

Superior Court of the County of San Bernardino

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](#).

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

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

(no label) Very Important

Q6: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Much more important

Additional Comments

Court Staff have attended the conferences which provided high level training in legal subjects covered under self help programs. The training materials are also posted on their website under Equal Access portion, so that courts can liberally borrow from other programs. The events also provide an opportunity to learn about how other programs function and to borrow relevant concepts. Our Regional Self Help Technology partnership was inspired by these experiences that showed the value of collaborative relationships. Support from the CFCC has been of the highest level, with any questions or concerns being addressed immediately. They have also been a valuable resource for legal discussions, such as the interpretation of Rules of Court or statutes. CFCC also provided assistance (and some grant funding) to our DV Summit. The insight of Bobbie Welling from the AOC helped us formulate the topics for the Summit. Re: Shriver. Our court never applied for funding because we don't have the resources or partnerships for such a program. Funding for self help. (Our court receives no funding for what were the early experimental models for self help -- the Family Law Information Centers or Model Self Help Projects.) Equal Access funds our legal assistance partners, so that they can continue to serve our local population. Our court has benefited from several Equal Access Funds "partnership grants" in the past with Inland Counties Legal Services and Inland Empire Latino Lawyers (current small claims project). Re: Judicial Branch website. The court refers the public to this site, as it is comprehensive, easy to understand, and packed with essential legal information. Because it exists, our court's website can complement it rather than contain the same level of legal information. The website is also a great resource for court personnel for training. Re: Online Document Assembly. This has been a colossal help for the Self Help program to use the "HotDocs" programs for the litigant forms. [This is the basis of our DV project.] These programs are going to become even more important when e-filing becomes the standard, because it will provide a method for the self represented to create their own electronic forms in the simplest method possible. All of the document assembly programs we use were initially built by this group. They maintain hundreds of programs state-wide as none of the Courts have yet trained or resourced staff to maintain their own. Re: Justice Corps. Our court has not applied for Justice Corps funding due to lack of resources to handle the administrative and training duties. Re: Plain Language Forms. These forms certainly help the litigants. In Self Help, one of the most difficult situations is when you have to tell the person that there is no form and that they need to go to the library to figure out what to do and how to write up something which can be filed. The groups working on form improvements take great pains to solicit opinions throughout the state, since there is recognition that counties may have different protocols. Because the legal concepts are difficult, even "plain language" forms can be a challenge for people.

Q7: Audit Services

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|---|---|
| 11. Regular financial, operational, and compliance audits | 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) 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

Audit services are always very important no matter the budget situation. We seek out audit advice frequently and consider the service valuable.

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Q11: Capital Projects and Facilities Services

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| 16. Fiscal management, oversight and accountability functions for the judicial branch capital outlay program including cash flow projections for various construction funds | Have used this service |
| 17. Site selection, due diligence and negotiation of acquisition agreements for capital projects and staff services to Project Advisory Groups comprised of court and justice partner stakeholders | Have used this service |
| 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 |

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| | |
|---|---|
| 21. Selection of capital building systems and equipment based on life-cycle analysis of long-term costs | Have used this service |
| 22. Development and implementation of risk management for capital projects and court facilities | Have used this service, Consider service to be valuable |
| 23. Development and implementation of property and commercial insurance programs for judicial branch entities, and as requested assistance with their property and liability insurance needs | Have used this service, Consider service to be valuable |
| 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 | Have used this service |
| 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 |
| 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 |
| 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 |
| 34. Management of Facilities Event Licensing for third party use of court facilities | Have used this service |
| 36. Maintenance and administration of the Computer Aided Facility Management (CAFM) System to dispatch Service Work Order requests and authorize lease payments | Have used this service, Consider service to be valuable |

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

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| 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 |
| 41. Functional and space planning and programming | Have used this service |
| 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 |
| 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:

| | |
|--------------------------------------|------------------------|
| 49. Trial Court Facilities Standards | Have used this service |
| 50. Site Selection and Acquisition | Have used this service |
| 51. Contracting | Have used this service |
| 52. Seismic Analysis of Leases | Have used this service |

