

Superior Court of the County of Los Angeles

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
2. Sargent Shriver Civil Counsel Pilot Program	Have used this service
4. Equal Access Funds	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
8. Administration and management of the JusticeCorps volunteer program	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) Neutral

Q6: 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

1. Funding is significant. Services from the AOC were invaluable during the early development of LASC's self-help programs. As the programs have matured, the need for and use of services from the AOC has diminished, other than as a clearing-house to share information throughout the state regarding innovations and ideas for improving self-help programs. 2. LASC receives no services from AOC staff other than administration of the statewide grant. 3. The funding is significant. Services from the AOC were valuable during the early development of the program, but as the programs have matured the need for and use of services (other than funding) from the AOC have diminished. 4. The court receives valuable administrative and budgetary services from the State Bar Commission and the AOC has a very knowledgeable staff member who sits on this Commission and provides expertise and assistance in reviewing grant applications, and oversight of the partnership projects. 5. The web site information is useful to LASC's self-help staff as well as to the public, and LASC's website (which is maintained locally) provides links to some of the information available on the AOC web site. 6. The HotDocs programs, which were largely developed by the AOC staff, and continue to be updated and maintained by AOC staff, are very valuable. 7. LASC maintains its own legal expertise on ADA-related issues and has not used AOC services. The Court distributes two ADA-related pamphlets to litigants that were prepared by the AOC. 8. AOC services are limited to administrative and budgetary services, saving the Court the time that would otherwise be required to interface with the California Volunteers Department and with the federal AmeriCorps program. 9. AOC-provided translations for forms-filling instructions are valuable. 10. LASC provides an extensive portfolio of civics education programs for schools, faith leaders, community leaders and others. The Court does not use the AOC's materials, nor their services. Generally: LASC has a long history of self-management in this area, to which statewide grants administered by AOC staff contribute. Technical assistance was very valuable at the outset of some of these programs and has become less so as the programs have matured and LASC has increased its in-house capacity.

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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

Q8: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Good

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

(no label)

Somewhat Important

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

(no label)

No Change

Additional Comments

11. LASC maintains its own Internal Audit unit and utilizes AOC services only in the area of outside audits in compliance with regularly scheduled audit requirements. 12. LASC maintains its own capacity to perform special investigations and does not utilize AOC services in this area. 13. LASC maintains its own capacity and does not utilize AOC services in this area. 14. LASC maintains its own capacity in this area and Court staff sporadically make information requests from AOC staff. Generally: LASC provides its own services in this area.

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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
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
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	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, 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
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

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28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	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
31. Provision of deferred maintenance and functional improvements	Have used this service, Consider service to be valuable
32. Development, implementation, and management of the preventive maintenance program for assets	Have used this service, Consider service to be valuable
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, Consider service to be valuable
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Have used this service, Consider service to be valuable

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

38. Architectural and engineering design services	Have used this service, Consider service to be valuable
39. Environmental analyses of potential courthouse construction sites	Have used this service, Consider service to be valuable
40. Construction inspection services program for capital projects, facility modification, and facility management programs	Have used this service, Consider service to be valuable
41. Functional and space planning and programming	Have used this service, Consider service to be valuable
42. Approval by authorities having jurisdiction	Have used this service, Consider service to be valuable
43. Sustainable design and design approval	Have used this service, Consider service to be valuable
44. Construction execution delivery including commissioning services	Have used this service, Consider service to be valuable
45. Completion and occupancy and transition planning	Have used this service, Consider service to be valuable
46. Preparation for and administration of all internal and external State (Judicial, Executive, and Legislative) and other approvals	Have used this service, Consider service to be valuable

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

47. Program Management	Have used this service, Consider service to be valuable
48. Prioritization Methodology	Have used this service, Consider service to be valuable
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
52. Seismic Analysis of Leases	Have used this service, Consider service to be valuable
53. Relocation Services	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 less important

