

Superior Court of the County of Mono

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](#).

Q7: Audit Services

11. Regular financial, operational, and compliance audits	Have used this service, Consider service to be valuable
12. Special investigations concerning misappropriation of funds, potential losses, etc.	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
15. Whistleblower Hotline responsibility	Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) No Change

Additional Comments

Small courts benefit greatly from audit services t assistance in establishing accounting and fiscal checks and balances in regards to staff handling funds and assets.

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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

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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
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, Consider service to be valuable
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	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
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	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
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

37. Sustainability program to manage utility resource demands, implementing energy conservation modifications to reduce long-term energy costs	Consider service to be valuable
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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	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	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) Good

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

Our court recently used capital construction services when our new courthouse was completed in 2011. We did have some issues regarding communication between the AOC capital project e coordinators and the court m and some lapses in a adequate courthouse design; for example the failure of an evidence room to be included in the courthouse design as a result of an oversight. We are a small court located in a remote part of California, so we are very dependent on the facilities maintenance services provided by the AOC. We found the services to be excellent. The only issue we have is with the statewide CAFM online maintenance portal, excellent concept, but not very user-friendly.

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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 Have used this service, Consider service to be valuable

66. Research and analysis assistance 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)

Somewhat Important

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

Given our small size, our court does not have any collaborative/specialty courts except for our juvenile court.

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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

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

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

71. Drafts speeches, remarks, talking points, briefing sheets, or backgrounders to support the Chief Justice's engagement calendar

Consider service to be valuable

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

Consider service to be valuable

75. Research and response to inquiries from the courts, media, and the public, as well as tracking and reporting on interactions

Consider service to be valuable

76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage

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) No Opinion

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

(no label) Very Important

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

(no label) Much more important

Q25: Criminal Justice Services

79. Technical assistance, training, legal advice, and subject matter expertise on criminal justice realignment including data collection, analysis, and information dissemination	Have used this service, Consider service to be valuable
80. Written and oral legal advice provided to individual trial courts on a case-by-case basis on a wide array of criminal law and procedure issues, including new statutory requirements and responsibilities	Have used this service, Consider service to be valuable
81. Resource identification and liaison activities with outside justice partners (which include sheriffs, probation departments, District Attorneys, public defenders, county supervisors, the legislature, the Governor's office, the Department of Finance, CDCR, and the Department of Justice) on criminal justice realignment implementation	Have used this service, Consider service to be valuable
82. Defining outcome-based criminal justice related metrics in collaboration with justice partners	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
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	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, Consider service to be valuable
87. Fulfillment of mandates related to the evaluation of certain criminal justice programs	Have used this service, Consider service to be valuable

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

(no label) Good

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

(no label) Very Important

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

(no label) Somewhat more important

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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	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	Consider service to be valuable
97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services	Have used this service, Consider service to be valuable
98. Development of online educational resources for judges, court staff, supervisors and managers	Have used this service, Consider service to be valuable
99. Technical support and video production for Supreme Court outreach and oral argument, Commission of Judicial Appointments hearings, Chief Justice or judicial argument, Commission of Judicial Appointments hearings, Chief Justice or Judicial Council communications, and provision of AV signals to rooms for the public and media	Consider service to be valuable
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	Have used this service, Consider service to be valuable
101. Development of online benchtools for judges to use, including scripts, flow charts and checklists	Have used this service, Consider service to be valuable

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102. Development of public guides for children in court, victims' services, and court proceedings for families	Have used this service, Consider service to be valuable
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
104. Web Ex programmatic instructional support	Consider service to be valuable
106. Meeting planning, registration and conference services for all education programs, Judicial Council meetings and other AOC meetings	Have used this service, Consider service to be valuable
107. Audio visual support for education and meetings in conference centers, off-site education and outreach, including audio for public broadcast of Judicial Council	Have used this service, Consider service to be valuable
108. Jury education materials in support of successful jury participation	Have used this service, Consider service to be valuable

Q30: Statewide training for new Judicial Officers, including:

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

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

114. Qualifying Ethics Training	Have used this service, Consider service to be valuable
118. Institutes (in civil, criminal, juvenile, family, probate, and rural courts)	Have used this service, Consider service to be valuable

Q32: Statewide Education for Judicial Leaders, including:

120. PJ/CEO Court Management Program	Have used this service, Consider service to be valuable
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Q33: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label) Excellent

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

Have used this service, Consider service to be valuable

123. Access to Visitation Program

Have used this service, Consider service to be valuable

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

128. Domestic Violence Courts

Consider service to be valuable

129. Domestic Violence Safety Planning Project

Consider service to be valuable

130. Violence Against Women Education Program

Consider service to be valuable

131. California Courts Protective Orders Registry

Have used this service, Consider service to be valuable

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

(no label)

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)

No Change

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Q40: Fiscal Services	
132. Budgeting	Have used this service, Consider service to be valuable
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable
137. Accounts Payable support	Have used this service, Consider service to be valuable
138. Trust Accounting support	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	Consider service to be valuable
142. Enhanced Collections guidelines and assistance for courts and counties	Have used this service, Consider service to be valuable
143. Provision and maintenance of financial information available through the judicial branch website	Have used this service, Consider service to be valuable
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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
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Q42: How important, overall, is this group of services to your trial court operations?	
(no label)	Very Important
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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
<p>Additional Comments</p> <p>The ability for courts to carry a budget surplus to cover unexpected contingencies has essentially been eliminated by the reduction of our budget surpluses to 1%; this is made budgeting, expense tracking and maximizing our fiscal services of the utmost importance.</p>	

