

## Superior Court of the County of Plumas

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
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	Have used this service, Consider service to be valuable
4. Equal Access Funds	Have used this service, Consider service to be valuable
5. Judicial Branch Self-Help Website and resources	Have used this service, Consider service to be valuable
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service, Consider service to be valuable
8. Administration and management of the JusticeCorps volunteer program	Consider service to be valuable
9. Plain language forms and instructions	Have used this service, Consider service to be valuable
10. Support to Civics Education program to improve civic learning and public understanding of the Judicial Branch including the California Task Force on K-12 Civics Learning	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)

Much more important

**Additional Comments**

Plumas is a small rural county with no attorneys or other legal professionals providing pro bono self-help. There are also no non-profit groups that provide self-help to litigants. Until Fiscal Year 2013-2014 the Court financially supported (from its operating budget) a contractor who provided self-help services for family law, guardianships and stepparent adoptions. That funding support will cease in Fiscal Year 2014-2015 due to budgetary reductions to the Plumas Court. These AOC services will become more important as the Court searches for solutions to continue to assist self-represented litigants. The AOC's on line self help center and fillable forms are good resources for both staff and self-represented litigants. On the subject of ADA issues, the AOC's services have been invaluable to the Plumas Court. They provide one-on-one consultation on specific questions and issues. They also initiated a quarterly webinar training on specific topics and updates in ADA law. As the CEO and ADA Coordinator I have taken advantage of every webinar and have used their services for individual consultations.

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**Q7: Audit Services**

11. Regular financial, operational, and compliance audits

Have used this service, Consider service to be valuable

12. Special investigations concerning misappropriation of funds, potential losses, etc.

Consider service to be valuable

13. Non-audit consultative reviews

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

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)

Much more important

**Additional Comments**

In the past five years the Plumas Court staff has been reduced from 17 to 11. All fiscal duties are currently shared by one Fiscal Manager and the CEO. Given the challenge of separation of duties and operational requirements, the Plumas Court has regularly consulted with AOC staff on these requirements. AOC staff provides specific expertise and a historic perspective. In essence we continue to use non-audit consultative reviews to assist us in being timely and accurate for all fiscal functions. The Plumas Court has participated in two formal AOC audits in the last seven years. Those audits have been useful and assisted the court in both streamlining and adjusting fiscal and operational practices.

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**Q11: Capital Projects and Facilities Services**

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|--|---|
| 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                                 | 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   | 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  | 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 |

## 2014-107 AOC Services

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
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	Have used this service, 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	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	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
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	Consider service to be valuable

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

38. Architectural and engineering design services	Have used this service, Consider service to be valuable
39. Environmental analyses of potential courthouse construction sites	Have used this service, Consider service to be valuable
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Have used this service, Consider service to be valuable
41. Functional and space planning and programming	Have used this service, Consider service to be valuable
42. Approval by authorities having jurisdiction	Have used this service, Consider service to be valuable
43. Sustainable design and design approval	Have used this service, Consider service to be valuable
44. Construction execution delivery including commissioning services	Have used this service, Consider service to be valuable
45. Completion and occupancy and transition planning	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	Consider service to be valuable
48. Prioritization Methodology	Consider service to be valuable
49. Trial Court Facilities Standards	Consider service to be valuable
50. Site Selection and Acquisition	Consider service to be valuable
51. Contracting	Consider service to be valuable
52. Seismic Analysis of Leases	Consider service to be valuable
53. Relocation Services	Consider service to be valuable

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

(no label) Satisfactory

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

(no label) Very Important

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

(no label)

No Change

**Additional Comments**

The Plumas Court has used the AOC's services for three capital projects in the last seven years - creating a courtroom in a historic courthouse, building a new regional courthouse that serves two superior courts and the beginning of a project to replace a historic courthouse (this project was cancelled due to reduced branch funding just prior to acquisition of property). Given the size of the Plumas Court there was no capacity to provide staff or expertise for these needed projects. The Plumas CEO functioned as the Court project manager for these projects. AOC and AOC contractors included the CEO and Plumas judges in necessary decisions, provided education where needed and kept the CEO advised of progress in the project. The Plumas Court could not have completed these projects without this assistance. The Plumas Court has also used AOC facility maintenance services for all courthouses other than the un-transferred historic courthouse in the county seat of Quincy. There has been some communication gaps as the AOC assumed this role for all transferred facilities and learns to communicate successfully with the trial courts and the contract vendors. The use of the 24/7 call center has aided this process. There is still work that needs to be done.

