

Superior Court of the County of San Mateo

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](#).

Q6: 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

We rely on the coordination and support role for the Self Help and Justice Corp programs. Given staffing reductions of the past several years, we were only able to continue essential functions because of Justice Corps, and the recruitment, training and coordination role played by the AOC was critical. Allows the trial court to refer customers to online, self-help materials. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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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

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

Additional Comments

As trial courts have significantly cut back their administrative and direct services, audit services has provided invaluable advice on how to comply with audit issues or to highlight problems that could be encountered in the future as a result of budget reductions. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable.

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Q11: Capital Projects and Facilities Services

- | | |
|---|---|
| 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 |
| 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 | Have used this service, Consider service to be valuable |
| 29. Negotiation and administration of AOC and court-funded leases, licenses, and other occupancy, and renegotiation of leases to generate space reduction and rent savings | Have used this service, Consider service to be valuable |
| 31. Provision of deferred maintenance and functional improvements | Have used this service, Consider service to be valuable |
| 32. Development, implementation, and management of the preventive maintenance program for assets | Have used this service, Consider service to be valuable |
| 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: *Respondent skipped this question*

Q13: Establishment and implementation of policies for the judicial branch capital program, including: *Respondent skipped this question*

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

(no label) Fair

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

(no label) Very Important

Q16: Have cuts to your budget made this group of services, overall, more important or less important to your operations?

(no label) No Change

Additional Comments

We generally question whether the facility oversight and maintenance structure currently in place is the most efficient, productive, cost effective structure to manage, respond to and coordinate essential court facility issues. Recent water leak issues/damaged file issues and the related lack of proper response, guidance and support from the AOC to ensure effective file restoration and protection of court/public documents was concerning and added to our workload. Given our experience regarding air/heating control issues, response could be improved even with the restrictions and long standing issues in the HOJ building that may be partly out of their control. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

Q17: Collaborative Courts Services

55. Legal, training, and program assistance to support Dependency and Juvenile Drug Courts	Have used this service, Consider service to be valuable
57. Legal, training, and program assistance to support Adult and Juvenile Justice Drug Courts	Consider service to be valuable
60. Legal, training, and program assistance to support Mental Health Courts: Adults and Dependency and Juvenile Justice	Consider service to be valuable
61. Legal, training, and program assistance to support Reentry Courts for parolees and realigned populations	Have used this service, Consider service to be valuable
63. Legal, training, and program assistance to support Veterans Courts and Military Families	Consider service to be valuable
64. Legal, training, and program assistance to support Youth/Peer Courts)	Have used this service, Consider service to be valuable
65. Substance Abuse Focus Grants funding	Have used this service, Consider service to be valuable
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) Good

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) Somewhat more important

Additional Comments

#58) May need services in future re: Elder Courts as there is an ongoing multi-disciplinary team working on these issues in our County/Court. #60) May need services in future. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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Q21: Communications Services

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

Have used this service, Consider service to be valuable

73. Management and content updates on the California Courts, Serranus, and AOC Intranet websites for programs, projects, and initiatives

Have used this service, Consider service to be valuable

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

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)

Satisfactory

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)

No Change

Additional Comments

Would prefer that AOC staff weigh in on listserv queries when courts are looking for the best practice or guidance. The AOC does not act as a resource per se, they only act as the facilitator of the listserv. It would be nice to get assistance from them and not just hear about what other courts think is the correct way to proceed. The weekly e-mails - item #70 (Court News Update) are helpful, informative and a "nice to have", but not critical. However, the research and response to inquiries from the court, etc. - item #75 are very important to the court, which is why we rated with an overall "Very Important". While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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
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
84. Subject matter expertise, legal advice, and technical assistance with issues relating to traffic related matters	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, 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

Additional Comments

Courtney Tucker is a great resource. 83. Since this data collection is new to all of the trial courts and with the continued changes to criminal realignment data points, it has been very helpful knowing that the data collection team, Arlene Lindberg and her group, are always on hand to answer questions. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

Q29: Education and Training Services

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
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
100. Judicial publications: Benchguides, Bench Handbooks, Benchbooks, Civil Proceedings Benchbooks	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
103. Job Aids for court staff, supervisors, and managers	Have used this service, Consider service to be valuable
104. Web Ex programmatic instructional support	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
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:

Respondent skipped this question

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

119. Institutes for Appellate and Trial Court Attorneys	Have used this service, Consider service to be valuable
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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)	Good
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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?

