

Superior Court of the County of Riverside

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
 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
6. On-line Document Assembly/Forms Completion Programs	Have used this service, Consider service to be valuable
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service
9. Plain language forms and instructions	Have used this service, Consider service to
	be valuable
Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the option.	be valuable all quality of service that you have received for
Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the	be valuable all quality of service that you have received for
Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the option.	be valuable all quality of service that you have received for above services, please select the "no opinion" Satisfactory
Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the option. (no label)	be valuable all quality of service that you have received for above services, please select the "no opinion" Satisfactory
Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the option. (no label) Q5: How important, overall, is this group of services to	be valuable all quality of service that you have received for above services, please select the "no opinion" Satisfactory b your trial court operations? Somewhat Important
 Q4: Please select the rating that best reflects the over this group of services. If you have not used any of the option. (no label) Q5: How important, overall, is this group of services to (no label) Q6: Have cuts to your budget made this group of services 	be valuable all quality of service that you have received for above services, please select the "no opinion" Satisfactory b your trial court operations? Somewhat Important

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Q7: Audit Services		
11. Regular financial, operational, and compliance audits	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	
Q8: Please select the rating that best reflects the ov this group of services. If you have not used any of t option.		
(no label)	Good	
Q9: How important, overall, is this group of services	s 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		

Although the court finds the audits beneficial and necessary, they should be based on statute and policies, not "best practices".

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Q11: Capital Projects and Facilities Services	
17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders	Have used this service, Consider service to be valuable
18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	Consider service to be valuable
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Have used this service, Consider service to be valuable
21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	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		

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

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

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

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

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

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

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

32. Development, implementation, and management of the preventive maintenance program for assets

34. Management of Facilities Event Licensing for third party use of court facilities

35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance

36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments

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

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

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	Have used this service, Consider service to be valuable
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Have used this service, Consider service to be valuable

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

47. Program Management	Have used this service, Consider service to be valuable
48. Prioritization Methodology	Have used this service, Consider service to be valuable
49. Trial Court Facilities Standards	Have used this service, Consider service to be valuable
50. Site Selection and Acquisition	Have used this service, Consider service to be valuable
51. Contracting	Have used this service, Consider service to be valuable
52. Seismic Analysis of Leases	Have used this service, Consider service to be valuable
53. Relocation Services	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)

Fair

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

Third party usage of facilities - the AOC staff assigned to work with courts is sometimes inflexible; management staff typically operates in a reasonable manner. OCCM and other departments communications. This may be a structural issue within the AOC, but courts often get conflicting or duplicative requests from OCCM and other departments - a right hand, left hand issue. Recent example: We were asked by the AOC Environmental Department for documentation for a boiler issue at one of our facilities, which we were working to pull together, when we learned OCCM was already working on this. Neither the court in question, nor the other AOC department was aware. OCCM facilities maintenance group – We find the regional manager in Burbank challenging to work with; however, the local program administrators who are assigned to work directly with our court staff are very good to work with, as are the senior manager and his Sacramento support staff. They are all very helpful and supportive of the courts. The court has several projects underway and find that the various Capital Project management staff is responsive and good to work with. When the courts were under the auspices of the counties, when they needed space, the county provided space at no cost to the courts. However, since court facilities have transferred from counties to the state, there is no funding available to assist courts in their growth, especially in fast growing counties such as Riverside and San Bernardino. The AOC "solution" appears to be - let courts spend their own money, but not without such an onerous and frustrating oversight process that it makes it nearly impossible to lease new space. The CFR (Court Funded Request) process is unwieldy, takes far too much approval time, and ends up costing the courts more money due to the unnecessary delays. The Judicial Council could easily resolve this by authorizing courts to sign rental agreements and leases IF they are using their own budget to pay for space. Under the section on Capital Projects (question 17), while AOC assistance is useful, they also impose restrictions that make the process more difficult. For example, AOC staff reject sites that would otherwise be preferred by the court for what is often considered arbitrary reasons. Their services for due diligence and negotiation are valuable. The same can be said for question 19. With regards to question 24, this pertains to the initial installation. The court handles the day-to-day operations of this technology.

