

## Superior Court of the County of Sonoma

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

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

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

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

(no label)

Much less important

**PAGE 6: Section 3: Evaluation**

**Q7: Audit Services**

11. Regular financial, operational, and compliance audits

Have used this service

13. Non-audit consultative reviews

Have used this service

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

Have used this service

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

(no label)

Satisfactory

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

(no label)

Neutral

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

(no label)

Somewhat less important

**PAGE 7: Section 3: Evaluation**

**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
18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	Have used this service
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Have used this service
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
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	Have used this service
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
29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings	Have used this service
31. Provision of deferred maintenance and functional improvements	Have used this service
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
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Have used this service

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

38. Architectural and engineering design services	Have used this service
41. Functional and space planning and programming	Have used this service
42. Approval by authorities having jurisdiction	Have used this service
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Have used this service

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

47. Program Management	Have used this service
50. Site Selection and Acquisition	Have used this service
51. Contracting	Have used this service

**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) Somewhat Unimportant

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

(no label) Somewhat less important

**Q17: Collaborative Courts Services**

54. Legal, training, and program assistance to support Community Courts	Have used this service
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Have used this service
56. Legal, training, and program assistance to support DUI Courts	Have used this service
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Have used this service
58. Legal, training, and program assistance to support Elder Courts	Have used this service
59. Legal, training, and program assistance to support Homeless Courts	Have used this service
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	Have used this service
61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations	Have used this service
62. Legal, training, and program assistance to support Unified Courts for Families	Have used this service
63. Legal, training, and program assistance to support Veterans Courts and Military Families	Have used this service
64. Legal, training, and program assistance to support Youth/Peer Courts)	Have used this service
65. Substance Abuse Focus Grants funding	Have used this service
66. Research and analysis assistance	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) Unimportant

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

(no label) Much less important

PAGE 9: Section 3: Evaluation

**Q21: Communications Services**

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
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
74. Consultation and counsel on media strategies for programs, projects, and initiatives	Have used this service
75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions	Have used this service
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	Have used this service

**Q22: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Fair

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

(no label) Neutral

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

(no label) Somewhat less important

PAGE 10: Section 3: Evaluation

**Q25: Criminal Justice Services**

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination	Have used this service
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
81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation	Have used this service
82. Defining outcome-based criminal justice related metrics in collaboration with justice partners	Have used this service
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
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	Have used this service
86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)	Have used this service
87. Fulfillment of mandates related to the evaluation of certain criminal justice programs	Have used this service

**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) Fair

**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)

Much more important

**Additional Comments**

legal advise and guidance takes longer than desirable and advocacy for adequate funding to carry out mandated realignment functions is way too passive. Judicial Council seems to approach everything from a risk-adverse perspective and avoiding political fall-out as oppose to doing the right thing. AOC is either too coy to provide advice to Judicial Council or the advice given by AOC is not taken into consideration.

**PAGE 11: Section 3: Evaluation**

**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
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
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	Have used this service
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	Have used this service
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Have used this service
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable

## 2014-107 AOC Services

99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media	Have used this service
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
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
104. Web Ex programmatic instructional support	Have used this service
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Have used this service
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service
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
108. Jury education materials in support of successful jury participation	Have used this service

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

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

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

113. Criminal Assignment Courses	Have used this service
114. Qualifying Ethics Training	Have used this service, Consider service to be valuable
115. Complex Civil and Advanced Civil	Have used this service
116. California Environmental Quality Act (CEQA)	Have used this service
117. Domestic Violence courses	Have used this service
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Have used this service
119. Institutes for Appellate and Trial Court Attorneys	Have used this service

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

120. PJ/CEO Court Management Program	Have used this service
121. Supervising Judges Institute	Have used this service

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

(no label) Good

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

(no label) 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**

Training is excellent, but there are no measureable outcomes for the costs. Are we better trained and performing better because of all these training and education courses are we just attending them.

**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
123. Access to Visitation Program	Have used this service
124. Information and technical assistance to Family Courts	Have used this service
125. Family and Juvenile court judicial and staff workload study and needs assessment	Have used this service
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Have used this service
127. Family Dispute Resolution support, technical assistance, and education	Have used this service
128. Domestic Violence Courts	Have used this service
129. Domestic Violence Safety Planning Project	Have used this service
130. Violence Against Women Education Program	Have used this service
131. California Courts Protective Orders Registry	Have used this service

**Q37: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Fair

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

(no label) Neutral

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

(no label) Much less important

**Additional Comments**

Given the drastic reduction to trial court budgets, continuing to provide these worthwhile programs has become a challenge. We created the demand and internal advocacy and now that funds have been diminished we need to refocus our priorities and some of the AOC services become irrelevant. We have created an entire bureaucracy to take care of all the various programs that assist trial courts provide service at the local level, but given the current reality, continuing to maintain these programs at the AOC adds little value to the trial courts. Judicial Council is timid in cutting unnecessary programs because advisory committees created and assisted by AOC are too invested in their particular programs and won't dare disband them.

