



**TRIAL COURT REQUIREMENTS FOR A
TELECOMMUNICATIONS ARCHITECTURE
PHASE I**

**Final Version
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**Administrative Office of the Courts
KC/Future Planning
Mayer Consulting**

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I. EXECUTIVE SUMMARY

A. Purpose/Scope

The Telecommunications Architecture project was initiated in fiscal year 2000-2001 to define the trial court business requirements for a data communications architecture. The three phases of this project are:

- Phase I: Trial Court Requirements for a Telecommunications Architecture
- Phase II: Request for Proposal:
Court Local and Wide Area Network Architecture
Regional Wide Area Network Architecture
- Phase III: Request for Proposal:
Statewide Trial Court Telecommunications Architecture

This report is the final deliverable of the first phase which describes trial court-centric communication requirements, focused on information flows within a court, between courts, and with other justice system partners.

Statewide requirements for the telecommunications architecture will be derived from other statewide initiatives, specifically, Strategic Technology Planning, Case Management Systems, E-filing, and Data Integration. As the initiatives progress and requirements become known, they will be factored into the requirements for Phase III, the statewide trial court telecommunications architecture. In addition, to support technology innovation in the trial courts, the Administrative Office of the Courts (AOC) is actively sponsoring a Distance Education program utilizing video conferencing, web and satellite broadcast technology. These initiatives and their potential impact are discussed briefly in Section V, subsection D., titled Communication Models, Other Influencing Factors: Related Projects.

B. Approach

The Trial Court Telecommunications team is a partnership of representatives from the four¹ Trial Court Technology Groups (TCTG) and AOC staff and consultants. This team collaborated on the definition of a business model for a telecommunications architecture through face-to-face meetings, teleconference calls, surveys and work sessions.

¹ The four groups are defined by the following regions: Northern, Bay, CCED (Coastal, Central, Eastern and Desert) and Southern.

The definition and documentation of the business functions and information flows began with a face-to-face meeting, followed by a series of conference calls. Based on an initial understanding of the business of the court, the team defined and gathered the potential characteristics/statistics about the courts that would be important in describing the requirements for a telecommunications architecture. Working with AOC subject matter experts, the team analyzed and mapped the characteristics/statistics to the business model of the court. Additional information was gathered through a survey sent to sample courts in each region. The team then analyzed the information gathered and results were incorporated into the business model.

C. Conclusions

For a telecommunications architecture to be effective it must support the business functions of the court and scale to support courts with different case volumes, configurations, and geographic considerations. We conclude that all trial courts provide the same business functions and therefore, share the same business model. However, the implementation of those functions varies from court to court based on many factors, some of which are driven by local policies and procedures, county relationships and funding. By analyzing these factors, courts were grouped and characterized. The team determined that the most important variable for grouping courts was Authorized Judicial Positions (AJP). As the AJP is based on case type and case volume, it influences the overall budget and operation of the court, and is also a key distinction used by related judicial partners in characterizing the courts.

Solutions identified through the RFP process for this telecommunications initiative must be flexible in scale and architecture so that new requirements can be accommodated. As the statewide initiatives² underway influence the Communications models, any identified solutions must also account for the initiatives' directions and outcomes.

The AOC Information Services Division, KC/future planning and Mayer Consulting would like to thank the Trial Court Technology Groups and other Trial Court staff for their contribution to this project. We would also like to acknowledge the considerable amount of time and patience expended by all those associated with this project to educate us on the business processes, functions and information flows of the courts, to conduct surveys and to analyze the results.

² Strategic Technology Planning, Case Management Systems, Data Integration and E-Filing

II. INTRODUCTION

A. Intent of this Report

The purpose of this report is to define the trial court business requirements for a telecommunications architecture. These requirements will provide the basis for evaluating alternative telecommunications solutions for the trial courts. The requirements are defined in terms of a business model and communication models which are described in Sections IV and V of this report.

B. Background

The Lockyer-Isenberg Trial Court Funding Act of 1997, also known as AB 233, relieved California's county governments of the responsibility for funding trial court operations and shifted it to the state. AB 233 also requires the trial courts to assume new responsibilities for fiscal management and to be accountable for their use of public resources. Historically, technology planning has been fragmented and resource levels have varied among the courts, technological resources are often incompatible and vary dramatically across jurisdictions. Technology solutions for the trial courts were implemented locally, and courts throughout the state not only lack universal and standard solutions, but many face serious issues related to adequate infrastructure for case management, information sharing and other court operations.

Since the implementation of AB 233, the judicial branch has focused on coordinating and integrating its functions and improving technology that supports court operations. The Judicial Council's Strategic Plan outlines the long-range vision for the state's judicial system and the strategic goals that will help manifest that vision. Technology, the sixth goal of the plan states that "technology will enhance the quality of justice by improving the ability of the judicial branch to collect, process, analyze, and share information and by increasing the public's access to information about the judicial branch." Rapidly evolving technological advances offer the judicial branch tremendous opportunity to develop coordinated solutions to statewide problems of lack of adequate communications infrastructure, data integrity, information distribution, and service delivery and thereby eliminating redundant expenditures.

The Council's vision outlined under Technology is to be implemented through five technology policy objectives: Planning, Court Management Systems, Infrastructure, Information Standards and Communication. These objectives provide the framework for managing judicial branch technology resources. The objectives specific to this are Infrastructure and Communications.

Infrastructure

The policy objective is to design and put into place an infrastructure that will provide the staff, hardware, software, and technology management necessary to support the computing services and telecommunications required to meet the information technology needs of the judicial branch.

Communications

The policy objective is to establish communication links that meet the needs of the judicial branch, its partners in the justice system, the public and others with legitimate needs through implementation of technology outreach programs.

The Judicial Council's Strategic Plan is implemented through trial court groups, responsible for managing court technology, as defined in the Tactical Plan for Court Technology. The plan outlines the following guiding principles for the trial court groups.

- ***Functionality***
Judicial Council-approved technological solutions must allow courts to meet state requirements, which include but are not limited to those for statistical reporting, fiscal transactions, and human resource functions; must provide for public access to court data; and must ensure effective communication with partners in the justice community.
- ***Economy***
To contain information technology expenditures, court groups must identify the minimum number of alternative technological solutions that meet group or regional needs and achieve state objectives.
- ***Consistency***
Technology should foster a common experience of the court system, irrespective of court size or location.
- ***Innovation***
Individual courts should be encouraged to develop innovative technological solutions that can be replicated cost-effectively within their region or throughout the state.
- ***Proven Solutions***
Proven technologies should be favored when they minimize risk of failure and reduce costs. Custom-built solutions should be funded when there is no proven alternative, risk is reasonable, and the likelihood of attaining objectives can be demonstrated through a project plan.

- *Existing Investment*
Technology should be used as long as it functions effectively.

The implementation of a consistent, universal telecommunications architecture is key for the trial court groups to successfully manage according to these guiding principles.

C. Timeline for the Telecommunication Initiative and Associated Projects

Two telecommunications initiatives are underway to address the Judicial Council Strategic Plan objectives: telecommunications architecture and immediate needs. The timeline for the initiatives is as follows:

1. Fiscal Year 2000-01

During fiscal year 2000-01, two parallel projects were initiated:

- telecommunications architecture: provide a consistent, model-based telecommunications architecture for the trial courts, provide opportunities for economies of scale and provide a tool to support court innovation. During this fiscal year, the requirements phase will be completed.
- immediate needs site assessments were completed for 14 courts to assess their telecommunications infrastructure:
 - Data cabling system
 - Local area network
 - Wide area network
 - Internet access
 - E-mail access.

2. Fiscal Year 2001-02

During fiscal year 2001-02, the following activities will be completed:

- telecommunications architecture: publication and evaluation of a Request for Proposal, selection of vendor(s), and implementation in 11 Bay Area courts.
- immediate needs: allocation of funds to the assessed courts to raise their infrastructure to a minimal operating standard in the five areas noted above.

3. Fiscal Year 2002-03

During fiscal year 2002-03, the following activities will be completed:

- telecommunications architecture: implementation in 41 Northern and Central Region courts.

- immediate needs: implementation of local area networks and wide area networks as required for Court Management Systems migration.

III. TRIAL COURT ENVIRONMENT

A. Divisional and Organizational Structure

The structure of each court is uniform across the state both in how cases are typecast and processed, and in the functional operation of the court.

Divisional Structure

The divisions of the court were created to respond to the various case types. These divisions are organized as follows:

- Civil: General and Limited Civil, Small Claims
- Family: Probate, Family Law, Mental Health, and Adoptions
- Juvenile: Juvenile Delinquency, Status Offenses, and Dependency
- Criminal: Formal Charges, Arrest, and Grand Jury Indictment for a Felony or Misdemeanor
- Traffic: Most traffic violations are Vehicle code infractions, County Ordinances, Fish and Game

If a case is appealed, it is sent to the Court of Appeal and in some cases on to the Supreme Court.

Organizational Structure

In addition to the divisions based on how cases are assigned and handled, the court is organized based on functions and assignment of responsibilities, which are as follows:

- **Judicial Officers**
Judges in the court are responsible for hearing and making decisions on court cases. Each division has at least one judge, and may also have commissioners and referees who may be assigned misdemeanors, family law and juvenile cases, traffic and other limited jurisdiction cases.
- **Executive Committee**
Some courts may also include an Executive Committee. This committee is made up of judges representing the divisions of the court. They communicate issues from their divisions to be addressed by the Executive Committee, make or recommend operational and policy decisions to the bench on behalf of the court.
- **Judicial Support**
Research attorneys may be hired by judges to perform legal research for cases. Court Reporters, hired by the court, are responsible for recording all courtroom activity.
- **Court Executive Officer**
The Court Executive Officer (CEO) is responsible for all operational functions of the court. Reporting to the CEO is the Clerk's Office, responsible for administrative functions of the court including:
 - Recording, filing, processing and archiving of cases, and
 - Communication with the public, ancillary agencies and other courts.

Also reporting to the CEO are the support staff responsible for:

- Finance
- Information Technology
- Human Resources
- Facilities
- Training
- Court Support Services (jury, interpreters, reporters, legal research attorneys).

Refer to Figure 1 for a graphical representation of the Court's Organizational Structure.

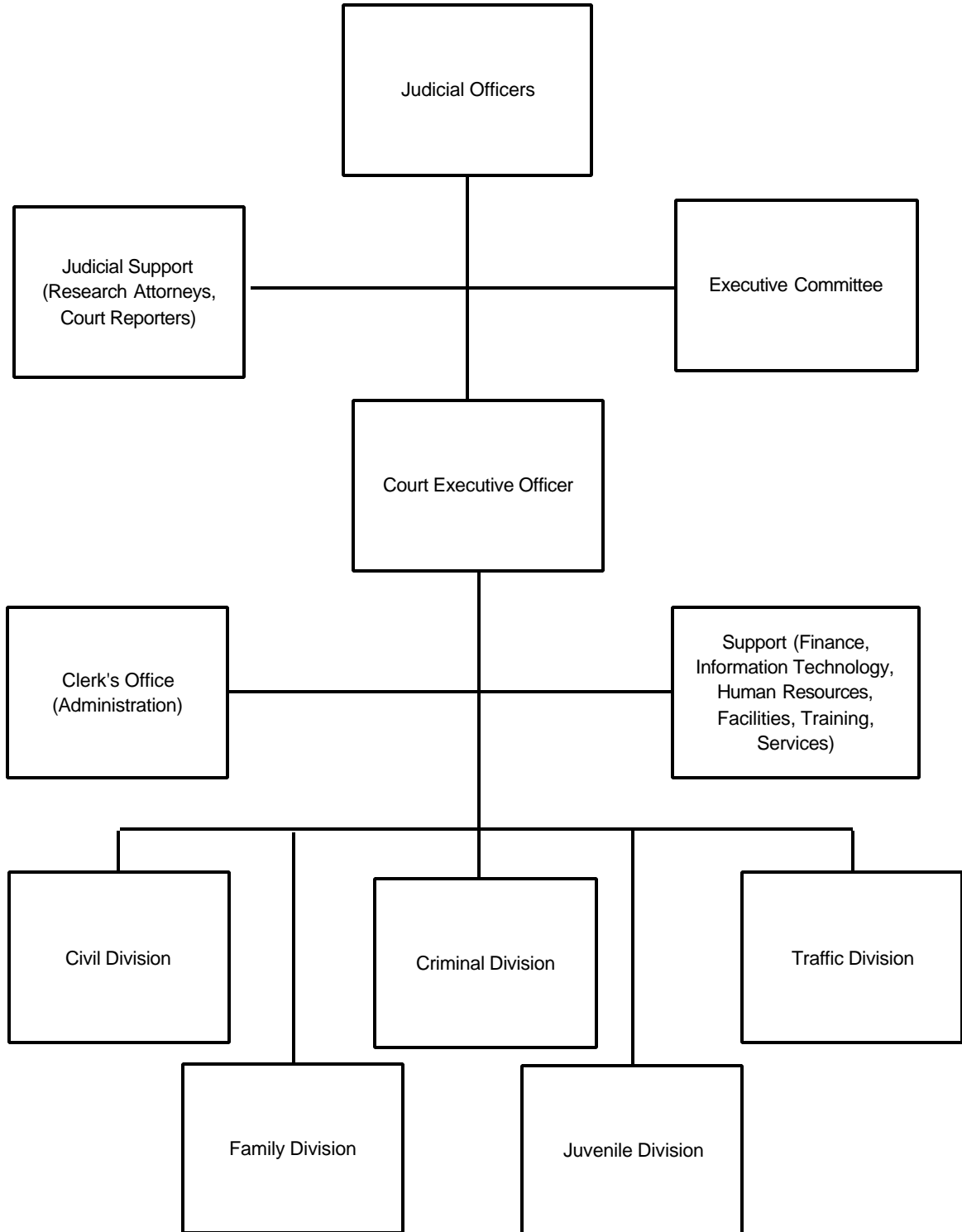


Figure 1. Trial Court Organizational Structure

B. Geographical Organization

Each court may have one or more physical locations. The functions assigned to each location vary by court. Factors such as:

- Size of the court, and
- Divisional responsibilities

influence the number of locations. For example, a small court may have one main courthouse that handles all cases, and a large court may have many locations, each handling different types of cases and multiple courtrooms. Figure 2 represents courts with one location and other courts with multiple branch locations.