Additional Comments

16. Handling of the funding for the service contract for the Deukmejian Courthouse has created issues for the future of the courthouse and the construction program as a whole. 38. LASC's experience working with AOC staff on the design of the Deukmejian Courthouse was varied: Some areas were well-designed and responsive to the needs of the Court, but others were not. 39. LASC's experience working with AOC staff on the design of the Deukmejian Courthouse was that AOC staff appropriately addressed issues regarding birds, traffic and ground water. 40. AOC contractors who provided these services were adequate. 41. LASC's experience working with AOC staff on the design of the Deukmejian Courthouse was that AOC staff was inappropriately inflexible and did not adequately consult with the Court, resulting in operational problems in several significant areas: courtroom dimensions and gallery seating, which limits judicial officers' ability to conduct trials with multiple defendants and to handle calendars of a size frequently found in this courthouse; judges' parking impedes access and has resulted in judicial officers finding their cars trapped in the garage; judicial access is available only through public spaces, compromising judicial security; all public stairs and escalators and elevators are at one end of a long building; the centralized design of security systems controlling lock-ups and sally ports has resulted in significant delays in getting in-custody defendants to and from courtrooms. 43. It is too early to judge this issue. 48. While the initial prioritization methodology for immediate and critical needs projects was sound, it was abandoned in subsequent amendments made in response to unexpected funding shortages, resulting in what appears as an ad hoc re-prioritization. Generally: The Facilities Modifications Unit has shown professionalism in delivering a minimum level of service based on inadequate funding. Generally: Given that ownership of courthouses has transferred to the state, it is necessary for the AOC to perform certain functions. The capital projects program appears to be run with a high degree of professional skill, but staff do not always listen to trial courts. Also, they have carried forward with new construction (as authorized by the legislature and Judicial Council) even as basic court judicial functions have been decimated for lack of adequate funding in recent years. This creates the regrettable situation where new construction is completed at great public expense, but the court is unable to fully occupy the space for lack of funds to pay for ongoing operations. Moreover, in a period of scarcity where there are not enough funds to maintain basic courtroom operations, it does appear that more-than-necessary time and money has been spent by AOC staff on some of the activities listed in section 13. A more "lean and mean" approach would have been preferable. The Pegasus Report re the capital projects program has useful criticisms of how the capital projects program has been run. Generally: The Facilities Modifications Unit has shown professionalism in delivering a minimum level of service based on inadequate funding. LASC has certain resources which make some of the services provided by FMU duplicative but smaller courts doubtless need those services.

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
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) Neutral

Q20: 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

57. LASC receives funding and services for administration of grant funds for dependency adult (parent) court program services. LASC no longer receives grant funds for Juvenile delinquency drug court programs. 59. While LASC is involved with Homeless Courts, the Court receives no funding or services from the AOC. Funding for court expenses associated with operating homeless court programs and/or program services are provided by the County of Los Angeles and municipalities within. 60. LASC operates its own mental health courts without funding or services from the AOC. A specialized collaborative court program with the LA County Department of Mental Health serves 22 courthouses; no AOC funding or services are provided. LASC receives funding and grant administration services from AOC for one delinquency mental health court. 61. LASC maintains its own programs without AOC services. 62. Past funding and technical assistance in this area are no long provided. LASC maintains its own capacity and does not utilize AOC services in this area. 63. LASC maintains its own capacity and does not utilize AOC services in this area. 64. LASC maintains its own capacity and does not utilize AOC services in this area. Generally: LASC has a long history of managing a broad portfolio of collaborative programs. AOC staff has been helpful at times in consulting on specific issues and disseminating information statewide, but AOC services do not materially contribute to LASC programs.

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

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)

Fair

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

(no label)

Unimportant

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

69. While the quality of materials is adequate, timeliness is a significant problem, often failing to support the deliberation and consideration required for important topics. 72. AOC services have fallen short in this area, insofar as the branch has not made a sufficient public relations effort to communicate the need for additional funds to maintain the millions of square feet of existing courthouses which will have to be used for another 20 years, 30 years or even more decades. These needs are not being met and not communicated publicly in any effective fashion. Only the new capital projects get effective public relations support. 73. Serranus provides a wealth of important information of judicial officers and court staff. 74. LASC maintains its own capacity and does not utilize AOC services in this area. 75. LASC maintains its own capacity and does not utilize AOC services in this area. 76. LASC maintains its own capacity and does not utilize AOC services in this area. 77. LASC maintains its own capacity and does not utilize AOC services in this area. Generally: LASC has long had a Public Information Office that develops and implements the Court's media strategy and that works with individual judges to manage the frequent high-profile cases found in Los Angeles County.

