

Supreme Court of California

This document contains the responses of the Supreme Court 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.

We originally administered our survey to the trial courts only. We later sent the survey to the six courts of appeal and to the Supreme Court, in response to a request by one court of appeal that these courts be included. Because we used the original survey instrument for this purpose, which we tailored to the trial courts, many of the services in the survey instrument did not apply to the Supreme Court and the courts of appeal. However, these courts responded to some questions that were not applicable to them. Specifically, only the following 146 services **do** apply to the Supreme Court:

5	39	88	119	191	220
7	40	89	132	192	222
9	41	90	134	193	225
10	42	91	135	194	238
11	43	92	136	195	243
12	44	93	137	196	244
13	45	94	139	197	245
14	46	95	140	202	246
15	47	96	143	203	252
16	48	97	145	204	255
17	49	98	146	205	256
18	50	99	147	206	257
19	51	100	149	207	260
20	52	101	150	208	262
22	53	103	151	209	263
23	68	104	154	210	265
24	69	105	155	211	266
25	70	107	157	212	273
26	71	112	158	213	275
27	73	113	159	214	277
28	74	114	160	215	278
29	75	115	164	216	
30	76	116	166	217	
36	77	117	189	218	
38	78	118	190	219	

Finally, we sent an addendum to our survey to the Supreme Court, containing services that apply to the Supreme Court, but that do not apply to the trial courts, and thus did not appear in our original survey instrument. The court’s response to this addendum appears on page 37.

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 more important

Additional Comments

The large reduction in General Fund support to the Judicial Branch over the past several years has left many more litigants to "fend for themselves," rendering access services more critical than ever. Further, any audit of access services would necessarily be incomplete and potentially inaccurate without a corresponding survey of the litigants who have come to rely on these services to navigate their way through the court system.

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Q7: Audit Services

11. Regular financial, operational, and compliance audits

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

13. Non-audit consultative reviews

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

15. Whistleblower Hotline responsibility

Have used this service, 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)

Excellent

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

Again, in this era of significantly reduced General Fund support to the Judicial Branch, internal audit services are essential to ensuring that each and every budget dollar is wisely spent and accounted for. In addition, audit services help to ensure that the Judicial Branch complies with the myriad of state and federal laws and regulations governing its operations. Finally, audit services are part and parcel of the oversight of branchwide administration of justice by the Chief Justice, the Judicial Council, and its members. For additional details on the wide variety of audit services performed by the AOC, please see the "Judicial Branch Accountability: Audits and Legislative Reports" web page at www.courts.ca.gov/25095.htm.

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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 | Have used this service, 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 | Have used this service, Consider service to be valuable |
| 20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents | 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 |
| 22. Development and implementation of risk management for capital projects and court facilities | Have used this service, Consider service to be valuable |
| 23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs | Have used this service, Consider service to be valuable |

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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	Have used this service, 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	Have used this service, 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
33. Management of 22 parking facilities across the state for court, jury, and public parking spaces	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, Consider service to be valuable
35. Administration of the delegated authority pilot project in which four courts are performing their own facilities maintenance	Have used this service, Consider service to be valuable
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Have used this service, Consider service to be valuable
37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Have used this service, Consider service to be valuable

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)

Excellent

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)

Much more important

Additional Comments

The capital and facilities services provided by the AOC were critical to the successful construction and renovation of the Ronald M. George State Office Complex in San Francisco, which houses not only Judicial Council staff but also the Supreme Court of California and the Court of Appeal, First Appellate District. These services remain essential on an ongoing basis -- specifically, to the adequate maintenance and repair of the complex and to managing the multi-million dollar tenancies of the Supreme Court, the First Appellate District, and the AOC with the Department of General Services. In addition, the Chief Justice of California, the Judicial Council, and its members regularly rely on the capital and facilities services provided by the AOC in their oversight of branchwide administration of justice.

Q20: 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

While the Supreme Court of California does not directly use collaborative court services, both the Supreme Court and the other appellate courts are the direct beneficiaries of such services, which dramatically increase positive outcomes at the trial court level, rendering it far less likely that a given case will reach the appellate courts. In addition, the Chief Justice, the Judicial Council, and its members rely on research, analyses, and cost benefit studies of collaborative courts in their oversight of branchwide administration of justice. California is a national leader in the collaborative court movement. Collaborative courts, including parole reentry courts, are also a top priority of the Executive Branch, which allocated an additional \$15 million to the Judicial Branch for such courts in Fiscal Year 2014-2015.