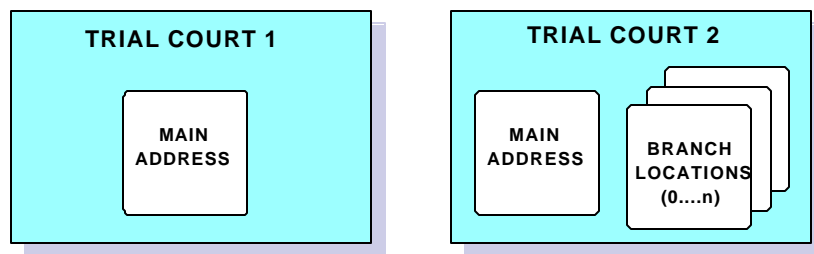


Figure 2. Court Configurations

C. Regional Structure

The trial courts have been grouped into four regions based on the Tactical Plan for Court Technology³. These regions and their associated courts are as follows:

SOUTHERN CALIFORNIA	BAY AREA
1. Los Angeles	1. Alameda
2. Orange	2. Contra Costa
3. Riverside	3. Marin
4. San Bernardino	4. Napa
5. San Diego	5. Sacramento
6. Ventura	6. San Francisco
NORTHERN CALIFORNIA	7. San Mateo
1. Amador	8. Santa Clara
2. Butte	9. Santa Cruz
3. Calaveras	10. Solano
4. Colusa	11. Sonoma
5. Del Norte	Central, Coastal and Desert (CCED)
6. El Dorado	1. Alpine
7. Glenn	2. Fresno
8. Humboldt	3. Imperial
9. Lake	4. Inyo
10. Lassen	5. Kern
11. Mendocino	6. Kings
12. Modoc	7. Madera
13. Nevada	8. Mariposa
14. Placer	9. Merced
15. Plumas	10. Mono
16. Shasta	11. Monterey
17. Sierra	12. San Benito
18. Siskiyou	13. San Joaquin
19. Sutter	14. San Luis Obispo
20. Tehama	15. Santa Barbara
21. Trinity	16. Stanislaus
22. Yolo	17. Tulare
23. Yuba	18. Tuolumne

³ Adopted by the Judicial Council on January 26, 2000.

In general, the regions have been formed around geographical proximity and in a few cases were grouped by pre-existing relationships. Refer to Figure 3 for a California map color-coded by region.

Each region has been charged with implementing the Judicial Council Strategic Plan for Court Technology through the development and implementation of locally or regionally developed technology plans offering common technology solutions



for court business.

Figure 3. Regional County Map

IV. BUSINESS MODEL

To identify the potential opportunities and information requirements for a telecommunications architecture, the business functions and information flows of the courts were identified and documented. This section outlines the business model that applies consistently to all the courts. As shown in the prior section, trial courts are organized the same way. This section confirms that the flow of information within the courts and to external parties is also organized in the same manner.

Essential differences between the courts were noted in the policies and procedures of how business is conducted. These, no doubt, are greatly influenced by specific court characteristics identified in Section V, titled Communication Models.

A. Business Functions and Flow of Information

1. Business Functions

In work sessions with the TCTG representatives and other subject matter experts, five major business functions were identified:

- Case Management
 - Case Initiation
 - Case Processing
 - Case Disposition
- Public Access to Court Information
- Human Resources Management
- Facilities Management
- Fiscal Management

These functions, the information flows between them, and the flows with external users (Local and State) are shown as the Trial Court Business Model in Figure 4.

TRIAL COURTS BUSINESS MODEL
OPPORTUNITIES FOR TELECOMMUNICATIONS INFRASTRUCTURE/COMMUNICATION SYSTEMS

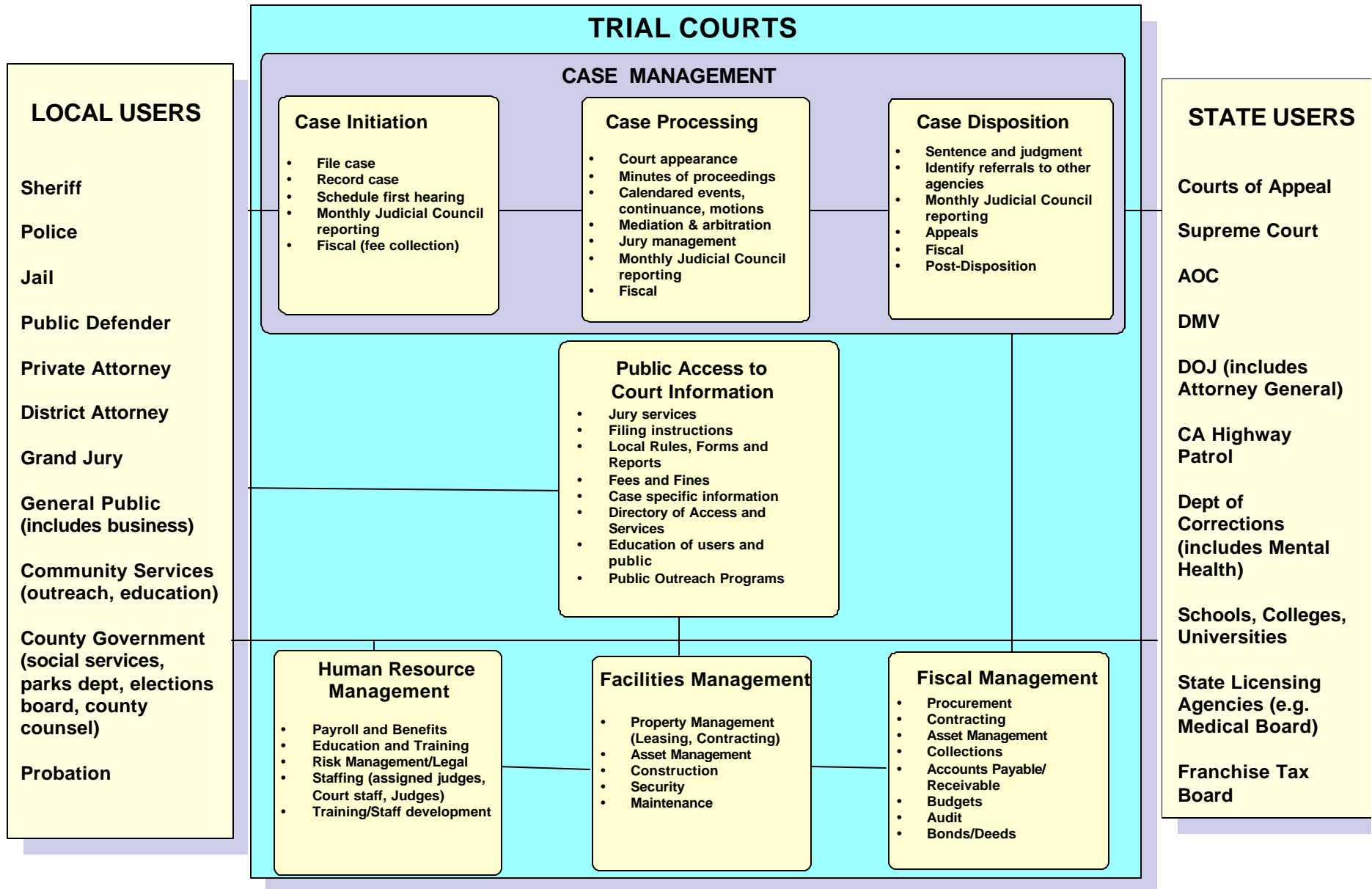


Figure 4.

2. *Flow Of Information*

Once the courts' business model was understood, the team was able to identify by operational function how information traveled within the court and outside the court to external local and state justice partners.

This analysis was based on the assumption that the business model of the Court supports communication between functions. For example, court employees would have access to information supporting each business function within the court based on their job responsibilities.

When a court is split into multiple physical locations, information between locations would flow as required by functional necessity. Physical separation would not inhibit the flow of information.

For each of the five major business functions the team confirmed specific users that send or receive information. Refer to Figures 5a through 5e for individual charts that outline these relationships.