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

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

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) Somewhat Unimportant

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

(no label) No Change

Additional Comments

79. LASC maintains its own operational, legal and analytical capacity with regard to realignment implementation, frequently providing input to the AOC. AOC services are valuable in coordinating and disseminating information statewide. 80. LASC maintains its own legal services staff to assist criminal judges and criminal court operations and does not use AOC services in this area. 81. LASC maintains its own capacity to work with justice system partners and declines to use AOC services in this area. 86. LASC monitors and analyzes emerging statewide issues on its own, finding that the ability to analyze issues with respect to local needs is crucial to effective judicial administration. LASC staff sometimes discuss issues with AOC staff. Generally: LASC has developed its own expertise in this area – a necessity, given the close working relationship that is required with county- and city-level justice system partners.

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
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
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
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

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:

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

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

(no label)	Excellent
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Q34: How important, overall, is this group of services to your trial court operations?

(no label)	Neutral
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Q35: 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

88. LASC also sponsors education programs in this area. 89. LASC has participated in this program in a very limited capacity. 93. The value of these broadcasts varies. 95. LASC maintains its own capacity and does not utilize AOC services in this area. 102. LASC supplements locally produced materials with AOC materials. 103. LASC maintains its own capacity and does not utilize AOC services in this area. 104. LASC maintains its own capacity and does not utilize AOC services in this area. 105. Creation of local judicial education courses is supported in part by faculty development services offered by CJER. Generally: LASC provides its own extensive series of judicial education courses, making it possible for judicial officers to fulfill their expected education hours solely through LASC courses. Indeed, LASC judicial officers frequently serve as faculty for statewide training. Nonetheless, judicial officers frequently take part in CJER courses, mostly through distance learning offerings. Please note also that LASC judges frequently contribute service as instructors in many CJER courses.

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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

127. Family Dispute Resolution support, technical assistance, and education

Have used this service, Consider service to be valuable

131. California Courts Protective Orders Registry

Have used this service

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)

Excellent

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

(no label)

Somewhat Unimportant

Q39: 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

127. Family Dispute Resolution (FDR) has provided LASC's Family Court Service (FCS) department with years of high quality, extremely relevant staff training. However, over the past several years the training has been less robust and more of an emphasis has been made on distance learning which is less desirable and effective. FDR has also been very helpful in answering procedural questions and providing guidance related to Family Code compliance. The snapshot studies performed by FDR offer valuable information regarding services, litigants and other data that can be useful in assessing the impact of the unit as well as making improvements to services offered by the Court.

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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, 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
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)

Satisfactory

Q42: How important, overall, is this group of services to your trial court operations?

(no label)

