

Fourth District Court of Appeal

This document contains the responses of the Fourth 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:

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|----|----|-----|-----|-----|-----|
| 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 Fourth 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 31.

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

Q3: Access Services

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|---|---|
| 1. Self-Help legal, training, program, education support | Have used this service, Consider service to be valuable |
| 3. Self-Help Center, Family Law Information Centers, Model Self-Projects Funding | Consider service to be valuable |
| 5. Judicial Branch Self-Help Website and resources | 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 |
| 10. Support to Civics Education program to improve civic learning and public understanding of the Judicial Branch including the California Task Force on K-12 Civics Learning | 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) Good

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) Somewhat more important

Additional Comments

The appellate courts depend on the AOC to provide access to self help information on the website and publicizing local programs to help self represented litigants through the appellate process.

Q7: Audit Services

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| 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. | Consider service to be valuable |
| 13. Non-audit consultative reviews | 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) Good

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) Much more important

Additional Comments

With the cuts that have taken place in the appellate courts coupled with the additional responsibility of the judicial branch contracting manual the need for auditing services is critical to ensure the work is being completed accurately. There are fewer people doing the work and the pressure to perform more and quicker necessitates oversight.

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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 |

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|---|---|
| 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 | 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 |
| 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 |

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

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|--|---|
| 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 |
| 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 |
| 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) Good

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 construction and maintenance of the appellate free standing structures has enabled us to use many of the services of this group. In the leased space we equally have called upon them for negotiations, inspections and evaluation services. The four year old courthouse in Santa Ana was the first court built in California solely within the AOC auspices. The building won a number of awards, including safety, functional design and retains a LEED Silver Certification.

Q17: Collaborative Courts Services

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

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

(no label) No Opinion

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

(no label) Somewhat Important

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

(no label)

Somewhat more important

Additional Comments

Though collaborative courts do not directly work with appellate courts, the results of these program affect the workload of the appellate courts. These programs are extremely valuable to the community and resolve issues before they reach an appellate level.

Q21: Communications Services

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| 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 | 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 | 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

The communications group is vital to the appellate court operations. Providing assistance with news releases, public information requests, media inquiries, etc. has been a service we would not be able to accomplish on our own without the professional experience of this group to help guide us.

Q25: Criminal Justice Services

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| 79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination | 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 | 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 | Consider service to be valuable |
| 82. Defining outcome-based criminal justice related metrics in collaboration with justice partners | 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) | 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 | 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

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

(no label) Somewhat Important

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

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| 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 |
| 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 |
| 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 | Consider service to be valuable |
| 102. Development of public guides for children in court, victims' services, and court proceedings for families | Consider service to be valuable |
| 103. Job Aids for court staff, supervisors, and managers | Have used this service, Consider service to be valuable |

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| 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 | Consider service to be valuable |

Q30: Statewide training for new Judicial Officers, including:

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| 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:

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| 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:

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| 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 |
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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) Much more important

Additional Comments

Education of staff and Justices is provided on a variety of subjects areas that are only available through this unit. The required mandatory education ensures that the work product produced by the appellate court demonstrates quality, educated, and professional insight.

Q36: Family Services

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| 122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators | Consider service to be valuable |
| 123. Access to Visitation Program | Consider service to be valuable |
| 124. Information and technical assistance to Family Courts | Consider service to be valuable |
| 126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration | Consider service to be valuable |
| 127. Family Dispute Resolution support, technical assistance, and education | Consider service to be valuable |
| 128. Domestic Violence Courts | Consider service to be valuable |
| 129. Domestic Violence Safety Planning Project | Consider service to be valuable |
| 130. Violence Against Women Education Program | Consider service to be valuable |
| 131. California Courts Protective Orders Registry | 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) 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

Q40: Fiscal Services

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|---|---|
| 132. Budgeting | 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 | 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) Good

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

This group provides all budgeting aspects for the courts of appeal. They provide us with support in budgeting, account monitoring and training.

Q44: Human Resources Services

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| 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 |
| 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) Good

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) Somewhat more important

Additional Comments

Each appellate court depends on the HR unit of the AOC for the full spectrum of HR services. Our local courts are so small that it would be impossible to obtain the professional knowledge necessary for overall HR management services required.

