. Authorized and filled judgeships data and reporting	Have used this service, Consider service to be valuable
270. Conversion of Subordinate Judicial Officer positions to judgeships	Have used this service, Consider service to be valuable
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	Have used this service, Consider service to be valuable
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Have used this service, Consider service to be valuable
273. Data review and reporting	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) Somewhat more important

Additional Comments

273: Too broad to comment fully. But presumably the Judicial Council needs data evaluation on a great many topics.

**Q82: Security Services**

275. Judicial Online Privacy Protection Program	Have used this service, Consider service to be valuable
276. Threat and incident coordination and consultative services	Have used this service
277. Emergency planning and preparedness/continuity of operations planning	Have used this service, Consider service to be valuable
279. Screening Equipment Replacement Program	Have used this service, Consider service to be valuable
280. Trial Court Security Grant Program	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) Satisfactory

**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) No Change

**Additional Comments**

Security Services: This area serves more than the trial courts and the focus tends to be on the other portions of the Judicial Branch. This is understandable since the Sheriff's Departments (in most cases) provide security for the trial courts. As a result, the AOC security staff are really not in a position to respond to specific threats.

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**Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey?** No

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

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

*Respondent skipped this question*

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

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):**

The court collaborates on an ad hoc basis with surrounding courts on projects as the situation warrants.

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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	Very 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	Neutral
Office of Communications	Very 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	Very Important
Trial Court Liaison Office	Very Important

**Q92: Additional Comments**

*Respondent skipped this question*