

Third District Court of Appeal

This document contains the responses of the Third District Court of Appeal 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 163 services **do** apply to the courts of appeal:

1	38	89	119	191	220
5	39	90	132	192	222
7	40	91	134	193	225
9	41	92	135	194	238
10	42	93	136	195	243
11	43	94	137	196	244
12	44	95	139	197	245
13	45	96	140	198	246
14	46	97	143	199	249
15	47	98	145	201	252
16	48	99	146	202	255
17	49	100	147	203	256
18	50	101	149	204	257
19	51	103	150	205	260
20	52	104	151	206	262
21	53	105	154	207	263
22	68	106	155	208	265
23	69	107	157	209	266
24	70	109	158	210	272
25	71	110	159	211	273
26	72	111	160	212	275
27	73	112	161	213	277
28	74	113	164	214	278
29	75	114	165	215	
30	76	115	166	216	
32	78	116	187	217	
36	80	117	189	218	
37	88	118	190	219	

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Finally, we sent an addendum to our survey to the Third District Court of Appeal, containing services that apply to the courts of appeal, 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 22.

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)

No Change

Additional Comments

ADA expertise is critical to assist the courts in evaluating and responding to complex ADA issues. The courts require annual training to keep current on changing procedures, rules of court, and laws.

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Q7: Audit Services

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)

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)

No Change

Additional Comments

The Courts of Appeal recently participated in our first audit. The service received from John Judnick was excellent. We relied on his expertise and advice in guiding us through a successful audit.

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Q11: Capital Projects and Facilities Services

17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders	Consider service to be valuable, Have used this service
21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs	Consider service to be valuable, Have used this service
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	Consider service to be valuable, 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	Consider service to be valuable, 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	Consider service to be valuable, Have used this service

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

38. Architectural and engineering design services	Consider service to be valuable, Have used this service
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Consider service to be valuable, Have used this service
41. Functional and space planning and programming	Consider service to be valuable, Have used this service
45. Completion and occupancy and transition planning	Consider service to be valuable, Have used this service

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

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

(no label) Satisfactory

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

(no label) Very Important

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

(no label)

No Change

Additional Comments

During our recent infrastructure project, OCCM was not as responsive and participatory as they should have been.

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Q17: Collaborative Courts Services

Respondent skipped this question

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

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

(no label)

Neutral

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

73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	Consider service to be valuable, Have used this service
74. Consultation and counsel on media strategies for programs, projects, and initiatives	Consider service to be valuable, 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	Consider service to be valuable, Have used this service
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	Consider service to be valuable, Have used this service
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	Consider service to be valuable, Have used this service
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	Consider service to be valuable, 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) 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) No Change

Additional Comments

These services have always been important to the appellate courts. Cuts to the AOC has a disparate impact on the appellate courts because the appellate courts do not have the same administrative services as the trial courts. The AOC has always provided the administrative infrastructure to the appellate courts. Any further cuts to the AOC would negatively impact the operations of the appellate courts.

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Q25: Criminal Justice Services

Respondent skipped this question

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) No Opinion

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

(no label) Neutral

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

(no label) No Change

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Q29: Education and Training Services

- | | |
|---|---|
| 88. Judicial ethics training as required for participants in the Commission on Judicial Performance Insurance Program | Consider service to be valuable, Have used this service |
| 89. Institute for Court Management certification program for court managers | Consider service to be valuable, Have used this service |
| 90. Court Clerk Training Institute | Consider service to be valuable |
| 91. Court manager and supervisor training | Consider service to be valuable, Have used this service |
| 92. ADA Annual Statewide Training and consulting for ADA coordinators | Consider service to be valuable, Have used this service |
| 93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff | Consider service to be valuable, Have used this service |
| 94. Statewide and regional education (i.e., Beyond the Bench) | Consider service to be valuable, Have used this service |
| 95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training) | Consider service to be valuable, Have used this service |
| 96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners | Consider service to be valuable, Have used this service |
| 98. Development of online educational resources for judges, court staff, supervisors and managers | Consider service to be valuable, Have used this service |

