

Administrative Office of the Courts Programs and Services

50 years of service to the courts and the people of California, 1961–2011



ADMINISTRATIVE OFFICE
OF THE COURTS

Project Title: Executive Search Services
RFP Number: HR-201101-GW
Attachment A

Judicial Council of California
Administrative Office of the Courts
March 2011

Administrative Office of the Courts
Office of Communications
455 Golden Gate Avenue
San Francisco, California 94102-3688
Ph: 800-900-5980 or 415-865-7738
Fax: 415-865-4334 E-mail: pubinfo@jud.ca.gov
www.courtinfo.ca.gov

The Role of the Administrative Office of the Courts.....**4**

Administration of Justice Timeline.....**5**

Programs and Services Summary.....**6**

- Legal Services
- Facilities
- Support for Families and Children
- Human Resources
- Safety and Security
- Financial Services
- Education
- Information Technology
- Judicial Council Support
- Special Appellate and Trial Court Services

Programs and Services Statistical Reference.....**13**

California's court system remains at the forefront of reform and innovation in improving and advancing the consistent, independent, impartial, and accessible administration of justice. The role of the Administrative Office of the Courts (AOC) in the statewide administration of justice touches every aspect of judicial branch policy and operations.

The responsibilities of the AOC changed radically more than 14 years ago when the Trial Court Funding Act of 1997 transferred the responsibility for court operations, previously shared with the counties, to the state. The act was followed by the voluntary unification of superior and municipal courts in each of California's 58 counties into single-tier superior court systems. The Trial Court Employment Protection and Governance Act of 2000 permanently changed the employment status of all nonjudiciary court personnel from that of county to trial court employees. The Trial Court Facilities Act of 2002 initiated the process for the transfer of ownership and management of California's court facilities from the counties to the state.

These systemwide changes strengthened the ability of the judicial branch to function as a co-equal and independent branch of government. They also necessitated a realignment of roles and responsibilities at all levels of the judicial branch. In partnership with the trial courts, the AOC shifted resources and expanded services to more effectively deal with the new administrative and budgetary structures. The AOC worked in close collaboration with the trial courts to ensure service continuity as they separated from county-provided services and to drive development of the required administrative infrastructure for fiscal, technology, human resources, facilities, and legal services to meet the current and future needs of the California judicial branch.

New responsibilities required more diverse professional expertise from a workforce that now includes accountants, architects, attorneys, engineers, educators, editors, auditors, labor negotiators, systems analysts, security specialists, and web programmers. Under the direction of the Judicial Council, the AOC collaborates with committees from the courts and their justice system partners in shaping branchwide policy to create innovative programs essential to advancing the administration of justice and to provide direct services to the trial and appellate courts.

The 2005 Public Trust and Confidence Survey of the California Courts revealed that 67 percent of the public had a positive attitude about the courts, compared to less than 50 percent in 1992. A 2006 independent evaluation of the AOC's response to its changing role described the AOC as an "entrepreneurial start-up, pragmatically doing 'whatever it takes' to achieve key early milestones." Since that time, the organization has continued to refine its structure and staff expertise.

As the state's economy presents significant fiscal challenges for the judicial branch, the AOC is playing its part in developing solutions while at the same time remaining focused on moving forward with its work for the Judicial Council and the courts to maintain and enhance the branch's fiscal stability and accountability and to implement an efficient and effective statewide administrative structure.

By enhancing its role as a leadership, knowledge, and service resource for the judicial branch, and through its demonstrated ability to innovate and respond to the changing needs of the courts and the public, the AOC will continue to evolve as one of California's most dynamic public service organizations, focused on improving access to justice for all Californians.

1997

- Trial Court Funding Act shifts funding of superior courts from counties to the state.
- Task force created to identify approaches for trial courts' management of complex civil litigation.
- Center for Children and the Courts established.

1998

- Voters overwhelming support Proposition 220, authorizing consolidation of superior and municipal courts.

1999

- Advisory committees created on Collaborative Justice Courts and Probate and Mental Health.
- Long-Range Plan for Judicial Branch Education approved.

