

Superior Court of the County of San Joaquin

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](#).

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23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs	Consider service to be valuable
24. Oversight of the design and installation of audio-visual low voltage technical infrastructure in court facilities, and development of statewide standards for use of video over the technical infrastructure	Have used this service
25. Subject matter expertise on health and safety issues and technical assistance relating to fire prevention	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	Consider service to be valuable
27. Management of 24/7 call center for maintenance of branch facilities	Consider service to be valuable
28. Monitoring of ongoing compliance with state and local environmental regulations which pertain to the operational life of a facility	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	Consider service to be valuable
34. Management of Facilities Event Licensing for third party use of court facilities	Have used this service
36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments	Have used this service

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Q17: Collaborative Courts Services	
54. Legal, training, and program assistance to support Community Courts	Consider service to be valuable
55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Consider service to be valuable
56. Legal, training, and program assistance to support DUI Courts	Consider service to be valuable
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Consider service to be valuable
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	Consider service to be valuable
61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations	Consider service to be valuable
64. Legal, training, and program assistance to support Youth/Peer Courts)	Have used this service
65. Substance Abuse Focus Grants funding	Consider service to be valuable
66. Research and analysis assistance	Have used this service
67. Cost benefit studies of collaborative courts	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)	Excellent
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)	Somewhat more important

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Q21: Communications Services

68. Communications support to the Chief Justice in her Supreme Court, Judicial Council, Judicial Branch, and Commission on Judicial Appointments roles Have used this service

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 Consider service to be valuable

70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch Consider service to be valuable

72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee Have used this service

73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives Consider service to be valuable

74. Consultation and counsel on media strategies for programs, projects, and initiatives Have used this service

76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage Have used this service

78. Photography support for judicial council and judicial branch programs, projects, and initiatives Have used this service

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) Excellent

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

(no label) Somewhat Important

Q24: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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

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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 | Consider service to be valuable |
| 89. Institute for Court Management certification program for court managers | Consider service to be valuable |
| 90. Court Clerk Training Institute | Consider service to be valuable |
| 91. Court manager and supervisor training | Consider service to be valuable |
| 92. ADA Annual Statewide Training and consulting for ADA coordinators | Consider service to be valuable |
| 93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff | Consider service to be valuable |
| 94. Statewide and regional education (i.e., Beyond the Bench) | 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 |
| 96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners | 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 |
| 98. Development of online educational resources for judges, court staff, supervisors and managers | Consider service to be valuable |
| 100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks | Consider service to be valuable |
| 101. Development of online benchtools for judges to use, including scripts, flow charts and checklists | Consider service to be valuable |
| 102. Development of public guides for children in court, victims' services, and court proceedings for families | Consider service to be valuable |

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103. Job Aids for court staff, supervisors, and managers	Consider service to be valuable
104. Web Ex programmatic instructional support	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
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	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	Consider service to be valuable
108. Jury education materials in support of successful jury participation	Consider service to be valuable

Q30: Statewide training for new Judicial Officers, including:

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

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

113. Criminal Assignment Courses	Consider service to be valuable
114. Qualifying Ethics Training	Consider service to be valuable
115. Complex Civil and Advanced Civil	Consider service to be valuable
116. California Environmental Quality Act (CEQA)	Consider service to be valuable
117. Domestic Violence courses	Consider service to be valuable
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Consider service to be valuable
119. Institutes for Appellate and Trial Court Attorneys	Consider service to be valuable

Q32: Statewide Education for Judicial Leaders, including:

120. PJ/CEO Court Management Program	Consider service to be valuable
121. Supervising Judges Institute	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)

Very Important

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

(no label)

Much more important

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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

Consider service to be valuable

123. Access to Visitation Program

Have used this service

124. Information and technical assistance to Family Courts

Consider service to be valuable

125. Family and Juvenile court judicial and staff workload study and needs assessment

Have used this service

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

Have used this service

131. California Courts Protective Orders Registry

Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

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Q40: Fiscal Services

132. Budgeting	Consider service to be valuable
133. Centralized Treasury	Consider service to be valuable
135. Master contracts/procurement assistance	Consider service to be valuable
136. Financial Management - accounting and reporting	Consider service to be valuable
137. Accounts Payable support	Consider service to be valuable
138. Trust Accounting support	Consider service to be valuable
139. Financial policies and procedures	Consider service to be valuable
140. Fiscal training and assistance	Consider service to be valuable
141. Grants Administration	Consider service to be valuable
142. Enhanced Collections guidelines and assistance for courts and counties	Consider service to be valuable
143. Provision and maintenance of financial information available through the judicial branch website	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