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**Q17: Collaborative Courts Services**

57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts

Consider service to be valuable, Have used this service

65. Substance Abuse Focus Grants funding

Consider service to be valuable, Have used this service

**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)

Satisfactory

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

(no label)

Somewhat Important

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

(no label)

No Change

**Additional Comments**

The Plumas Court has only one collaborative court - adult drug court (or alternative sentencing treatment court) due to the limited number of case filings and the lack of county and community resources to support additional collaborative courts. Therefore we use limited services from the AOC. Plumas cannot comment on how useful these services are to other courts. We do apply for and utilize the Collaborative Substance Abuse Focus Grant on an annual basis to help fund programs for the adult drug court.

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**Q21: Communications Services**

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	Consider service to be valuable
69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting	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
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
75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions	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) 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**

The Plumas Court judges and CEO appreciate and rely on the information that the AOC provides to the trial courts regarding Judicial Council meetings, weekly news and news alerts and the information available on the California Courts website and the Serranus web site. The AOC has developed a good system for information dissemination. Before there was centralized communication each court found out information in different ways and at different times.

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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)	Have used this service, 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

**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

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

(no label) Somewhat 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

**Additional Comments**

The Plumas Court sees the work done by AOC staff as it applies to Criminal Re-Alignment as being invaluable. They designated staff to research the requirements, provide training to the courts and designed a survey that enables the courts to comply with all reporting requirements. As a small court, Plumas does not have staff resources that could have done this analysis and training. Plumas also uses the services of AOC staff on an annual basis for review of and adoption of the uniform bail schedule. AOC staff has extensive experience in and understanding of its structure and requirements. Plumas also takes advantage of AOC criminal justice staff's presentations at meetings for presiding judges, CEO's and court staff.

**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
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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
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
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	Have used this service, Consider service to be valuable
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Have used this service, Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
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
104. Web Ex programmatic instructional support	Have used this service, Consider service to be valuable
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service, Consider service to be valuable
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	Have used this service, Consider service to be valuable

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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

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

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

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**Q32: Statewide Education for Judicial Leaders, including:**

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

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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)      Excellent

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

(no label)      Very Important

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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)      Much more important

**Additional Comments**

The AOC has done a good job of developing and providing training to judicial officers and court staff in multiple ways - in person training and meetings, satellite broadcasts (live, on-line and CD's), webinars, web site information, on-line manuals and bench guides for judicial officers, on-line manuals for staff. The Plumas judges and staff attend training whenever possible and use the on-line reference materials on a daily basis. The development of satellite broadcasts and webinar presentations has increased access to statewide education for a court in a remote, mountainous area. These diverse methods of delivery of education have also decreased travel costs for both the AOC and trial courts. The AOC has and continues to take advantage of technology advances to deliver more and varied educational opportunities.

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**Q36: Family Services**

122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	Have used this service, Consider service to be valuable
123. Access to Visitation Program	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
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) Much more important

**Additional Comments**

Given the small case load in family law matters the Plumas Court does not have specilaized family law services and does not use some of the srvices listed above. However, the Court does rely on AOC staff for progrm assistance in the AB1058 program and does participate in the CCPOR program. The Plumas contract Family Law Facilitator and court staff rrefe to the family law web sites available. The CCPOR is a valuable collaboration and provides value to the trial courts and the citizens of the state who are affected by domestic violence. The AOC did an admirable job of developing the program and training court and law enforcement staff on the system. It is exactly the type of program where a centralized approach works best.

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**Q40: Fiscal Services**

132. Budgeting	Have used this service, Consider service to be valuable
133. Centralized Treasury	Have used this service, Consider service to be valuable
134. Payroll and controller services	Have used this service, Consider service to be valuable
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable
137. Accounts Payable support	Have used this service, Consider service to be valuable
138. Trust Accounting support	Have used this service, Consider service to be valuable
140. Fiscal training and assistance	Have used this service, Consider service to be valuable
141. Grants Administration	Have used this service, Consider service to be valuable
142. Enhanced Collections guidelines and assistance for courts and counties	Have used this service, Consider service to be valuable
143. Provision and maintenance of financial information available through the judicial branch website	Have used this service, Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label)

