

Second District Court of Appeal

This document contains the responses of the Second District Court of Appeal 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.

We originally administered our survey to the trial courts only. We later sent the survey to the six courts of appeal and to the Supreme Court, in response to a request by one court of appeal that these courts be included. Because we used the original survey instrument for this purpose, which we tailored to the trial courts, many of the services in the survey instrument did not apply to the Supreme Court and the courts of appeal. However, these courts responded to some questions that were not applicable to them. Specifically, only the following 163 services **do** apply to the courts of appeal:

1	38	89	119	191	220
5	39	90	132	192	222
7	40	91	134	193	225
9	41	92	135	194	238
10	42	93	136	195	243
11	43	94	137	196	244
12	44	95	139	197	245
13	45	96	140	198	246
14	46	97	143	199	249
15	47	98	145	201	252
16	48	99	146	202	255
17	49	100	147	203	256
18	50	101	149	204	257
19	51	103	150	205	260
20	52	104	151	206	262
21	53	105	154	207	263
22	68	106	155	208	265
23	69	107	157	209	266
24	70	109	158	210	272
25	71	110	159	211	273
26	72	111	160	212	275
27	73	112	161	213	277
28	74	113	164	214	278
29	75	114	165	215	
30	76	115	166	216	
32	78	116	187	217	
36	80	117	189	218	
37	88	118	190	219	

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Finally, we sent an addendum to our survey to the Second District Court of Appeal, containing services that apply to the courts of appeal, but that do not apply to the trial courts, and thus did not appear in our original survey instrument. The court's response to this addendum appears on page 30.

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.	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
15. Whistleblower Hotline responsibility	Have used this service, Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label) Much more important

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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
19. Creation, management and implementation of related procedures reflecting best practices for new courthouse design and construction	Consider service to be valuable
20. Preparation of fiscal data for Five Year Infrastructure Plan and fiscal documents	Consider service to be valuable

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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, Consider service to be valuable
22. Development and implementation of risk management for capital projects and court facilities	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	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	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	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	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	Consider service to be valuable
31. Provision of deferred maintenance and functional improvements	Consider service to be valuable
32. Development, implementation, and management of the preventive maintenance program for assets	Consider service to be valuable

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

38. Architectural and engineering design services	Have used this service, Consider service to be valuable
40. Construction inspection services program for capital projects, facility modification, and facility management programs	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	Consider service to be valuable

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

47. Program Management	Consider service to be valuable
51. Contracting	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)	Excellent
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Q15: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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Q16: 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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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
58. Legal, training, and program assistance to support Elder Courts	Consider service to be valuable
59. Legal, training, and program assistance to support Homeless 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
62. Legal, training, and program assistance to support Unified Courts for Families	Consider service to be valuable
64. Legal, training, and program assistance to support Youth/Peer Courts)	Consider service to be valuable
65. Substance Abuse Focus Grants funding	Consider service to be valuable
66. Research and analysis assistance	Consider service to be valuable
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) No Opinion

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

(no label) Neutral

Q20: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

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, 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
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	Consider service to be valuable
73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives	Have used this service, Consider service to be valuable
74. Consultation and counsel on media strategies for programs, projects, and initiatives	Have used this service, 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	Have used this service, Consider service to be valuable
76. Input on strategy for news releases, drafting and dissemination and monitoring and reporting on coverage	Have used this service, Consider service to be valuable
77. Management of content strategy, publishing, and metrics evaluation for social media channels including You Tube and Twitter and consultation with other judicial branch entities on their programs	Consider service to be valuable
78. Photography support for judicial council and judicial branch programs, projects, and initiatives	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)

Excellent

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	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	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)	Consider service to be valuable
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	Consider service to be valuable
85. Technical and program assistance and training as part of the California Risk Assessment Pilot Project (CalRAPP)	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)	Consider service to be valuable
87. Fulfillment of mandates related to the evaluation of certain criminal justice programs	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)	Excellent
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Q27: How important, overall, is this group of services to your trial court operations?