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217: Collaborative Courts Services	
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Have used this service, Consider service to be valuable
65. Substance Abuse Focus Grants funding	Have used this service, Consider service to be valuable

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

(no label)

Good

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

(no label)

Somewhat Important

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

(no label)

Somewhat more important

Additional Comments

Over the past few years, the Riverside Superior Court has applied for and been awarded federal grants to support its collaborative courts. Through those federal grants, many of the services in this survey have been available from the federal government. As the federal grant funding comes to a close, the court will increasingly rely on these types of services from the AOC

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Q21:	Communications	Services
	oominamoutono	00111000

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
72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee	Have used this service
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	Have used this service, Consider service to be valuable
74. Consultation and counsel on media strategies for programs, projects, and initiatives	Have used this service, Consider service to be valuable
75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions	Have used this service, Consider service to be valuable
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	Have used this service, Consider service to be valuable
Q22: Please select the rating that best reflects the over for this group of services. If you have not used any of opinion" option.	

(no label)

Good

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

(no label)

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

Q25: Criminal Justice Services	
79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination	Have used this service, Consider service to be valuable
Q26: Please select the rating that best reflects the over for this group of services. If you have not used any of opinion" option.	
(no label)	No Opinion
Q27: How important, overall, is this group of services	to your trial court operations?
(no label)	Neutral
Q28: Have cuts to your budget made this group of services, overall, more important or less important to your operations?	
(no label)	No Change

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Q29: Education and Training Services	
88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program	Have used this service, Consider service to be valuable
89. Institute for Court Management certification program for court managers	Have used this service
90. Court Clerk Training Institute	Have used this service, Consider service to be valuable
91. Court manager and supervisor training	Have used this service
92. ADA Annual Statewide Training and consulting for ADA coordinators	Have used this service
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Have used this service
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
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Have used this service, Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable
102. Development of public guides for children in court, victims' services, and court proceedings for families	Have used this service, Consider service to be valuable
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Have used this service, Consider service to be valuable
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	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

Q30: Statewide training for new Judicial Officers, including:

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

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

113. Criminal Assignment Courses	Have used this service, Consider service to be valuable
114. Qualifying Ethics Training	Have used this service, Consider service to be valuable
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
117. Domestic Violence courses	Have used this service, Consider service to be valuable
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Have used this service, Consider service to be valuable

Q32: Statewide Education for Judicial Leaders, including:

120. PJ/CEO Court Management Program	Have used this service, 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)	Fair	

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

(no label)

Somewhat Important

Q35: 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

Due to cuts in education the court has been unable to utilize many of the programs such as CCTI. In Southern California we have hundreds of employees who need training. However, CCTI may provide an opportunity to send only five staff members. By offering a class that fits 30-60 employees it only allows about five to attend from each court in the area and this is not effective. Also, restrictions that only certain staff go to the program eliminates the court's ability to send trainers that could participate and bring the programs back to the court in order to have a wider impact. While attempts have been made to utilize video broadcasts for the programs, they have not been effective for technical programs that may need hands-on application. It would be helpful if CJER made more of an attempt to communicate with the presiding judges on both the content AND timing of judicial educational offerings.