2000

- Governor signs Trial Court Employment Protection and Governance Act, changing the status of trial court employees from county to court employees.
- The Office of the General Counsel implements the Judicial Council's Litigation Management Program.

2001

- All 58 courts adopt a single-tier superior court system.
- Seed money provided for case management system.
- Online Self-Help Center for self-represented litigants is launched.
- AOC Northern/Central and Southern Regional Offices established.

2002

- Governor signs law shifting responsibility for trial court facilities from counties to the state.
- Phoenix Financial System initiated.
- AOC Bay Area/Northern Coastal Regional Office established.

2003

- Spanish-language Online Self-Help Center is launched.
- AOC Office of Court Construction and Management established.
- California Courts Technology Center and Court Case Management System initiated.

2004

- Court-county working group on collections established; guidelines for comprehensive collections program developed.
- Model Juror Summons pamphlet issued.

2005

- Uniform Civil Fees and Standard Fee Schedule Act enacted.
- Resource Allocation Study methodology instituted.
- State appropriations limit applied to trial court funding (later suspended due to downturn in the economy).
- Phoenix Human Resources System initiated.
- Uniform standards for funding court security instituted.

2006

- Blue Ribbon Commission on Children in Foster Care created.
- Domestic Violence Practice and Procedure Task Force established.
- Judicial branch strategic plan updated.

2007

- Commission for Impartial Courts created.

2008

- Bench-Bar-Media Committee created.
- SB 1407, \$5 billion court construction bond, approved.

2009

- Implementation of CCMS in select courts.
- Completion of transfer of all 532 court facilities from counties to state judicial branch responsibility.

2010

- New public access rules for judicial branch take effect.
- First public-private partnership for new courthouse is approved.
- Judicial Council Advisory Committee on Financial Accountability and Efficiency for the Judicial Branch established.
- State Chief Information Officer validates benefits of statewide court case management system with recommendations.
- CCMS Program Management Office established.

LEGAL SERVICES/RESPONSIBILITIES

Manages, defends, and resolves lawsuits and claims involving the Judicial Council, appellate and trial courts, judicial officers, and court and AOC employees, approximately 500 each year. Supports trial courts' responses to **200** subpoenas and DQs each year.

Responds to requests for legal opinions and advice for the Judicial Council, courts, and the AOC on dozens of issues, from the use of public funds to ethics. In fiscal year 2009–2010, received **532** requests for legal opinions and advice from the Judicial Council, courts, and the AOC, and provided guidance responding to **473** requests. In the current fiscal year (2010–2011) to date, received **329** requests and provided guidance responding to **236** requests.

Provides real estate legal services, including transfer of responsibility for **501** court facilities, support for **57** court construction projects, **200** leases and licenses for court facilities, and compliance with environmental regulations.

Provides legal services on labor and employment issues, including wage and hour issues, leaves of absence, discrimination, harassment, unfair labor practices, workers' compensation, workplace safety, complaint investigation and resolution, and personnel policies and procedures. Each year handles about **375** inquiries, **50** litigation-related claims, and **50** labor arbitrations.

Provides legal assistance and advice on court and AOC business operations and transactions including negotiating and drafting contracts and MOUs, as well as business and legal issues involving procurement, outsourcing, security, intellectual property, and risk management. Over 400 matters of varying complexity handled last fiscal year.

FACILITIES

Responsible for approximately **20.8 million square feet** of real estate assets; ensures compliance with all applicable laws, rules, and regulations. Manages all aspects of facility maintenance, repair, and minor improvements for courthouse facilities, as well as new courthouse construction.

52 capital projects are in site acquisition, design or construction phases, valued at **\$6.4 billion**, with an estimated job generation of 134,000.

Manages **298** leases and licenses with full-term value of **\$304** million.

Provides research for and analysis and oversight of court facility projects statewide as well as operation and maintenance budgets for the state's courthouses.

Currently, more than **4,755** modifications are completed or under way, at a value of **\$107 million**. Receives **on average 8,400** calls a month at a 24/7 call center for court staff to report facilities issues.