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

(no label) Satisfactory

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

(no label) Somewhat 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

Many of the services listed are somewhat "invisible" to the local court. We know it must happen, but do not see the detail or work effort. Even when receiving a new courthouse construction project, items such as the "5 year Infrastructure Plan" or "cash flow for construction bonds" are not really visible locally. The current seismic requirements for leasor seems much more onerous than state requirements and a detriment to obtaining leases. Requiring locally lease to go through the AOC process is time and staff intensive for the local court. Regarding courthouse design, the local court inappropriately was not involved in the level of detail design necessary as the only occupants of the building. The construction program ran over the local court executive staff everytime a question of design was prompted. The result was that while the new construction is beautiful, it is not nearly as functional as it could have been. AOC staff refused to let the local court have significant input on our own space and functional design. WE know how a court operates, they do not. It was a significant failure in our project...although again, the building is beautiful.

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| Q17: Collaborative Courts Services | |
| 54. Legal, training, and program assistance to support Community Courts | Have used this service |
| 55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts | Have used this service, Consider service to be valuable |
| 57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts | Have used this service, Consider service to be valuable |
| 60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice | Have used this service, Consider service to be valuable |
| 65. Substance Abuse Focus Grants funding | Have used this service, Consider service to be valuable |
| 66. Research and analysis assistance | Have used this service |
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| 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 |
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| Q19: How important, overall, is this group of services to your trial court operations? | |
| (no label) | Neutral |
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| Q20: Have cuts to your budget made this group of services, overall, more important or less important to your operations? | |
| (no label) | Somewhat less important |

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Q21: Communications Services

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|---|---|
| 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, Consider service to be valuable |
| 69. Coordination of Judicial Council Meeting communications activities, including the drafting and dissemination of pre- and post-meeting summaries to the judicial branch, drafting of leadership remarks, coordination of photography, video, and audio requirements, and web updates and tweets to promote the meeting | Have used this service, Consider service to be valuable |
| 70. Research, drafting and distribution of the weekly email briefing (Court News Update) on judicial administration and related topics, and urgent updates and briefings as requested (Court News Alerts, Court News Briefs) to the judicial branch | Have used this service, Consider service to be valuable |
| 71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice’s engagement calendar | Have used this service, Consider service to be valuable |
| 72. Communications strategy, consulting, and implementation to Judicial Branch Capital Program and the Office of Real Estate and Facilities Management Program and their Judicial Council oversight committees—the Court Facilities Advisory Committee and the Trial Court Facility Modification Advisory Committee | Have used this service |
| 73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives | Have used this service |
| 74. Consultation and counsel on media strategies for programs, projects, and initiatives | Have used this service |
| 78. Photography support for judicial council and judicial branch 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) Good

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

(no label) Neutral

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

(no label) No Change

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Q25: Criminal Justice Services

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination

Have used this service, Consider service to be valuable

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

86. Legal advice and technical assistance with emerging statewide issues related to criminal law and procedures (e.g., implementation of pretrial programs, Affordable Care Act, and prohibited and armed persons with mental illness reporting requirements)

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)

Fair

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)

Somewhat less important

Additional Comments

As a local court, we do not need AOC assisting with operational areas such as Criminal. We are capable of managing the caseload, statistics, etc.. from within.