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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	Consider service to be valuable, Have used this service
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Consider service to be valuable, Have used this service
103. Job Aids for court staff, supervisors, and managers	Consider service to be valuable, Have used this service
104. Web Ex programmatic instructional support	Consider service to be valuable, Have used this service
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Consider service to be valuable, Have used this service
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Consider service to be valuable, 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	Consider service to be valuable, 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
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Q31: Statewide education for experienced Judicial Officers and Judicial Attorneys, including:

112. Appellate Justices Institute	Consider service to be valuable, Have used this service
114. Qualifying Ethics Training	Consider service to be valuable, Have used this service
116. California Environmental Quality Act (CEQA)	Consider service to be valuable, Have used this service
119. Institutes for Appellate and Trial Court Attorneys	Consider service to be valuable, 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
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Q33: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Excellent

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

(no label) Very 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

The appellate courts do not have the infrastructure in place to provide extensive training to justices, attorneys, and staff.. We have limited ability to provide classes. These services have always been important to the appellate courts, and we rely on the AOC to provide these services. Question #90, the Court Clerk Training Institute, is not attended by appellate staff. However, this training is critical to train the trial court staff on appellate court procedures. The appellate courts rely on this training to educate the trial court appeals staff.

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Q36: Family Services

Respondent skipped this question

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) No Opinion

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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Q48: Information Technology Services

157. Appellate Court Case Management System (ACCMS)	Consider service to be valuable, Have used this service
158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems)	Consider service to be valuable, Have used this service
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Consider service to be valuable, Have used this service
160. Network hosting, security, and support	Consider service to be valuable, Have used this service
161. Technology hardware updates program	Consider service to be valuable, Have used this service
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Consider service to be valuable, Have used this service
166. Programmatic, technical and logistical support for WebEx programs	Consider service to be valuable, 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) Excellent

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) No Change

Additional Comments

The appellate courts do not have the infrastructure in place to manage all of our IT needs. While we have two IT employees at the Third District, the AOC has always provided IT services to the appellate courts. We rely on the AOC to provide these services. Any further cuts to the AOC would create a severe negative impact on the operations of the appellate courts.

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Q52: Juvenile Services

Respondent skipped this question

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) No Opinion

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

Respondent skipped this question

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) No Opinion

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

189. Legal support with claims including investigations and responses	Consider service to be valuable, Have used this service
191. Management of affirmative litigation	Consider service to be valuable, Have used this service
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Consider service to be valuable, Have used this service
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	Consider service to be valuable, Have used this service
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Consider service to be valuable, 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	Consider service to be valuable, Have used this service
196. Legal advice and representation regarding external audits/investigations	Consider service to be valuable
197. Assistance with responding to subpoenas and disqualification statements	Consider service to be valuable, Have used this service
199. Assistance with evaluation of need for and preparing requests for emergency orders	Consider service to be valuable
201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities	Consider service to be valuable, Have used this service
202. Management of the Commission on Judicial Performance Insurance Program	Consider service to be valuable, Have used this service

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

203. Access and fairness	Consider service to be valuable, Have used this service
204. Appellate practice and procedure	Consider service to be valuable, Have used this service
210. Judicial administration	Consider service to be valuable, Have used this service
211. Judicial ethics	Consider service to be valuable, Have used this service
212. Subject matter expertise	Consider service to be valuable, 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) Excellent

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

(no label) Very Important

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

(no label) No Change

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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

Consider service to be valuable, Have used this service

216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions

Consider service to be valuable, Have used this service

217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature

Consider service to be valuable, Have used this service

218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance

Consider service to be valuable

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

Consider service to be valuable

220. Staff support to the Bench-Bar Coalition

Consider service to be valuable

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

(no label) 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)

No Change

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Q69: Mandated Reporting

222. Semi-Annual Report on Contracts for the Judicial Branch

Consider service to be valuable, Have used this service

225. Demographics of the Bench

Consider service to be valuable, Have used this service

228. Standards and Measures of Judicial Administration

Consider service to be valuable, 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)

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)

No Change

Additional Comments

The appellate courts do not have the infrastructure in place to manage the mandated reporting. The AOC has always provides these services to the appellate courts, and we relay on the AOC to do so. Any further cuts to the AOC would create a severe negative impact on the operations of the appellate courts.