Provides professional risk management support to all superior courts in the operation, management, and construction of court buildings. Sponsors commercial property and crime insurance programs utilized by 42 superior courts, and 2 courts of appeal.

Implements the California Trial Court Facilities Standards, adopted by the Judicial Council in 2006, to apply best practices in the design of trial court buildings and maximize value to the state in their construction and operation.

SUPPORT FOR FAMILIES AND CHILDREN

Responding to the diverse needs of court users and the growing number of self-represented litigants, produces guidelines for court-based self-help centers and develops information to aid litigants. Creates guides and curricula for those assisting self-help litigants and publishes material for all branches of government and the public on issues and needs relating to self-representation. Assists courts with interpreter funds and plans for court users with limited English proficiency. Provides forms translation. Responds to an average of 1,800 public inquiries each year regarding family law, juvenile law, child support, domestic violence, and collaborative justice.

Supports programs dealing with foster care, child dependency and delinquency. Recommends ways courts can improve safety, permanence, and well-being of children and reduce the number of children in foster care. Engages in delinquency system improvement efforts to advance major federal and state efforts to use evidence-based practice in adjudication, sentencing, and re-entry.

Assists family courts, practitioners and litigants. Staffs the Elkins Family Law Implementation Task Force to enhance the effectiveness and efficiency of family law practice throughout the state. Supports Family Law Facilitator program, which served 581,909 court users and Family Court Services, which conducted over 100,000 mediations.

Provides statewide, regional, and local court training opportunities designed to meet continuing education requirements mandated by statute or court rule. Orientation and training for new judicial officers, mediators and evaluators, family law facilitators and commissioners in child support proceedings. Curricula and courses

in collaborative justice, domestic violence, sexual assault, and stalking. Other curricula and interdisciplinary education in a range of issues affecting cases involving families and children.

Distributes and administers over **\$70** million in grants to local courts and court-connected programs. Administers funding for dependency counsel and DRAFT program, Equal Access Partnership grants for legal services agencies, federal and foundation grants for the Bureau of Justice Assistance, National Institute of Justice, U.S. Department of Health and Human Services, U.S. Office of Violence Against Women, and the Archstone Foundation. Manages and implements interagency agreements with the California Department of Alcohol and Drug Programs, Department of Child Support Services, Department of Mental Health, Department of Social Services, Office of Emergency Services. Co-administers state drug court dependency counsel collections program.

Supports expansion and enhancement of collaborative justice models through cost effective state and local collaborations with justice system partners. Developing a Web-based tool to allow courts to self-assess the costs and benefits associated with their own drug court programs.

Partnerships with Indian tribes regarding court-related programs and community-court partnerships to address homelessness.

HUMAN RESOURCES

Provides state and payroll benefits processing for **3,393** judicial branch employees of the appellate courts, AOC, Habeas Corpus Resource Center, and Commission on Judicial Performance, and all justices and judges, and for **3,643** trial court employees in the 7 Phoenix Human Resources/Payroll System courts.

Conducts classification reviews, salary surveys, and statewide studies; recommends and implements compensation policies and practices for the above entities and provides consultative services to the trial courts.

Provides labor relations support and training to the courts, including assistance with collective bargaining, contract interpretation and administration, union grievances, and Public Employment Relations Board charges.

Provides employee relations services to the courts including employee performance management, discipline, and complaint investigation and resolution.

Manages all aspects of workers' compensation and disability management programs for the judicial branch and the majority of trial courts.

Manages the needs of **2,472** justices, judges, and commissioners regarding judicial compensation, benefits, retirement, insurance, disability, and other work/life quality issues.

Provides employee relations services to the courts including employee performance management, discipline, complaint investigation and resolution, and guidance on personnel policies.

SAFETY AND SECURITY

Conducts emergency planning for the courts, overseeing continuity-of-operations planning, all-hazard emergency planning, and preparedness training.

