

Superior Court of the County of Colusa

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

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

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

Q3: Access Services

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	Have used this service, Consider service to be valuable
5. Judicial Branch Self-Help Website and resources	Have used this service, Consider service to be valuable
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
8. Administration and management of the JusticeCorps volunteer program	Consider service to be valuable
9. Plain language forms and instructions	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	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) Very 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

Q7: Audit Services

11. Regular financial, operational, and compliance audits	Have used this service, Consider service to be valuable
12. Special investigations concerning misappropriation of funds, potential losses, etc.	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	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

Q11: Capital Projects and Facilities Services

16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds	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	Consider service to be valuable
18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	Consider service to be valuable
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Consider service to be valuable
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	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
27. Management of 24/7 call center for maintenance of branch facilities	Have used this service, Consider service to be valuable
29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings	Have used this service, 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	Consider service to be valuable
31. Provision of deferred maintenance and functional improvements	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	Consider service to be valuable

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

38. Architectural and engineering design services	Consider service to be valuable
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
42. Approval by authorities having jurisdiction	Consider service to be valuable, Have used this service
43. Sustainable design and design approval	Consider service to be valuable
44. Construction execution delivery including commissioning services	Consider service to be valuable
45. Completion and occupancy and transition planning	Consider service to be valuable
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Consider service to be valuable

Q13: Establishment and implementation of policies for the judicial branch capital program, including:

47. Program Management	Consider service to be valuable
48. Prioritization Methodology	Consider service to be valuable
49. Trial Court Facilities Standards	Consider service to be valuable
51. Contracting	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) Somewhat more important

Q17: Collaborative Courts Services

55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Have used this service, 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
64. Legal, training, and program assistance to support Youth/Peer Courts)	Have used this service, Consider service to be valuable
67. Cost benefit studies of collaborative courts	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) Good

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) No Change

Q21: Communications Services

69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting	Have used this service, 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
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	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	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	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

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) Good

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

(no label) Somewhat 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

PAGE 10: Section 3: Evaluation

Q25: Criminal Justice Services

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination

Consider service to be valuable, Have used this service

80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities

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

84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters

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)

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)

Good

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

(no label)

Very Important

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

(no label)

Somewhat more important

PAGE 11: Section 3: Evaluation

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, Have used this service
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
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	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
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
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Consider service to be valuable, Have used this service
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Consider service to be valuable, Have used this service

2014-107 AOC Services

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	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
108. Jury education materials in support of successful jury participation	Consider service to be valuable, Have used this service

Q30: Statewide training for new Judicial Officers, including:

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

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

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

Q32: Statewide Education for Judicial Leaders, including:

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

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

- | | |
|------------|-----------|
| (no label) | Excellent |
|------------|-----------|

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

PAGE 12: Section 3: Evaluation

Q36: Family Services

- | | |
|--------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators | Consider service to be valuable, Have used this service |
| 123. Access to Visitation Program | Consider service to be valuable |
| 124. Information and technical assistance to Family Courts | Consider service to be valuable |
| 125. Family and Juvenile court judicial and staff workload study and needs assessment | 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) Good

Q38: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

Q39: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Somewhat more important

Q40: Fiscal Services

132. Budgeting	Consider service to be valuable, Have used this service
133. Centralized Treasury	Consider service to be valuable, Have used this service
134. Payroll and controller services	Consider service to be valuable, Have used this service
135. Master contracts/procurement assistance	Consider service to be valuable, Have used this service
136. Financial Management - accounting and reporting	Consider service to be valuable, Have used this service
137. Accounts Payable support	Consider service to be valuable, Have used this service
138. Trust Accounting support	Consider service to be valuable, Have used this service
139. Financial policies and procedures	Consider service to be valuable, Have used this service
140. Fiscal training and assistance	Consider service to be valuable, Have used this service
141. Grants Administration	Consider service to be valuable, Have used this service
142. Enhanced Collections guidelines and assistance for courts and counties	Consider service to be valuable, Have used this service
143. Provision and maintenance of financial information available through the judicial branch website	Consider service to be valuable, Have used this service

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) Somewhat more important

Q44: Human Resources Services

144. Labor relations and collective bargaining services	Consider service to be valuable, Have used this service
145. Employee relations/investigations/progressive discipline/leave management	Consider service to be valuable, Have used this service
146. Judicial payroll and benefits	Consider service to be valuable, Have used this service
147. Pay and benefits management and administration for employees	Consider service to be valuable, Have used this service
148. Trial court payroll services through Phoenix or ADP	Consider service to be valuable
149. Recruitment, classification and compensation assistance	Consider service to be valuable, Have used this service
150. Judicial Branch Workers' Compensation program oversight and administration	Consider service to be valuable, Have used this service
151. Integrated Disability Management	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) Much more important

Q48: Information Technology Services

152. California Courts Protective Order Registry (CCPOR)	Consider service to be valuable
153. Judicial Branch Statistical Information System (JBSIS)	Consider service to be valuable, Have used this service
154. Phoenix Financial, procurement and HR/Payroll System	Consider service to be valuable, Have used this service
155. Computer- Aided Facilities Management System (CAFM)	Consider service to be valuable, Have used this service
156. Uniform Civil Fees System (UCFS)	Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Consider service to be valuable
160. Network hosting, security, and support	Consider service to be valuable
161. Technology hardware updates program	Consider service to be valuable, Have used this service
163. Support to California Law Enforcement Telecommunications System (CLETS)	Consider service to be valuable
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
165. Justice Partners Outreach/E-Services	Consider service to be valuable
166. Programmatic, technical and logistical support for WebEx programs	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) Good