(no label)

Much more important

Additional Comments

Essential training needs to be effectively prioritized. This essential training, in certain areas, has become increasingly challenging to do at the local trial court level - so in some essential areas it would be useful to expand at the AOC level. This said, there are also examples of some training that could be effectively conducted in an efficient manner Regionally. Question Number 29: survey rating/response Number 91: Needs to be expanded survey/rating response Number 92: ADA support by Linda McCullough has been invaluable (1:1 support in particular). survey rating/response Number 102: Updates needed survey/rating response Number 104: We have appreciated more WebEx offering and these should be expanded to reduce travel time for staff. survey/rating response Number 108: Jury Orientation video could be updated/modernized. In dealing with loss of staff through layoffs and attrition we need access to more information and resources to fill the gaps in institutional knowledge. Continued training and materials are imperative in assuring that court staff is provided with current procedures and policies so that we are in compliance with reporting requirements and legislation. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

Q40: Fiscal Services

132. Budgeting	Have used this service, Consider service to be valuable
133. Centralized Treasury	Have used this service, Consider service to be valuable
135. Master contracts/procurement assistance	Have used this service, Consider service to be valuable
136. Financial Management - accounting and reporting	Have used this service, Consider service to be valuable
137. Accounts Payable support	Have used this service, Consider service to be valuable
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, 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

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

(no label) Excellent

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

(no label) Very Important

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

(no label)

Much more important

Additional Comments

Fiscal Services have been integrally important to the trial courts. As State budget cuts and additional reporting mandates have been piled on to the trial courts, the need for accurate financial reporting, greater assistance to trial court accounting staff has become paramount. Trust and Treasury services have become more important as revenue distribution requirements and attention to cash flow requirements have increased. Court staff rely on contract and procurement assistance and Fiscal training to ensure they comply with JBCM, and follow audit guidelines. We've had some interactions with the Enhanced Collections Unit over the years pertaining to questions about the collection of outstanding traffic and criminal fines/fees. Overall, experience has been positive but sometimes the response time in getting information could be improved upon. Seems like a very busy unit with a certain level of turnover. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable.

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Q44: Human Resources Services

144. Labor relations and collective bargaining services	Have used this service, Consider service to be valuable
145. Employee relations/investigations/progressive discipline/leave management	Have used this service, Consider service to be valuable
146. Judicial payroll and benefits	Have used this service, Consider service to be valuable
149. Recruitment, classification and compensation assistance	Consider service to be valuable
150. Judicial Branch Workers' Compensation program oversight and administration	Have used this service, Consider service to be valuable
151. Integrated Disability Management	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)

Excellent

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

(no label)

Very Important

Q47: 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

While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable.

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Q48: Information Technology Services

161. Technology hardware updates program 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

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) Somewhat more important

Additional Comments

This has been an area/division where, historically, there have been problems with effective management oversight and efficient/justifiable allocation of resources. This said, the network tech refreshes and assistance managing the TR projects are important to our court. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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Q52: Juvenile Services

167. Court-Appointed Special Advocates (CASA) program administration, funding and education	Have used this service, Consider service to be valuable
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
172. Psychotropic Medication Orders program	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
178. Child Welfare County Data Profiles Updates	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)

Somewhat more important

Additional Comments

Current studies evidence the importance of the Juvenile Court in supporting families and youth to be productive community members, reduce future costs, and decrease the burden on family and criminal courts. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable.

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Q56: Language Services

181. Court interpreter education and training

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, 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

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)

Very Important

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

(no label)

No Change

Additional Comments

188. System not currently in use. Interpreter services is funded through Program 45 and therefore budget cuts to San Mateo County have not impacted interpreter services. Our AOC contact for cross assignments and general assistance is fantastic. Very knowledgeable and responsive. Our AOC contact for LEP assistance is not responsive. We asked for translated forms and signs, and have never received them. We followed up on two occasions and still no response. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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Q60: Legal Services

189. Legal support with claims including investigations and responses	Have used this service, 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
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
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	Have used this service

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

203. Access and fairness	Have used this service, Consider service to be valuable
205. Alternative Dispute Resolution	Have used this service, Consider service to be valuable
209. Family and juvenile law	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

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) No Change

Additional Comments

Sue Hansen and members of her team have been especially responsive and helpful to our court - exceptional, timely response by Sue. We have relied on subject matter experts to advise us around ADA issues, and with substantive and procedural issues in family and juvenile law. Regular participation of those AOC staff at meetings and at trainings has been invaluable in so far as they are simultaneously speaking with other courts and can relay those experiences that other courts have had in developing best practices, or working through troublesome issues. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable.