Conducts courthouse security assessments (**160** facilities assessed so far) and conducts planning to improve overall court security and assist courts with selection and purchase of security equipment, conducts surveys to evaluate and make recommendations with regard to physical security, security procedures, and fire life safety systems within court facilities. Offers personal security training/consultation for justices and judges. Establishes statewide contracts for wireless duress alarms, closed circuit television camera and access systems, alertcast systems, and other security equipment.

Provides professional life and health safety services, ensuring that court buildings are safe for employees and the public.

FINANCIAL SERVICES

Provides fiscal, budgeting, auditing, and treasury services to the judicial branch. Includes **91** monthly financial reports, daily assistance to approximately **32** trial and appellate courts, and an average of **15** comprehensive audits each year. Manages **277** bank accounts for **58** courts and collects **\$45 million** monthly from uniform civil fees.

Provides payroll and controller services to trial courts and assigned judges. Includes the processing of **180** payrolls each year for trial courts totaling **\$146 million**, **134,576** annual payroll payments, **860,000** checks issued, and **56,000** customer service calls each year. Includes **11,000** payrolls processed each year for assigned judges totaling **\$26.2 million**.

Procures and negotiates goods and service contracts for the AOC, appellate courts, and HCRC; creates master agreements for use by all judicial branch entities; and provides procurement guidance to all appellate and trial courts. **102,000** vendor invoices totaling **\$280 million** are processed each year.

Provides budget oversight, management, and support of the judicial branch's **\$3.7 billion** budget. Works with state Department of Finance and legislative staff on judicial branch budget issues and tracks and projects court-related revenues. Approximately **59,000** hours per year are devoted to state budget planning.

Through the Enhanced Collections program, assists courts and counties statewide in their efforts to develop or improve collections programs for fines, fees, and penalties imposed by court orders as directed by the Judicial Council in accordance with Penal Code sections 1463.010 and 1463.007.

EDUCATION

Provides training and education for judicial officers and court employees, including **749** courses for judges and justices, **124** for court staff, **23** for court executives, and **331** for AOC staff, serving more than **9,200** participants.

Provides classes, curriculum development, and training for faculty. Includes **30** courses and **730** faculty members who teach judicial and staff programs.

Creates, publishes, and provides educational materials and resources in print, Web, and video. Includes **59** publications, **250** downlink satellite sites, the broadcast of **70** courses, creation of **71** online courses, and **119 other** online resources.

Implements education plan based on needs expressed by nine Curriculum Committees that include **302** individual education events and products.

Delivers educational content through traditional and distance education, develops delivery infrastructure, and oversees content management projects.

Consults with justice partners on education design and faculty development.

Provides logistical and support services, including records management, print and copy services, and conference services for **2,000** on-site meetings and **22** off-site conferences.

INFORMATION TECHNOLOGY

Responsible for the development, acquisition, implementation, and support of automated systems in the appellate courts and the AOC. Plans and coordinates implementation of statewide judicial branch technology initiatives in the trial courts. Supports **110** individual technology projects, and maintains and supports **72** applications.

Designs, acquires, develops, deploys, and supports judicial branch technologies for use in appellate courts, trial courts, and AOC in more than **400** locations around the state. Manages, operates, and supports more than **5,000** hardware components valued at approximately **\$20 million**.

Develops and supports the California Court Case management system (CCMS) for statewide deployment. The interim civil application processes 25 percent of the state's civil caseload. Facilitates electronic information sharing and telecommunications between and for courts, justice partners, and the public, including CCMS and rollout of a centralized repository for protective order information.

Gathers and facilitates court statistical reporting for decision makers.

Develops and supports information systems to support financial and personnel systems for the entire branch. Payroll application has **3,643** users statewide.

Maintains and supports Web presence so that the public can access information through the Internet and so that justices, judges, and court employees can access information through the Intranet. Maintains **35** Web sites that receive approximately **20 million** visits and **400 million** hits each year.

JUDICIAL COUNCIL SUPPORT

Provides analytical and logistical support for the **31**-member Judicial Council, which is the policymaking body of the California courts, the largest court system in the nation. Under the leadership of the Chief Justice and in accordance with the California Constitution, the council is responsible for ensuring the independent, impartial, and accessible administration of justice. Council membership includes representation from the bar and Legislature.

