

Superior Court of the County of Yolo

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

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

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

Q3: Access Services

2. Sargent Shriver Civil Counsel Pilot Program	Have used this service, Consider service to be valuable
3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding	Have used this service, Consider service to be valuable
4. Equal Access Funds	Have used this service, Consider service to be valuable
5. Judicial Branch Self-Help Website and resources	Have used this service, Consider service to be valuable
6. On-line Document Assembly/Forms Completion Programs	Have used this service, Consider service to be valuable
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service, Consider service to be valuable
9. Plain language forms and instructions	Have used this service, Consider service to be valuable

Q4: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Satisfactory

Q5: How important, overall, is this group of services to your trial court operations?

(no label) Somewhat Important

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

(no label) No Change

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Q7: Audit Services

11. Regular financial, operational, and compliance audits	Have used this service, Consider service to be valuable
14. Technical advice regarding audit, accounting compliance, and operational requirements	Have used this service, Consider service to be valuable

Q8: Please select the rating that best reflects the 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) Somewhat Important

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

(no label) No Change

Q11: Capital Projects and Facilities Services

16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds	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
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
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
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
27. Management of 24/7 call center for maintenance of branch facilities	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
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

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

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

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) Neutral

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

(no label) No Change

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Q17: Collaborative Courts Services	
65. Substance Abuse Focus Grants funding	Have used this service
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Q18: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.	
(no label)	No Opinion
<hr/>	
Q19: How important, overall, is this group of services to your trial court operations?	
(no label)	Neutral
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Q20: Have cuts to your budget made this group of services, overall, more important or less important to your operations?	
(no label)	No Change

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Q21: Communications Services

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
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
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) Satisfactory

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

(no label) Neutral

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

(no label) No Change

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

Q26: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Satisfactory

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

(no label)

Neutral

Q28: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

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, Consider service to be valuable
92. ADA Annual Statewide Training and consulting for ADA coordinators	Have used this service, Consider service to be valuable
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, 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
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
103. Job Aids for court staff, supervisors, and managers	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

Q30: Statewide training for new Judicial Officers, including:

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

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

113. Criminal Assignment Courses	Have used this service, Consider service to be valuable
114. Qualifying Ethics Training	Have used this service
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

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

(no label)	Somewhat 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)	No Change
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Q36: Family Services

122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators	Have used this service, Consider service to be valuable
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Have used this service, Consider service to be valuable

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

(no label) Satisfactory

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) No Change

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Q40: Fiscal Services

132. Budgeting	Have used this service
133. Centralized Treasury	Have used this service
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service
137. Accounts Payable support	Have used this service
139. Financial policies and procedures	Have used this service
140. Fiscal training and assistance	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, 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) 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) No Change

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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, Consider service to be valuable |
| 146. Judicial payroll and benefits | Have used this service, Consider service to be valuable |
| 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 |

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) Somewhat Important

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

(no label) No Change

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Q48: Information Technology Services

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
155. Computer- Aided Facilities Management System (CAFM)	Have used this service
156. Uniform Civil Fees System (UCFS)	Have used this service, Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service
161. Technology hardware updates program	Have used this service, Consider service to be valuable
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Have used this service

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

(no label) Satisfactory

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

(no label) Neutral

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

(no label) No Change

Q52: Juvenile Services

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
172. Psychotropic Medication Orders program	Have used this service
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	Have used this service, Consider service to be valuable

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

(no label) Satisfactory

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

(no label) Neutral

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

(no label) No Change

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Q56: Language Services

182. Statewide Language Coordination	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, Consider service to be valuable
186. Cross-Assignment of Court Interpreter Employees	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) Neutral

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

(no label)

No Change

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Q60: Legal Services

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

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

Have used this service

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

Respondent skipped this question

Q62: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

No Opinion

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

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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

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) Neutral

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

(no label) No Change

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Q69: Mandated Reporting

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, Consider service to be valuable
227. Judgeship Needs in the Superior Courts	Have used this service, Consider service to be valuable
230. Annual Trial Court Allocations Report	Have used this service, Consider service to be valuable
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
235. Statewide Collections of Court-Ordered Debt	Have used this service
236. Receipts and Expenditures from Local Courthouse Construction Funds	Have used this service
240. Criminal Justice Realignment Data	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) Poor

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

(no label) Somewhat Unimportant

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

(no label) Somewhat less important

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Q73: Operations Support Services

243. Assigned Judges Program Have used this service, Consider service to be valuable

250. Vexatious Litigants List administration Have used this service, Consider service to be valuable

252. Federal, state, and private foundation fund development and grant administration Have used this service

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

255. Data gathering and recommendations for court operational and administrative issues Have used this service

257. Information-sharing through meetings of court leaders Have used this service, Consider service to be valuable

Q74: Analytical and administrative support to: *Respondent skipped this question*

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) Somewhat Important

Q77: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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Q78: Research and Data Services

265. Annual Court Statistics Report	Have used this service, Consider service to be valuable
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Have used this service, Consider service to be valuable
267. Workload-based Allocation Funding Methodology research support	Have used this service, Consider service to be valuable
268. Judge and staff workload measures and analysis	Have used this service, Consider service to be valuable
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
273. Data review and reporting	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) Satisfactory

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

(no label) Somewhat Important

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

(no label) No Change

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Q82: Security Services

275. Judicial Online Privacy Protection Program	Have used this service, Consider service to be valuable
277. Emergency planning and preparedness/continuity of operations planning	Have used this service
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) 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

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

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

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

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

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

Procurement services through Riverside.

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

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

Q92: Additional Comments

Respondent skipped this question