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

Q52: Juvenile Services

167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Consider service to be valuable
169. Court appointed dependency counsel funding, budgeting, and program management	Consider service to be valuable
172. Psychotropic Medication Orders program	Consider service to be valuable, Have used this service
173. Judicial Resources and Technical Assistance Program for dependency cases	Consider service to be valuable
174. Information and technical assistance to juvenile courts	Consider service to be valuable
175. Technical assistance with juvenile court management system data and analytics	Consider service to be valuable
176. Chief Justice's Keeping Kids in School and Out of Court Initiative	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) Good

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

(no label) Somewhat Important

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

(no label) No Change

Q56: Language Services

179. Court interpreter test administration, development, and maintenance oversight	Consider service to be valuable
181. Court interpreter education and training	Consider service to be valuable
182. Statewide Language Coordination	Consider service to be valuable, Have used this service
183. 5-Year Language Use and Needs Study	Consider service to be valuable
184. Court Interpreter Database Collection System (CIDCS)	Consider service to be valuable, Have used this service
185. Certified and Registered Master List Maintenance of Court Interpreters	Consider service to be valuable
186. Cross-Assignment of Court Interpreter Employees	Consider service to be valuable, Have used this service
187. Translations of forms, Web site, signage and other resources	Consider service to be valuable
188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services	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) Good

Q58: How important, overall, is this group of services to your trial court operations?

(no label) Somewhat Important

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

(no label) No Change

Q60: Legal Services

189. Legal support with claims including investigations and responses	Consider service to be valuable, Have used this service
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	Consider service to be valuable
191. Management of affirmative litigation	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	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	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
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Consider service to be valuable
199. Assistance with evaluation of need for and preparing requests for emergency orders	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	Consider service to be valuable, Have used this service
202. Management of the Commission on Judicial Performance Insurance Program	Consider service to be valuable

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
205. Alternative Dispute Resolution	Consider service to be valuable
206. Civil and small claims	Consider service to be valuable
207. Collaborative courts	Consider service to be valuable
208. Complex litigation	Consider service to be valuable
209. Family and juvenile law	Consider service to be valuable
210. Judicial administration	Consider service to be valuable, Have used this service
211. Judicial ethics	Consider service to be valuable
212. Subject matter expertise	Consider service to be valuable
213. Jury instructions	Consider service to be valuable
214. Probation and mental health	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) Good

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

(no label) Somewhat 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

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

216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions Consider service to be valuable

217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature 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) No Opinion

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

(no label) Neutral

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

(no label) Somewhat more important

PAGE 20: Section 3: Evaluation

Q69: Mandated Reporting

228. Standards and Measures of Judicial Administration Consider service to be valuable, Have used this service

233. Trial Court Revenue, Expenditure, and Fund Balance Constraints Consider service to be valuable, Have used this service

235. Statewide Collections of Court-Ordered Debt Have used this service

240. Criminal Justice Realignment Data 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) Satisfactory

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

PAGE 21: Section 3: Evaluation

Q73: Operations Support Services

243. Assigned Judges Program

Consider service to be valuable, Have used this service

246. Administration of Special Masters assignment

Consider service to be valuable

251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process

Consider service to be valuable

255. Data gathering and recommendations for court operational and administrative issues

Consider service to be valuable

256. Assistance to court leaders with addressing internal governance, management and operational issues

Consider service to be valuable

257. Information-sharing through meetings of court leaders

Consider service to be valuable, Have used this service

Q74: Analytical and administrative support to:

259. Presiding Judges

Consider service to be valuable

260. Appellate Court Administrators and Court Executive Officers through the Administrative Presiding Justices Advisory Committee

Consider service to be valuable

262. California Court Clerk Association

Consider service to be valuable, Have used this service

264. Court Executives Advisory Committee

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)

Good

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

(no label)

Somewhat Important

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

(no label)

No Change

PAGE 22: Section 3: Evaluation

Q78: Research and Data Services

265. Annual Court Statistics Report

Consider service to be valuable, Have used this service

266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting

Consider service to be valuable, Have used this service

267. Workload-based Allocation Funding Methodology research support

Consider service to be valuable, Have used this service

268. Judge and staff workload measures and analysis

Consider service to be valuable, Have used this service

269. Authorized and filled judgeships data and reporting

Consider service to be valuable

273. Data review and reporting

Consider service to be valuable, Have used this service

274. Production of the annual Jury Data Report

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)

No Change

PAGE 23: Section 3: Evaluation

Q82: Security Services

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, Have used this service
279. Screening Equipment Replacement Program	Consider service to be valuable, Have used this service
280. Trial Court Security Grant Program	Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Somewhat more important

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):

Shared AB1058 Commissioner with Glenn, Tehama and Plumas counties.

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

Q92: Additional Comments

Respondent skipped this question