CASE MANAGEMENT BUSINESS FLOW
OPPORTUNITIES FOR TELECOMMUNICATIONS INFRASTRUCTURE/COMMUNICATION SYSTEMS

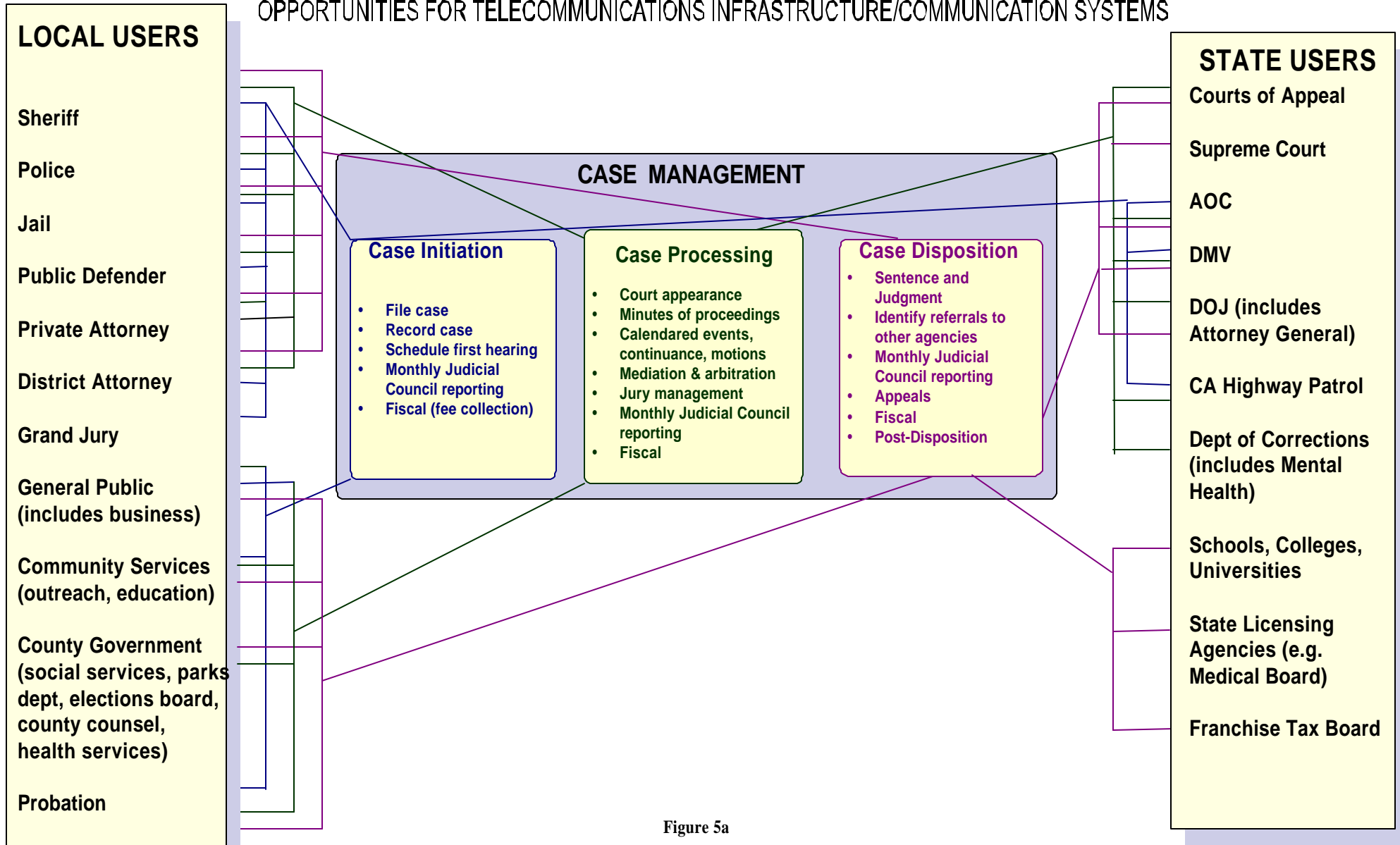


Figure 5a

PUBLIC ACCESS BUSINESS FLOW
OPPORTUNITIES FOR TELECOMMUNICATIONS INFRASTRUCTURE/COMMUNICATION SYSTEMS

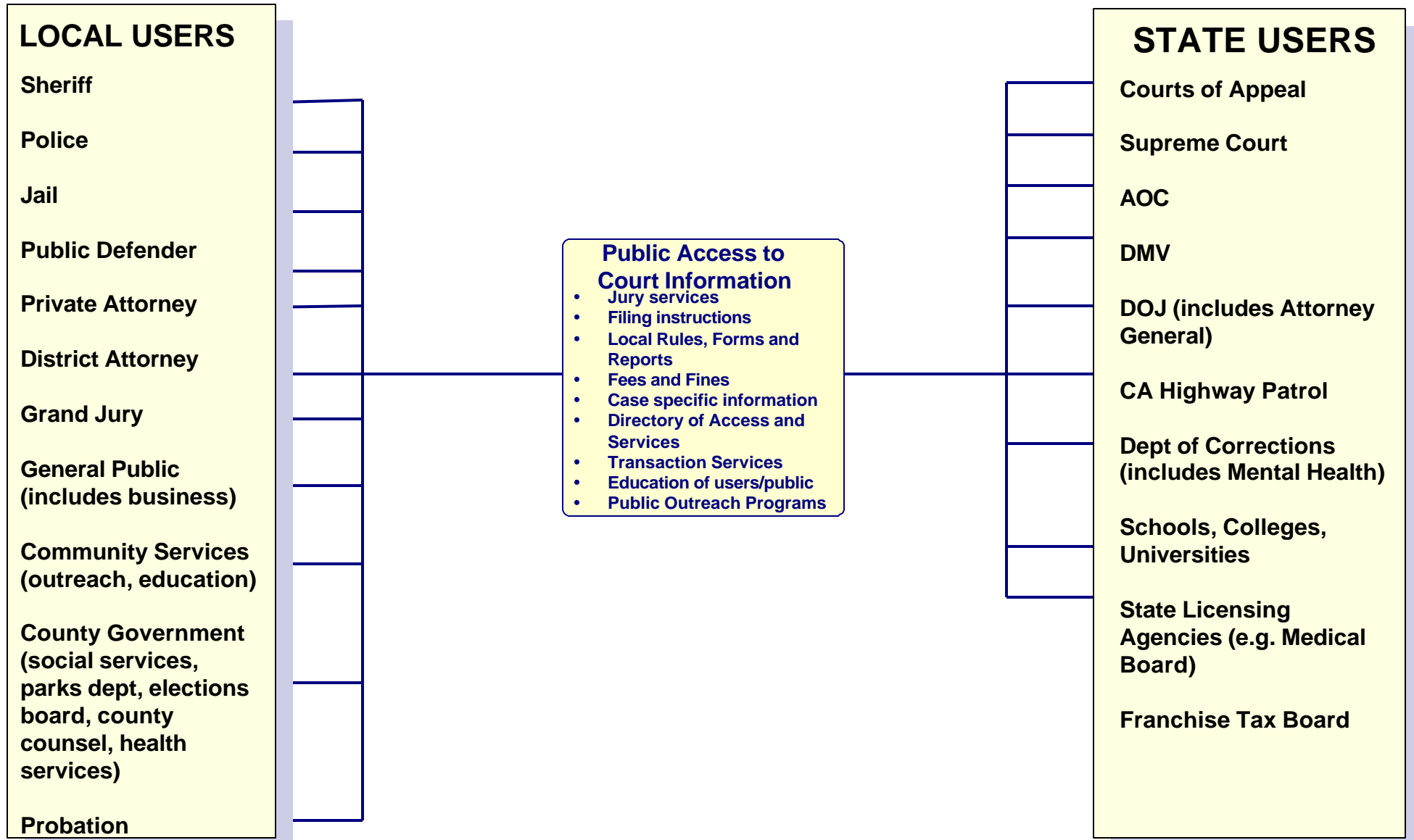


Figure 5b

**HUMAN RESOURCES MANAGEMENT BUSINESS FLOW
OPPORTUNITIES FOR TELECOMMUNICATIONS INFRASTRUCTURE/COMMUNICATION SYSTEMS**

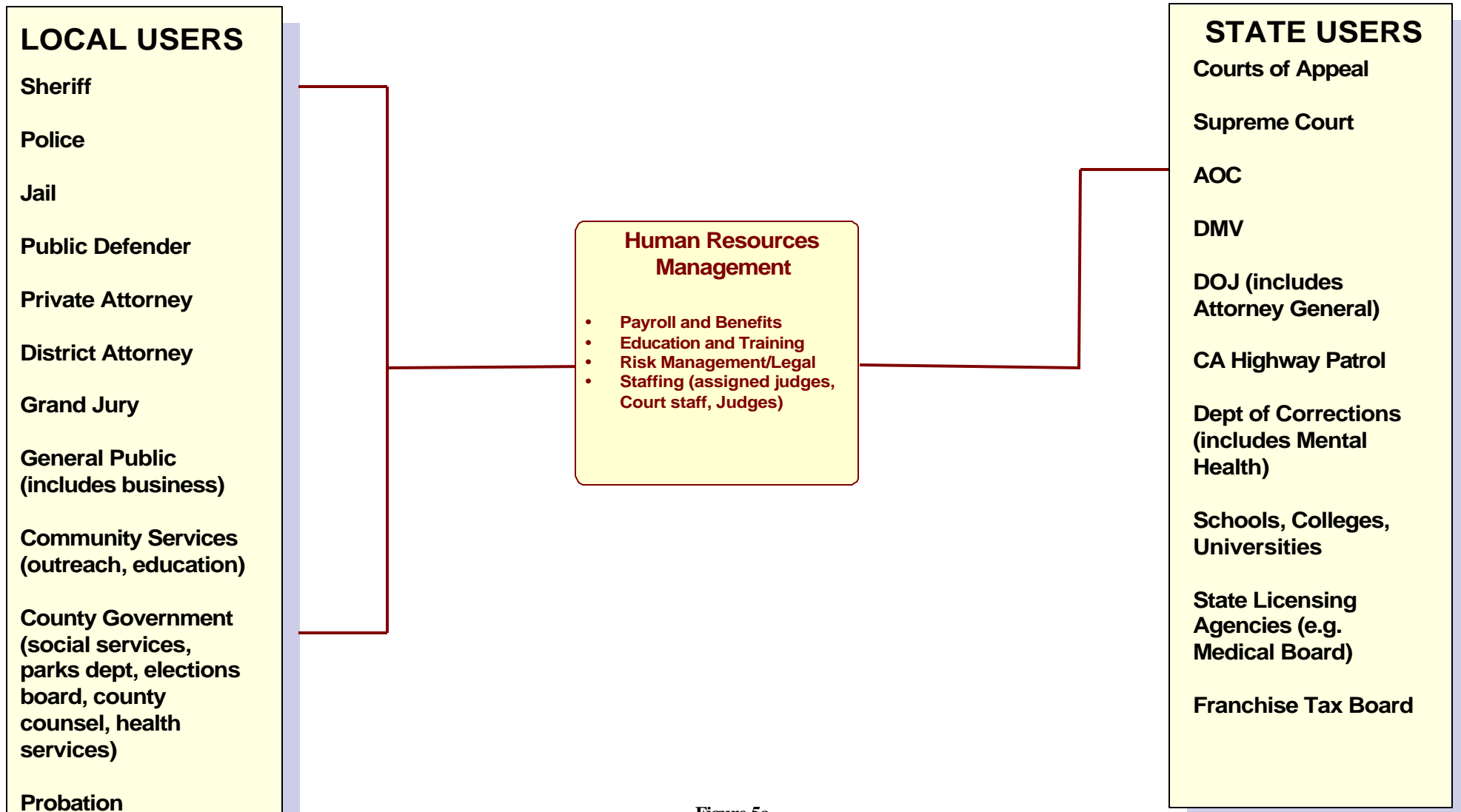


Figure 5c

**FACILITIES MANAGEMENT BUSINESS FLOW
OPPORTUNITIES FOR TELECOMMUNICATIONS INFRASTRUCTURE/COMMUNICATION SYSTEMS**

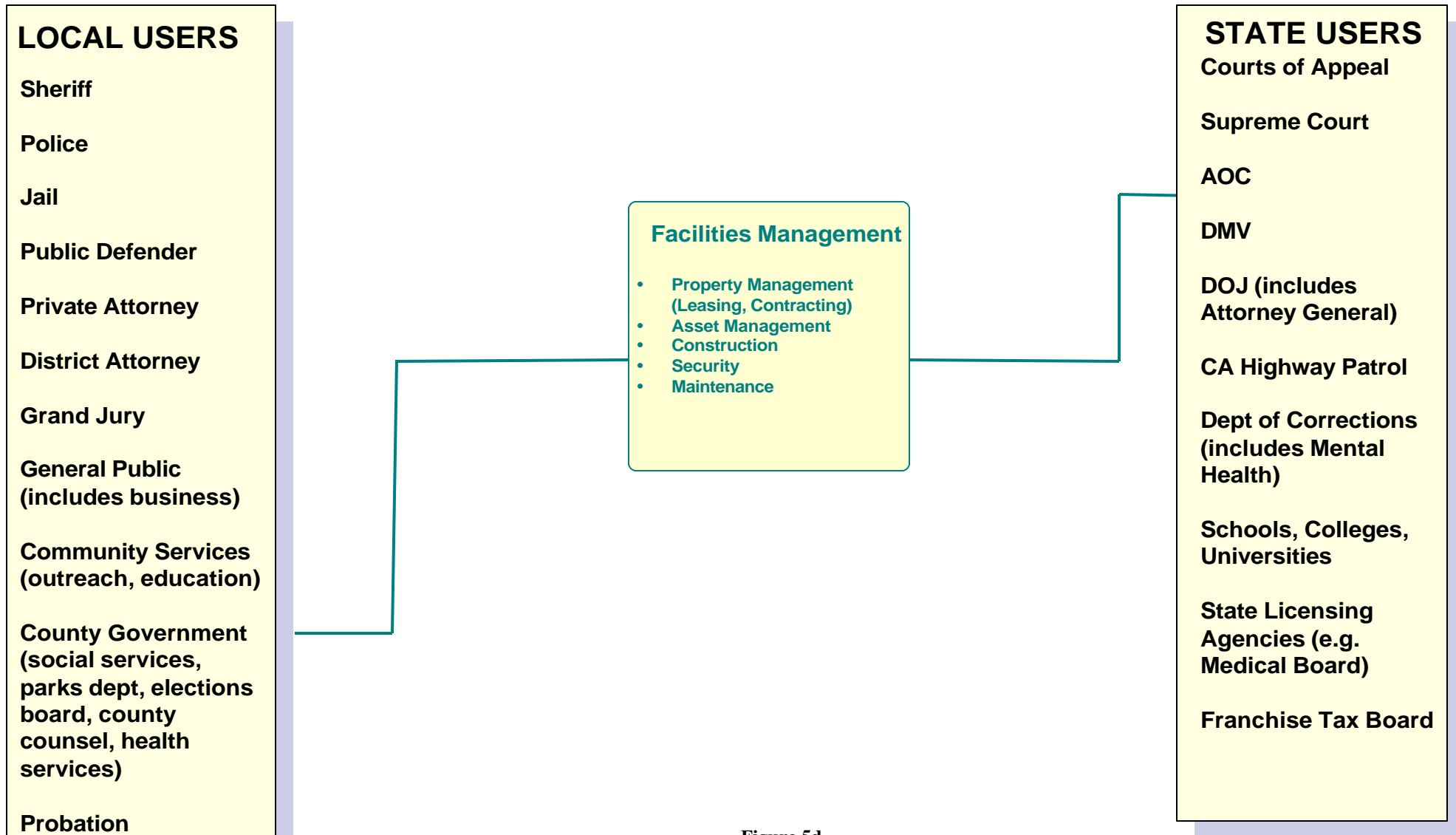


Figure 5d

**FISCAL MANAGEMENT BUSINESS FLOW
OPPORTUNITIES FOR TELECOMMUNICATIONS INFRASTRUCTURE/COMMUNICATION SYSTEMS**

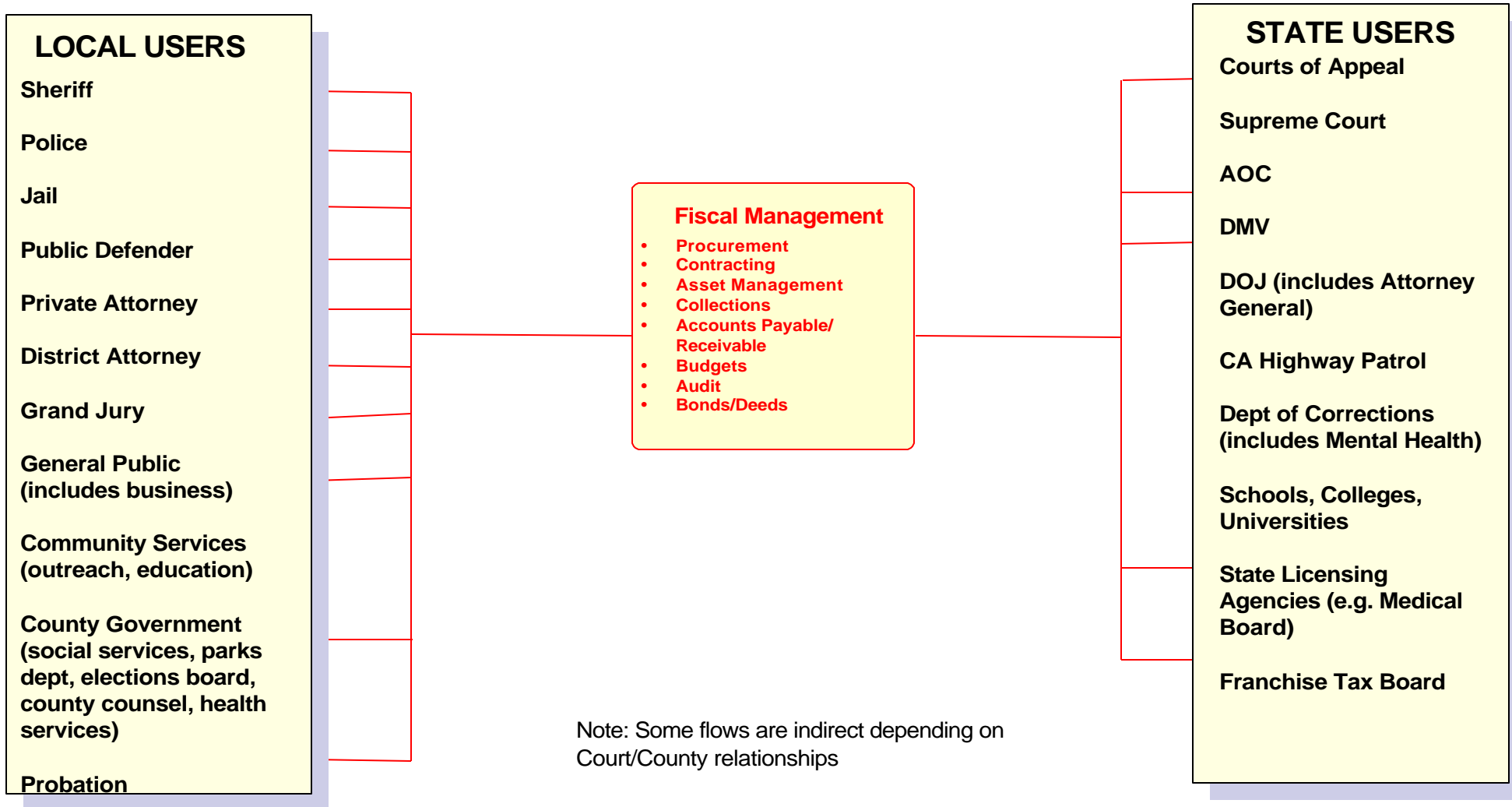


Figure 5e

B. Information Requirements

1. Courts within a Region

As stated previously, courts had been grouped into regions to further the objectives of the Tactical Plan for Court Technology. As the regions form closer relationships, it is anticipated that technological innovation will open opportunities for communication among courts. Business communication requirements between courts within a region are being identified in the regional strategic technology plans, such as “venue transparency” for the payment of traffic tickets in Southern California. In addition, requirements will be defined in the Strategic Planning and Data Integration initiatives described in the next section.