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Q48: Information Technology Services

152. California Courts Protective Order Registry (CCPOR)	Have used this service, Consider service to be valuable
153. Judicial Branch Statistical Information System (JBSIS)	Have used this service, Consider service to be valuable
154. Phoenix Financial, procurement and HR/Payroll System	Have used this service, Consider service to be valuable
155. Computer- Aided Facilities Management System (CAFM)	Have used this service
156. Uniform Civil Fees System (UCFS)	Have used this service, Consider service to be valuable
159. California Courts Technology Center (CCTC) including disaster and security services and data integration services	Have used this service, Consider service to be valuable
160. Network hosting, security, and support	Have used this service, Consider service to be valuable
161. Technology hardware updates program	Have used this service, Consider service to be valuable
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	Have used this service, Consider service to be valuable
165. Justice Partners Outreach/E-Services	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) Good

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

Q52: Juvenile Services

167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Have used this service, Consider service to be valuable
168. Local Blue Ribbon Commissions training and technical assistance	Consider service to be valuable
169. Court appointed dependency counsel funding, budgeting, and program management	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

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) Good

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

Q56: Language Services

179. Court interpreter test administration, development, and maintenance oversight	Consider service to be valuable
180. Court interpreter outreach and recruitment	Consider service to be valuable
181. Court interpreter education and training	Consider service to be valuable
182. Statewide Language Coordination	Consider service to be valuable
183. 5-Year Language Use and Needs Study	Consider service to be valuable
184. Court Interpreter Database Collection System (CIDCS)	Have used this service, Consider service to be valuable
185. Certified and Registered Master List Maintenance of Court Interpreters	Have used this service, Consider service to be valuable
186. Cross-Assignment of Court Interpreter Employees	Have used this service, Consider service to be valuable
187. Translations of forms, Web site, signage and other resources	Have used this service, Consider service to be valuable
188. Management of technology to assist in the use of American Sign Language and master contract for telephonic interpreting services	Have used this service, Consider service to be valuable

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

(no label) Good

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

189. Legal support with claims including investigations and responses	Have used this service, Consider service to be valuable
192. Litigation management, including selection and direction of outside counsel to defend courts, judicial officers, court employees, and council members	Have used this service, Consider service to be valuable
193. Legal advice and guidance to courts and education of court staff regarding evolving law affecting employment and labor issues	Have used this service, Consider service to be valuable
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Have used this service, Consider service to be valuable
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	Have used this service, Consider service to be valuable
196. Legal advice and representation regarding external audits/investigations	Consider service to be valuable
197. Assistance with responding to subpoenas and disqualification statements	Have used this service, Consider service to be valuable
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	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

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

210. Judicial administration	Have used this service, Consider service to be valuable
211. Judicial ethics	Have used this service, Consider service to be valuable
212. Subject matter expertise	Have used this service, Consider service to be valuable

Q62: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)	Excellent
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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

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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, Consider service to be valuable

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

Have used this service, Consider service to be valuable

217. Tracking of statutory mandates on the Judicial Council to adopt rules, forms, and reports to the legislature

Consider service to be valuable

218. Liaison and strategic advice assistance on facilities issues, court construction and maintenance

Consider service to be valuable

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

Consider service to be valuable

220. Staff support to the Bench-Bar Coalition

Consider service to be valuable

Q66: Please select the rating that best reflects the overall quality of service that you have received for this group of services. If you have not used any of the above services, please select the "no opinion" option.

(no label)

Excellent

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

(no label)

Very Important

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

(no label)

Much more important

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Q69: Mandated Reporting

225. Demographics of the Bench	Consider service to be valuable
228. Standards and Measures of Judicial Administration	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
233. Trial Court Revenue, Expenditure, and Fund Balance Constraints	Have used this service, Consider service to be valuable
234. 2 Percent Trial Court Trust Fund State-Level Reserve Funding Requests	Have used this service, Consider service to be valuable
242. Quarterly & annual reports on facility modification budgets, projects, and expenditures	Have used this service, Consider service to be valuable

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

(no label) 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) Somewhat more important

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Q73: Operations Support Services

243. Assigned Judges Program	Have used this service
250. Vexatious Litigants List administration	Have used this service
257. Information-sharing through meetings of court leaders	Have used this service, Consider service to be valuable

Q74: Analytical and administrative support to:

259. Presiding Judges	Have used this service, Consider service to be valuable
261. Trial Court Presiding Judge Advisory Committee	Consider service to be valuable
262. California Court Clerk Association	Have used this service, Consider service to be valuable
264. Court Executives Advisory Committee	Have used this service, Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

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Q78: Research and Data Services

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
270. Conversion of Subordinate Judicial Officer positions to judgeships	Consider service to be valuable

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

(no label) Good

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

(no label) Somewhat Important

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

(no label)

Somewhat more important

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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

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)

Good

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

(no label)

Somewhat Important

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

(no label)

Somewhat more important

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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? 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):

We receive procurement services from another court. We have an agreement with another court for sharing of court interpreter services.

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

Q92: Additional Comments

Respondent skipped this question