(no label)	Very Important
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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 | 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 |
| 97. Training on use of the Computer Aided Facility Management (CAFM) application for requesting, monitoring, and evaluating building services | 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 |

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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	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
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, 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	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	Have used this service, Consider service to be valuable
110. Primary Assignment Orientations (civil, criminal, probate, dependency, delinquency, family)	Consider service to be valuable

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

112. Appellate Justices Institute	Have used this service, Consider service to be valuable
113. Criminal Assignment Courses	Consider service to be valuable
114. Qualifying Ethics Training	Have used this service, Consider service to be valuable
115. Complex Civil and Advanced Civil	Consider service to be valuable
116. California Environmental Quality Act (CEQA)	Have used this service, 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:

Respondent skipped this question

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

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	Consider service to be valuable
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	Consider service to be valuable
126. Family Law websites (including Families Change and Parent Orientation video) content, maintenance and administration	Consider service to be valuable
127. Family Dispute Resolution support, technical assistance, and education	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	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) No Opinion

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

(no label) Neutral

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

(no label) No Change

Q51: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label)

Much more important

Additional Comments

The Courts of Appeal and Supreme Court rely heavily on the AOC and staff in all areas, but none is more vital or productive than in this area.

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Q52: Juvenile Services

167. Court-Appointed Special Advocates (CASA) program administration, funding and education 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

170. Dependency Representation, Administration, Funding, and Training (DRAFT) program Consider service to be valuable

171. Juvenile Dependency Counsel Collections Programs Consider service to be valuable

173. Judicial Resources and Technical Assistance Program for dependency cases Consider service to be valuable

174. Information and technical assistance to juvenile courts Consider service to be valuable

175. Technical assistance with juvenile court management system data and analytics Consider service to be valuable

176. Chief Justice's Keeping Kids in School and Out of Court Initiative Consider service to be valuable

177. California Dependency Online Guide (CalDog) Consider service to be valuable

178. Child Welfare County Data Profiles Updates 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)

No Opinion

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

(no label)

Neutral

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

(no label)

No Change

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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) | Consider service to be valuable |
| 185. Certified and Registered Master List Maintenance of Court Interpreters | Consider service to be valuable |
| 186. Cross-Assignment of Court Interpreter Employees | Consider service to be valuable |
| 187. Translations of forms, Web site, signage and other resources | 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 | 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)

No Opinion

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

(no label)

Neutral

Q59: 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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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)	Have used this service, 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	Have used this service, Consider service to be valuable
194. Legal advice and consultation on a broad spectrum of judicial administration matters	Have used this service, Consider service to be valuable
195. Legal advice and consultation on transactional business issues, including real estate transactions, solicitations, contracting and the procurement of goods and services, and Court/County MOUs	Have used this service, Consider service to be valuable
196. Legal advice and representation regarding external audits/investigations	Have used this service, Consider service to be valuable
197. Assistance with responding to subpoenas and disqualification statements	Consider service to be valuable
198. New and amended Local Court rules review and assistance with requests for alternative effective dates	Have used this service, Consider service to be valuable
199. Assistance with evaluation of need for and preparing requests for emergency orders	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	Have used this service, Consider service to be valuable

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

203. Access and fairness	Have used this service, Consider service to be valuable
204. Appellate practice and procedure	Have used this service, Consider service to be valuable
205. Alternative Dispute Resolution	Consider service to be valuable
206. Civil and small claims	Consider service to be valuable
207. Collaborative courts	Consider service to be valuable
208. Complex litigation	Consider service to be valuable
209. Family and juvenile law	Consider service to be valuable
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	Consider service to be valuable
213. Jury instructions	Have used this service, Consider service to be valuable
214. Probation and mental health	Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