Provides research, information, analysis, and policy alternatives for a wide range of Judicial Council advisory committees and task forces in the development of policy recommendations. The Chief Justice and the Judicial Council appoint advisory committees and task forces to advise the council concerning court business, improving court administration, and performing other council responsibilities. Advisory bodies consist of judicial officers, court officials, attorneys, and members of the public who serve without compensation. **Sixteen** advisory committees review issues related to civil, criminal, and probate law; family and juvenile law; traffic laws; judicial branch education; collaborative justice courts; court interpreters;

and court technology. Recent and current task forces have been charged with developing policy recommendations in subject areas that include children in foster care, domestic violence practice and procedure, access to justice, due process in family law proceedings, protecting and advancing judicial impartiality, court security and emergency response, self-represented litigants, probate conservatorship, mentally ill offenders and mental health courts, and bench-bar-media relations.

Represents and advocates for the Judicial Council on legislative, policy, and budget matters and monitors and reviews about **1,000** court-related bills each year—approximately a third of all legislation introduced.

Provides strategic planning, including development of strategic and operational plans for the branch. Identifies areas of court administration and judicial practice that can lead to improved trust and confidence in the courts and increased procedural fairness.

Supports the Judicial Council, the courts, and the AOC through research, planning, and communications services. Conducts research and analysis on key issues of judicial administration and court operations, including the development of performance standards for trial courts, the analysis of trial court judicial and staff case processing workload needs, the equitable allocation of resources among trial courts, the auditing of trial court operations data, the collection of baseline data on class action lawsuits, an evaluation of batterer intervention systems, and a study of procedural fairness and procedural due process in small claims cases. Gathers and studies data on filings, time to and manner of dispositions, and other indicators of trial court workload and performance to ensure timely, accurate, and relevant data for policy, planning, and program evaluation.

Distributes news and information to the branch, public, and media through print publications, the California Courts and Serranus Web sites, California Courts News, Court News Update, YouTube, Twitter, and other channels of communication. The California Courts Web site receives more than **9** million visits each year, including **2.2** million annual visits to the online Self-Help Center and downloads of more than **5** million legal forms annually.

Provides media services for the Judicial Council, Supreme Court, and Commission on Judicial Appointments. Issues approximately **154** news releases each year and each month handles **150 to 250** press calls.

Handles **400** requests a year for research assistance from trial courts, the public, and sister branches.

In 2010, responded to approximately **200** complex requests by the public for judicial administrative records maintained by the AOC.

SPECIAL APPELLATE AND TRIAL COURT SERVICES

Oversees about 9,400 attorney appointments each year for the Supreme Court and the Courts of Appeal, which generates **15,500** claims for and **489,000** hours of legal work on behalf of indigent defense. Performs all budgeting, contracting, and caseload forecasting for several statewide programs affecting the Supreme Court, Courts of Appeal, and superior courts, including the Court-Appointed Counsel program, the Civil Case Coordination program, and the Assigned Judges Program.

Acts as liaison to appellate court clerk/administrators, appellate research attorneys, and appellate librarians to identify and resolve administrative, budget, and staff training issues in the Courts of Appeal.

Manages the assignment of active and retired judges in the trial and appellate courts statewide, implementing the policies and procedures approved by the Chief Justice. The program manages more than **5,500** assignment requests per year, providing the equivalent of **143** full-time judgeships in fiscal year 2009–2010.

Coordinates over **580** complex civil actions for the more efficient and effective use of judicial resources statewide, at the direction of the Chief Justice and under statutes and rules of court governing coordination.

Oversees maintenance and court dissemination of the vexatious litigants list, which currently includes **1,235** litigants and has risen **9** percent each year for the last five years.

Supports committees consisting of all trial court presiding judges and executive officers. Prepares a reference manual on the administration of trial courts.

Researches and recognizes innovative court programs that improve the administration of justice and are transferable to other courts.

Provides a court interpreters program that oversees recruitment, testing, certification, education of court interpreters, and promotion of professional standards. More than **200** languages are spoken in California, and over **7 million** state residents, or 20% of the state's population, are not English proficient and require a court interpreter to access the courts.