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	Have used this service, Consider service to be valuable
219. Coordination of legislative information and investigatory hearings that impact branch programs and projects	Have used this service, 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) Good

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

Additional Comments

Andi Liebenbaum and Cory Jaspersen appear to be exceptional - and are very responsive. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable.

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Q69: Mandated Reporting

221. Access To Visitation Grants Program	Have used this service
227. Judgeship Needs in the Superior Courts	Have used this service
231. Phoenix System Status Update Report	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) Excellent

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

(no label) Very Important

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

(no label) Somewhat more important

Additional Comments

While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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Q73: Operations Support Services

- | | |
|---|---|
| 243. Assigned Judges Program | Have used this service, Consider service to be valuable |
| 246. Administration of Special Masters assignment | Have used this service, Consider service to be valuable |
| 247. Civil Case Coordination | Have used this service, Consider service to be valuable |
| 250. Vexatious Litigants List administration | Have used this service, Consider service to be valuable |
| 256. Assistance to court leaders with addressing internal governance, management and operational issues | Have used this service, Consider service to be valuable |

Q74: Analytical and administrative support to:

Respondent skipped this question

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

(no label)

Satisfactory

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

(no label)

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

Additional Comments

243. As a result of AOC budget cuts our contact has been furloughed and sometimes it has been challenging for us to get in contact with this person. 250. It would be helpful if the vexatious litigant list contained hyper links to the actual orders. While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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
270. Conversion of Subordinate Judicial Officer positions to judgeships	Have used this service, Consider service to be valuable
271. Technical support to evaluate staffing or judicial officer allocations against workload model projections	Have used this service, Consider service to be valuable
272. Responses to requests for branch data from internal users, members of the public, researchers, and law firms	Have used this service, Consider service to be valuable
273. Data review and reporting	Have used this service, Consider service to be valuable

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

(no label) Excellent

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

(no label) Very Important

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

(no label)

Somewhat more important

Additional Comments

While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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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, 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)

Very 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

Additional Comments

While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable. AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services. Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.

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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? Yes

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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.

Court Investigator training is currently not provided by the AOC.

Increase focus on Juvenile Delinquency training (currently much more focus on Dependency).

Expand offerings for Employee relations training.

While this area of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services is important and may be essential/justifiable, the staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable.

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):

Justice Corps volunteers through Alameda

Cross assigned interpreters

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

Q92: Additional Comments

We understand that we have repeated the following message throughout this survey. This is because it is primary to the message and input we have provided internally to AOC leadership, with limited response and productive change over the past five years.

The Chief Justice's SEC Report was appreciated, with productive actions that followed. But in our view, they were too limited and did not eliminate the culture of protection, limited perspective and denial that still exists with some in AOC leadership.

To be specific, Judge Jahr and Jody Patel have done much good and have demonstrated a willingness to respond to these issues. More needs to be done. Unfortunately, the actions of Curt Soderlund and Curt Childs demonstrates a lack of reasonable management oversight, leadership and productive response. They also appear to be more a part of "the problem" (lack of transparency, failure to address management deficiencies, committed to maintain the status quo) rather than a productive solution. They (and others who are responsible for the lack of appropriate management oversight listed below) need to be held reasonably accountable.

Re-establish credibility and trust. Demonstrate reasonable management oversight and accountability - at all levels. We also believe that the process for appointments to the Judicial Council needs to be further democratized.

We state once again:

While there are areas of AOC (or Judicial Council staff, as we understand the AOC is changing its name) services that trial courts may state are important and may be essential/justifiable, the related staffing numbers and funding allocations should also be reviewed to ensure the division and related resources are effectively managed and current funding levels are fully justifiable.

AOC spending, reasonable management oversight, appropriate prioritization and allocation of resources and workforce size have been questioned. The fact that an AOC service is important, or even essential to the trial courts should not be taken as a mandate for excessive staffing - or an excuse for ineffective management oversight. The AOC has a responsibility to provide effective management oversight to ensure they are effectively prioritizing their most essential services and providing the most lean, productive and transparent workforce structure to provide those services.

Facts and evidence demonstrate a reasonable level of management oversight is still not conducted consistently at the AOC, despite these issues being identified in the Chief's SEC Report three years ago. This results in ongoing credibility problems for the AOC (or, Judicial Council staff), the branch – and unjustly impacts trial court funding.