Very Important

Q43: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

Additional Comments

132. LASC does its own budgeting based upon its own projections of state court funding levels. 133. LASC uses County services for payroll and controller services. 134. LASC uses County services for master contracts and procurement. 136. LASC maintains its own financial management systems. As to the use of the Phoenix financial system, while the AOC provides prompt and responsive answers to requests for clarification and information related to Phoenix Financial System functionality, the Phoenix system itself was not a value-added program for LASC; the Court adopted Phoenix solely to establish compliance with branch wide reporting requirements. 137. LASC uses no AOC services for accounts payable. 139. AOC provides valuable services in the establishment, oversight and reporting of compliance with branch wide financial policies and procedures. 140. While the AOC provides no technical assistance to LASC for fiscal services, they serve as liaison to the state Department of Finance. In that capacity, LASC recognizes the need for a single point of contact with DOF, but is not satisfied with the quality of that activity. 141. AOC services are significantly deficient in several areas: 1) AOC has established claiming policies that are inconsistent with Federal and State legislation, resulting in claims that do not accurately reflect the total cost of operating the grant program. 2) AOC has developed contracts that prevent LASC from effectively and efficiently managing grant programs and that do not ensure appropriate reimbursement of expenses. 3) AOC too frequently provides interpretation of contracts without sufficient explanation and/or supporting documentation. 4) AOC is not timely in responding to requests for clarification or information and answers received are often insufficient, resulting in additional workload, potential loss of revenue and/or understatement of total program costs. Generally: LASC has found it prudent to perform its own budgeting, accounting and fiscal management services. The Court has found the AOC's fiscal projections overly optimistic. The Court agrees that the AOC plays a role in establishing standard branch wide financial and accounting policies and procedures and providing oversight and reporting that ensure and demonstrate compliance with those regulations.

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Q44: Human Resources Services

Respondent skipped this question

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)

No Opinion

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

(no label)

Unimportant

Q47: 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

146. Judicial payroll services are provided by Los Angeles County. LASC maintains its own HR specialists in the area of judicial benefits and receives no technical assistance from the AOC. 147. Employee payroll services are provided by Los Angeles County. LASC maintains its own HR specialists in the area of employee benefits and receives no technical assistance from the AOC. 150. LASC does not participate in the Judicial Branch Workers' Compensation program. Generally: LASC partners with County agencies to manage HR issues locally.

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Q48: Information Technology Services

152. California Courts Protective Order Registry (CCPOR)	Have used this service
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
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service
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) Poor

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

(no label) Somewhat Unimportant

Q51: 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

153. The new reliance on a workload-based funding model for the trial courts has placed a premium on reliable workload data and has thus exposed many deficits within the JBSIS program. Many changes are needed in the JBSIS reporting manual and procedures and the AOC is working with the courts to accomplish them. 159. LASC gets little value out of the CCTC other than Phoenix hosting. 162. LASC deployed V3 for a limited time in one small claims courtroom. It proved not cost-effective to operate. LASC received no value from this program. 163. LASC does not use the AOC for access to CLETS. 165. LASC handles this issue internally with no assistance from AOC staff. Generally: LASC has found that that the Court is better off managing its own budgets for, and implementation of, IT projects without AOC management.

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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
170. Dependency Representation, Administration, Funding, and Training (DRAFT) program	Have used this service, Consider service to be valuable
171. Juvenile Dependency Counsel Collections Programs	Have used this service
174. Information and technical assistance to juvenile courts	Have used this service, Consider service to be valuable

Q53: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Excellent

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

(no label) Somewhat Important

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

(no label) No Change

Additional Comments

170. LASC participates in the DRAFT program. 173. LASC provides research attorneys to support the judicial officers in juvenile. 174 CFCC staff have provided extensive and valuable technical assistance in a wide variety of issues in the dependency courts. Generally: CFCC staff have been helpful and valuable partners in a wide variety of areas, including participating in educational programs and conferences and training of judicial officers.

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Q56: Language Services

179. Court interpreter test administration, development, and maintenance oversight	Have used this service, Consider service to be valuable
181. Court interpreter education and training	Have used this service, Consider service to be valuable
182. Statewide Language Coordination	Have used this service
183. 5-Year Language Use and Needs Study	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) Very Important

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

(no label) No Change

Additional Comments

180. LASC does its own local recruitment. 183. AOC administration of this state-mandated requirement has been inadequate, inasmuch as each of the previous studies have failed to develop a methodology that can provide the branch, or the legislature, with reliable information on unmet needs for language services in the courts. 188. LASC does not use VRI for ASL. The Court has its own support staff and equipment for sound amplification and CART. Generally: Management of interpreter services is done locally without assistance from AOC staff.