2. Region to Region Requirements

The business communication requirements between regions will be identified in the Strategic Planning and Data Integration initiatives, and any other statewide directives included in Phase III, Statewide Telecommunications Architecture. An organizational realignment of the regions is currently underway also, which could affect region-to-region requirements.

3. Partners in the Justice System

a. Key Justice System Agencies

There are two primary categories of users that the Courts communicate with, Local and State Users. Local users include agencies associated with the County that the Court is located in and include other interested parties that the Courts share information with. These users are:

Sheriff	Police
Jail	Public Defender
Private Attorney	District Attorney
Grand Jury	Local Bar
General Public	Business (e.g. small claims)
Community Services	County Governments
Probation	- Social Services
Employees of the Court	- Parks Department
	- Elections Board
	- County Counsel

State users include agencies where there is a direct need for information exchange including agencies that the Courts have a reporting relationship with. These users are:

Courts of Appeal

Supreme Court

Administrative Office of the Courts	Department of Motor Vehicles
State Social Services	Department of Justice
CA Highway Patrol	State Controller
Legislative Analysis Office	Department of Corrections
Schools	State Licensing Agencies
Franchise Tax Board	State Public Defender
Consumer Affairs	

b. Information Flow

Because the majority of communication revolves around case processing, a chart (Figure 6) relating each of the ten case types with the flow of information to these users was developed.

For example, during the processing of a Probate case, the interaction is with only four users, a Private Attorney, the general Public, the Court of Appeal and the AOC.

c. Information Volume

To examine more closely the flow of information from the court to outside users, the complexity of these interactions were evaluated. The volume of this exchange by the following formula:

$$\text{Volume} = \text{Level of Activity} + \text{Amount of Data}$$

Figure 7a represents the relationship of users to case types by volume. Additionally, this figure identifies the direction of information flow, either into the court, out from the court, or both ways.

Figure 7b explains the volume levels and gives examples of specific instances where each level is relevant.

USERS/CASE TYPES: INFORMATION FLOWS

LOCAL Users	Case Types									
	Civil	Family	Felony	Juven. Delinq.	Juven. Depen.	Mental Health	Misd. & Infrac.	Probate	Small Claims	Appeals
Sheriff	x	x	x	x		x	X		x	
Police	x	x	x	x		x	X			
Jail	x	x	x	x		x	X			
Public Defender	x	x	x	x	x	x	X			
Private Attorney	x	x	x	x	x	x	X	x		x
District Attorney	x	x	x	x	x	x	X			x
Grand Jury			x							
General Public	x	x	x	x	x	x	X	x	x	x
Community Services			x	x			X			
County Government	x	x	x	x	x	x	X			x
Probation		x	x	x			X			
Courts of Appeal	x	x	x	x	x	x		x		

STATE Users	Civil	Family	Felony	Juven. Delinq.	Juven. Depen.	Mental Health	Misd. & Infrac.	Probate	Small Claims	Appeals
Supreme Court			x							x
AOC	x	x	x	x	x	x	X	x	x	x
DMV			x	x			X		x	
DOJ			x			x	X			
CA Highway Patrol			x	x			X			
Dept of Corrections			x	x		x				
Schools				x						
State Licensing Agencies			x							
Franchise Tax Board		x	x				X			

Figure 6. Users/Case Types: Information Flow

USERS/CASE TYPES: INFORMATION VOLUME

LOCAL Users	Case Types									
	Civil	Family	Felony	Juven. Delinq.	Juven. Depen.	Mental Health	Misd. & Infrac.	Probate	Small Claims	Appeals
Sheriff	L B	L B	L2 B	L2 B		L B	H1 B		L B	
Police	L B	L B	L2 B	L2 B		L B	H1 B			
Jail	L B	L B	H2 B	H B		L B	H2 B			
Public Defender	L B	L B	H2 B	H B	H B	M1 B	H2/M2 B			
Private Attorney	H B	H B	H2 B	H B	H B	M1 B	H2/M2 B	L1 B		L B
District Attorney	L B		H2 B	H B	H B	M1 B	H2/M2 B			L B
Grand Jury			L I							
General Public	M1 B	M1 B	M1 B	L O	L B	L O	H1/M2 B	L1 B	H1 B	L B
Community Services			H1 B	M1 B			H1 B			
County Government	L O	L B	L2 O	L2 B	H B	M1 B	L2 B			
Probation		L B	H2 B	H2 B	L B		H2 B			
Courts of Appeal	M1 B	M1 B	M1 B	M1 B	M1 B	M1 B		M1 B		

STATE Users	Civil	Family	Felony	Juven. Delinq.	Juven. Depen.	Mental Health	Misd. & Infrac.	Probate	Small Claims	Appeals
Supreme Court			M B							
AOC	M1 O	M1 O	M1 O	M1 O	M1 O	M1 O	M1 O	M1 O	M1 O	M1 O
DMV			M O	M O			H1 B		L O	
DOJ			H2 O	M O		L O	H2 O			
CA Highway Patrol			L2 B	L2 B			L2 B			
Dept of Corrections			M1 O	L1 O		L O				
Schools				L B						
State Licensing Agencies			L O							
Franchise Tax Board		L2 B	L2 B				L2 B			

Figure 7a. Users/Case Types: Information Volum

VOLUME INFORMATION AND EXAMPLES

Low activity + low data = low volume (L). Example: Sometimes civil warrants or orders of examinations are issued by the court and delivered to the Sheriff for service. After service, the Sheriff returns a proof of service. This is a low level activity and the amount of data exchanged is minimal (name, address, address, personal description, etc.)

Low activity + medium data = low volume (L1). Example: The activity in probate cases is medium (an estate case without any problems can be completed after the filing of the petition, a hearing on the appointment of the executor, the filing of the inventory and appraisal, the filing of the first and final account and subsequent hearing. Thus activity is relatively low but the amount of data exchange is medium.

Medium activity + low data = low volume (L2) – The sheriff, police and CHP are involved in felonies as follows: They issue citations, and prepare accident/or arrest reports, which the District Attorney uses for the charging document. Arresting agencies also complete their portion of the Arrest Disposition Report (8715). Officers may appear as witnesses in preliminary hearings and trials. Arresting agencies are sent copies of the 8715s by the court after sentencing. Thus the activity is medium but the data exchange for each case is relatively low. On the other hand, this same type of activity is rated H2 for misdemeanors and infractions because of the substantially higher number of filings involved for these case types.

Another example is the data exchange with the Franchise Tax Board for collection of money on family law and criminal cases. The activity is medium based on the volume of cases but the amount of data actually exchanged is small for each case.

Low activity + high data = medium volume (M) – Death Penalty cases are automatically sent to the Supreme Court. These are low in activity but a high amount of data is transmitted to the Supreme Court.

Medium activity + medium data = medium volume (M1) - When compared with trial court filings, the number of appeals per case type filed in the court of Appeals is much lower but there can be a high amount of data exchanged. For example, if the judgment in a case is appealed, the Appeals Court must receive a copy of the entire case file and the reporter's transcript(s).

High activity + low data = medium volume (M2) – Misdemeanor/infraction cases can include a high volume of cases with low data. For example, animal control cases where the bail is forfeited results in a filing, one hearing and a simple disposition. They are not reported to any external agency.

Figure 7b. Volume Information and Examples

Medium activity + high data = high volume (H) – On Juvenile Dependency cases, a high amount of data may be exchanged but when compared to other case types the activity is medium. In family law, although cases with children stay in the system a long time, the activity tends to be at a medium level such as coming back once a year for a hearing on child support or visitation. The cases that have a high degree of activity tend to be balanced out by those with a lower degree of activity, which is why the medium volume was chosen. The same rationale was applied to civil cases.

High activity + medium data = high volume (H1) – The Sheriff and Police are marked higher for misdemeanor/infractions than for felonies because of the increased volume of case filings. Data exchange with DMV and DOJ are also affected by case type and volume i.e., a higher amount of misdemeanors and infractions are reportable to DMV while a lower amount are reportable to DOJ. The opposite applies for felonies, i.e. lower reportable to DMV and higher reportable to DOJ.

High activity + high data = hi volume (H2) – Some misdemeanor cases can include a high volume of activity where the defendant is placed on court supervision with many conditions and referrals to county programs. Also, if the person is in custody, the jail will have a high degree of involvement until the person is released on bail.

On serious felonies, it is not unusual for cases to stay open for more than a year with a high degree of activity. If a person is in custody and cannot make bail payments, the jail will have a high degree of involvement as they must transport the defendant to each hearing and be informed of the outcome of each hearing.

General Public: This term includes the parties in the case and other interested people. A higher volume of cases naturally creates a higher level of viewing and the ratings reflect that thought. Some cases are confidential and no one has access to them except the parties in the case and some court personnel. Confidential cases are Juvenile and Mental Health. The mention of “general public” in these cases refer to parties in the case such as parents of juveniles, the Board and Care home or hospital for the mentally ill. For misdemeanors and infractions, there can be a high volume of case access by the parties via an IVR, kiosk or other technology.

Information Flows Direction (from Court’s perspective)

- I. Incoming to the court
- O. Outgoing from the court

B Both incoming and outgoing – not necessarily at the same level in each direction; but reflects the highest possible rating of either direction. **Note:** Courts generally sends more data than it receives.

Figure 7b. Volume Information and Examples.

V. COMMUNICATION MODELS

In order to define the business requirements of 58 trial courts, a method for grouping and characterizing the courts was developed, which resulted in a set of court communication models. To create the Communication Models, the business model of the courts was studied and the differences in the implementation of that model within the courts were analyzed. Information was gathered through court surveys (Appendix A) and court statistics and they were mapped to the Business Model (Refer to Figures 8a, b and c). Then, a process to define the most important variable, the Anchor Variable, was developed, that could be used to categorize the Courts into groups (4). From this grouping, the factors that were most important to influencing the models' scale were evaluated. As a result of this analysis, the Communication Models are defined as:

$$\text{Communication Models} = \text{Business Model} + \text{Anchor Variable} \\ + \text{Influencing Factors}$$

Finally, variables to be examined closely during the assessment phase were identified. The anchor variable, the influencing factors and assessment variables are discussed below.