Q21: Communications Services

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles	Have used this service, 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
71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar	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, Consider service to be valuable
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	Have used this service, Consider service to be valuable
74. Consultation and counsel on media strategies for programs, projects, and initiatives	Have used this service, Consider service to be valuable
75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions	Have used this service, Consider service to be valuable
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	Have used this service, Consider service to be valuable
77. Management of content strategy, publishing, and metrics evaluation for social media channels including You Tube and Twitter and consultation with other judicial branch entities on their programs	Have used this service, Consider service to be valuable
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	Have used this service, Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

Q24: 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

As the state court of last resort, the Supreme Court of California is an extremely heavy user of communication services. So, too, is the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointment roles. The communications services provided by the AOC are mission critical to the Supreme Court, the Chief Justice, the Judicial Council, and its members, and the quality of the services provided is of the highest caliber. California is widely considered the national leader on court-related issues, watched by courts in all other states, rendering the communications services provided by the AOC all the more indispensable.

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
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, Consider service to be valuable
82. Defining outcome-based criminal justice related metrics in collaboration with justice partners	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
85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP)	Have used this service, Consider service to be valuable
86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)	Have used this service, Consider service to be valuable
87. Fulfillment of mandates related to the evaluation of certain criminal justice programs	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)	Excellent
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Q27: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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Q28: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

Much more important

Additional Comments

The Supreme Court of California regularly relies on the criminal justice services provided by the AOC, particularly in its administration of the death penalty in California. The Supreme Court and the other appellate courts are also direct beneficiaries of the many services the AOC provides to the California Appellate Projects, which oversee the appointment of counsel for indigent criminal defendants in both capital and non-capital matters. Likewise, the Chief Justice, the Judicial Council, and its members rely on criminal justice services in overseeing both the criminal justice system in California generally and the implementation of specific criminal justice initiatives, such as realignment.

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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, Consider service to be valuable
90. Court Clerk Training Institute	Have used this service, Consider service to be valuable
91. Court manager and supervisor training	Have used this service, Consider service to be valuable
92. ADA Annual Statewide Training and consulting for ADA coordinators	Have used this service, Consider service to be valuable
93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff	Have used this service, Consider service to be valuable
94. Statewide and regional education (i.e., Beyond the Bench)	Have used this service, Consider service to be valuable
95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training)	Have used this service, Consider service to be valuable
96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners	Have used this service, Consider service to be valuable
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	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

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99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media	Have used this service, Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable
102. Development of public guides for children in court, victims' services, and court proceedings for families	Have used this service, Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
104. Web Ex programmatic instructional support	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
108. Jury education materials in support of successful jury participation	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:

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

Q32: Statewide Education for Judicial Leaders, including:

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

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

(no label)	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 audio visual services provided by the AOC are essential to the Supreme Court of California, which regularly televises its high profile case and outreach programs. They are also critical to the efforts of the Chief Justice, the Judicial Council, and its members to ensure greater transparency within the Judicial Branch. With large numbers of authorized positions currently unfilled due to ongoing budget constraints, the Supreme Court of California and the other appellate courts have come to rely almost exclusively on AOC-sponsored education programs for both justices and support staff. These programs are excellent and are indispensable to ensuring equal access to the fair, efficient, and impartial administration of justice. Unlike their counterparts in most other states, Justices of the California Supreme Court, the other appellate courts, and their staff members, along with Judicial Council members, are all subject to Minimum Education Requirements. (See California Rules of Court, rules 10.455, 10.461, 10.469, 10.471, and 10.472.) All of them rely on AOC-sponsored education programs in order to comply with these requirements. They similarly rely on AOC-sponsored training programs on the dozens of new laws affecting the Judicial Branch enacted by the Legislative Branch each year, including, for example, numerous training programs on the implementation of Assembly Bill No. 109 (criminal justice realignment).

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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
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 Supreme Court of California relies heavily on the fiscal services provided by the AOC to ensure continuity of operations during this era of severely limited resources. Likewise, the Chief Justice, the Judicial Council, and its members rely heavily on these services in making difficult policy decisions as to how best to allocate the Judicial Branch's scarce resources.

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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
147. Pay and benefits management and administration for employees	Have used this service, Consider service to be valuable
148. Trial court payroll services through Phoenix or ADP	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	Have used this service, Consider service to be valuable

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

(no label)

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 Supreme Court of California does not have the resources to hire an in-house human resources liaison and, therefore, relies almost exclusively on the services provided by the AOC's Human Resources Services Office. So, too, do the Chief Justice, the Judicial Council, and its members in making important policy decisions on human resources issues, such as employee classification, compensation, and benefits.