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Q60: Legal Services

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
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
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:

Respondent skipped this question

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) Satisfactory

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

(no label) Neutral

Q64: 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

189. The Los Angeles Superior Court maintains its own legal support attorneys, and performs its own claims investigation services, and the AOC relies almost entirely upon the Superior Court to perform these services internally. 190. The Los Angeles Superior Court responds to PERB charges and, if a complaint issues, then turns the matter over to the AOC for handling under the litigation management program. The Court works with the AOC to select appropriate, qualified and experienced outside counsel and work with outside counsel to obtain favorable outcomes. As to arbitrations, LASC retains outside counsel directly (and at the Court's cost) because those cases are considered to fall outside the litigation management program. They are supervised by in-house counsel. 191. The Los Angeles Superior Court has initiated and handled its own affirmative litigation with its own legal support and staff. 192. The AOC has satisfactorily provided for the defense and indemnification of the court, judges and staff in most litigation with qualified outside counsel in a timely and effective manner. The Court works with the AOC to select qualified outside counsel and the Court staff works closely with them to provide any necessary support. The AOC does not handle disqualification motions or most Court of Appeal writ matters, which are handled by the court's own legal support attorneys and staff. 193. The Los Angeles Superior Court provides for its own daily legal advice, guidance, and education with its own resources and education programs, and provides some assistance to other courts upon request. A few matters of statewide interest are submitted to the AOC each year. While appropriate responses are generally received to these requests, the process takes a long time, often a month or more to receive a response for legal advice. 194. The Los Angeles Superior Court provides for its own daily legal advice, guidance, and education with its own resources, and provides some assistance to other courts upon request. A few matters of statewide interest are submitted to the AOC each year. Appropriate responses are generally received to these requests, and the AOC has significantly improved response times. 195. The Los Angeles Superior Court maintains its own legal support attorneys and staff to perform most of these functions. 196. The Los Angeles Superior Court uses its own resources when faced with external audits/investigations. 197. The Los Angeles Superior Court uses its own resources to handle most daily disqualification statements. The AOC provides assistance and representation for some subpoenas, assisted by the court's internal resources. However, most routine subpoenas are handled internally by the Court. 198. The Los Angeles Superior Court handles rules review and assistance and requests for alternative effective dates with its own internal resources. 199. The Los Angeles Superior Court handles the evaluation of need for and preparing requests for emergency orders with its own internal resources. 200. The Los Angeles Superior Court provides legal advice and assistance with petitions for complex civil case coordination with its own internal resources. 201. The Los Angeles Superior Court works with the AOC for acquisition, financing, construction, renovation, operation, and maintenance of court facilities. 202. The Los Angeles Superior Court and its judges rely exclusively upon the timely and appropriate assistance of the AOC and the Insurance attorneys for management of the Commission on Judicial Performance Insurance Program. Generally: LASC has found it wise to develop and maintain local capacity for addressing issues. Moreover, the Court finds it beneficial and simple to consult directly with judges and staff in other courts – and finds that source of expertise preferable to that obtainable from AOC staff, most of whom lack direct experience in judicial administration.

PAGE 19: Section 3: Evaluation**Q65: Legislative and Budget Advocacy Services**

Respondent skipped this question

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) Poor

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

(no label) Somewhat Unimportant

Q68: 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

Generally: LASC maintains its own analytical and advocacy expertise in the area of budget and legislation and frequently has direct contact with legislator and legislative staff, often in partnership with other courts, on certain issues. While judges and court staff work with AOC staff on issues as much as possible, in many issue areas, LASC finds that the Court's interests are not well-represented by AOC staff.

PAGE 20: Section 3: Evaluation

Q69: Mandated Reporting

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
239. 5-Year Language Use and Needs Study	Have used this service
240. Criminal Justice Realignment Data	Have used this service, Consider service to be valuable

Q70: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

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

(no label) Somewhat Unimportant

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

241. LASC does not use AOC services in this area. Generally: The principle value for LASC of mandated reporting responses by the AOC is the preparation and submission of reports to comply with mandates. LASC frequently does its own local data gathering and preparation to assist the AOC in these efforts. These mandated reports themselves may be a service to stakeholders but are very infrequently used by the court.