**Q40: Fiscal Services**

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

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

(no label) Satisfactory

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

(no label) Somewhat Important

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

(no label) Somewhat more important

**Additional Comments**

AOC and Judicial Council could benefit the trial courts by streamlining processes and reengineering practices around fiscal services. Sometimes it appears that they are guided by "The State has Always Done it This Way" mentality when recommending or implementing procedures.

**Q44: Human Resources Services**

144. Labor relations and collective bargaining services	Have used this service
145. Employee relations/investigations/progressive discipline/leave management	Have used this service
146. Judicial payroll and benefits	Have used this service
147. Pay and benefits management and administration for employees	Have used this service
148. Trial court payroll services through Phoenix or ADP	Have used this service
149. Recruitment, classification and compensation assistance	Have used this service
150. Judicial Branch Workers' Compensation program oversight and administration	Have used this service
151. Integrated Disability Management	Have used this service

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

(no label) Satisfactory

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

(no label) Neutral

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

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**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) Fair

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

(no label) Neutral

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

(no label) No Change

**Additional Comments**

Judicial Council needs to scrutinize the value added to these programs and well as cost-effectiveness. Judicial Council doesn't seem to have the level of expertise to really manage and oversee this large technology enterprise.

**PAGE 16: Section 3: Evaluation**

**Q52: Juvenile Services**

167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Have used this service
168. Local Blue Ribbon Commissions training and technical assistance	Have used this service
169. Court appointed dependency counsel funding, budgeting, and program management	Have used this service
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Have used this service
171. Juvenile Dependency Counsel Collections Programs	Have used this service
172. Psychotropic Medication Orders program	Have used this service
173. Judicial Resources and Technical Assistance Program for dependency cases	Have used this service
174. Information and technical assistance to juvenile courts	Have used this service
175. Technical assistance with juvenile court management system data and analytics	Have used this service
177. California Dependency Online Guide (CalDog)	Have used this service
178. Child Welfare County Data Profiles Updates	Have used this service

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

(no label) Satisfactory

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

(no label) Neutral

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

(no label)

Much less important

**Additional Comments**

Same comments as those for Collaborative justice initiatives. They are great programs, but we have less than adequate funds to address our court functions, let alone undertake expanded services. AOC and Judicial Council do a deservice to the public and trial courts by setting expectations that such services would be available to the public.

**PAGE 17: Section 3: Evaluation**

**Q56: Language Services**

179. Court interpreter test administration, development, and maintenance oversight	Have used this service
180. Court interpreter outreach and recruitment	Have used this service
181. Court interpreter education and training	Have used this service
182. Statewide Language Coordination	Have used this service
183. 5-Year Language Use and Needs Study	Have used this service
184. Court Interpreter Database Collection System (CIDCS)	Have used this service
185. Certified and Registered Master List Maintenance of Court Interpreters	Have used this service
186. Cross-Assignment of Court Interpreter Employees	Have used this service
187. Translations of forms, Web site, signage and other resources	Have used this service
188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services	Have used this service

**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)

Poor

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

(no label)

Somewhat Important

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

(no label)

Much more important

**Additional Comments**

AOC and Judicial Council have failed to take a leadership role in doing the right thing in this area. They have been reactive to DOJ investigations and labor demands. The expansion of services is a good example. Instead of looking at true expansion of quality service and leveraging on technology, AOC and Judicial Council is just taking the easy and politically convenient path. Labor is driving the agenda for these very important services and it will result in higher cost to all tax payers and very little improvement to language access.