Much more important

**Additional Comments**

The Plumas Court could not perform all the fiscal functions required and submit reports and surveys in a timely manner without the assistance of AOC staff. The Plumas Court currently has 11 staff including the CEO. All fiscal functions are handled by one Fiscal Manager and the CEO. AOC staff assists us in GL functions, posting to all accounts including payroll and assist in some reconciling issues. AOC staff has also assisted in training fiscal staff for ongoing and new fiscal requirements. AOC staff have consistently been helpful and supportive in answering questions from the court and respectful in requesting further information from the court or pointing out issues they see. For an eighteen month period the Plumas Court did not have any fiscal staff (we could not recruit anyone who met the qualifications). AOC staff assisted the CEO in performing all fiscal and payroll functions for that time. Without their assistance the Plumas Court could not have conducted business. As the courts move into a new funding model and a new fund balance model in FY 2014-2015 , AOC staff will be even more important to smaller courts in providing support, training and answering questions.

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**Q44: Human Resources Services**

144. Labor relations and collective bargaining services	Have used this service, Consider service to be valuable
145. Employee relations/investigations/progressive discipline/leave management	Have used this service, Consider service to be valuable
146. Judicial payroll and benefits	Have used this service, Consider service to be valuable
149. Recruitment, classification and compensation assistance	Have used this service, Consider service to be valuable
150. Judicial Branch Workers' Compensation program oversight and administration	Have used this service, Consider service to be valuable
151. Integrated Disability Management	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)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

**Additional Comments**

The Plumas Court has no dedicated HR staff. The CEO performs all HR functions, is the back up payroll clerk and the Court's labor negotiator. Plumas has used and will continue to use the AOC collective bargaining services. The Court has had good experiences with this service - they provide advise, research any legal issues and are at the table as the Court's chief spokesman during negotiations. The Court has also consulted AOC staff on leave management and reasonable accommodations on several occasions. Their advise has been invaluable in ensuring that the employee's and the Court's rights were respected and legal responsibilities were met. Given the small staff in the Plumas Court and the infrequency of these type of HR issues, the AOC staff is an excellent resource and makes economic sense.

**PAGE 15: Section 3: Evaluation****Q48: Information Technology Services**

152. California Courts Protective Order Registry (CCPOR)	Have used this service, Consider service to be valuable
153. Judicial Branch Statistical Information System (JBSIS)	Have used this service, Consider service to be valuable
154. Phoenix Financial, procurement and HR/Payroll System	Have used this service, Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	Have used this service, Consider service to be valuable
156. Uniform Civil Fees System (UCFS)	Have used this service, Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service, Consider service to be valuable
160. Network hosting, security, and support	Have used this service, Consider service to be valuable
162. Case management systems support: Sustain, V2, V3	Have used this service, Consider service to be valuable
163. Support to California Law Enforcement Telecommunications System (CLETS)	Have used this service, Consider service to be valuable
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Have used this service, Consider service to be valuable
166. Programmatic, technical and logistical support for WebEx programs	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Very Important

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

(no label) Much more important

**Additional Comments**

The Plumas Court is totally reliant on Information Technology Services from the AOC. Plumas is a managed court - its network and CMS - Sustain Justice Edition - is hosted at the AOC Tech Center (CCTC). Until 2006 the Court had a tech person on staff who managed a small business server only, with the Court's CMS hosted by the County of Plumas. When this staff person resigned, the Court recruited for the position twice and never received an application that met the minimum qualifications for the job. The Court then moved to the Tech Center and implemented a non-county CMS. There are pros and cons to this model that the Plumas Court is looking at going forward. What the Court knows for sure is that there are very few persons in Plumas County who have the necessary skill set and if they would have that skill set, the Court would most probably not be able to pay a salary that would be acceptable.

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**Q52: Juvenile Services**

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

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

(no label) Neutral

**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**

The AOC has traveled to Plumas County for the last two or three years to provide dependency training for judicial officers, counsel and Social Service employees. Several small counties in the northern part of the state participate in this mandatory training.

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**Q56: Language Services**

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

**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) Neutral

**Q59: 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**

Plumas County is very ethnically non - diverse so our use of language services from the AOC is minimal. The Court does appreciate the availability of this service when it is needed.