PAGE 21: Section 3: Evaluation

Q73: Operations Support Services

243. Assigned Judges Program	Have used this service, Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	Have used this service, Consider service to be valuable
250. Vexatious Litigants List administration	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
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

Additional Comments

244. AOC does an excellent job in this area. 248. AOC evaluation of coordination petitions is slow and delays this process. Generally: While LASC participates in several of these programs, AOC services tend to be restricted to program administration. LASC maintains its own analytical and administrative support. LASC has found it wise to develop and maintain local capacity for addressing local issues. Moreover, the Court finds it beneficial and simple to consult directly with judges and staff in other courts – and finds that source of expertise preferable to that obtainable from AOC staff, most of whom lack direct experience in judicial administration.

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
270. Conversion of Subordinate Judicial Officer positions to judgeships	Have used this service

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

Additional Comments

265. LASC provides local data for the CSR and finds the annual report helpful to place the work of LASC into a statewide context. 266. LASC staff are provided significant levels of assistance to AOC staff in enhancing the reliability of JBSIS data reporting. 267. Staff support for WAFM is crucial for the reliability and fairness of the annual funding allocation. AOC devotes insufficient staff to this effort. 268. LASC provides staff support for this function with no assistance from AOC staff. Generally: LASC provides data to AOC for inclusion in statewide reports. But LASC maintains its own analytical and administrative support. LASC has found it wise to develop and maintain local capacity for addressing local issues.

PAGE 23: Section 3: Evaluation

Q82: Security Services

275. Judicial Online Privacy Protection Program Have used this service, Consider service to be valuable

279. Screening Equipment Replacement Program Have used this service, Consider service to be valuable

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

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

(no label) Good

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

(no label) Very Important

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

(no label) No Change

Additional Comments

275. LASC has used the Judicial Privacy Program. It is extremely important and helpful in providing off-site privacy and security. 276. LASC contracts with the Los Angeles Sheriff's Department for this service and does not use AOC services in this area. 277. The AOC's COOP template proved a useful starting-point for the Court's development of its own COOP program. 279. LASC uses this program and finds it valuable. Generally: AOC service quality has been mixed: some support has been very helpful and timely; while other projects have seen delays on security-related facilities modifications.

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? No

PAGE 26: Section 4: Conclusion

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

PAGE 27: Section 4: Conclusion

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

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

Q92: Additional Comments

We appreciate the efforts of the Bureau of State Audits in helping the judicial branch enhance the transparency of its administration. Past work by the Bureau has been instrumental in assisting the Judicial Council in its efforts to administer branch wide programs, and has thus contributed to the branch's ability to operate effectively as an independent branch of government.

You will see that we have devoted considerable time and effort to creating an accurate and reliable depiction of the Los Angeles Superior Court's (LASC's) consumption of AOC services. To do that demands that we go beyond the checkboxes and include comments on many sections. We believe those comments are indispensable to an understanding of the true level and scope of AOC services delivered to LASC – a Court which constitutes one third of the California trial court system.

Overall, the comments paint a consistent picture:

- Courtroom operations planning and delivery of services is, and should be, handled at the local level (a) to accommodate local needs and (b) to utilize the cutting-edge expertise of judges, court administrators, and employees who understand and directly observe the effects of case management models and adjunct services;
- At least for a large court such as Los Angeles, local court staff can and do deliver many of the services offered by the AOC more efficiently and in a manner that better addresses the needs of the trial court;
- Many services offered by AOC that are utilized by the local courts are limited to specific functions within an area of service. Thus the service as defined by the survey may be valuable, but the function performed by the AOC may be minimal. Where this is the case, the comments are a significant qualification of the data provided by the response to the question "have used this service."

Some of the services that are provided to trial courts by AOC on an ongoing basis (for example, judicial education and defense of litigation) are funded by the Trial Court Improvement and Modernization fund. We assume that the audit overview of the efficiency and effectiveness of AOC operations will take into account the funding increments provided by sources other than the amount specifically appropriated for the Judicial Council and AOC.

Thank you for undertaking this important work. If we can be of any more assistance, do not hesitate to contact us.