

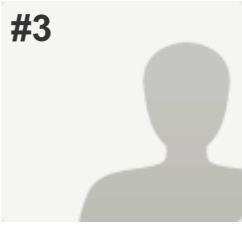
Superior Court of the County of Glenn

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](#).

#3



COMPLETE

Collector: Email Invitation 4 (Email)
Started: Tuesday, August 12, 2014 2:33:13 PM
Last Modified: Tuesday, August 12, 2014 4:11:15 PM
Time Spent: 01:38:02
First Name: 66GL56789
Email: aoc11@auditor.ca.gov
Custom Data: Glenn

IP Address: 173.160.21.89

PAGE 3: Section 2: Validation

Q1: 1: Please enter your survey code, which is a case-sensitive code. (The survey code was provided to you in the email that contained the link to this survey). Your code will be used to validate your response and to identify duplicate responses.

| | |
|-------------|-----------|
| Survey Code | 66GL56789 |
|-------------|-----------|

PAGE 4: Section 2: Validation

Q2: Please identify the name of the person who will be leading your court's effort to complete the survey, and provide their contact information.

| | |
|-------|----------------------|
| Name | Erin Satterwhite |
| Phone | 916-445-0255 |
| Email | erins@auditor.ca.gov |

PAGE 5: Section 3: Evaluation

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 |
| 10. Support to Civics Education program to improve civic learning and public understanding of the Judicial Branch including the California Task Force on K-12 Civics Learning | Have used this service, Consider service to be valuable |

Q4: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q5: How important, overall, is this group of services to your trial court operations?

(no label) 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

PAGE 6: Section 3: Evaluation

Q7: Audit Services

11. Regular financial, operational, and compliance audits 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) No Opinion

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

(no label) Somewhat Important

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

(no label) Somewhat more important

Additional Comments

More important due to cuts in staffing. Self help centers staff assisting the public when filing documents saves the clerks at the county a substantial amount of time.

PAGE 7: Section 3: Evaluation

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 |
| 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 |
| 21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs | Have used this service |
| 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 |
| 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 |
| 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 |
| 32. Development, implementation, and management of the preventive maintenance program for assets | Have used this service |
| 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 |

| | |
|--|---|
| 37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs | Have used this service, Consider service to be valuable |
|--|---|

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

| | |
|--|---|
| 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 |
| 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 |
| 45. Completion and occupancy and transition planning | 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 |

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

| | |
|--------------------------------------|---|
| 47. Program Management | Have used this service |
| 49. Trial Court Facilities Standards | Have used this service, Consider service to be valuable |
| 50. Site Selection and Acquisition | Have used this service, Consider service to be valuable |
| 51. Contracting | Have used this service, Consider service to be valuable |

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) | Fair |
|------------|------|

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

PAGE 8: Section 3: Evaluation

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

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, Consider service to be valuable

65. Substance Abuse Focus Grants funding

Have used this service, Consider service to be valuable

66. Research and analysis assistance

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)

Fair

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

(no label)

Somewhat Important

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

(no label)

Somewhat more important

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 |
| 72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee | Have used this service, Consider service to be valuable |
| 73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives | Have used this service, Consider service to be valuable |
| 75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions | Have used this service, Consider service to be valuable |
| 76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage | Have used this service, Consider service to be valuable |

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) 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

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

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

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

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)

Fair

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

(no label)

Somewhat Important

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

(no label)

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

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

2014-107 AOC Services

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

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) | Somewhat more important |
|------------|-------------------------|

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 |
| 125. Family and Juvenile court judicial and staff workload study and needs assessment | Have used this service, Consider service to be valuable |
| 128. Domestic Violence Courts | Have used this service |
| 131. California Courts Protective Orders Registry | 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) Neutral

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 | 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 |
| 137. Accounts Payable support | Have used this service |
| 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 |
| 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) Satisfactory

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

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 |
| 148. Trial court payroll services through Phoenix or ADP | Have used this service |
| 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) Good

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

(no label) Very Important

Q47: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Somewhat more important

PAGE 15: Section 3: Evaluation

Q48: Information Technology Services

| | |
|--|---|
| 152. California Courts Protective Order Registry (CCPOR) | Have used this service, Consider service to be valuable |
| 153. Judicial Branch Statistical Information System (JBSIS) | 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 |
| 156. Uniform Civil Fees System (UCFS) | 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 |

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) Satisfactory

Q50: How important, overall, is this group of services to your trial court operations?

(no label) Neutral

Q51: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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

168. Local Blue Ribbon Commissions training and technical assistance 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

172. Psychotropic Medication Orders program Have used this service, Consider service to be valuable

173. Judicial Resources and Technical Assistance Program for dependency cases 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

175. Technical assistance with juvenile court management system data and analytics 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) Excellent

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)

Much more important

PAGE 17: Section 3: Evaluation

Q56: Language Services

180. Court interpreter outreach and recruitment

Have used this service, Consider service to be valuable

184. Court Interpreter Database Collection System (CIDCS)

Have used this service

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

Q57: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Satisfactory

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

(no label)

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

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, 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 |
| 199. Assistance with evaluation of need for and preparing requests for emergency orders | 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 |
|--------------------------|---|

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) | Very Important |
|------------|----------------|

Q64: 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

Specifically referring categories checked.

PAGE 19: Section 3: Evaluation

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

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)

Somewhat more important

PAGE 20: Section 3: Evaluation

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 |
| 223. Trial Court Interpreters Program Expenditure Report | Have used this service |
| 224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings | Have used this service |
| 227. Judgeship Needs in the Superior Courts | Have used this service, Consider service to be valuable |
| 229. Annual Special Funds Expenditure Report | Have used this service, Consider service to be valuable |
| 230. Annual Trial Court Allocations Report | 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 |
| 240. Criminal Justice Realignment Data | Have used this service |
| 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) Satisfactory

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

(no label) Neutral

Q72: 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
More important relating to elections reporting

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 |
| 257. Information-sharing through meetings of court leaders | Have used this service, Consider service to be valuable |
| Q74: Analytical and administrative support to: | |
| 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) | Satisfactory |
| Q76: How important, overall, is this group of services to your trial court operations? | |
| (no label) | Neutral |
| 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 | 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 |
| 271. Technical support to evaluate staffing or judicial officer allocations against workload model projections | 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) Good

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) Somewhat more important

PAGE 23: Section 3: Evaluation

Q82: Security Services

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

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) Satisfactory

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

(no label) Somewhat Important

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

(no label) 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? Yes

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):

Technology Services
Supervised Visitation Grant
Shared Commissioner with 2 other courts

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 | Neutral |
| 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 | Somewhat Important |
| Human Resources Services Office | Very Important |
| Information Technology Services Office | Neutral |
| Internal Audit Services | Neutral |
| Judicial Branch Capital Program Office | Very Important |
| Judicial Council Support Services | Very Important |
| Legal Services Office | Very Important |
| Office of Administrative Services | Very Important |
| Office of Appellate Court Services | Neutral |
| Office of Communications | Very Important |
| Office of Governmental Affairs | Very Important |
| Office of Real Estate and Facilities Management | Very Important |
| Special Projects Office | Neutral |
| Trial Court Administrative Services Office | Somewhat Important |
| Trial Court Liaison Office | Somewhat Important |

Q92: Additional Comments

Respondent skipped this question