

## Superior Court of the County of Contra Costa

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
6. On-line Document Assembly/Forms Completion Programs	Have used this service, Consider service to be valuable
7. American with Disabilities Act subject matter expertise provided in response to individual court requests for assistance with resolving a specific ADA issue, and ADA training specialized for individual trial courts	Have used this service, Consider service to be valuable
9. Plain language forms and instructions	Have used this service, Consider service to be valuable
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) Somewhat 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.	Have used this service, 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

**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) No Change

**Additional Comments**

The need for AOC Audit Services has been reduced as a result of the statutory transfer of auditing responsibility to the Bureau of State Audits. AOC Audit Services will continue to have a valuable function for the trial courts providing technical advice regarding audit, accounting compliance, and operational requirements. Resources in this area of the AOC have been reduced, but, with the reduction in the amount of services they need to provide, they may be able to provide more timely responses to the courts' questions.

**Q11: Capital Projects and Facilities Services**

16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds	Have used this service, Consider service to be valuable
17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders	Have used this service, Consider service to be valuable
18. Management of California Environmental Quality Act responsibilities to comply with regulatory statute, including community hearings on capital project impacts	Have used this service, Consider service to be valuable
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
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	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
31. Provision of deferred maintenance and functional improvements	Have used this service, Consider service to be valuable
32. Development, implementation, and management of the preventive maintenance program for assets	Have used this service, Consider service to be valuable
34. Management of Facilities Event Licensing for third party use of court 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

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

38. Architectural and engineering design services	Have used this service, Consider service to be valuable
39. Environmental analyses of potential courthouse construction sites	Have used this service, Consider service to be valuable
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Have used this service, Consider service to be valuable
41. Functional and space planning and programming	Have used this service, Consider service to be valuable
42. Approval by authorities having jurisdiction	Have used this service, Consider service to be valuable
43. Sustainable design and design approval	Have used this service, Consider service to be valuable
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:**

*Respondent skipped this question*

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

(no label) Excellent

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

(no label) Very Important

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

(no label) No Change

**Additional Comments**

The court received the benefit of many of the services of this division during the construction of a new courthouse. This experience forms the basis of our survey responses above.



PAGE 9: Section 3: Evaluation

**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
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

**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	Have used this service, 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	Have used this service, 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	Have used this service, 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)	Have used this service, Consider service to be valuable
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	Have used this service, 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	Have used this service, 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) Very 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

**Additional Comments**

Our court consults AOC staff for legal advice, and has taken advantage of nearly every training that the AOC has offered in relation to AB 109. We have found the attorneys and program staff to be knowledgeable, and the programs to be very helpful.

**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	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
90. Court Clerk Training Institute	Have used this service, Consider service to be valuable
91. Court manager and supervisor training	Have used this service, Consider service to be valuable
92. ADA Annual Statewide Training and consulting for ADA coordinators	Have used this service, Consider service to be valuable
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
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable

## 2014-107 AOC Services

101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable
102. Development of public guides for children in court, victims' services, and court proceedings for families	Have used this service, Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
105. Faculty development program, webinars and online resources to prepare and support statewide and local court faculty	Consider service to be valuable
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service, Consider service to be valuable
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	Have used this service, Consider service to be valuable
108. Jury education materials in support of successful jury participation	Have used this service, Consider service to be valuable

---

### **Q30: Statewide training for new Judicial Officers, including:**

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

---

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

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

---

**Q32: Statewide Education for Judicial Leaders, including:**

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

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

(no label) 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 | Have used this service, Consider service to be valuable |
| 123. Access to Visitation Program  | Have used this service, Consider service to be valuable |
| 124. Information and technical assistance to Family Courts   | Have used this service, Consider service to be valuable |
| 126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration      | Have used this service, Consider service to be valuable |
| 127. Family Dispute Resolution support, technical assistance, and education  | Have used this service, Consider service to be valuable |

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

(no label) Good

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

(no label) Somewhat Important

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

(no label)

No Change

**PAGE 13: Section 3: Evaluation**

**Q40: Fiscal Services**

132. Budgeting	Have used this service, Consider service to be valuable
133. Centralized Treasury	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	Have used this service, Consider service to be valuable
142. Enhanced Collections guidelines and assistance for courts and counties	Have used this service, 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)