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**Q60: Legal Services**

189. Legal support with claims including investigations and responses	Consider service to be valuable
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	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	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	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	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
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) Good

**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) Much more important

**Additional Comments**

In a small court such as Plumas, having legal services available when needed is crucial, especially in administrative or employee issues. The Court does not have a need for a full or even part time employee for legal issues, but when issues do arise, research and recommendations are needed to make decisions in a timely manner. The Plumas Court's experience has been that a call or email to AOC legal staff is responded to within a day and the Court has been very satisfied with the level of service and the information provided.

**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	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	Consider service to be valuable
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	Consider service to be valuable
220. Staff support to the Bench-Bar Coalition	Consider service to be valuable

**Q66: Please select the rating that best reflects the 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

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

(no label) Somewhat Important

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

(no label) Much more important

**Additional Comments**

This AOC service is necessary and appropriate. ACO staff communicates with presiding judges and court executive officers about upcoming legislation and continues to develop methods to obtain input from the trial and appellate courts on pending legislation.

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**Q69: Mandated Reporting**

221. Access To Visitation Grants Program	Consider service to be valuable
222. Semi-Annual Report on Contracts for the Judicial Branch	Have used this service, Consider service to be valuable

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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	Consider service to be valuable
225. Demographics of the Bench	Consider service to be valuable
226. Sentencing of Criminal Defendants by Race and Ethnicity	Consider service to be valuable
227. Judgeship Needs in the Superior Courts	Have used this service, Consider service to be valuable
228. Standards and Measures of Judicial Administration	Consider service to be valuable
229. Annual Special Funds Expenditure Report	Consider service to be valuable
230. Annual Trial Court Allocations Report	Have used this service, Consider service to be valuable
231. Phoenix System Status Update Report	Consider service to be valuable
232. Purchase and Lease of Electronic Recording Equipment	Have used this service, Consider service to be valuable
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Have used this service, Consider service to be valuable
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Consider service to be valuable
235. Statewide Collections of Court-Ordered Debt	Have used this service, Consider service to be valuable
236. Receipts and Expenditures from Local Courthouse Construction Funds	Consider service to be valuable
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	Consider service to be valuable
238. Special facilities program reports requested by the legislature	Consider service to be valuable
239. 5-Year Language Use and Needs Study	Consider service to be valuable
240. Criminal Justice Realignment Data	Have used this service, Consider service to be valuable
241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program	Consider service to be valuable
242. Quarterly & annual reports on facility modification budgets, projects, and expenditures	Consider service to be valuable

**Q70: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Good

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

The AOC is the appropriate venue to collect informatin from all the trial courts, collate and create one report for the legislature or other mandated party.

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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
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	Have used this service, Consider service to be valuable
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	Consider service to be valuable
256. Assistance to court leaders with addressing internal governance, management and operational issues	Consider service to be valuable
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable

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

259. Presiding Judges	Have used this service, Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Have used this service, Consider service to be valuable
264. Court Executives Advisory Committee	Have used this service, Consider service to be valuable

**Q75: Please select the rating that best reflects the 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) Much more important

**Additional Comments**

Coordination and support for these services that affect all trial courts is a logical job for AOC staff. These services provide opportunities for communication between the courts and allow all opinions to be heard. The Assigned judges Program is a critical factor in access to justice - both for coverage for judicial absences and for timely access to justice for litigants when there are disqualifications of sitting judges. The Plumas Court has taken advantage of the Trial Court Business Processing Reengineering unit at the AOC - both for training and a specific study on the best organization structure for a small court. The Court will most likely utilize their services in the future.

**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	Consider service to be valuable
268. Judge and staff workload measures and analysis	Consider service to be valuable
269. Authorized and filled judgeships data and reporting	Consider service to be valuable
270. Conversion of Subordinate Judicial Officer positions to judgeships	Consider service to be valuable
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Consider service to be valuable
273. Data review and reporting	Consider service to be valuable
274. Production of the annual Jury Data Report	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) Good

**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

**Additional Comments**

Workload measures and other statistics are becoming increasingly important for the judicial branch. Funding is now tied to court work load statistics. It makes sense to have a central agency provide training, data collection and oversight for these statistics. Most trial courts do not have staff with sufficient expertise or time to perform these functions. This unit of the AOC was extremely helpful in providing providing information as the branch developed its new funding model.



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

*Respondent skipped this question*

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

No

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

*Respondent skipped this question*

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

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

**Q92: Additional Comments**

*Respondent skipped this question*