**PAGE 18: Section 3: Evaluation**

**Q60: Legal Services**

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

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

203. Access and fairness	Have used this service
204. Appellate practice and procedure	Have used this service
205. Alternative Dispute Resolution	Have used this service
206. Civil and small claims	Have used this service
207. Collaborative courts	Have used this service
208. Complex litigation	Have used this service
209. Family and juvenile law	Have used this service
210. Judicial administration	Have used this service
211. Judicial ethics	Have used this service
212. Subject matter expertise	Have used this service
213. Jury instructions	Have used this service
214. Probation and mental health	Have used this service

**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) Fair

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

(no label) Neutral

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

(no label) No Change

**Q65: Legislative and Budget Advocacy Services**

215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues	Have used this service, Consider service to be valuable
216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions	Have used this service, Consider service to be valuable
217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature	Have used this service, Consider service to be valuable
218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance	Have used this service
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	Have used this service
220. Staff support to the Bench-Bar Coalition	Have used this service

**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) Very 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 is very important, although the results (budget and legislative initiatives) are not as beneficial to the well-being of the trial courts.

**Q69: Mandated Reporting**

221. Access To Visitation Grants Program	Have used this service
222. Semi-Annual Report on Contracts for the Judicial Branch	Have used this service
223. Trial Court Interpreters Program Expenditure Report	Have used this service
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	Have used this service
225. Demographics of the Bench	Have used this service
226. Sentencing of Criminal Defendants by Race and Ethnicity	Have used this service
227. Judgeship Needs in the Superior Courts	Have used this service
228. Standards and Measures of Judicial Administration	Have used this service
229. Annual Special Funds Expenditure Report	Have used this service
230. Annual Trial Court Allocations Report	Have used this service
231. Phoenix System Status Update Report	Have used this service
232. Purchase and Lease of Electronic Recording Equipment	Have used this service
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Have used this service
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Have used this service
235. Statewide Collections of Court-Ordered Debt	Have used this service
236. Receipts and Expenditures from Local Courthouse Construction Funds	Have used this service
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	Have used this service
238. Special facilities program reports requested by the legislature	Have used this service
239. 5-Year Language Use and Needs Study	Have used this service
240. Criminal Justice Realignment Data	Have used this service
241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program	Have used this service

242. Quarterly & annual reports on facility modification budgets, projects, and expenditures Have used this service

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

(no label) Good

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

(no label) Neutral

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

(no label) No Change

**Additional Comments**

These are legislative mandated functions that AOC is good at. Most of these required reports and studies are not critical to our court operations, although indirectly benefit our judicial branch.

**PAGE 21: Section 3: Evaluation**

**Q73: Operations Support Services**

243. Assigned Judges Program Have used this service

247. Civil Case Coordination Have used this service

250. Vexatious Litigants List administration Have used this service

251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process Have used this service

254. Consultative services, technical and complex analytical assistance for court administration and operational matters Have used this service

257. Information-sharing through meetings of court leaders Have used this service

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

259. Presiding Judges Have used this service

261. Trial Court Presiding Judge Advisory Committee Have used this service

262. California Court Clerk Association Have used this service

264. Court Executives Advisory Committee Have used this service

**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

**PAGE 22: Section 3: Evaluation**

**Q78: Research and Data Services**

265. Annual Court Statistics Report Have used this service

266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting Have used this service

267. Workload-based Allocation Funding Methodology research support Have used this service

268. Judge and staff workload measures and analysis Have used this service

269. Authorized and filled judgeships data and reporting Have used this service

270. Conversion of Subordinate Judicial Officer positions to judgeships Have used this service

271. Technical support to evaluate staffing or judicial officer allocations against workload model projections Have used this service

272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms Have used this service

273. Data review and reporting Have used this service

274. Production of the annual Jury Data Report Have used this service

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

(no label) Good

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

(no label) 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

**PAGE 23: Section 3: Evaluation**

**Q82: Security Services**

276. Threat and incident coordination and consultative services Have used this service

277. Emergency planning and preparedness/continuity of operations planning Have used this service

278. Physical security consultation, assessment, site surveys and risk analysis Have used this service

279. Screening Equipment Replacement Program Have used this service

280. Trial Court Security Grant Program Have used this service

**Q83: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.**

(no label) Satisfactory

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

(no label) Neutral

**Q85: Have cuts to your budget made this group of services, overall, more important or less important to your operations?**

(no label) No Change

**PAGE 24: Section 4: Conclusion**

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

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

PAGE 25: Section 4: Conclusion

<b>Q88: Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts.</b>	<i>Respondent skipped this question</i>
<b>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?</b>	Yes

PAGE 26: Section 4: Conclusion

<b>Q90: Please list all of the services that you receive through a contract, or other working relationship, with another court(s):</b>
Consortium of Northern California Courts-education and technology Reciprocal services North Bay Area Courts Regional agreements for legal services and labor negotiations

PAGE 27: Section 4: Conclusion

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

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

**Q92: Additional Comments**

*Respondent skipped this question*