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
157. Appellate Court Case Management System (ACCMS)	Have used this service, Consider service to be valuable
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	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
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
165. Justice Partners Outreach/E-Services	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)	Excellent
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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 AOC's Information Technology Services Office has done an excellent job of doing more with less. But reinvestment in Judicial Branch technology is essential to addressing the critical technology needs of the Supreme Court of California, the other appellate courts, and the trial courts, including major initiatives such as e-filing, which, once implemented, will greatly enhance the overall efficiency of the Judicial Branch.

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

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

(no label)

Excellent

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

(no label)

Very Important

Q55: 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 Supreme Court of California and the other appellate courts are the direct beneficiaries of adequate juvenile services, which render it far less likely that juvenile cases will migrate to the appellate courts. They are also direct beneficiaries of the many services the AOC provides to the California Appellate Projects, which oversee the appointment of counsel for indigent parties in juvenile delinquency and dependency matters, including court-appointed counsel for parents, de facto parents, delinquent minors, and dependent minors. Finally, the Chief Justice, the Judicial Council, and its members rely on juvenile services in overseeing the juvenile justice system in California.

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

The Supreme Court of California relies on language services to enable court-appointed counsel to communicate effectively with their limited-English-proficiency clients, particularly in death penalty matters. In addition, the Chief Justice, the Judicial Council, and its members oversee branchwide policy on language access, and the language services provided by the AOC are indispensable to their ability to do so in both a fair and cost-effective manner. California is currently under investigation by the United States Department of Justice for alleged language-access deficiencies under the federal Civil Rights Act. In addition, the Judicial Council is also in the process of developing a Language Access Plan for the Judicial Branch. The language services provided by the AOC are, thus, all the more critical.

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Q60: Legal Services

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

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

The Supreme Court of California uses the services of the AOC Legal Services Office on a daily basis. By way of example, in the past two weeks alone, the Supreme Court has sought legal advice on five different matters. Similarly, the Chief Justice, the Judicial Council, its members, and its internal and advisory committees use such legal services on the same daily basis.

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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, Consider service to be valuable

219. Coordination of legislative information and investigatory hearings that impact branch programs and projects

Have used this service, Consider service to be valuable

220. Staff support to the Bench-Bar Coalition

Have used this service, Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

Additional Comments

The Supreme Court of California uses the legislative and budget advocacy services provided by the AOC's Office of Governmental Affairs on a wide variety of issues that directly impact the Supreme Court. Likewise, the Chief Justice, the Judicial Council, and its members rely on these services on an ongoing basis in their oversight of branchwide policy and administration of justice.

PAGE 20: Section 3: Evaluation**Q69: Mandated Reporting**

221. Access To Visitation Grants Program	Have used this service, Consider service to be valuable
222. Semi-Annual Report on Contracts for the Judicial Branch	Have used this service, Consider service to be valuable
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	Have used this service, Consider service to be valuable
225. Demographics of the Bench	Have used this service, Consider service to be valuable
226. Sentencing of Criminal Defendants by Race and Ethnicity	Have used this service, 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	Have used this service, Consider service to be valuable
229. Annual Special Funds Expenditure Report	Have used this service, 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	Have used this service, 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

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234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Have used this service, 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	Have used this service, Consider service to be valuable
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	Have used this service, Consider service to be valuable
238. Special facilities program reports requested by the legislature	Have used this service, Consider service to be valuable
239. 5-Year Language Use and Needs Study	Have used this service, 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	Have used this service, Consider service to be valuable
242. Quarterly & annual reports on facility modification budgets, projects, and expenditures	Have used this service, 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) Excellent

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) Somewhat more important

Additional Comments

The Supreme Court of California, the Chief Justice, the Judicial Council, and its members all rely on the AOC's services to comply with a myriad of state and federal mandated reporting requirements.

Q73: Operations Support Services

243. Assigned Judges Program	Have used this service, Consider service to be valuable
244. Appellate Court-Appointed Counsel Program administration and support	Have used this service, Consider service to be valuable
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court	Have used this service, Consider service to be valuable
246. Administration of Special Masters assignment	Have used this service, Consider service to be valuable
247. Civil Case Coordination	Have used this service, Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	Have used this service, Consider service to be valuable
249. Tribal/State court coordination support	Have used this service, Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process	Have used this service, Consider service to be valuable
252. Federal, state, and private foundation fund development and grant 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	Have used this service, Consider service to be valuable
255. Data gathering and recommendations for court operational and administrative issues	Have used this service, Consider service to be valuable
256. Assistance to court leaders with addressing internal governance, management and operational issues	Have used this service, Consider service to be valuable
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable

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) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

Please see comments above under "Operations Support Services." The same comments apply with equal force to the "Research and Data Services" provided by the AOC.