Provides statewide planning, development, and implementation of innovative jury system improvements, including the one-day or one-trial program for jury service, research on reducing panel sizes, and best practices in jury management.

Oversees a partnership between trial courts, AmeriCorps, local universities, community-based organizations, and the AOC that provides trained college students as assistants at trial court self-help centers. In the 2009–2010 program year, **284** California JusticeCorps members served more than **47,000** hours in 6 counties, assisted **60,000** litigants, provided **24,942** referrals, and helped to complete **38,900** forms.

Provides assistance to trial courts through three regional offices that play a central role in facilitating the transition of local trial courts from county- to state-provided services consistent with the requirements of the Trial Court Funding Act.

| Controller Function—Court Financial Services | |
|--|---|
| Phoenix Financial Number of courts participating | 58 (Annually) |
| Value of accounts payable issued | Approx. \$2.5 billion in payments (Annually) |
| Number of jury checks issued | 277,834 (Annually) |
| Operations and Trust checks issued | 208,946 checks |
| Number of deposits reconciled | 35,198, valued at approx. \$1.0 billion (Annually) |
| Trust disbursements issued | 9,944, valued at \$38 million |
| Electronic Fund Transfers processed | 2,932 (Annually), valued at \$1.5 billion |
| Annual value of general ledger activity | \$2.5 billion (Annually) |
| Trial Court bank accounts reconciled monthly | 232 bank accounts |
| Funds monitored | 59 funds |
| General Ledger accounts monitored | 820 accounts |
| Purchase orders created | 13,252 purchase orders (Annually) |
| Virtual buyer courts supported | 18 courts |
| Number of comprehensive audits of courts | Average of 15 per year |
| Number of special reviews/consulting projects | Average of 8 per year |
| Court Facilities—Design, Construction, and Management | |
| Square footage responsibility | Approximately 20.8 million square feet (Current) |
| Number and value of capital projects | 59 projects valued at \$6.7 billion: 52 active (\$6.4 billion) and 7 completed (\$300 million) |
| Comparison between Department of General Services (DGS) and AOC Office of Court Construction and Management (OCCM) | DGS has an estimated 625 comparable staff (nearly 4 times more than OCCM); manages about a third more square footage and approximately the same value of capital projects and modifications |
| Number of facilities transferred | 532 (all transfers completed as of December 2009) |
| Number of leases and licenses managed | 298 |
| Number of call center requests received/processed | 230,100 contacts to date, current average of 8,400 calls monthly |
| Number of remodeling projects | 3 capital-outlay remodeling projects in progress 4,755 facility modification projects completed or in progress, at a value of \$107 million |
| Number of jobs created by current projects | The \$6.4 billion in active capital projects will create an estimated 134,000 direct and indirect jobs |
| Number of jobs created by SB 1407 | Will create an estimated 105,000 direct and indirect jobs. |

| Children and Families in the Courts | |
|---|------------------------------|
| Number of children in foster care | 58,000 |
| Number of Court Appointed Special Advocate (CASA) programs | 43 |
| Number of children served by CASA | 9,300 (in dependency system) |
| Number of volunteers in CASA program | 6,500 |
| Number of Judicial officers hearing: | |
| ▪ juvenile <i>dependency</i> cases (full time equivalents) | 81 |
| ▪ juvenile <i>delinquency</i> cases (full time equivalents) | 95 |
| ▪ family law cases (full time equivalents) | 175 |
| Equal Access Partnership Fund grants budget | \$16,450,000 |
| Number of local legal services agencies funded | 103 |
| Domestic Violence Safety Partnership programs | 8 |
| Number of Individuals trained | 812 |
| Court-Appointed Counsel Program: Clients served | 146,148 |
| Number of attorneys participating | 650 |
| Drug courts: Reduced recidivism rate | 49% (versus 67%) |
| Estimated cost savings to state | \$64,000,000 (Annually) |
| Responses to queries from public on self-help issues | 1,820 annual average |
| Number of federal grants | 5 direct; 3 pass through |
| Access to Visitation Grant Program participants | 2,588 |
| Interagency agreements | 7 |