Q64: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) Much more important

Q69: Mandated Reporting

223. Trial Court Interpreters Program Expenditure Report	Consider service to be valuable
225. Demographics of the Bench	Consider service to be valuable
227. Judgeship Needs in the Superior Courts	Have used this service, Consider service to be valuable
228. Standards and Measures of Judicial Administration	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
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
240. Criminal Justice Realignment Data	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) 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

Q73: Operations Support Services

243. Assigned Judges Program	Have used this service, Consider service to be valuable
244. Appellate Court-Appointed Counsel Program administration and support	Have used this service, Consider service to be valuable
245. Preparation and distribution of Oral Argument Calendar, Summary of Cases Accepted, Conference List, and Notice of Forthcoming Filings for Supreme Court	Consider service to be valuable
246. Administration of Special Masters assignment	Consider service to be valuable
247. Civil Case Coordination	Have used this service, Consider service to be valuable
248. Management of Petitions for Coordination of Complex Civil Cases	Consider service to be valuable
249. Tribal/State court coordination support	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	Have used this service, Consider service to be valuable
255. Data gathering and recommendations for court operational and administrative issues	Have used this service, 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	Have used this service, Consider service to be valuable

Q82: Security Services

276. Threat and incident coordination and consultative services	Have used this service, Consider service to be valuable
277. Emergency planning and preparedness/continuity of operations planning	Have used this service, Consider service to be valuable
279. Screening Equipment Replacement Program	Consider service to be valuable
280. Trial Court Security Grant Program	Consider service to be valuable

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

(no label) Good

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

(no label) Very Important

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

(no label) 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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<p>Q90: Please list all of the services that you receive through a contract, or other working relationship, with another court(s):</p>	<p><i>Respondent skipped this question</i></p>
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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	Very Important
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	Very Important
Internal Audit Services	Somewhat Important
Judicial Branch Capital Program Office	Somewhat Important
Judicial Council Support Services	Very Important
Legal Services Office	Very Important
Office of Administrative Services	Very Important
Office of Appellate Court Services	Very Important
Office of Communications	Very Important
Office of Governmental Affairs	Very Important
Office of Real Estate and Facilities Management	Somewhat Important
Special Projects Office	Somewhat Important
Trial Court Administrative Services Office	Somewhat Important
Trial Court Liaison Office	Somewhat Important

Q92: Additional Comments

Respondent skipped this question

AOC Services Survey—APPELLATE COURT ADDENDUM

The purpose of this addendum to the web-based survey (in PDF form) is to capture feedback from your appellate court on seven additional services that the AOC asserts it provides to the appellate courts.

The PDF web-based survey asks you to evaluate your overall experience with 19 AOC Service Areas, which are groupings of individual AOC services. We ask that you include your experience of the additional services, below, as you answer these questions in the PDF web-based survey. To see all services that the AOC indicates providing to courts within a given AOC Service Area, please refer to the pages in the PDF web-based survey that we have listed to the right of each AOC Service Area in the table below.

Please also complete the survey questions below, using “yes” and “no” answers:

Service Descriptions		Survey Questions		Page Range *
AOC Service Area	AOC Service	Have Used this Service	Consider Service to be Valuable	
EDUCATION AND TRAINING SERVICES	Technical support of Videoconferencing on the AOC and Appellate Court network for education.	YES	YES	25-27
FISCAL SERVICES	Maintenance of fixed asset system.	YES	YES	32
HUMAN RESOURCES SERVICES	Human resources management system.	YES	YES	34
INFORMATION TECHNOLOGY SERVICES	Administration and management of network and servers for internet-based telephones (Voice-over Internet Protocol (VOIP)).	NO	YES	36
OPERATIONS SUPPORT SERVICES	Staff support to the Appellate Indigent Defense Oversight Advisory Committee	YES	YES	53-54
RESEARCH AND DATA SERVICES	Development of regular and ad hoc statistical reports for the courts of appeal.	YES	YES	56
RESEARCH AND DATA SERVICES	Assistance with workload analysis used to acquire judicial and court staff resources.	YES	YES	56