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Q36: Family Services 122. AB 1058 Legal, Program Support and Funding Have used this service. Consider service to and Administration for Child Support Commissioners be valuable and Family Law Facilitators 124. Information and technical assistance to Family Have used this service, Consider service to be valuable Courts 125. Family and Juvenile court judicial and staff Have used this service workload study and needs assessment 126. Family Law websites (including Families Change Have used this service, Consider service to and Parent Orientation video) content, maintenance be valuable and administration 127. Family Dispute Resolution support, technical Have used this service, Consider service to assistance, and education be valuable 128. Domestic Violence Courts Have used this service, Consider service to be valuable 129. Domestic Violence Safety Planning Project Have used this service, Consider service to be valuable 130. Violence Against Women Education Program Have used this service, Consider service to be valuable Have used this service, Consider service to 131. California Courts Protective Orders Registry 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)

Somewhat more important

Additional Comments

Preparing the monthly billing packages for the AB 1058 program is a very labor intensive process. On several occasions, AOC staff have changed the rules after the fact. Their stated position to the court has been to adjust to the new rule within a very short time frame or have the billing package reduced by the amount in question. There is no recognition of the time and effort that must go into implementing changes, and it appears that the changes are more of a convenience for AOC staff rather than a true requirement. While the AOC has made improvements in reimbursing the courts on a more timely basis, anticipated cash flow issues make it even more critical that these reimbursements get processed in a more timely manner.

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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
139. Financial policies and procedures	Have used this service, Consider service to be valuable
140. Fiscal training and assistance	Have used this service, Consider service to be valuable
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

AOC Finance and TCASD have provided invaluable assistance to this court in the areas of budgeting , accounting, and finance in general. Their subject matter experts are always helpful and committed to ensuring the courts understand their roles and responsibilities, not only to themselves as a local entity, but also to the branch and the State. They ensure that the courts are carrying out their responsibilities according to the branch's policies and procedures, GAAP, GASB and any other regulation related to finance that must be adhered to. Courts do not have the resources to employ all of the subject matter experts required to do this on their own. It is extremely helpful to be able to seek out assistance when necessary.

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Q44: Human Resources Services		
144. Labor relations and collective bargaining services	Have used this service	
148. Trial court payroll services through Phoenix or ADP	Have used this service	
150. Judicial Branch Workers' Compensation program oversight and administration	Have used this service	
Q45: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Fair	
Q46: How important, overall, is this group of services to your trial court operations?		
(no label)	Somewhat Unimportant	
Q47: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	No Change	

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	
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	
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service, Consider service to be valuable	
160. Network hosting, security, and support	Have used this service, Consider service to be valuable	
161. Technology hardware updates program	Have used this service, Consider service to be valuable	
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)	Satisfactory	
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)

Somewhat less important

Additional Comments

California Courts Protective Order Registry (CCPOR) - Riverside Superior Court has used this system since it became available. That was many years ago. The system has not been updated or enhanced to keep up with the available technology. If the system is not enhanced it will lose its effectiveness. Question #154 -The financial and procurement components of Phoenix have naming conventions for the data elements that are not consistent and that causes a lot of confusion. The staff support for the financial part of Phoenix is excellent and helps guide the court through difficulties that it experiences with the system. SAP Payroll -Riverside continues to have problems with this system. Riverside is one of two large courts on the system and it does not fulfill the needs of the large courts. When changes are made to the payroll system, the impact on the finance side of Phoenix is not taken into sufficient consideration and this leads to reporting challenges. It appears that one court is mostly driving what is done to the payroll system and the needs of other courts are not taken into enough consideration. "Work a Rounds" are suggested by the AOC. This is a time consuming process, especially for a large court. Phoenix Procurement - The purchase orders that come out of SAP are fine and the system does a pretty good job with the financial details. However, SAP as a procurement system is not easy to use nor intuitive. For the HR/Payroll component, the system is too cumbersome to use due to the lack of interfaces, inability to make changes that are needed, decisions made impacting the court without consultation, lack of reporting functions, and reporting functions that are cumbersome to use. Work orders are submitted with no feedback and there is a requirement that we send work to a central email address. The court is then required to send an email to the person telling them that we sent it to the central email address. Not only is this a cumbersome process, it is duplicative and inefficient. The court assumes that #161 (Technology hardware updates program) is the Network Tech Refresh program. If so, that service is used and considered valuable.