| Legal Services and Responsibilities | |
|---|------------------------|
| Lawsuits managed for the trial courts | 275 (Annually) |
| Labor and employment counseling | 375 matters (Annually) |
| Contracts and significant matters handled | 449 (FY 2007–2008) |
| Business and transactional advice: Attorney hours | 7,500 (Annually) |
| Attorney hours drafting and negotiating contracts, RFPs and MOUs | 6,000 (Annually) |
| Number of rules of court and standards of judicial administration | 1,271 |
| Number of mandatory/optional Judicial Council forms | 1,355 |
| Number of Judicial Council criminal and civil jury instructions and verdict forms | 1,740 |

| Safety and Security | |
|---|---|
| Courthouse security assessments | 160 facilities at 55 courts (Current) |
| Screening/other equipment provided | 337 magnetometers 234 x-ray machines 90 wireless duress alarm systems 36 closed-circuit-television camera systems 12 access systems |
| Facility contractor background checks: Individual applications processed Active facility contractors monitored Facility contractor badges maintained | 8,758 336 324 |

| Education | |
|---|-------------|
| Number of programs for justices | 1 (Current) |
| Number of courses for justices | 12 |
| Number of programs for judges | 73 |
| Number of courses for judges | 467 |
| Number of programs for attorneys | 5 |
| Number of courses for attorneys | 64 |
| Number of programs for executive officers | 9 |
| Number of courses for executive officers | 23 |
| Number of programs for court staff | 63 |
| Number of courses for court staff | 124 |

| Revenue Generation—Jury Instruction Publishing | |
|---|------------------------------|
| Royalties collected | Approx. \$500,000 (Annually) |

| Court/Judicial Branch Advocacy | |
|---|----------------------|
| Pieces of court-related legislation tracked | 1,024 (FY 2007–2008) |
| Judicial Council–sponsored legislation | 18 (FY 2007–2008) |

| Information Technology | |
|---|---|
| California Court Case Management System: Number of outdated systems to be replaced | (Current) 70 |
| Number of testers in CCMS Core testing (court and staff and professional software testers) | 74 |
| Percent of civil filings processed by interim civil application | 25% |
| Users served by Phoenix trial court applications | 5,800+ statewide |
| Courts supported by Uniform Civil Fees system | 58 trial courts (and AOC treasury) |
| Average dollars processed per month | \$45 million |
| Judicial Council forms downloaded from the Web | 7 million (2010) |
| Court User Services—Court Interpreting | |
| Number of certified languages | 16, including American Sign Language |
| Estimated number of languages spoken in California | 200+ |
| Californians who speak English “less than very well” | About 20% statewide, or over 7 million Californians |
| Total number of interpreter service days | 200,000/yr average (2004–2008) |
| Number of certified and registered interpreters | 1,689 (as of Feb. 2010) |
| Annual cost of interpreter services | \$92.8 million allocation (FY 2010–11) |
| Reimbursement expenditures for the top two courts | Los Angeles, \$31 million; Orange, \$7.7 million (FY 2009–10) |
| Top language: number of interpreter service days; % of statewide service days | Spanish: 167,744/yr. average (2004–2008); 83.9% of service days |
| Innovative Programs | |
| JusticeCorps: Self-represented litigants served | 60,000 (FY 2009–2010) |
| California On My Honor civics program: Number of children taught by teachers who have participated in program | 24,050 (through 2009) |
| Grant fund sources identified | 50+ (For first six months of 2011) |
| Total grants passed through AOC to courts | \$57 million (FY2009–2010) |
| Total grants directly administered by AOC | \$11 million (FY2009–2010) |
| Assigned Judges Program (AJP): Number of judges | 412 |
| AJP judge equivalent assignments | 143 (FY 2009–2010) |
| Civil case coordination for the trial courts: cases combined | 45 petitions processed, combined total of 321 individual cases (FY 2008–2009) |
| Trial courts supported by complex civil litigation program | 6 courts and 18 courtrooms |