
Superior Court of the County of Fresno

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 |
| 9. Plain language forms and instructions | 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) Very Important

Q6: 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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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) Excellent

Q9: How important, overall, is this group of services to your trial court operations?

(no label) Very Important

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

(no label) No Change

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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

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

21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs

Have used this service, Consider service to be valuable

22. Development and implementation of risk management for capital projects and court facilities

Have used this service, Consider service to be valuable

23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs

Have used this service, Consider service to be valuable

24. Oversight of the design and installation of audio-visual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure

Have used this service, Consider service to be valuable

25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention

Have used this service

2014-107 AOC Services

| | |
|---|---|
| 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 |
| 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 | Have used this service, Consider service to be valuable |
| 33. Management of 22 parking facilities across the state for court, jury, and public parking spaces | 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 |
| 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 |
| 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 |
| 44. Construction execution delivery including commissioning services | Have used this service |
| 46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals | Have used this service, Consider service to be valuable |

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

| | |
|--------------------------------------|---|
| 47. Program Management | Have used this service, Consider service to be valuable |
| 48. Prioritization Methodology | Have used this service |
| 49. Trial Court Facilities Standards | Have used this service |
| 51. Contracting | Have used this service |
| 52. Seismic Analysis of Leases | Have used this service |

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

(no label) Satisfactory

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

(no label) Very Important

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

(no label) No Change

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Q17: Collaborative Courts Services

| | |
|--|---|
| 54. Legal, training, and program assistance to support Community Courts | Have used this service, Consider service to be valuable |
| 57. Legal, training, and program assistance to support Adult and Juvenile Justice 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 | Have used this service |
| 65. Substance Abuse Focus Grants funding | Have used this service, 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) Satisfactory

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

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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

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)

Satisfactory

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

(no label)

Neutral

Q24: 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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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

87. Fulfillment of mandates related to the evaluation of certain criminal justice programs

Have used this service

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)

Satisfactory

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

(no label)

Neutral

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

(no label)

No Change

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 |
| 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 |
| 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 |
| 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 |
| 108. Jury education materials in support of successful jury participation | Have used this service |

Q30: Statewide training for new Judicial Officers, including:

| | |
|--|---|
| 109. New Judge Orientation | Have used this service, Consider service to be valuable |
| 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:

| | |
|---|---|
| 114. Qualifying Ethics Training | Have used this service, Consider service to be valuable |
| 116. California Environmental Quality Act (CEQA) | Have used this service, Consider service to be valuable |
| 118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts) | Have used this service, Consider service to be valuable |
| 119. Institutes for Appellate and Trial Court Attorneys | Have used this service, Consider service to be valuable |

Q32: Statewide Education for Judicial Leaders, including:

| | |
|--------------------------------------|---|
| 120. PJ/CEO Court Management Program | 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) | Good |
|------------|------|

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

| | |
|------------|--------------------|
| (no label) | Somewhat Important |
|------------|--------------------|

Q35: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

| | |
|------------|-----------|
| (no label) | No Change |
|------------|-----------|

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) Somewhat 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

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Q44: Human Resources Services

145. Employee relations/investigations/progressive discipline/leave management Have used this service

146. Judicial payroll and benefits Have used this service

150. Judicial Branch Workers' Compensation program oversight and administration Have used this service

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) Satisfactory

Q46: How important, overall, is this group of services to your trial court operations?

(no label) Neutral

Q47: 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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Q52: Juvenile Services

| | |
|---|---|
| 167. Court-Appointed Special Advocates (CASA) program administration, funding and education | Have used this service, Consider service to be valuable |
| 169. Court appointed dependency counsel funding, budgeting, and program management | Have used this service, Consider service to be valuable |
| 171. Juvenile Dependency Counsel Collections Programs | 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 |
| 176. Chief Justice's Keeping Kids in School and Out of Court Initiative | Have used this service, Consider service to be valuable |
| 177. California Dependency Online Guide (CalDog) | 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) Very 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

| | |
|---|---|
| 180. Court interpreter outreach and recruitment | Have used this service, Consider service to be valuable |
| 182. Statewide Language Coordination | Have used this service, Consider service to be valuable |
| 183. 5-Year Language Use and Needs Study | 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 |
| 188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services | Have used this service |