Excellent

**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)

No Change

**PAGE 14: Section 3: Evaluation**

**Q44: Human Resources Services**

- |   |   |
|---|---|
| 144. Labor relations and collective bargaining services                         | Have used this service, Consider service to be valuable |
| 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 |
| 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 |

**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)

Excellent

**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)

No Change

**PAGE 15: Section 3: Evaluation**

**Q48: Information Technology Services**

153. Judicial Branch Statistical Information System (JBSIS)	Have used this service, Consider service to be valuable
154. Phoenix Financial, procurement and HR/Payroll System	Have used this service, Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	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
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

**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

**PAGE 16: Section 3: Evaluation**

**Q52: Juvenile Services**

167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Have used this service, Consider service to be valuable
174. Information and technical assistance to juvenile courts	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) 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

**PAGE 17: Section 3: Evaluation**

**Q56: Language Services**

179. Court interpreter test administration, development, and maintenance oversight Have used this service, Consider service to be valuable

184. Court Interpreter Database Collection System (CIDCS) Have used this service, Consider service to be valuable

185. Certified and Registered Master List Maintenance of Court Interpreters Have used this service, Consider service to be valuable

186. Cross-Assignment of Court Interpreter Employees Have used this service, Consider service to be valuable

187. Translations of forms, Web site, signage and other resources Have used this service, 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 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) Excellent

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

(no label) Very 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

## PAGE 18: Section 3: Evaluation

**Q60: Legal Services**

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
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	Have used this service, 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
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:**

206. Civil and small claims	Have used this service, Consider service to be valuable
207. Collaborative courts	Have used this service, Consider service to be valuable
209. Family and juvenile law	Have used this service, Consider service to be valuable
210. Judicial administration	Have used this service, Consider service to be valuable
212. Subject matter expertise	Have used this service, Consider service to be valuable
213. Jury instructions	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) 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	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) Good

**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) Much more important

**Additional Comments**

Legislative and budget advocacy are fundamentally important services provided by AOC. The courts need to be represented as the Legislature, Governor, and executive branch agencies make decisions that impact the courts and court users. There is a perception, however, that AOC is currently not performing this role as effectively as possible. Courts have no way, though, of accurately evaluating AOC's actual effectiveness in advocating on our behalf.

**Q69: Mandated Reporting**

227. Judgeship Needs in the Superior Courts	Have used this service, Consider service to be valuable
240. Criminal Justice Realignment Data	Have used this service, 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)	Good
------------	------

**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	Have used this service, Consider service to be valuable
250. Vexatious Litigants List administration	Have used this service, Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	Have used this service, Consider service to be valuable
254. Consultative services, technical and complex analytical assistance for court administration and operational matters	Have used this service, 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:**

259. Presiding Judges	Have used this service, Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Have used this service, Consider service to be valuable
262. California Court Clerk Association	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) No Change

**Q78: Research and Data Services**

265. Annual Court Statistics Report	Have used this service, Consider service to be valuable
266. Judicial Branch Statistical Information System technical assistance, maintenance and reporting	Have used this service, Consider service to be valuable
267. Workload-based Allocation Funding Methodology research support	Have used this service, Consider service to be valuable
268. Judge and staff workload measures and analysis	Have used this service, Consider service to be valuable
269. Authorized and filled judgeships data and reporting	Have used this service, Consider service to be valuable
270. Conversion of Subordinate Judicial Officer positions to judgeships	Have used this service, Consider service to be valuable
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	Have used this service, Consider service to be valuable
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
274. Production of the annual Jury Data Report	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) Excellent

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

(no label) Very 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

**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
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
280. Trial Court Security Grant Program	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Very Important

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

(no label) No Change

**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?**

No

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):**

*Respondent skipped this question*

PAGE 27: Section 4: Conclusion

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

Center for Families, Children & the Courts	Very Important
Center for Judiciary Education and Research	Very Important
Court Operations Special Services Office	Very Important
Criminal Justice Court Services Office	Very Important
Executive Office	Neutral
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	Neutral
Judicial Council Support Services	Neutral
Legal Services Office	Very Important
Office of Administrative Services	Unaware of this office
Office of Appellate Court Services	Neutral
Office of Communications	Somewhat Important
Office of Governmental Affairs	Very Important
Office of Real Estate and Facilities Management	Somewhat Important
Special Projects Office	Unaware of this office
Trial Court Administrative Services Office	Very Important
Trial Court Liaison Office	Unaware of this office

**Q92: Additional Comments**

*Respondent skipped this question*