TRIAL COURTS BUSINESS MODEL VARIABLES/INFLUENCING FACTORS MAPPING

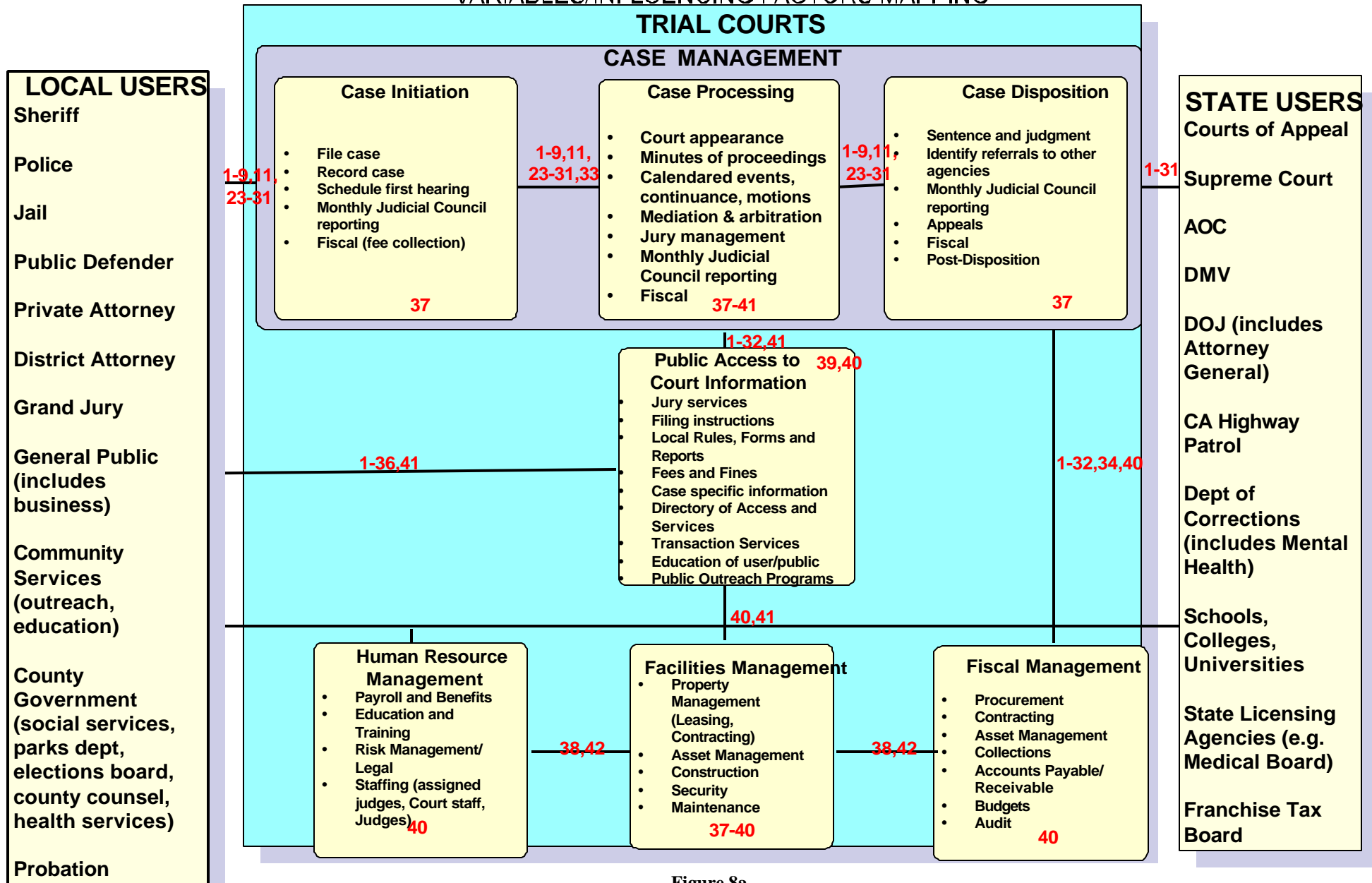


Figure 8a

TRIAL COURT CONFIGURATIONS VARIABLES/INFLUENCING FACTORS MAPPING

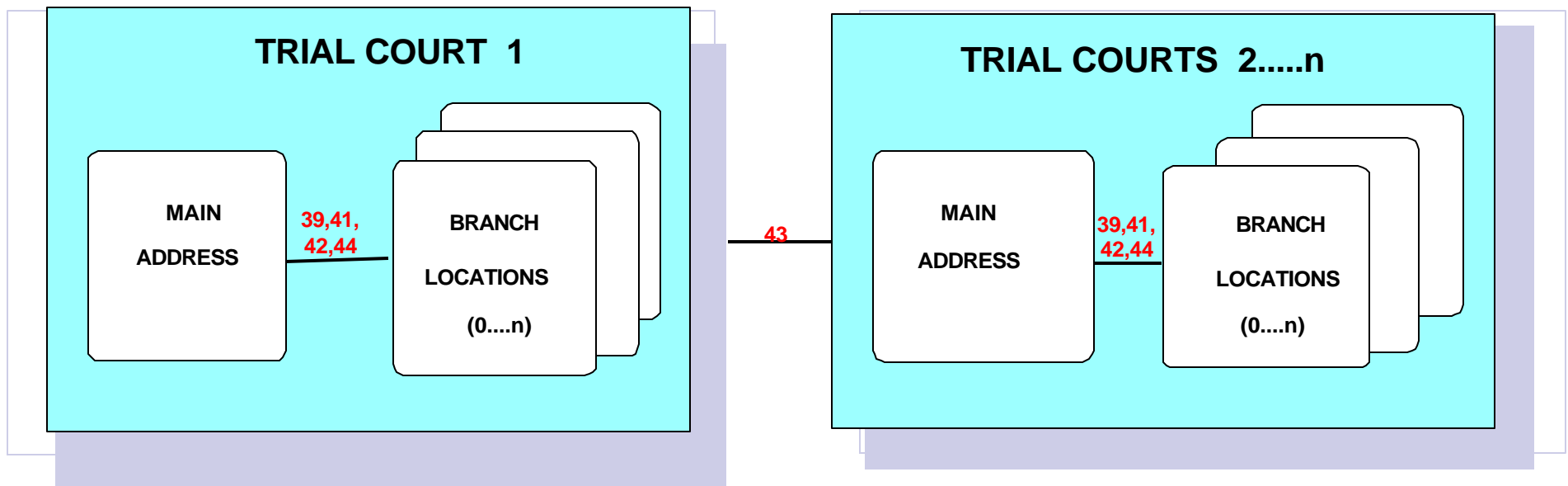


Figure 8b

TRIAL COURT VARIABLES AND INFLUENCING FACTORS

The variables and influencing factors that have potential impact on the information flows and business functions of the court are defined here and mapped to the business flow and configuration diagrams on the following pages. The presence of a number indicates that the volume of transactions, or the flow of information is affected by that variable. For example, in a court with a large number of civil filings/cases (Variable 1), there is more information flowing between local users and Case Initiation than in a court with a small number of civil filings/cases. Also, in a court with several Case Management Systems (Variable 32), it is likely that there is a “feed” from each system to the Fiscal Management function. That may be further compounded if the Fiscal Management function is supported by the county (Variable 40). The type of information that flows between the court and external users is defined in Figure 4a. Specific information within this report that supports these variables are indicated in the Reference box.

	Variables/Influencing Factors	Definition	Reference
	<i>Filings/Cases</i>	Number of cases filed (by any method) per year for each type of case. The number of filings/cases directly affects the number of transactions that flow between Case Management functions, and between Case Management and Fiscal Management, and between the courts and Local and State users.	Refer to Figure 11 (Total Filings by Case Type) for the number of filings by case Type.
1	# Civil Filings/Cases		
2	# Family Filings/Cases		
3	# Felony Filings/Cases		
4	# Juvenile Delinquency Filings/Cases		
5	# Juvenile Dependency Filings/Cases		
6	# Mental Health Filings/Cases		
7	# Misdemeanors and Infractions Filings/Cases		
8	# Probate Filings/Cases		
9	# Small Claims Filings/Cases		
10	# Appeals Filings/Cases		
11	# Criminal Habeas Corpus Filings/Cases	▼	▼

Figure 8c. Trial Court Variables and Influencing Factors

	Variables/Influencing Factors	Definition	Reference
	Dispositions	Number of dispositions for each type of case. The number of cases settled directly affects the number of transactions between Case Management and Fiscal Management, and between the court and State users.	Refer to Figure 11 (Total Filings by Case Type) for Case Types for Trial Courts.
12	# Civil Dispositions		Refer to Appendix B (Total Dispositions by Case) for the number of dispositions.
13	# Family Dispositions		
14	# Felony Dispositions		
15	# Juvenile Delinquency Dispositions		
16	# Juvenile Dependency Dispositions		
17	# Mental Health Dispositions		
18	# Msdnrs and Infrtns eFilings		
19	# Probate Dispositions		
20	# Small Claims Dispositions		
21	# Appeals Filings/Dispositions	▼	▼
22	# Criminal Habeas Corpus		
	eFilings	Number of cases filed electronically (via the Internet) per year for each type of case. The anticipated number of efilings is not known at this time. It is a future requirement.	Refer to page X of this report.
23	# Civil eFilings		
24	# Family eFilings		
25	# Felony eFilings		
26	# Juvenile eFilings		
27	# Juvenile eFilings		
28	# Mental Health eFilings		
29	# Msdnrs and Infrtns eFilings		
30	# Probate eFilings	▼	▼
31	# Small Claims eFilings		

32	# Case Management Systems	The number of Case Management Systems directly affects the number of information flows from Case Management to Public Access and to Fiscal Management, and potentially between Local users and the Public Access function depending on the Public Access interface(s).	Refer to Figure 10 (Court Case Management Systems) for the minimum number of CMS used for each Court.
	Variables/Influencing Factors	Definition	Reference
33	# Jurors (gross)	The number of jurors (gross) are candidates for jury selection, which affects the number of transactions between the Case Management functions, and between Local users and the Public Access function.	Refer to Appendix A (survey question #10) for the number of gross jurors.
34	# Jurors (net)	The number of jurors (net) are those selected for jury trials, which affects the number of transactions between the Case Management functions, between Case Management and Fiscal Management and between Local users and the Public Access function.	Refer to Appendix b (Jury Trials by Case Type) for the number of net jurors.
35	# Calls/inquiries to IVR re: Filings/Cases	The number of calls/inquiries to IVR (Interactive Voice Response) directly affects the number of transactions from Local users to the Public Access function.	Refer to Append A (survey question #10) for the number of calls/inquiries to IVR.
36	# PC's (connections) – public	The number of public PC connections affects the number of transactions from Local users to the Public Access function.	The number of public PC connections is not currently available.
37	# PC's (connections) – employee	The number of employee PC connections affects the number of transactions involved in Case Management.	The number of employee PC connections is not currently available.
38	# Authorized Judicial Positions	The number of authorized judicial positions includes judges, referees and commissioners that are authorized for a court. It is an indicator of the size of the court, and affects the number of transactions utilizing the Case Processing functions.	Refer to Figure 10 (Court Statistics) for the number of AJP's.
39	Geographic Isolation	Geographic isolation is defined as accessibility to location, distance between locations, weather issues, availability of services. It affects the flow of traffic to Case Processing, affects the requirements for Facilities Management and affects the flow of traffic between court locations.	Refer to Appendix A. Will be assessed in greater detail for each court at a later time.
40	County Relationship	A court may depend on the county for Case Processing or other functionality, which affects the flow of information to and from those functions.	Refer to Appendix A (survey question # 8) for Court-County Relationships.
41	Court/Location Configuration	The court consists of one or more locations. The configuration of the locations and functionality supported at each location (e.g. location of Case Management System) directly affects the number of transactions between locations.	Refer to for Appendix A (survey question #9a) Court Location/Configuration.
42	# Physical sites	The number of locations of a court, coupled with Court/Location Configuration directly affects the number of transactions between locations.	Refer to Figure 10 (Court Statistics) for the number of locations of each court.
43	Court/Court Requirements	The volume of data shared between courts (within a region or between regions) affects the volume of traffic between courts. This is a future requirement.	Refer to Figure 8a (User Matrix :Volume Flow) for court to court requirements.
44	# Resources (staff and	The number of resources of a court, coupled with geographic isolation, affects the court's	Refer to appendix A (survey question #7)

operations) to support telecom infrastructure and communication system	ability to support a telecommunications infrastructure. That is reflected in the number of resources available to support multiple locations within a court.	and Figure 10 (FREs) for the number of staff and operation resources.
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Figure 8c. Trial Court Variables and Influencing Factors.

A. The Anchor Variable – Number of Authorized Judicial Positions

Once the business model of the court was understood, the next task was to characterize the differences between the courts in order to understand how the communications architecture will need to scale from court to court. Characteristics describing the courts that would fundamentally distinguish their size and volume of communication were identified. After examining various court attributes, the key distinction was identified as the number of Authorized Judicial Positions (AJPs) which represents the combined number of Judge, Referee and Commissioner positions funded within each court.

The number of Authorized Judicial Positions (AJPs) was chosen for several reasons. First, because it is based on a complex formula incorporating the key business factors of the court: case volume in total, case volume by type, and the amount of time and resources required to process each type of case. The second reason for choosing this attribute is that once established, it directly influences the overall budget and operations of the court. The final reason is that this also happens to be the key distinction used by related judicial partners in characterizing the courts. While it is recognized that there may be differences between the number of Authorized Judicial Positions in a court as compared to Funded Judicial Positions, for the purpose of this report, Authorized Judicial Positions was chosen because it is representative of the court workload, and therefore, important in describing communication requirements.

This distinction is called the anchor variable. By analyzing this variable, four groups of courts were established:

<u>Group</u>	<u>AJP Range</u>	<u>No. Of Courts</u>
Small	2 – 11	32
Medium	11 – 50	17
Large	51 – 200	8
Extra Large	201 +	1

It is important to note that these ranges are in transition as the AOC is currently investigating this variable and new groupings are expected in fiscal year 2001-02.

Refer to Figure 9 for a detailed list of Courts by Grouping.

Court Statistics Fiscal Year 1999-2000				
Group A - SMALL	AJPs 2-11	FTEs	Total Filings	Locations
Alpine	2	5	1,833	1
Amador	2	24	9,129	1
Butte	11	120	46,263	7
Calaveras	2	21	7,274	1
Colusa	2	12	13,063	2
Del Norte	2	29	10,729	2
El Dorado	8	94	29,757	5
Glenn	2	20	2,412	4
Humboldt	8	92	28,404	5
Imperial	11	94	56,294	6
Inyo	3	18	15,213	3
Kings	9	74	35,768	7
Lake	4	34	15,260	3
Lassen	2	16	11,957	2
Madera	7	65	32,446	4
Mariposa	2	14	2,295	1
Mendocino	9	72	17,548	7
Merced	10	99	64,623	10
Modoc	2	11	3,293	2
Mono	2	14	6,378	2
Napa	8	82	26,847	5
Nevada	7	56	27,936	3
Plumas	2	16	7,489	4
San Benito	2	22	10,700	2
Sierra	2	5	1,280	1
Siskiyou	5	58	23,842	6
Sutter	5	39	21,942	3
Tehama	4	43	25,059	5
Trinity	2	12	-	3
Tuolumne	4	35	11,827	2
Yolo	10	109	42,243	3
Yuba	5	45	14,834	1

Figure 9. Court Statistics by Grouping

Group B - MEDIUM	AJPs 11-50	FTEs (FY 2000-2001)	Total Filings	Locations (2001)
Contra Costa	49	394	215,679	21
Fresno	44	447	191,689	15
Kern	40	388	184,832	12
Marin	15	156	59,186	3
Monterey	20	183	98,105	8
Placer	12	102	64,704	9
San Joaquin	28	269	167,162	13
San Luis Obispo	14	146	65,523	5
San Mateo	33	339	164,021	8
Santa Barbara	24	249	112,281	8
Santa Cruz	14	130	56,876	6
Shasta	11	148	47,828	8
Solano	22	226	103,800	3
Sonoma	19	191	102,780	7
Stanislaus	22	200	62,722	6
Tulare	20	177	90,955	6
Ventura	31	335	182,241	5

Group C - LARGE	AJPs 51-200	FTEs (FY 2000-2001)	Total Filings	Locations (2001)
Alameda	84	828	165,000	15
Orange	142	1564	189,000	12
Riverside	68	726	201,000	21
Sacramento	62	744	466,000	12
San Bernardino	70	832	258,000	23
San Diego	151	1593	463,000	22
San Francisco	64	534	161,000	4
Santa Clara	89	791	424,000	17

Group D - EXTRA LARGE	AJPs 201+	FTEs (FY 2000-2001)	Total Filings	Locations (2001)
Los Angeles	579	5726	2,766,385	69

Figure 9. Court Statistics by Grouping

B. Influencing Factors

Once these four groups were determined, the courts within each group were differentiated by looking at specific variations among the courts. The factors listed below were determined to significantly influence the scale and type of technical solution proposed to facilitate court communications.