Q48: Information Technology Services

152. California Courts Protective Order Registry (CCPOR)	Consider service to be valuable
153. Judicial Branch Statistical Information System (JBSIS)	Consider service to be valuable
154. Phoenix Financial, procurement and HR/Payroll System	Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	Consider service to be valuable
156. Uniform Civil Fees System (UCFS)	Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Consider service to be valuable
160. Network hosting, security, and support	Consider service to be valuable
161. Technology hardware updates program	Consider service to be valuable
162. Case management systems support: Sustain, V2, V3	Consider service to be valuable
163. Support to California Law Enforcement Telecommunications System (CLETS)	Consider service to be valuable
164. Development and maintenance of the judicial branch public website, Serranus, and other judicial branch websites	Consider service to be valuable
166. Programmatic, technical and logistical support for WebEx programs	Have used this service

Q49: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) 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

Q60: Legal Services

189. Legal support with claims including investigations and responses	Consider service to be valuable
190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations)	Consider service to be valuable
191. Management of affirmative litigation	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	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	Consider service to be valuable
194. Legal advice and consultation on a broad spectrum of judicial administration matters	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	Consider service to be valuable
196. Legal advice and representation regarding external audits/investigations	Consider service to be valuable
197. Assistance with responding to subpoenas and disqualification statements	Consider service to be valuable
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Consider service to be valuable
199. Assistance with evaluation of need for and preparing requests for emergency orders	Consider service to be valuable
200. Legal advice and assistance with petitions for complex civil case coordination	Consider service to be valuable
201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities	Consider service to be valuable
202. Management of the Commission on Judicial Performance Insurance Program	Consider service to be valuable

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

203. Access and fairness	Have used this service
205. Alternative Dispute Resolution	Have used this service
206. Civil and small claims	Have used this service
207. Collaborative courts	Have used this service
208. Complex litigation	Consider service to be valuable
209. Family and juvenile law	Have used this service
210. Judicial administration	Consider service to be valuable
211. Judicial ethics	Consider service to be valuable
212. Subject matter expertise	Consider service to be valuable
213. Jury instructions	Have used this service
214. Probation and mental health	Have used this service

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

Q69: Mandated Reporting

221. Access To Visitation Grants Program	Consider service to be valuable
222. Semi-Annual Report on Contracts for the Judicial Branch	Consider service to be valuable
223. Trial Court Interpreters Program Expenditure Report	Consider service to be valuable
224. Court Reporter Fees Collected & Expenditures for Court Reporter Services in Superior Court Civil Proceedings	Consider service to be valuable
225. Demographics of the Bench	Consider service to be valuable
226. Sentencing of Criminal Defendants by Race and Ethnicity	Consider service to be valuable
227. Judgeship Needs in the Superior Courts	Consider service to be valuable
228. Standards and Measures of Judicial Administration	Consider service to be valuable
229. Annual Special Funds Expenditure Report	Consider service to be valuable
230. Annual Trial Court Allocations Report	Consider service to be valuable
231. Phoenix System Status Update Report	Consider service to be valuable
232. Purchase and Lease of Electronic Recording Equipment	Consider service to be valuable
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Consider service to be valuable
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Consider service to be valuable
235. Statewide Collections of Court-Ordered Debt	Consider service to be valuable
236. Receipts and Expenditures from Local Courthouse Construction Funds	Consider service to be valuable
237. Judicial Branch AB 1473 Five-Year Infrastructure Plan	Consider service to be valuable
238. Special facilities program reports requested by the legislature	Consider service to be valuable
239. 5-Year Language Use and Needs Study	Consider service to be valuable
240. Criminal Justice Realignment Data	Consider service to be valuable
241. California Community Corrections Performance Incentives Act of 2009: Findings from SB 678 Program	Consider service to be valuable

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242. Quarterly & annual reports on facility modification budgets, projects, and expenditures 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

As these reports are all branchwide reports, having the JC staff prepare/compile on our behalf is invaluable.

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Q73: Operations Support Services

243. Assigned Judges Program	Consider service to be valuable
246. Administration of Special Masters assignment	Consider service to be valuable
247. Civil Case Coordination	Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	Consider service to be valuable
250. Vexatious Litigants List administration	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
252. Federal, state, and private foundation fund development and grant administration	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	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	Consider service to be valuable
257. Information-sharing through meetings of court leaders	Consider service to be valuable

Q74: Analytical and administrative support to:

259. Presiding Judges	Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Consider service to be valuable
262. California Court Clerk Association	Consider service to be valuable
264. Court Executives Advisory Committee	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
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Q76: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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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

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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	Consider service to be valuable
268. Judge and staff workload measures and analysis	Consider service to be valuable
269. Authorized and filled judgeships data and reporting	Consider service to be valuable
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	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
274. Production of the annual Jury Data Report	Consider service to be valuable

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

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

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Q82: Security Services

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

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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

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

Q92: Additional Comments

Many of the services provided by the JC/AOC staff are necessary in order to support all courts. I don't think the Executive or Legislative Branch would be interested in hearing from 58 different PJ's and CEO's about all of the issues we face and areas we are required to report on. Furthermore, many courts, simply do not have resources to perform many of the services the JC/AOC staff provide. The JC/AOC staff are the "central" repository if you will where they can assist us with issues we all have in common. Our court has had to rely heavily on JC/AOC staff services for many, many years and see this relationship continuing for the foreseeable future.