

Superior Court of the County of Kings

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

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

(no label)	Very Important
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Q6: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

Much more important

Additional Comments

The AOC provides educational seminars twice a year, providing the court an an important opportunity to meet with all Family Law Facilitators and Self Help Center personnel in the state. This networking allows us to establish Best Practices, exchange helpful forms and share ideas. The Chief Justice has communicated to us, her desire that equal access to justice is a number one priority. She believes our services are a great way to facilitate this. Kings is a rural county, but we are able to provide services to everybody on a first come basis without an unreasonable delay. Kings has a diverse population with 3 prisons, a Naval air station and agricultural employment. The Court provides services 5 days a week, including Family Court in Corcoran one day a week. The self help staff consists of a contract attorney and one full-time employee. Both positions are funded through self help funding. Without the assistance of the AOC the Court would not be able to facilitate up to 40 people a day. Having access to expert ADA Attorneys at the AOC is vital to the Court. Not all requests made for accommodations in our facilities are the same or simple. Knowing the Court can get an immediate response from an attorney is very reassuring when we must prepare a response under deadlines. The Court finds the training segments provided by the AOC's CJER/ADA Resources Office via Webinars are also valuable by communicating to all Trial Court ADA Coordinators any changes or updates made to State or Federal laws and by sharing case law matters that may affect the way request applications for accommodations are processed or handled. The Court does not have the staffing available to provide these services locally.

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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)

Much more important

Additional Comments

With limited staff and internal resources the Court relies on the AOC to maintain operational, financial and performance compliance. The Court relies on the Audit staff for analytical assistance and legislative interpretation for the distribution of fees, fines, penalties and assessments. The proper application, collection and distribution of all fees and fines is critical to trial court funding as well as other agencies and municipalities within the state.

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Q11: Capital Projects and Facilities Services

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

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

Capital Projects & Facilities Services provided to our Court have meant a difference for us. Having a variety of liaisons available to assist us with a variety of facility-related projects eliminates or reduces uncertainties that could interrupt or delay a project's completion. Their assistance from basic facilities maintenance, modification projects, guidance in disposing/closing a Court facility or requests by third parties to use a facility has been invaluable. Our Court also worked extensively with the JBCPO's Design/Construction Project Manager and OCCM's Facility Planner and Real Estate Analyst through many phases of our new Courthouse Construction Project. Their knowledge is extensive and their assistance has been thorough in guiding our Court's Project Advisory Group through the site selection/acquisition process, architectural firm interviews, and courthouse design and programming phases. The construction of our new courthouse is underway with noticeable changes developing daily and we look forward to obtaining further support from the AOC at project completion when building occupancy and transition planning assistance is needed.

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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 |
| 62. Legal, training, and program assistance to support Unified Courts for Families | 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) Satisfactory

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

(no label) Very Important

Q20: 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

The Court was not aware of the numerous resources available for collaborative courts. The Court intends to look into these resources for future programs and funding as we feel they will be of value to our community.

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Q21: Communications Services

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)

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

Additional Comments

Communications support has been extended to our Court and guidance provided to us through various periods when press releases were needed; most recently last September 2013 for our new courthouse ground breaking event.

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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

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

Q26: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

The Court finds it helpful to have a central bank of information where we are able to locate answers to questions concerning realignment and other issues. We have, on a few occasions used this resource, allowing us to obtain opinions regarding certain proposed or on-going court policies and procedures. The Criminal Justice Resource is utilized by the Court's staff attorney. The technical assistance, training, legal advice and subject matter expertise has been valuable in understanding the new requirements for criminal justice realignment. The data collection information and explanations has made it easier to try and collect the needed information that impacts our funding. Communication and response time is very good as well. The Court must provide accurate data and statistics to receive adequate funding.

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Q29: Education and Training Services

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

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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
104. Web Ex programmatic instructional support	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	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:

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
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
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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

Additional Comments

Due to budget constraints in the local court, the judicial officers in Kings County are responsible for covering their own travel expenses to attend educational programs and meetings. They would find it very helpful if the AOC could provide programs in the Fresno area versus just in Sacramento, San Francisco and Burbank.

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
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
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)

Much more important

Additional Comments

The Court's fiscal department relies on ALL areas of the Fiscal and Business Services provided by the AOC. With the limited staffing and resources available locally, these services are critical to Kings. The centralized treasury services has benefited the court by reducing banking costs and increasing our return on investments. The Court relies on the AOC for guidance on all financial policies, procedures, reporting and compliance with GASB. The statewide centralized accounting system has been instrumental in providing uniform and reliable data to the Judicial Council. The Court utilizes the Business Services for all our procurement needs and interpretation of the Judicial Branch Contracting Manual. With the implementation of the JBCM our work became SIGNIFICANTLY more combersome. Their expertise and assistance with major solicitations has been valuable. The Court has been able to benefit from the statewide master agreements, simplifying the solicitation process and guaranteeing the best pricing. The AOC provides the best services they can with the staffing they have. I would like to make one recommendation in that only having one Budget Analyst to serve all of the trial courts puts an undo burden on that one person. I think he does an amazing job considering the workload he is faced with.