1. Case Loads

The courts' caseload refers to the number of cases that are filed each year. Cases are distinguished by type, i.e., criminal, traffic, probate, etc. There are differences in how each of these cases is processed. Please refer to Section IV, subsection B.3.c., for a discussion of the various case types and related information.

2. Number of Locations

There is a minimum of one location for each court, and often significantly more. Given the requirements for information flow within each court, i.e., between the main location and branch locations, the number of locations is a significant factor.

The number of locations within each court are listed in Figure 9. This number includes the main locations within the courts' county. The number of locations for each court revealed that nearly half of the number are considered minor locations. From a communication standpoint, each location will ultimately need to be identified. The numbers listed within this report are useful in terms of representing the order of magnitude of sites.

3. Number of Staff

The number of staff represent all other Court employees that do not fall under the Authorized Judicial Positions number listed above. Thus, the number of staff plus the AJPs represents the total number of employees at each court (across all locations). The number of staff and AJPs are shown in Figure 9.

4. Number of Personal Computers (PCs)

The number of PCs does not correspond directly to the number of employees within the Court. Not all employees have a PC available for their personal use and there are always shared PC's in the Clerks office and often times within the Courtrooms. Refer to Appendix A for information from the court surveys.

5. *Number of Case Management Systems (CMSs)*

Currently there are a variety of CMSs used within the courts. Some courts use the same CMS for all case types such as the Del Norte County Superior while others use different CMSs for different case types such as the Monterey County Superior Court.

The CMS is the main application used within the court for management of cases. This application is the database of all cases and usually triggers and records all events associated with each case. Access to this application is essential and will necessarily be central to the technical communications infrastructure developed for each Court.

Refer to Figure 10 for a list by Court and case type of the CMSs used.

Court Case Management Systems												
Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
Alameda	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	DOMAIN	Inhouse	Inhouse	DOMAIN	Inhouse		2
Alpine	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	1
Amador	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	1
Butte	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	1
Calaveras	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Colusa	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Contra Costa	Inhouse	Inhouse	Inhouse	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	2
Del Norte	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
El Dorado	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	1
Fresno	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	1
Glenn	SCT	AGS	AGS	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	2
Humboldt	Crimes	Crimes	CA.R.T.S.	Facts	Facts	Facts	Facts	Facts	Facts	Facts	Facts	3
Imperial	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Inyo	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Kern	CJIS	CJIS		CJIS	PSI	PSI	PSI	PSI	PSI	PSI	PSI	2
Kings	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	1
Lake	AGS	InHouse	InHouse	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	2
Lassen	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Los Angeles	InHouse7	InHouse7	InHouse8	InHouse4	InHouse4 InHouse5	InHouse1 InHouse2 InHouse3	SusDOS	SusDOS SusJE		SusDOS AIS	ISDciv	12
Madera	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	1
Marin	CJIS	CJIS	InHouse	Inhouse	Inhouse	PSI	PSI	Inhouse	PSI	Inhouse	Inhouse	3
Mariposa	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Mendocino	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Merced	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	1
Modoc	InHouse	InHouse				InHouse	InHouse	InHouse				1

Figure 10. Court Case Management Systems

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
Mono	InHouse	InHouse	InHouse									1
Monterey	CJIS	CJIS	InHouse	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	3
Napa	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Nevada	Inhouse	Inhouse	JDTS	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	2
Orange	KPMG1	inhouse	inhouse	KPMG1	SCT	InHouse	SCT	SCT	SCT	SCT	SCT	3
Placer	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Plumas	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	ICMS	1
Riverside	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	2
Sacramento	CJIS	CJIS	ISD	Inhouse	Inhouse	Sustain	Sustain	Sustain	PROTEM	Sustain	Sustain	5
San Benito	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
San Bernardino	ISDcrim	ISDcrim	ISDcrim	ISDcrim	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	2
San Diego	InHouse2	J1 (?)	InHouse3	InHouse4	Inhouse4	InHouse1	InHouse1	InHouse1	InHouse1	InHouse1		5
San Francisco	Inhouse	Inhouse	SATS	AGS	AGS	ACIS	ACIS	ACIS	Small Claims	ACIS	ACIS	5
San Joaquin	CJIS	CJIS	CJIS	CJIS	CJIS	AGS	InHouse	InHouse	InHouse	InHouse	InHouse	3
San Luis Obispo	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	2
San Mateo	CJIS	CJIS	JDS	ISD	ISD	ISD	ISD	ISD	ISD	ISD	ISD	3
Santa Barbara	Sustain	ISD	ISD	Sustain	Sustain	ISD	Sustain	Sustain	Sustain	Sustain	Sustain	2

Figure 10. Court Case Management Systems

Court	Felony	Misd.	Traffic	Juv. Delq.	Juv. Dep.	Civil Ltd.	Civil Unltd.	Family	Small Claims	Probate	Mental Health	Minimum CMSs Used
Santa Clara	CJIS	CJIS	InHouse	AGS	AGS	AGS	AMA	AMA	InHouse			5
Santa Cruz	ISD	ISD	MVS	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	Inhouse	3
Shasta	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Sierra	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	PSI	1
Siskiyou	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Solano	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	SCT	1
Sonoma	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	1
Stanislaus	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	InHouse	1
Sutter	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Tehama	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	AGS	1
Trinity	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Tulare	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Tuolumne	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	Sustain	1
Ventura	KPMG2	KPMG2	KPMG2	KPMG2	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	ISDciv	2
Yolo	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1
Yuba	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	Jalan	1

Figure 10. Court Case Management Systems

6. *Geographic Isolation*

The last influencing factor is the geographic considerations of each Court. This factor describes issues of communication that affect information flow between the branch locations of the court. For example, some courts have locations that are not so far apart, yet have to contend with factors such as mountain ranges or lakes separating them. Such factors exacerbate communication difficulties when the courts experience difficult weather conditions, road closures and communications lines that fail. These factors will influence the communications infrastructure in a way differently from a court where locations are all within one block of each other.

Another factor could be traffic issues between locations in dense urban environments.

Not all courts are served by the same communication utility. For example, one branch of the Inyo Court is served by Pacific Bell and another by Citizens Communications.

These factors will affect the ability of staff to support remote operations in person and the type of communication lines set up between locations.

Refer to Appendix A for preliminary information from the court surveys. Individual assessments of the Courts will reveal all of the variations of this influencing factor.

C. Assessment Variables

Three specific variables were identified for assessment that will influence the scale of the communications infrastructure. These variables are:

- Number of PCs per site
- The Court/County Relationship
- The Location Configuration of the Court.

Refer to Appendix A for preliminary information from the court surveys. Individual assessments will reveal details about all the courts.

A description of the assessment variables follows:

1. *Number of PCs per site*

It will be important to know the actual number of PCs by site location to develop the appropriate communications infrastructure.

2. *The Court/County Relationship*

The relationship between the court and its county is complex. Originally, the courts were completely supported by its county, however, in recent years many courts have become increasingly independent of county resources. The court is not required to be independent or dependent upon the county; they are required to define a relationship that supports their business. The communications infrastructure developed for the courts will need to take into account variations within this relationship.

Examples of areas to explore from the standpoint of who owns the asset and who supports it are as follows:

- The Cabling System
- The LAN equipment
- Communication Lines
- WAN equipment
- CMS hardware and software.

3. *Location Configuration*

As mentioned in sub-section 2 above, it is important to assess the exact location configuration of each court. Determining the true number of sites, number of employees at each site, equipment at each site, geographic considerations, etc. will influence the communications infrastructure.

D. Other Influencing Factors: Related Projects

The information in this section was developed using information from the court surveys, and budget and planning information from other projects.

Strategic Planning

During the summer 2001, a statewide strategic technology plan for the trial courts will be developed. In order to maximize court and regional synergies, and leverage economies of scale, a set of deployment models to describe and characterize the courts will be included. The models will be differentiated based on their court management systems configuration and processing characteristics. Examples of deployment models that have been discussed are: court/county, service bureau, and hub-and-spoke. The AOC will work with each trial court to determine how best to categorize the court. In the court/county model, the information flow will look like the business flow diagrams in Figure 6, where information flows from the court to/from external users. In the service bureau model, the business functions will be performed by the court, using systems that are located in a service bureau, so there will be continuous communication between the court and the service bureau. And, of course, automated files will be sent and received by the service bureau. In the hub-and-spoke model, the business functions will be performed by the hub courts like the court/county model, and for the spoke courts, they will access the systems at the hub court, much like the service bureau model.

Data Integration

The Data Integration project is a two-phase initiative to assist courts in defining their data exchange requirements with local and state agencies and with other courts in their region and across regions. Ultimately, there is expected to be an increase in the volume of automated information between the courts and external users and probably between courts. One possibility is the BlindFold project, where standards would be developed and capabilities provided at the state level and made available to all courts: standard data definitions (XML), standard transport mechanism, and standard technical interface. One example of the usage of this type of facility is to provide a state level “publish and subscribe” service to meet DMV and DOJ requirements, where the courts could publish their data and DMV and DOJ would subscribe to the service which would format the data and create the necessary files.

Court Management Systems

- **Service Bureau**
Six courts are participating in Phase 1 of the service bureau project: Lake, Del Norte, Mono, Modoc, Madera and San Benito. Once implemented their communication requirements will follow the service bureau model described above.

- **Southern California Technology Group Convergence**
Courts in the Southern California Technology Group are evaluating the convergence of their Case Management Systems. This project may result in courts sharing information via a central database, requiring automated information to flow between courts. The region may provide the public with “venue transparency” for traffic fines, so that they could go to any court and pay for tickets issued by any court in the region.

- **Judicial Branch Statistical Information Reporting (JBSIS)**
The AOC has installed a statistical reporting system that requires automated, summarized information about cases and workload from the trial courts. At this time, ongoing statistical data collection and electronic reporting is being performed by Colusa, Lassen, San Joaquin, San Luis Obispo, Siskiyou and Tehama courts. The information will flow from all courts to the AOC based on the deployment models.

- **Enterprise Resource Planning (ERP)**
The AOC and the trial courts are evaluating vendor packages for financial systems (e.g. general ledger) to serve all courts statewide. The system will eventually be rolled out to all courts based on the deployment models and the information flows for Fiscal Management will follow accordingly.

- **Human Resources**

The AOC and trial courts will be looking for vendor packages for payroll and personnel functions within the next year. Once implemented, information flows for Human Resources will be based on the deployment models.

E-Filing

The AOC and trial courts are working on an Internet-based e-filing system to allow documents that are currently submitted to the courts via paper to be submitted electronically. The anticipated volume is not known at this time, however, the flow will be based on the deployment models.

Distance Education

The AOC is developing a distance education strategy that will provide technology-based education and training directly to trial courts and will enable trial courts to share educational resources. It is the role of the education division of the AOC (CJER) to plan for, organize, and deliver education to all employees, executives, managers, and judicial officers in the judicial branch. A variety of delivery methods, including the web, satellite broadcast, and videoconferencing are being deployed and their usage is expected to grow over the next several years.

VI. CONCLUSIONS

In the examination of the requirements of the telecommunications infrastructure for the Trial Courts of California we arrived at the following conclusions:

- The business model describing the court is consistent across all courts. The primary function of the telecommunications infrastructure will be to support this model. Differences exist in how business is conducted due to variations in policies and procedures, which will be accounted for during the implementation of the infrastructure solutions.
- To facilitate the development of a communication model, it is appropriate to group and characterize the courts by variables.
- The overriding means of describing the size of the court is the number of Authorized Judicial Positions (AJPs), which is based on type and volume of cases. Once determined, the number of AJPs will be the primary factor in setting the courts budget. We have identified the number of AJPs as the anchor variable in describing the courts.
- Other variables, termed as influencing factors within this report, identify characteristics of the court. These influencing factors map directly to the volume of information the communication model is based on, and include:
 - Case Load – type and volume of cases
 - Number of locations the court is located in
 - Number of staff
 - Number of Personal Computers used
 - Number of Case Management Systems used
 - Geographic Isolation describing the unique characteristics of each court by geographical area
- The development of technical solutions for the trial courts telecommunications architecture must proceed even though other initiatives are underway that will influence the communication models. Flexibility of scale and architecture must be built in to these solutions in order to accommodate communications related findings from the following initiatives:
 - Strategic Planning
 - Data Integration
 - Court Management Systems
 - E-Filing

- There are opportunities to leverage economies of scale at a statewide level to meet communication requirements between regions and between regions and state users. The requirements and opportunities should be developed during Phase III of this Telecommunications Architecture project.

VII. NEXT STEPS

This report represents the conclusion of the first phase of the Telecommunications Architecture project. The requirements set forth will form the basis of the technical solutions sought in the next phase.

Next steps are as follows:

- Obtain concurrence upon requirements set forth within this report
- Develop a Request For Proposal (RFP) soliciting proposals from the vendor community for technical solutions for a communications architecture.
- The RFP will require three phases of work:
 - Detailed assessment of the courts
 - Number of Personal Computers per site
 - The Court/County Relationship
 - Location Configuration
 - Design of scalable communication architecture solutions
 - Implementation plan and budget
- The RFP will solicit proposals for all trial courts. The Bay Region will serve as a model for all regions and be the first to implement solutions.