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Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
Have used this service
Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable
Have used this service, Consider service to be valuable

Q53: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Satisfactory	
Q54: How important, overall, is this group of services to your trial court operations?		
(no label)	Somewhat Important	
Q55: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	Somewhat more important	

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88. Management of technology to assist in the use of merican Sign Language and master contract for	Have used this service, Consider service to be valuable
87. Translations of forms, Web site, signage and ther resources	Have used this service, Consider service to be valuable
86. Cross-Assignment of Court Interpreter Employees	Have used this service, Consider service to be valuable
85. Certified and Registered Master List Maintenance f Court Interpreters	Have used this service, Consider service to be valuable
84. Court Interpreter Database Collection System CIDCS)	Have used this service, Consider service to be valuable
83. 5-Year Language Use and Needs Study	Have used this service, Consider service to be valuable
82. Statewide Language Coordination	Consider service to be valuable
81. Court interpreter education and training	Consider service to be valuable
80. Court interpreter outreach and recruitment	Consider service to be valuable
79. Court interpreter test administration, evelopment, and maintenance oversight	Consider service to be valuable
(JO. Language Services	
	 evelopment, and maintenance oversight 80. Court interpreter outreach and recruitment 81. Court interpreter education and training 82. Statewide Language Coordination 83. 5-Year Language Use and Needs Study 84. Court Interpreter Database Collection System CIDCS) 85. Certified and Registered Master List Maintenance f Court Interpreters 86. Cross-Assignment of Court Interpreter Employees 87. Translations of forms, Web site, signage and ther resources 88. Management of technology to assist in the use of

Q57: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Good

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

(no label)

Very Important

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

(no label)

No Change

Additional Comments

Good" rating does not apply to question number 184 regarding CIDCS. CIDCS needs to be upgraded in order for it to be useful to the courts, such as generating language usage report and the ability for interpreter staff to enter their own data in conjunction with supervisor's review and approval (similar to approval process in ESS) or through a periodic audit.

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Q60: Legal Services

189. Legal support with claims including investigations and responses

190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)

191. Management of affirmative litigation

192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members

193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues

194. Legal advice and consultation on a broad spectrum of judicial administration matters

195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs

197. Assistance with responding to subpoenas and disqualification statements

198. New and amended Local Court rules review and assistance with requests for alternative effective dates

199. Assistance with evaluation of need for and preparing requests for emergency orders

201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities

202. Management of the Commission on Judicial Performance Insurance Program

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

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Have used this service, Consider service to be valuable

Respondent skipped this question

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)

No Change

Additional Comments

For question 190, the court has used the AOC service management of labor-related matters (such as Public Relations Board hearings and arbitrations) and considers the service to be valuable if the attorney who is assisting the court is highly skilled. For question 193, the court has utilized the legal advice and consultation from the AOC on a broad spectrum of judicial administration matters and while the court considers the service valuable, the court is now using outside sources to a greater degree because the AOC staff is unavailable to assist much of the time. The court does make extensive use of the legal services offered through the CJP insurance program. When a judge receives word of a CJP inquiry, they contact the presiding judge and he/she immediately refers them to the insurance carrier. In addition, there have been times that the Court Executive Office has referred judges who merely have questions about possible CJP issues to call the attorneys, and they have done so and received good assistance. The Legal Services Office has provided valuable assistance to court staff related to pending lawsuits against the court or court staff, claims, subpoenas, 170's, and public records requests.