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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
147. Pay and benefits management and administration for employees	Have used this service, Consider service to be valuable
148. Trial court payroll services through Phoenix or ADP	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
151. Integrated Disability Management	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)

Much more important

Additional Comments

The AOC Labor Employee Relations Unit and Legal Services Unit has been a valuable resource that assists our court with difficult personnel matters. They offer training and conferences to assist court HR personnel in understanding labor relations in the courts. They also provide the court with legal updates keeping courts abreast of law changes and current arbitration decisions. This has been especially helpful during the budgetary constraint that our court has dealt with over the past five fiscal years. Overall these two units offer great assistance and resources to our court.

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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

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

160. Network hosting, security, and support

Have used this service, Consider service to be valuable

161. Technology hardware updates program

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)

Much more important

Additional Comments

A court the size of Kings should be staffed with 4 FTE in the IT division, however, due to budget cuts, the Courts IT staff has been reduced to 2 FTE. The Court really depends on this AOC service for it's expertise and knowledge base. Kings and other small courts depend heavily on this AOC service to provide them with the expertise and working knowledge of networking, computers, security, project management, etc. that the Court is unable to manage with limited staffing and resources.

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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

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

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)

Fair

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

(no label)

Neutral

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

Additional Comments

Kings continues to be underfunded for the court appointed dependency council program. The Court feels that the AOC needs to expedite the study being done to assure fair and accurate appropriation of funds to courts that have been historically underfunded.

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Q56: Language Services

180. Court interpreter outreach and recruitment

Consider service to be valuable

181. Court interpreter education and training

Consider service to be valuable

182. Statewide Language Coordination

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

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)

Very Important

Q59: 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

It is of great value to have a state wide system in place for maintaining accurate information regarding the use of interpreters. This allows for the most accurate account of the funding necessary to provide adequate language services to the public.

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, 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:

203. Access and fairness	Have used this service, Consider service to be valuable
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
214. Probation and mental health	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) Much more important

Additional Comments

The Legal Services Office has been very helpful, especially with personnel related matters. Steven Crooks has been a great resource in assisting our court by providing sound legal personnel advice over the last couple of years. Although Mr. Crooks is busy, he always provides prompt follow-up and assures that the proper time is allocated to address the Court's legal personnel questions/matters. The Legal Services Office is always and readily available to review our solicitation documents and contracts. John Prestianni has been a valuable asset to the court.

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)

Much more important

Additional Comments

During these most difficult fiscal times the Court depends on the AOC Legislative and Budget Advocacy Services to represent all Trial Courts for pending legislative and budgetary issues.

Q69: Mandated Reporting

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
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	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
228. Standards and Measures of Judicial Administration	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, Consider service to be valuable
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	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
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) Excellent

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

(no label) Very Important

Q72: 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

The Court relies heavily on the AOC for financial data, reports and analysis.

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Q73: Operations Support Services

243. Assigned Judges Program	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	Consider service to be valuable
253. Trial Court Business Processing Reengineering expertise and training	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	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)

Excellent

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)

Much more important

Additional Comments
N/A

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Q78: Research and Data Services

265. Annual Court Statistics Report

Consider service to be valuable

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

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

Consider service to be valuable

272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms

Consider service to be valuable

273. Data review and reporting

Consider service to be valuable

Q79: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Good

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

(no label)

Somewhat Important

Q81: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

Much more important

Additional Comments
N/A

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Q82: Security Services

275. Judicial Online Privacy Protection Program	Have used this service, Consider service to be valuable
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
280. Trial Court Security Grant Program	Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

Additional Comments

Security Services is an important division to all Trial Courts. Our reliance on the unit to provide us with a variety of consultative information has ranged from conducting security assessments to advocating for security enhancements made in our facilities. A few examples include a secured judicial parking lot, installation of duress alarms and security cameras, emergency planning/training of staff and replacing/updating our screening equipment. With 3 prisons within Kings County and the number of high profile cases that are heard in our court, we rely heavily on the Security Services division for assistance.

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Q86: Were you aware that the AOC provides to the trial courts all of the services included in this survey? No

Q87: Are there any services that the AOC does not provide that you believe would be useful to the trial courts? No

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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

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

Q92: Additional Comments

Utilizing the AOC affords Kings is critical to us. We have limited resources and continue to face severe budget constraints. We must rely of the services, reports and all other assistance afforded to us.