Work completed to date on court assessments may be used as context to accelerate the schedule of work proposed by the vendor.

APPENDIX A

TRIAL COURTS

TELECOMMUNICATIONS SURVEY

Survey Participants:

Bay Area:

Sacramento – Mike Roddy, Lynn Maynard

Marin – Karen Richardson

Santa Cruz – Lorraine Price, Christine Patton

San Mateo – Tim Benton

Sonoma – Denise Gordon

Santa Clara – Barry Lynch, Susan Myers

Solano – Chuck Ramey

San Francisco – Neal Taniguchi, Gordon Park-Li

Alameda – Theresa Beltran,

Southern California:

San Bernardino – Ann Beal

San Diego – Celeste Schwartz

Ventura - Richard Cabral

Central California:

Alpine – Lisa Coburn

Calaveras – Mary Beth Todd

San Joaquin – Jeanne Milsaps

Santa Barbara – Gary Blair

Northern California:

Butte – Sharol Strickland

Glenn – Tina Burkhart

Tehama – Irene Rodriguez

1. How did/does court unification impact your court's telecommunication infrastructure? Specifically, how will the flow of information change due to court unification?

Sacramento: The Sacramento Court unified in 1992. Too much has happened since then to segregate out the benefits and impacts of our consolidation efforts from the many other ventures we have undertaken.

Marin, Solano, Alpine, Calaveras, Butte, Tehama, Ventura: Similar to Sacramento, this is a non-issue.

Santa Clara, San Francisco: Will integrate criminal case management information into 1 system, and provide efficient calendar management.

San Mateo, Alameda: Our Municipal and Superior Courts began a telecommunication project two years in advance of our court unification. Most telecommunication needs had been accomplished by the time our court unified.

Contra Costa: A part of county infrastructure. Still has 2 different email systems, so cannot send 1 document to everyone at the same time. Also Imaged vs. Transfer Documents.

Santa Cruz: Process of Small Claims appeals, Transfer PX from limited to unlimited jurisdiction. Single case processing system is needed. Specialty courts such as the Domestic Violence Court includes cases that cross jurisdiction and case types.

Sonoma: Name of court process: Describe how court unification caused you to change the process within your court. Examples given of processes: Processing of Small Claims appeals, Transfer PX from limited to unlimited jurisdiction.

San Bernardino: Unified in 1995. Needed to Migrate all case information into one database, on one platform, this also came at the expense of county data processing as the court decided to go to an outside vendor.

The Judicial merged which created a case split and calendar split.

Superior and Municipal courts began to share facilities and wiring for these needed to re-done for access into the CMS.

Alameda: Implemented one case management system for Civil Limited and Unlimited Cases.

Santa Barbara: Now have a different network topology. Unification resulted in expanding the entire telecommunication infrastructure into 1 CMS, as well as creating 12 new T-1 lines.

Glen: With the exception of the telecom infrastructure, same answer as Santa Barbara.

San Joaquin: Moved from 4 phone systems to single system w/IVR. Provides more consistency between different locations and improved service. Can also offer Global Payment in 5 locations.

2. What telecommunications/technology opportunities exist or may exist in the future that courts could benefit from? (All Counties in agreement):

- WEB Hosting:
 - Larger courts “host” websites of smaller courts
- WEB (Internet/Intranet):
 - Public Access to Court: (E-Commerce, E-Filing – see below)
 - Court staff to Web: research, filings, on-line calendars
 - Admin support: on-line purchases, invoices to the court, payables, EFT, RFP’s, on-line timesheets, benefits changes, etc.
- E-Commerce:
 - Fines, fees and forfeitures, filing fees, bail, etc. (easier accounting process, improves access)
- E-filing:
 - Most (if not all) Court transactions/activities available via electronic/WEB access.
 - Includes red light and other LEA submissions, DA, DHHS, Probation, etc.
- Imaging:
 - Goal of paperless court, both historically and currently; have access via WEB/Internet; specific secured sites where necessary (i.e., juvenile cases, handling ex parte proceedings, etc.);
 - For Admin support, invoices, goods receipt (packing slip).
 - Storage space saved.
 - Includes Document management.
- Wireless:
 - Minimize retrofit of facilities infrastructures.
 - Provide access for judicial officers, staffs.
 - PDA’s for instant access to calendar, other database information (both court databases and other justice agencies’ databases)
- Video judicial proceedings:
 - Perform judicial proceedings via video teleconferencing could enable proceedings to be handled in any public or “quasi/official” setting (hospital, nursing home, jail, library, etc.).
 - Educational benefit for students, public.
- Data Warehouse:
 - Centralized location for statistics.
- Jury/juror:
 - Provide information, reporting, questions, eligibility, attendance, payments electronically (could be web-based)
 - Allow public to get information without talking to Court staff
 - Information available 24 hours/day; 7 days/week. Not dependent on “Court Open” hours
- Integrated Justice Systems
 - Allows electronic access among and between the various justice agencies/departments, including LEAs, DA, PD, Probation, etc.
 - Allows filings, documents to be in electronic media; minimizing paperwork
 - Allows consistent, common data to be exchanged in more timely manner
 - Allows more effective and efficient sharing of data

- Video Conferencing
 - Hold meetings via video teleconferencing minimizes travel; allows for more effective use of time, judicial and staff resources
 - Meetings can be held irrespective of location, weather, road conditions, etc.
- Voice over IP
 - Allows voice and data to “share” the same physical “wire”.
 - Can reduce infrastructure costs
- IVR/Call centers
 - Allows public to access Court information without physically speaking to Court staff
 - Can allow for phone payments, calendar information, juror information, etc.
 - Increases access to public since not dependent on “Court Open” hours
- Streaming video
 - Provides capability for video to be available at the desktop
 - Enhances ability to do video conferencing, etc.; i.e., video arraignments from prison site
- Distance Learning
 - Provides capability for teaching and learning via electronic means
 - Teaching staff and learning staff need not be co-located
 - Increases breadth and depth of available learning
- Remote Access
 - Permits access to Court LAN/WAN from virtually any location
 - Allows for telecommuting, distance working
 - Permits access at any time
 - Not dependent on “Court Open” hours
- Fax Capabilities (on demand)
 - Allows faxing to/from desktop
 - Adds level of security “for your eyes only”
 - Permits more timely electronic transmission of data and information
- Messaging/Netmeeting
 - Provides capability for sending/receiving messages/information at desktop
 - Provides ability to hold “meetings” electronically independent of physical location, weather, distance, road conditions, etc.
 - Permits more effective and efficient use of judicial and staff resources
- VPN
 - Permits additional security via Internet through use of encrypted technology
 - Provides access only to those allowed; (usually at higher speeds)
- Telephony
 - Allows for more efficient use of infrastructure
 - Could reduce facility costs
- Permits more effective and efficient use of judicial and staff resources
 - Information, reporting, questions, eligibility, attendance, payments

San Bernardino:

- Web access into database

- Increase e-pay-it options
- Kiosks in libraries, police departments, jails
- E-filing – tro's at safe houses –
- Auto citation handling
- Joint/shared county maintenance costs with neighboring county(ies) hardware, software
- Joint county software testing and set up

Calaveras, Glenn, Butte, San Joaquin, Alpine, Santa Barbara, Tehama: Agree with above examples. E-filing, Web technology, public access will reduce courts' workload, increase efficiency (have public do the data entry), allow courts to share administrative efforts, and collaborate with each other. Also agree that these advances in technology will change the public's expectations of the courts, as well as the courts' customer support functions, staffing requirements, and security concerns.

Ventura:

- Web technology (implemented 04/01): Increase public self-service to reduce staff workloads by accepting payments via Internet
- Provide public access to information to reduce over-the-counter demands on court staff (currently have internet access to case information as well as kiosks in various locations in County)
- Wireless mobile digital communication such as Cellular Digital Packet Data (CDPD), this is used in our mobile RV Self-Help center
- Electronic Filing, handheld Citation devices with automatic downloading to CMS.

3. How can improving the courts telecommunications infrastructure provide better public access to information? What would be the type of information and how would it be delivered? (All Counties in agreement):

- Allows imaging to augment information on the web:
 - More content
 - More complex applications
 - Dynamic vs. static pages
- Video conferencing:
 - For attorneys, family law particularly
- Database Inquiries (i.e. case info, next court dates, warrant status, fine amounts, etc)
- Operational Benefits: public access
 - Cost effective solutions
 - Allows for sharing of centralized databases
 - Centralized backups
 - Remote control for helpdesk and server support
 - Automated inventory management
 - Automated software delivery to desktop
 - Centralize IT staff
 - Reduces Court staff performing research for other agencies/departments
- Make available court transactions and processes (filings, calendars, historical information, case information) via WEB/Internet:

- Minimizes traffic and paper both within the justice community (DA, Probation, DHHS, PD, LEAs) and with the public.
- Provides easier and more immediate access to pertinent information (with appropriate security controls in place).
- Education of students, public, other agencies, court staff

Sonoma, Solano:

Telecommunication is not a technology this Court will be using. Sonoma County Superior Court plans on using web based technology in the future.

- Records searches: provide public terminals or kiosks to allow public to obtain case information.
- Court calendars: Online access through PDA's, cell phones, laptop computers
- Court Dockets
- Traffic citation and accounts payable via the internet for payment, extension and assignment to traffic school.

San Bernardino:

- Record Searches: Use of Public access terminals/kiosks in courts, neighboring counties, libraries, police stations.
- Ability to take care of court business anywhere in county and/or neighboring county
- Ability to file information anywhere in the county (answers, motions, fee waivers, tro's)

Calaveras, Glenn, San Joaquin, Butte, Alpine, Santa Barbara, Tehama:

- Access to court calendars, post a ruling, pay fines, file cases (conducting business)
- Reduce phone line congestion, increase access. San Joaquin now offers bilingual information on the web, as well as in 5 different languages on the phone.
- Efficiency and increased communication between courts and their counties.
- Also important to realize the counter-needs that will result (i.e. staffing needs).

Ventura: Records searches: provide public terminals, kiosks and internet access to allow public to obtain case information.

4. How do you think telecommunications can facilitate the implementation of e-business and e-government applications in your court?

(All counties in agreement):

- See above.
- Delivery of E-government without a telecommunications infrastructure is impossible.
- Allows the courts to collaborate:
 - Allows for common user interfaces to be developed.
 - Creates opportunities for consolidating services – such as common collections unit.

San Mateo:

- Allows for immediate remote vendor support.
- Allows for remote housing of court servers and applications.

Tehama, Butte:

- Allows for access to Highway Patrol, Sheriff's Dept.

- Open-data exchange. Increases efficiency, time saving. Reduces administrative requests between the courts, since courts would be able to answer their own questions.

Ventura:

- Interactive web forms, applications
- Fax or E-mail responses to requests for information
- Fill out surveys electronically
- Interact with external agencies such as DA by e-filing complaints
- Electronic filing

5. As California courts migrate toward fewer and fewer case management systems, what do you envision as the telecommunications impact on the court and locations within the court? What is the potential need for data transfer between courts?

(All counties in agreement):

If CMS systems are reduced to 1 central system, the bandwidth will proportionately increase between locations since they will all be accessing the same single system.

- Ability to access information between court locations and county/state justice agencies
 - Need for fewer “interfaces”
 - Less IT support needed for “interfaces”.
- Ability to access information between different courts/counties statewide
 - Need for fewer “interfaces”
 - Less IT support needed for “interfaces”.
- Improvement in access (timeliness and accuracy) of information:
 - Court
 - Governments
 - Public
- Service center concept:
 - Public can go to any site for any transaction or assistance
- Large courts can support smaller courts.
- Ability to standardize the software infrastructure:
 - Maximize compatibility
 - Minimize training and cross-training issues across the Court system
 - Maximize productivity
- Reduce data redundancy between or within systems:
 - Case information can be replicated into appeals, electronic recording, etc.
- Easier transfer of change of venue cases:
 - Maintain case tracking history
 - Electronically transfer history, records, files, information
- Minimize MIS support issues:
 - Fewer discreet systems to support
 - Reduce database maintenance

Sonoma:

We don't see the need to share information between Court's unless it is a division or branch Court within your own jurisdiction. However, the need to share within your own judicial district to facilitate integrated case management and for the exchange of data at the local level is vital. It is also imperative to have connectivity to DOJ, DMV and the AOC.

Calaveras, Glenn, San Joaquin, Butte, Alpine, Santa Barbara, Tehama:

- Allows for an in-house back-up system for disaster recovery.
- Allows for datawarehousing, open-exchange between courts, datasharing for Family Law, Traffic cases. 'Venue Transparency'
- Courts can share the burden of some administrative duties.

Ventura:

Examples— Hub & spoke courts: applications in one county accessed by other courts, Multiple locations accessing applications in another location within a court.

6. What are the variables between courts that result in different requirements for a telecommunications infrastructure and communications system? These would be factors that would determine how much bandwidth a court would need.

(All Counties in agreement):

- Video Conferencing capabilities
- Imaging capabilities
- Number of buildings (i.e. sites)
- Number of users
- Number of users per site
- Design of server locations (improve response time based on where servers are located)
 - Active Directory design and replication
- Email server location(s)
- Traffic to website(s)
- Utilization of training resources via telecom. (distance learning)
- Facility, geography, weather considerations.
- Voice over IP (other telephony strategies)
- IVR locations
- Court case load variables
- Business processes (how each court carries out different processes, accounting strategies, etc)
- Judicial participation (how quickly these technologies are needed for each court may vary)
- County infrastructure driven decisions

San Francisco: In addition, Applications Development and Deployment, the use of 3rd party software.

(Which ones are the top 4 or 5 in categorizing the courts?)

All counties in agreement: Video Conferencing capabilities, Server design, # of users per site, traffic to website, Application Development & Deployment, traffic to website, caseload variability.