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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 |
| 89. Institute for Court Management certification program for court managers | Have used this service, Consider service to be valuable |
| 90. Court Clerk Training Institute | Have used this service, Consider service to be valuable |
| 91. Court manager and supervisor training | Have used this service, Consider service to be valuable |
| 92. ADA Annual Statewide Training and consulting for ADA coordinators | Have used this service, Consider service to be valuable |
| 93. Statewide broadcasts for Trial and Appellate Court judicial officers, CEOs and court staff | Have used this service, Consider service to be valuable |
| 94. Statewide and regional education (i.e., Beyond the Bench) | Have used this service, Consider service to be valuable |
| 95. Development of customized training for the courts (e.g., judicial education, management training, cultural competency training) | Have used this service, Consider service to be valuable |
| 96. Collaborative statewide, regional, and distance education and multi-disciplinary programs with state and national partners | Have used this service, Consider service to be valuable |
| 98. Development of online educational resources for judges, court staff, supervisors and managers | 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 |
| 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 | Have used this service |
| 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 |

Q30: Statewide training for new Judicial Officers, including:

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| 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:

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|---|---|
| 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 |
| 117. Domestic Violence courses | Have used this service, Consider service to be valuable |
| 118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts) | Have used this service, Consider service to be valuable |

Q32: Statewide Education for Judicial Leaders, including:

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|--------------------------------------|---|
| 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.

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|------------|-----------|
| (no label) | Excellent |
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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?

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| (no label) | No Change |
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Additional Comments

The case type institutes are very helpful and a great resource for our judicial officers The PJ/CEO program is always important to our leadership and we appreciate the coordination by AOC.

Q36: Family Services

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| 122. AB 1058 Legal, Program Support and Funding and Administration for Child Support Commissioners and Family Law Facilitators | Have used this service, Consider service to be valuable |
| 123. Access to Visitation Program | Have used this service |
| 124. Information and technical assistance to Family Courts | Have used this service, Consider service to be valuable |
| 125. Family and Juvenile court judicial and staff workload study and needs assessment | Have used this service, Consider service to be valuable |
| 126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration | 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 |

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

(no label) Good

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

(no label) Very Important

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

(no label) No Change

Q40: Fiscal Services

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|---|---|
| 132. Budgeting | Have used this service |
| 133. Centralized Treasury | Have used this service |
| 134. Payroll and controller services | Have used this service |
| 135. Master contracts/procurement assistance | Have used this service |
| 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 |
| 142. Enhanced Collections guidelines and assistance for courts and counties | Have used this service |
| 143. Provision and maintenance of financial information available through the judicial branch website | Have used this service, Consider service to be valuable |

Q41: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Satisfactory

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

(no label) Somewhat Important

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

(no label) Somewhat more important

Additional Comments

Re: Budgeting. Clarification can provide better understanding of statewide changes and their impact to our court. Timely sharing of budget information is valuable to better understanding. Re: Payroll, we would like to see solutions to unique problems rather than "cookie cutter" operation. The system is average at best and as a large court on Phoenix payroll, we are not getting what we need from the system or service and will be transitioning off to a more robust and alternative private vendor. Re: Accounting and reporting. John Fenes has been a great information research. Re: Master contracts/procurement. Paula Coombs has been receptive and responsive to our requests for clarifications and assistance. She also facilitates a valuable monthly purchasing phone call. Re: Trust fund - team including Colleen Hultin very helpful from local bail to SAP bail. Jeff Paralta good at doing legal research on civil fees...goes beyond.

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Q44: Human Resources Services

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|---|---|
| 145. Employee relations/investigations/progressive discipline/leave management | Have used this service |
| 148. Trial court payroll services through Phoenix or ADP | Have used this service |
| 150. Judicial Branch Workers' Compensation program oversight and administration | Have used this service, Consider service to be valuable |

Q45: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Satisfactory

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

(no label) Somewhat Important

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

See above comments on Phoenix payroll - we are large court on Phoenix payroll and we plan to transition off to ADP or some other private vendor that can better meet our needs with their more robust system and configurable (to our needs) system. Re: Employee investigations, etc... while we appreciate the financial assistance AOC provides as needed in this area, the staff we work with are difficult and prefer to tell our seasoned HR staff on how to do things and argue at our directions for next steps. They are a resource and that is not their role. This has been discussed with the supervisor and we have requested not to work with our AOC personnel legal staff any longer. He (Patrick Sutton) is more of an obstacle than a help.