PAGE 21: Section 3: Evaluation

Q73: Operations Support Services

243. Assigned Judges Program	Consider service to be valuable, Have used this service
244. Appellate Court-Appointed Counsel Program administration and support	Consider service to be valuable, Have used this service
246. Administration of Special Masters assignment	Consider service to be valuable
250. Vexatious Litigants List administration	Consider service to be valuable, Have used this service
257. Information-sharing through meetings of court leaders	Consider service to be valuable, Have used this service

Q74: Analytical and administrative support to:

258. Administrative Presiding Justices	Consider service to be valuable, Have used this service
260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee	Consider service to be valuable, Have used this service
262. California Court Clerk Association	Consider service to be valuable, Have used this service
263. Appellate Indigent Defense Oversight Advisory Committee (AIDOC)	Consider service to be valuable, 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) Excellent

Q76: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

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

(no label) No Change

Additional Comments

The appellate courts do not have the infrastructure in place to manage all of the required operations support services. The AOC has always provided these services to the appellate courts, and we rely on the AOC to do so. Any further cuts to the AOC would create a severe negative impact on the operations of the appellate courts.

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) No Change

Additional Comments

The Third District employees private security personnel and one CHP Officer. However, the appellate courts do not have the infrastructure in place to provide all of the security services indicated above. We rely on the AOC to provide these services. Any cuts to security services would negatively impact the operations of the appellate courts.

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

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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? No

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

Respondent skipped this question

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	Neutral
Center for Judiciary Education and Research	Very Important
Court Operations Special Services Office	Very Important
Criminal Justice Court Services Office	Neutral
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	Neutral
Judicial Council Support Services	Neutral
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	Neutral
Trial Court Administrative Services Office	Neutral
Trial Court Liaison Office	Neutral

Q92: Additional Comments

Additional services needed that are not currently offered by the AOC that would be beneficial to the appellate courts: (1) Contract specialist position: The appellate courts are now required to adhere to the mandates of the Judicial Branch Contracting Manual (JCBM). The appellate courts need one centralized position at the AOC that specializes in procurement and contracting. Currently, the staff in each appellate court must learn and follow the contracting manual. This is a waste of staff resources in every court to learn and apply what one position in the AOC could assume. There should be an economy of scale. One position would accomplish this and reduce the chance for error in the consistent application of the JCBM. Additionally, the appellate courts are working with reduced staff. The JCBM has added an increased amount of workload to the appellate courts that are already under resourced. (2) The staff in Appellate Court Services (ACS) has been reduced by half. The appellate courts rely heavily on ACS to provide the necessary services to the courts. We do not have the infrastructure in place to perform these services. The current staff in ACS are not able to keep up with the current workload. The operations of the appellate courts have been negatively impacted by the reduction in staff of ACS. The appellate courts cannot afford to lose any further staff in ACS. We need the current vacancies filled in ACS.

AOC Services Survey—APPELLATE COURT ADDENDUM

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

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	
EDUCATION AND TRAINING SERVICES	Technical support of Videoconferencing on the AOC and Appellate Court network for education.	Yes	Yes	25-27
FISCAL SERVICES	Maintenance of fixed asset system.	Yes	Yes	32
HUMAN RESOURCES SERVICES	Human resources management system.	Yes	Yes	34
INFORMATION TECHNOLOGY SERVICES	Administration and management of network and servers for internet-based telephones (Voice-over Internet Protocol (VOIP)).	Yes	Yes	36
OPERATIONS SUPPORT SERVICES	Staff support to the Appellate Indigent Defense Oversight Advisory Committee	Yes	Yes	53-54
RESEARCH AND DATA SERVICES	Development of regular and ad hoc statistical reports for the courts of appeal.	Yes	Yes	56
RESEARCH AND DATA SERVICES	Assistance with workload analysis used to acquire judicial and court staff resources.	Yes	Yes	56