Q48: Information Technology Services

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|--|---|
| 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 |
| 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 |
| 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

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) Somewhat more important

Additional Comments

As the court handles more information, the demand to do this electronically is vital. The case management system is our primary way to monitor, store and manage cases through the system.

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| Q52: Juvenile Services | |
| 169. Court appointed dependency counsel funding, budgeting, and program management | 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) | 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 | |
| 179. Court interpreter test administration, development, and maintenance oversight | Consider service to be valuable |
| 180. Court interpreter outreach and recruitment | Consider service to be valuable |
| 181. Court interpreter education and training | Consider service to be valuable |
| 183. 5-Year Language Use and Needs Study | Consider service to be valuable |
| 187. Translations of forms, Web site, signage and other resources | Have used this service, Consider service to be valuable |
| 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) | Satisfactory |
| 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

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|--|---|
| 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 | 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 | 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 |

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

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

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) Somewhat more important

Additional Comments

This unit is very important to the appellate courts. When we need specialty help in certain areas of the law, this group thoroughly researches the issues and provides assistance to the court in making decisions on policy, management and administration. This unit provides critical support to appellate courts by handling any work related litigation our justices or staff become involved with.

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)

No Change

Additional Comments

This unit is the official link between the appellate courts and the legislature on all issues related to new laws and the adequate funding of court operations.

Q69: Mandated Reporting

| | |
|--|---|
| 222. Semi-Annual Report on Contracts for the Judicial Branch | Consider service to be valuable |
| 225. Demographics of the Bench | Consider service to be valuable |
| 228. Standards and Measures of Judicial Administration | Have used this service, Consider service to be valuable |
| 239. 5-Year Language Use and Needs Study | 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) No Opinion

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

(no label) Somewhat 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

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 |
| 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 | Consider service to be valuable |
| 249. Tribal/State court coordination support | Consider service to be valuable |
| 252. Federal, state, and private foundation fund development and grant administration | Consider service to be valuable |
| 254. Consultative services, technical and complex analytical assistance for court administration and operational matters | 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 |

Q74: Analytical and administrative support to:

| | |
|---|---|
| 258. Administrative Presiding Justices | Have used this service, Consider service to be valuable |
| 259. Presiding Judges | Consider service to be valuable |
| 260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee | Have used this service, Consider service to be valuable |
| 261. Trial Court Presiding Judge Advisory Committee | Consider service to be valuable |
| 262. California Court Clerk Association | Have used this service, Consider service to be valuable |
| 263. Appellate Indigent Defense Oversight Advisory Committee (AIDOC) | Have used this service, Consider service to be valuable |
| 264. Court Executives Advisory Committee | Have used this service, Consider service to be valuable |

Q75: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

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) Much more important

Additional Comments

Operations Support Services (Appellate Courts) provides us with a wide variety of services including policy assistance, Appointed Counsel coordination, and assistance in preparation for Administrative Presiding Justices and Clerk Administrator meetings.

PAGE 22: Section 3: Evaluation

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

268. Judge and staff workload measures and analysis 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

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) Neutral

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

(no label)

No Change

PAGE 23: Section 3: Evaluation

Q82: Security Services

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, Consider service to be valuable

278. Physical security consultation, assessment, site surveys and risk analysis

Have used this service, Consider service to be valuable

279. Screening Equipment Replacement Program

Have used this service, Consider service to be valuable

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

(no label)

Good

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

(no label)

Somewhat Important

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

(no label)

No Change

Additional Comments

The appellate courts utilize the security services provided by the CHP. The AOC assists and guides us with emergency planning and continuity of operations planning. In this role they provided training, host the on line COOP plan and provide updates as necessary.

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?

No

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

No

PAGE 25: Section 4: Conclusion

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

PAGE 26: Section 4: Conclusion

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

The appellate courts and the Supreme Court work together to invest in services that we can all use. An example would be a shared case management system and educational programs.

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

Q92: Additional Comments

Respondent skipped this question

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 |