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 | 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 |
| 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 |
| 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 |
| 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 |
| 201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities | Have used this service, Consider service to be valuable |

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

| | |
|-------------------------------------|---|
| 203. Access and fairness | Have used this service, Consider service to be valuable |
| 205. Alternative Dispute Resolution | Have used this service, Consider service to be valuable |
| 211. Judicial ethics | 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) 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

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Q65: Legislative and Budget Advocacy Services

215. Advocacy for Judicial Council positions on pending legislation and technical assistance to legislators, staff, and justice partners, on court-related legislative issues

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

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)

Somewhat Important

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

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Q69: Mandated Reporting

| | |
|--|---|
| 221. Access To Visitation Grants Program | Have used this service, Consider service to be valuable |
| 222. Semi-Annual Report on Contracts for the Judicial Branch | Have used this service, Consider service to be valuable |
| 223. Trial Court Interpreters Program Expenditure Report | Have used this service, Consider service to be valuable |
| 227. Judgeship Needs in the Superior Courts | Have used this service, Consider service to be valuable |
| 231. Phoenix System Status Update Report | Have used this service, Consider service to be valuable |
| 232. Purchase and Lease of Electronic Recording Equipment | Have used this service, Consider service to be valuable |
| 233. Trial Court Revenue, Expenditure, and Fund Balance Constraints | Have used this service, Consider service to be valuable |
| 235. Statewide Collections of Court-Ordered Debt | Have used this service, Consider service to be valuable |
| 236. Receipts and Expenditures from Local Courthouse Construction Funds | Have used this service, Consider service to be valuable |
| 237. Judicial Branch AB 1473 Five-Year Infrastructure Plan | Have used this service, Consider service to be valuable |
| 238. Special facilities program reports requested by the legislature | Have used this service |
| 239. 5-Year Language Use and Needs Study | Have used this service, Consider service to be valuable |
| 240. Criminal Justice Realignment Data | Have used this service, Consider service to be valuable |
| 242. Quarterly & annual reports on facility modification budgets, projects, and expenditures | 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

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Q73: Operations Support Services

| | |
|--|---|
| 243. Assigned Judges Program | Have used this service, Consider service to be valuable |
| 246. Administration of Special Masters assignment | Have used this service, Consider service to be valuable |
| 250. Vexatious Litigants List administration | Have used this service, Consider service to be valuable |
| 251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process | Have used this service, Consider service to be valuable |
| 252. Federal, state, and private foundation fund development and grant administration | Have used this service |
| 253. Trial Court Business Processing Reengineering expertise and training | 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:

| | |
|---|---|
| 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)

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

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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

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

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)

Satisfactory

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

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Q82: Security Services

| | |
|---|---|
| 275. Judicial Online Privacy Protection Program | Have used this service |
| 276. Threat and incident coordination and consultative services | Have used this service, Consider service to be valuable |
| 277. Emergency planning and preparedness/continuity of operations planning | Have used this service, Consider service to be valuable |
| 278. Physical security consultation, assessment, site surveys and risk analysis | Have used this service, Consider service to be valuable |
| 279. Screening Equipment Replacement Program | Have used this service, Consider service to be valuable |

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

(no label) Good

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

(no label) 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

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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? Yes

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Q88: Please list any additional services, not currently offered by the AOC, that you believe would be useful to the trial courts.

Distribution of fines and fees

Q89: So that we can better understand the extent to which trial courts are currently obtaining support services from entities other than the AOC, please tell us: do you contract with other courts, or have any other working relationships with other courts, in order to receive services?

No

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

Respondent skipped this question

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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 | Very Important |
| Center for Judiciary Education and Research | Somewhat Important |
| Court Operations Special Services Office | Unaware of this office |
| Criminal Justice Court Services Office | Unaware of this office |
| Executive Office | Neutral |
| Fiscal Services Office | Very Important |
| Human Resources Services Office | Unimportant |
| Information Technology Services Office | Neutral |
| Internal Audit Services | Very Important |
| Judicial Branch Capital Program Office | Very Important |
| Judicial Council Support Services | Neutral |
| Legal Services Office | Somewhat Important |
| Office of Administrative Services | Unaware of this office |
| Office of Appellate Court Services | Unaware of this office |
| Office of Communications | Unimportant |
| 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