

### Fifth District Court of Appeal

This document contains the responses of the Fifth 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	

## **Fifth District Court of Appeal**

Finally, we sent an addendum to our survey to the Fifth 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 26.

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

**Q3: Access Services**

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
6. On-line Document Assembly/Forms Completion Programs	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)

Much more important

**Additional Comments**

I have marked some areas where I consider the service valuable, even though the court, to my knowledge, has not directly utilized that service. However, the court has indirectly benefited when the pro per litigants appearing before our court are able to submit timely documents and are well prepared for oral argument. Because these documents are thorough and complete, the court is able to efficiently process them. Some litigants have stated to the court how useful the self-help centers were to them and given that service credit for their ability appear in pro per. The ADA assistance the court receives is critical to our operations and provides ongoing, timely and consistent information and help with issues that arise. If the management team at the court was not familiar with the service at all, I did not mark either box. My answer to #6 relates to cuts to both the AOC's budget and the court's budget that have resulted in these services being more important - the court doesn't have the staff to support the civics education program, but we do utilize pamphlets from that program. The court does not have the staff to develop forms and instructions and completely rely on the AOC for that service. The Court doesn't have sufficient staff to assign one person to be the subject matter expert with regard to the ADA and rely 100% on the expertise from the AOC in this regard.

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**Q7: Audit Services**

11. Regular financial, operational, and compliance audits

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

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

15. Whistleblower Hotline responsibility

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)

Very Important

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

(no label)

Much more important

**Additional Comments**

Cuts to the budget have not been solely responsible for the importance of this service to the court. Because the court does not have sufficient technical resources in-house to effectively handle all contract, procurement, financial, audit or accounting issues, we rely heavily on the AOC for assistance, support, and direction. The court employs no accountants or account clerks. Administrative and management staff handle these matters for the court.

**Q11: Capital Projects and Facilities Services**

18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	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	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
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	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
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

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

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

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

(no label) Somewhat Important

**Q16: 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 management team at the court has no experience dealing with the capital projects program at the AOC. Many of the services listed sound invaluable, but I did not mark any boxes if I was completely unfamiliar with the service as described. On this section, I only marked those boxes for which the court either directly used the service or indirectly benefited because of the service. It is important to note that there is no one within the appellate courts with this expertise or experience. The appellate courts are completely reliant on the AOC for this level of service. If these service were not available, the courts would have to contract for them.

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**Q17: Collaborative Courts Services**

55. Legal, training, and program assistance to support Dependency and Juvenile Drug 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

63. Legal, training, and program assistance to support Veterans Courts and Military Families 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) 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

**Additional Comments**

These services are not utilized by appellate courts. The services marked as valuable represent the records the appellate court has received from those specific collaborative courts that were well prepared and useful to the court.

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**Q69: Mandated Reporting**

225. Demographics of the Bench

Have used this service, Consider service to be valuable

228. Standards and Measures of Judicial Administration

Consider service to be valuable

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**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

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

(no label)

Neutral

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**Q72: 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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**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

There are no resources available within the appellate courts to manage or coordinate these services.

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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

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)

Good

**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)

Somewhat more important

Additional Comments

Again, the statistical reporting and assistance with data review and reporting is invaluable. There are no resources within the appellate courts to provide these services.

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**Q82: Security Services**

275. Judicial Online Privacy Protection Program	Consider service to be valuable
276. Threat and incident coordination and consultative services	Consider service to be valuable
277. Emergency planning and preparedness/continuity of operations planning	Consider service to be valuable
278. Physical security consultation, assessment, site surveys and risk analysis	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) No Opinion

**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

**Additional Comments**

Security Services does not provide the services checked for the appellate courts. Security is provided by the California Highway Patrol (CHP). The 5DCA has one assigned CHP officer for our 50,000+ sq ft courthouse with approximately 65 staff and 10 justices. The CHP manages our security personnel and the screening process for oral argument and any public coming in to the courthouse for business. The officer investigates threats made against the judiciary. The court's assigned CHP officer briefs new staff and justices regarding security policies and procedures at the court. The CHP Officer is an integral member of the court's Safety Committee and works in concert with the court's Safety Officer (Assistant Clerk/Administrator) on maintaining, updating and communicating the court's Emergency Action Plan. The CHP Officer has an active role in the orientation of new employees and justices, informing them of safety and security policies, procedures and issues. The CHP Officer is responsible for the safety and security of all staff, justices and public. This responsibility includes a leadership role for fire drills, evacuation of the building, or any issue that may pose and issue or threat to the court as a whole.

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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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<b>Q88: Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts.</b>	<i>Respondent skipped this question</i>
<b>Q89: So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?</b>	Yes

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<b>Q90: Please list all of the services that you receive through a contract, or other working relationship, with another court(s):</b>
The appellate court has a contract that was just terminated for consultative technology services from the Technology Director of the Fresno Superior Court. We have contacted Fresno Superior Court for isolated interpreter needs during oral argument (this was addressed under the Language Services section of the survey).

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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	Somewhat Important
Center for Judiciary Education and Research	Very Important
Court Operations Special Services Office	Very Important
Criminal Justice Court Services Office	Unaware of this office
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	Neutral
Office of Appellate Court Services	Very Important
Office of Communications	Somewhat 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**

Appellate Court Services is a very small office with a large number of vacancies due to budget reductions. The appellate courts are directly impacted by this because services are limited and appellate courts do not have the resources - either financially or technically - to provide the services. The support from this unit is critical for the operations of the appellate courts.

Additionally, the HR, Fiscal, IT, Legal Services, and Facilities offices provide staffing and resources for the appellate courts in these areas. The appellate courts would be devastated, operationally, without these services and have been negatively impacted due to the budget reductions.

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