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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 |
| 154. Phoenix Financial, procurement and HR/Payroll System | Have used this service |
| 158. Court Appointed Counsel Program (Supreme Court and District Courts of Appeal – Court Appointed Counsel Systems) | Have used this service, Consider service to be valuable |
| 160. Network hosting, security, and support | Have used this service |
| 161. Technology hardware updates program | Have used this service |
| 163. Support to California Law Enforcement Telecommunications System (CLETS) | 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 |
| <hr/> | |
| 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) | Good |
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| Q50: How important, overall, is this group of services to your trial court operations? | |
| (no label) | Somewhat Important |
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| Q51: Have cuts to your budget made this group of services, overall, more important or less important to your operations? | |
| (no label) | Somewhat more important |

Q52: Juvenile Services

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|---|---|
| 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 |
| 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, Consider service to be valuable |
| 173. Judicial Resources and Technical Assistance Program for dependency cases | Have used this service, Consider service to be valuable |
| 174. Information and technical assistance to juvenile courts | Have used this service, Consider service to be valuable |
| 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) Excellent

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

(no label) Very Important

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

(no label) Much more important

Q56: Language Services

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|--|---|
| 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 |
| 183. 5-Year Language Use and Needs Study | Have used this service, Consider service to be valuable |
| 184. Court Interpreter Database Collection System (CIDCS) | Have used this service, Consider service to be valuable |
| 185. Certified and Registered Master List Maintenance of Court Interpreters | Have used this service, Consider service to be valuable |
| 186. Cross-Assignment of Court Interpreter Employees | Have used this service |
| 187. Translations of forms, Web site, signage and other resources | 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) Excellent

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

(no label) Somewhat Important

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

(no label) No Change

Q60: Legal Services

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| 189. Legal support with claims including investigations and responses | Have used this service |
| 190. Management of labor-related matters (such as Public Employment Relations Board hearings and arbitrations) | Have used this service |
| 192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members | Have used this service, Consider service to be valuable |
| 193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues | Have used this service |
| 194. Legal advice and consultation on a broad spectrum of judicial administration matters | Have used this service, Consider service to be valuable |
| 195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs | Have used this service |
| 196. Legal advice and representation regarding external audits/investigations | Have used this service |
| 197. Assistance with responding to subpoenas and disqualification statements | Have used this service |
| 198. New and amended Local Court rules review and assistance with requests for alternative effective dates | Have used this service, Consider service to be valuable |
| 201. Provision of legal support for acquisition, financing, construction, renovation, operation, and maintenance of court facilities | Have used this service |

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

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| 214. Probation and mental health | Have used this service |
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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.

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|------------|------|
| (no label) | Fair |
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Q63: How important, overall, is this group of services to your trial court operations?

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|------------|-------------|
| (no label) | Unimportant |
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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

RE: Q198. Charles Petckins was very helpful when we wanted to revise our local rules. Effective May 2013. He provided quick and reliable answers and gave us practical advice about alternate effective dates RE: Q195. Our court has asked for help in interpreting and applying JBCM Provisions and received less than satisfactory assistance. As an example, shortly after the contracting procedures were implemented, we asked whether health insurance contracts are exempt from the contracting procedures. The response to our court was "NO" while other courts were advised JBCM requirements and procedures were not applicable to medical and dental insurance contracts. We therefore asked the question again pointing out the contradiction in answers. To the best of my knowledge, the contradiction has never been resolved or at least communicated to our court. RE: Q196. Written legal opinions on employment issues have been helpful due to their statewide perspective. Doug Miller is responsive and willing to give answers off the top of his head. But doesn't have or take the time to dig out answers to the tougher questions when needed.