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Q65: Legislative and Budget Advocacy Services 215. Advocacy for Judicial Council positions on Have used this service. Consider service to pending legislation and technical assistance to be valuable legislators, staff, and justice partners, on court-related legislative issues 216. Expertise and assistance with strategy, advice, Have used this service, Consider service to and recommendations on judicial branch budget be valuable discussions 217. Tracking of statutory mandates on the Judicial Have used this service, Consider service to Council to adopt rules, forms, and reports to the be valuable legislature 219. Coordination of legislative information and Have used this service investigatory hearings that impact branch programs and projects Q66: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option. (no label) Good

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

(no label)

Somewhat Important

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

(no label)

Somewhat more important

Additional Comments

In one sense it would appear that the AOC has been very helpful in budget advocacy before the California Legislature. Information is provided and opportunities are made available to court leaders for budget advocacy in Sacramento. However, the final results of the advocacy efforts were a great disappointment in the last budget cycle. It is possible that without any advocacy at all trial courts would have ended up close to where they did in the final budget that was passed. And it is not entirely clear that the Office of Governmental Affairs (OGA) is advocating for the same thing that trial court presiding judges were advocating for. Ultimately, less than half of the restored funding in the final budget was actually directed to the trial courts. There are also concerns with other areas of legislative advocacy. While the Judicial Council asks for the input of the trial courts, in fact the Judicial Council and the RUPRO Committee decide what issues will be pursued and how they will be pursued. It is not clear that this benefits the trial courts as much as the Judicial Council. It appears that more effort could have been put into the urgency and passage of AB 1190, which would have provided for and funded more judgeships, especially in those courts that have been historically "under-judged". Instead of that distinction being made, it appeared that all courts statewide were presented in the same manner, despite their need for more judges Although OGA was vocal on the subject, the efforts met with negative results. Perhaps a more focused strategy in the future would be beneficial.

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Q69: Mandated Reporting	
222. Semi-Annual Report on Contracts for the Judicial Branch	Have used this service
227. Judgeship Needs in the Superior Courts	Have used this service, Consider service to be valuable
232. Purchase and Lease of Electronic Recording Equipment	Have used this service
235. Statewide Collections of Court-Ordered Debt	Have used this service, Consider service to be valuable
240. Criminal Justice Realignment Data	Have used this service

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

(no label)

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

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Q73: Operations Support Services		
243. Assigned Judges Program	Have used this service, Consider service to be valuable	
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable	
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)	Satisfactory	
Q76: How important, overall, is this group of services to your trial court operations?		
(no label)	Neutral	
Q77: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	No Change	

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Q78: Research and Data Services		
265. Annual Court Statistics Report	Have used this service, Consider service to be valuable	
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Have used this service, Consider service to be valuable	
267. Workload-based Allocation Funding Methodology research support	Have used this service, Consider service to be valuable	
268. Judge and staff workload measures and analysis	Have used this service, Consider service to be valuable	
269. Authorized and filled judgeships data and reporting	Have used this service, Consider service to be valuable	
270. Conversion of Subordinate Judicial Officer positions to judgeships	Have used this service, Consider service to be valuable	
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	Have used this service, Consider service to be valuable	
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Have used this service, Consider service to be valuable	
273. Data review and reporting	Have used this service, Consider service to be valuable	
274. Production of the annual Jury Data Report	Have used this service, Consider service to be valuable	
Q79: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no		

opinion" option.

(no label)

Good

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

(no label)

Very Important

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

(no label)

Much more important

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Q82: Security Services		
275. Judicial Online Privacy Protection Program	Have used this service, Consider service to be valuable	
278. Physical security consultation, assessment, site surveys and risk analysis	Have used this service, Consider service to be valuable	
279. Screening Equipment Replacement Program	Have used this service, Consider service to be valuable	
Q83: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.		
(no label)	Good	
Q84: How important, overall, is this group of services to your trial court operations?		
(no label)	Somewhat Important	
Q85: Have cuts to your budget made this group of services, overall, more important or less important to your operations?		
(no label)	No Change	
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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	Yes	

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courts?

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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.

It would be extremely helpful if the AOC would be pro-active about securing space for growing court staff. With the state budget picture looking brighter this year and next, courts such as Riverside, will need to find leased space for the increased staffing we anticipate hiring. It should be the AOC's responsibility to find and pay for space for the courts. This was the whole point of the legislation transferring facility responsibility from the counties to the state.

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?

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