Q82: Security Services

275. Judicial Online Privacy Protection Program	Have used this service, Consider service to be valuable
276. Threat and incident coordination and consultative services	Have used this service, Consider service to be valuable
277. Emergency planning and preparedness/continuity of operations planning	Have used this service, Consider service to be valuable
278. Physical security consultation, assessment, site surveys and risk analysis	Have used this service, Consider service to be valuable
279. Screening Equipment Replacement Program	Have used this service, Consider service to be valuable
280. Trial Court Security Grant 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) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

The security services provided to the Supreme Court of California, the Chief Justice, and the Supreme Court's Associate Justices are of paramount importance given the high profile and visibility of both the Supreme Court and its Justices. The Chief Justice, the Judicial Council, and its members also rely on these services in their oversight of branchwide security issues.

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

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

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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.

Ongoing cuts in General Fund support to the Judicial Branch have, in numerous instances, limited the extent to which the AOC can provide service to the Supreme Court of California, the other appellate courts, and the trial courts at a time when such services are most needed. These limitations on service, in turn, have impaired the ability to move forward on major issues of paramount importance, such as branchwide e-filing, which would greatly enhance the overall efficiency of the Judicial Branch.

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

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

The Chief Justice and the Administrative Presiding Justices of the six districts of the California Courts of Appeal are all members of the Administrative Presiding Justices Advisory Committee. Similarly, the Court Administrator/Clerk of the Supreme Court of California and the Clerk/Administrators of the six districts of the California Courts of Appeal all belong to the California Appellate Court Clerks Association. Both of these groups meet regularly to address how best to address a host of issues facing the appellate courts in a coordinated and cost-effective manner, and both of them rely heavily on a host of administrative support services provided by the AOC.

To offer just one example, the Court of Appeal, First Appellate District, assisted by the AOC Information Services Technology Office, is currently engaged in a pilot e-filing program, with the expectation that this program will later be rolled out to the Supreme Court and the other five districts of the California Courts of Appeal. As noted above, however, reinvestment in technology initiatives -- such as establishing e-filing in all 58 California superior courts -- is critical to the success of our collaborative efforts to enhance the fair and efficient administration of justice on a branchwide basis.

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

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

Q92: Additional Comments

The significant cutbacks in services and personnel in the AOC over the past several years, combined with the inability of the Supreme Court of California, the other appellate courts, and the trial courts to fill many of their authorized positions, have rendered those AOC offices/services that remain indispensable to ensuring equal access to the fair, efficient, and impartial administration of justice in California.

AOC Services Survey SUPREME COURT ADDENDUM

The purpose of this addendum to the web-based survey (in PDF form) is to capture feedback from the Supreme Court on seven additional services that the AOC asserts it provides to the Supreme Court.

The PDF web-based survey asks you to evaluate your overall experience with 19 AOC Service Areas, which are groupings of individual AOC services. We ask that you include your experience of the additional services, below, as you answer these questions in the PDF web-based survey. To see all services that the AOC indicates providing to courts within a given AOC Service Area, please refer to the pages in the PDF web-based survey that we have listed to the right of each AOC Service Area in the table below.

Please also complete the survey questions below, using “yes” and “no” answers:

Service Descriptions		Survey Questions		Page Range *
AOC Service Area	AOC Service	Have Used this Service	Consider Service to be Valuable	
COMMUNICATIONS SERVICES	Support to the California Supreme Court with their operations relating to web publishing, media relations, outreach activities, and the work of Supreme Court Committees.	X	X	19-20
COMMUNICATIONS SERVICES	Management of the copyright request and permissions process and guidance on preserving the intellectual property rights of the judicial branch.	X	X	19-20
EDUCATION AND TRAINING SERVICES	Technical support of Videoconferencing on the AOC and Appellate Court network for education.	X	X	25-27
FISCAL SERVICES	Maintenance of fixed asset system.	X	X	32
HUMAN RESOURCES SERVICES	Human resources management system.	X	X	34
INFORMATION TECHNOLOGY SERVICES	Administration and management of network and servers for internet-based telephones (Voice-over Internet Protocol (VOIP)).	X	X	36
LEGAL SERVICES	Legal assistance and staff support to the Supreme Court Advisory Committee on Code of Judicial Ethics.	X	X	44-45