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Q65: Legislative and Budget Advocacy Services

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

Have used this service

216. Expertise and assistance with strategy, advice, and recommendations on judicial branch budget discussions

Have used this service

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

219. Coordination of legislative information and investigatory hearings that impact branch programs and projects

Have used this service

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)

Fair

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

(no label)

Somewhat Important

Q68: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

Additional Comments

The legislative advocacy, statewide, out of AOC is of constant concern among PJ's and CEO's. The tone is always to "not rock the boat" and do whatever the legislature and governor wants. As a result, we have been unnecessarily severely impacted by their legislative mandates and non-funding. There are many of us that believe we have done this to ourselves. The AOC legislative staff is more interested in being friends and not making waves than getting what the trial courts need in terms of funding. We have suffered severely by not having our own lobbyist. The ones we have had do NOT have the best interests of the trial courts. It is imperative we hire someone who does work and advocate FOR THE TRIAL COURTS and has a back-bone and will fight as needed, but be cooperative when needed as well.

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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 |
| 227. Judgeship Needs in the Superior Courts | Have used this service, Consider service to be valuable |
| 230. Annual Trial Court Allocations 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 |
| 235. Statewide Collections of Court-Ordered Debt | Have used this service, Consider service to be valuable |
| 239. 5-Year Language Use and Needs Study | Have used this service, Consider service to be valuable |
| 240. Criminal Justice Realignment Data | Have used this service, Consider service to be valuable |
| 242. Quarterly & annual reports on facility modification budgets, projects, and expenditures | Have used this service |

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

(no label) Good

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

(no label) Somewhat Important

Q72: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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Q73: Operations Support Services

- | | |
|--|---|
| 243. Assigned Judges Program | Have used this service, Consider service to be valuable |
| 250. Vexatious Litigants List administration | Have used this service, Consider service to be valuable |
| 251. Jury improvements in support of initiatives that enhance the utilization of jurors and the jury process | Have used this service, Consider service to be valuable |
| 253. Trial Court Business Processing Reengineering expertise and training | Have used this service, Consider service to be valuable |
| 257. Information-sharing through meetings of court leaders | Have used this service, Consider service to be valuable |

Q74: Analytical and administrative support to:

- | | |
|---|---|
| 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 |
| 264. Court Executives Advisory Committee | Have used this service, Consider service to be valuable |

Q75: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Good

Q76: How important, overall, is this group of services to your trial court operations?

(no label)

Somewhat Important

Q77: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

No Change

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Q78: Research and Data Services

265. Annual Court Statistics Report

Have used this service, Consider service to be valuable

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

Have used this service, Consider service to be valuable

267. Workload-based Allocation Funding Methodology research support

Have used this service, Consider service to be valuable

268. Judge and staff workload measures and analysis

Have used this service, Consider service to be valuable

269. Authorized and filled judgeships data and reporting

Have used this service, Consider service to be valuable

273. Data review and reporting

Have used this service

274. Production of the annual Jury Data Report

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)

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)

Somewhat more important

Additional Comments

Leah and the WCL staff are awesome! I rely on their info and data and I appreciate their professionalism!

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Q82: Security Services

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

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

(no label) Poor

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

(no label) Unimportant

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

We have a robust court security program internally and a great partnership with our county court security (Sheriff). We do not need nor do we use AOC security services. Regarding the new building, it did require extensive use of the security consultation process....although that was AOC choice versus using our local expertise at the Sheriff's department. The AOC security folks were helpful to the design team. As the first large courthouse constructed by the AOC, there should also be lessons to be carry forward to other projects. RE: Screening Equipment Replacement Program. The ongoing need to maintain, replace, and dispose of the specialized security screening equipment make this a very god fit for a statewide project.

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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?

Yes

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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):

OPERATIONAL and court ADMINISTRATION responsibilities....I always prefer to contact other courts and get their expertise. I would not contact AOC for that.

AOC provides good services for statewide issues and should continue to do so. This does not include operations and administration of trial courts.

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

Q92: Additional Comments

Again, AOC role in legal opinions, facilities (as the local court doesn't own), grants, and AB1058 is important. AOC should have a support role to trial courts.

However, anything having to do with operations or court administration should be handled locally (at least for large courts).