Calaveras, Glenn, San Joaquin, Butte, Alpine, Santa Barbara, Tehama:

- Size of caseload not as critical as Imaging. Video conferencing, IVR could change court culture.

- # of locations, distance between locations.
- Pertinent to geographically isolated areas (weather, transportation, distance issues), such as Nevada, Sierra county. Video training, video arraignments are possible benefits.

Ventura:

- Caseload, number of filings per year
- Need to videoconference: reduce traffic congestion via video appearances; for criminal matters, increase security and decrease transportation costs; multi court training opportunities
- Geographic considerations, e.g. weather, seasonal operations
- Imaging

7. To support the telecommunications infrastructure and communications system that you envision for your court, what are your court's staff and operations resource requirements? (See Table on next page)

Sacramento:

- Additional network engineers (2 FTE) for WAN support.
- Specialized telecom (VOIP) expertise (1 FTE)
- Additional customer support expertise and training (2 FTE).
- Once fully implemented, staff savings could be realized in operational units:
 - Front counters
 - Records
- Data Base Administrator (1 FTE)
- Development staff (2 FTE)

San Bernardino:

Current Staff :

- 1 IS Manager
- 1 supervising Systems Analyst
- 2 systems Analyst II
- 3 systems analyst I
- 6 system technicians

Increase staff to include (in addition to above):

- 1 supervising systems analyst
- 3 systems analysts I
- 4 systems technicians
- 2 programmer analysts

Calaveras:

Trial Court Requirements for a Telecommunications Architecture

- Require more technology training, shifts in staff processing. Would need more technicians, help desk staff. (currently don't have adequately trained staff)

Santa Barbara:

Need more IT support staff, Network engineers, higher level staff.

San Joaquin: Need all-around help. Worthy to point out the cost factor. Funding will need to increase to offer competitive salaries in order to attract/recruit these IT professionals.

Glenn: Currently does not have IT support of their own; use contracted vendors and consultants.

Alpine, Butte, Tehama: Nothing.

Ventura: Additional court staff and resources would not be needed on a full time basis; they would be contracted as needed

County Recurring Costs. (Source: Bay Area Regional Court Group LAN/WAN proposal)

County	Engineering/Ops			Support		Management		
	Tech. Analyst	Senior Tech. Analyst	Database Analyst	Technology Technician	Senior Tech Tech.	Supervising IT Analyst	Supervising Tech. Tech.	IT Manager
Alameda	5	2	0	5	1	0	1	1
Contra Costa	3	2	0	2	1	0	1	1
Marin	2	2	0	1	1	0	0	1
Napa	1	2	0	1	1	0	0	1
San Francisco	3	2	0	3	1	0	1	1
San Mateo	3	2	0	2	1	0	1	1
Santa Clara	4	2	0	5	1	0	1	1

Trial Court Requirements for a Telecommunications Architecture

Santa Cruz	1	2	0	1	1	0	0	1
Solano	1	2	0	1	1	0	0	1
Sonoma	1	2	0	1	1	0	0	1

Telecommunications Survey Response

Question # 8: CATEGORY DEFINITIONS

Characterize your Court's Relationship with your County

Court / County Relationship - Category Definitions

On the page following this description, you are asked to provide information on various characteristics of your court’s relationship with the county. Use the definitions in this table only as a frame of reference for each category. When responding to the questions, please add additional information to assist us in understanding the unique aspects of your court.

	Independent From County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure	Court has own LAN/WAN. Court controls & supports communications interfaces with county network.	Court has own LAN/WAN. Court maintains a separation from the County network. Interfaces to the County may be controlled & supported by the County. Most 75-100% of all data communications support is done by the court	Court utilizes the County’s LAN/WAN infrastructure. Court receives a satisfactory level of service and is in control of support received from the County.	Court utilizes the County’s LAN/WAN infrastructure. Court must make adjustments to accommodate changes made by the County. Court has little or no control over the adequacy of the data communications infrastructure.	
Telecommunications/Network Staff Support	Court supports all network hardware/software and provides in depth support to end users for network problems..	Court houses and supports most network hardware/software and provides in depth support to end users for network problems.	Courthouses some network hardware/software and provides routine support for network problems. County provides additional, in-depth support.	County responsible for supporting all network hardware/software and end user support to the court.	

Trial Court Requirements for a Telecommunications Architecture

CMS (Civil, Family Law, Probate, Traffic, Criminal)	CMS resides on servers located at the court or with a private vendor. Court or private vendor makes programming modifications to the CMS. CMS is either court developed or vendor based.	CMS resides on servers located at the court or with a private vendor. Court or private vendor is the primary source of CMS support and program modifications. County may assist with specific tasks/issues. CMS is either court developed or vendor based.	CMS resides on servers located with the County. Court staff provides a large portion of CMS support to end-users and develop specifications for changes. County supports all interfaces with other applications and may provide programming services.	CMS resides on servers located with the County. CMS is an “in-house” County system. County makes all programming modifications. Court has little or no control over resources that support the CMS.	
HR Mgt	Court does all recruitment, interviewing, hiring; Payroll, benefits, training, Risk Management, all either done by court or contracted to private vendor	Court does most functions for recruitment, interviewing, hiring; Coordinates with county but has own risk mgmt, training staff. May be dependent for benefits, payroll, (specify)	Court does most functions for recruitment, interviewing, hiring, uses County services for (specify) risk mgmt, some training staff, benefits, payroll	County does all HR functions such as recruitment, interviewing, hiring, Payroll, benefits, training, Risk Management. Court involvement is limited to interviewing applicants from County list and submitting information to the County.	
Fiscal Mgt	Court handles procurement, contracts, asset management, collections, A/R and AP functions, budget; the County does not perform Audits.	Of the fiscal functions, Court handles at least 51-75%. The county provides some services such as Audit, or may coordinate purchasing.	County handles most of the Fiscal functions, while the Court provides between 20 – 50% of all Fiscal functions. Court may handle things such as asset management, collections A/P & A/R, budgets. (specify)	County handles 75- 100% of all Fiscal functions for the court. Specify what functions the court provides, if any.	

Trial Court Requirements for a Telecommunications Architecture

Facilities Mgt	Court does all leasing, contracting, property management. Court contracts independently from the county for construction, security and maintenance.	Court does 51-75% of all leasing, contracting, property management. May contract independently from the county for construction, security and maintenance.	County does most of all facilities management services. The court provides between 20-50% of all facilities functions. Court may be actively involved and control some areas. (Specify).	County provides all facilities management services. Court specifies requirements to the county, approves plans, but does not manage or provide dedicated staff to facilities issues.	
External agency reporting (DMV, DOJ)	Court provides all reporting to outside agencies such as DMV, DOJ, AOC, etc. All contracts, hardware, software, programming provided by court or privately contracted staff.	Court controls reporting to outside agencies such as DMV, DOJ, AOC, etc. May contract with the County for one or more of the functions involved. Court handles 50-75%.	County controls reporting to outside agencies such as DMV, DOJ, AOC, etc. The County handles 50-75% of the Court's reporting needs.	County provides all reporting services to outside agencies such as DMV, DOJ, AOC, etc. All contracts, hardware, software, programming provided by county.	

Telecommunications Survey Response

Question # 8:

Characterize your Court's Relationship with your County

ALAMEDA Characterize Your Court’s Relationship With Your County

For each row, put a “C” in the column that best describes your current relationship, and an “F” for your future or desired relationship (2 to 5 years out, as appropriate). Use column “#5 - ADDITIONAL INFORMATION” to provide details, examples, or to describe a facet of your court/county relationship not included in the table.

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure			F	C	
Telecommunications/Network Staff Support	F	C			
Civil, Family Law, Probate CMS	F	C			
Traffic CMS	F			C	
Criminal CMS	F			C	
HR Mgt	F			C	
Fiscal Mgt				C	
Facilities Mgt				C	
External agency reporting (DMV, DOJ)	F			C	

ALPINE - Characterize Your Court’s Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure	C				Except voicemail.
Telecommunications/Network Staff	C				
Civil, Family Law, Probate CMS	C				
Traffic CMS	C				
Criminal CMS	C				
HR Mgt	C				
Fiscal Mgt	C				
Facilities Mgt	C				
External agency reporting (DMV, DOJ)	C				

BUTTE - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure		XX			
Telecommunications/Network Staff Support	XX				
Civil, Family Law, Probate CMS	XX				
Traffic CMS		XX			
Criminal CMS		XX			
HR Mgt		XX			Payroll
Fiscal Mgt		XX			Auditor services, contracts, expenditure tracking
Facilities Mgt			XX		Certain minor additions and repairs
External agency reporting (DMV, DOJ)	XX				

CALAVERAS - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure		C			Some hardware and e-mail supt.
Telecommunications/Network Staff Support		C			Some reliance on county staff
Civil, Family Law, Probate CMS	C				
Traffic CMS	C				
Criminal CMS	C				
HR Mgt					Count reliance on support health.etc
Fiscal Mgt	C				
Facilities Mgt			C		In a county building with maint.

External agency reporting	Manual				
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MARIN – Characterize Your Court’s Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure	F		C		
Telecommunications/Network Staff Support	F		C		
Civil, Family Law, Probate CMS	F			C	
Traffic CMS	F			C	
Criminal CMS	F			C	
HR Mgt	F		C		
Fiscal Mgt	F		C		
Facilities Mgt			F, C		
External agency reporting (DMV, DOJ)	F			C	

SACRAMENTO - Characterize Your Court’s Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure	F	C			
Telecommunications/Network Staff Support	F	C			
Civil, Family Law, Probate CMS	C				
Traffic CMS	C				
Criminal CMS	F			C	
HR Mgt	F	C			Classifications, benefits, payroll follow County
Fiscal Mgt	F	C			

Trial Court Requirements for a Telecommunications Architecture

Facilities Mgt	F			C	
External agency reporting	F	C			

SAN BERNARDINO - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure	F		C		
Telecommunications/Network Staff Support	F	C			
Civil, Family Law, Probate CMS	C				
Traffic CMS	C				
Criminal CMS	C				
HR Mgt	F	C			
Fiscal Mgt	F	C			
Facilities Mgt	F	C			
External agency reporting (DMV, DOJ)	C				

SAN DIEGO - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure				C	Combined outsourcing services with county
Telecommunications/Network Staff Support				C	
Civil, Family Law, Probate CMS	C				
Traffic CMS	C				
Criminal CMS	C				
HR Mgt	C				Except payroll ,benefits
Fiscal Mgt	C				Except treasury , payroll
Facilities Mgt	C				Except non-810 services

External agency reporting (DMV, DOJ)	F	C			
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SAN FRANCISCO - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure	C				
Telecommunications/Network Staff Support	C				
Civil, Family Law, Probate CMS	C				
Traffic CMS	C				
Criminal CMS	F			C	
HR Mgt	F	C			
Fiscal Mgt		F- payroll maintained		C	
Facilities Mgt	F			C	
External agency reporting (DMV, DOJ)	F	C			

SAN MATEO - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure			C,F		
Telecommunications/Network Staff Support			C,F		
Civil, Family Law, Probate	C,F				
Traffic CMS	C,F				
Criminal CMS			C,F		
HR Mgt			F	C	
Fiscal Mgt				C,F	Dependent for procurement, contracts, accounts receivable/payable, budget.

Trial Court Requirements for a Telecommunications Architecture

					County does not perform audits.
Facilities Mgt		C,F			
External agency reporting	C,F				

SANTA CLARA - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure		F	C		
Telecommunications/Network Staff Support	F	C			
Civil, Family Law, Probate CMS	C				
Traffic CMS	F			C	
Criminal CMS			F	C	
HR Mgt	F		C		Payroll, benefits
Fiscal Mgt	F		C		Accounting, purchasing
Facilities Mgt			C		
External agency reporting			C		

SANTA CRUZ - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure	F			C	
Telecommunications/Network Staff Support	F			C	
Civil, Family Law, Probate CMS	F			C	
Traffic CMS	F			C	
Criminal CMS	F		C		Private vendor system; Co. network.

Trial Court Requirements for a Telecommunications Architecture

HR Mgt	F		C		Dependent on computer system.
Fiscal Mgt	F			C	Dependent on computer system.
Facilities Mgt				C	Future depends on law change.
External agency reporting	F			C	Dependent on Network.

SOLANO - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure				C	
Telecommunications/Network Staff Support	F		C		
Civil, Family Law, Probate CMS			C		
Traffic CMS			C		
Criminal CMS			C		
HR Mgt	F		C		Payroll, benefits
Fiscal Mgt	F		C		Accounting, purchasing
Facilities Mgt				C	
External agency reporting			C		

SONOMA - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure				XXXX	
Telecommunications/Network Staff Support			XXXX		
Civil, Family Law, Probate CMS				XXXX	
Traffic CMS				XXXX	
Criminal CMS				XXXX	
HR Mgt		XXXX			

Trial Court Requirements for a Telecommunications Architecture

Fiscal Mgt				XXXX	
Facilities Mgt			XXXX		
External agency reporting (DMV, DOJ)				XXXX	

TEHAMA - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure	C				No interface with county network
Telecommunications/Network Staff Support	F				Working on a Network for the Court
Civil, Family Law, Probate CMS	C				
Traffic CMS	C				
Criminal CMS	C				
HR Mgt	F		C		
Fiscal Mgt	F	C			
Facilities Mgt			C		
External agency reporting (DMV, DOJ)	C				Do not report to DOJ electronically

VENTURA - Characterize Your Court's Relationship With Your County

	Independent from County	Mostly Independent	Somewhat Dependent	Very Dependent	Additional Information
Telecommunications/Network Infrastructure			C		
Telecommunications/Network Staff Support		C			
Civil, Family Law, Probate CMS	C				
Traffic CMS			C		
Criminal CMS			C		
HR Mgt			C		

Trial Court Requirements for a Telecommunications Architecture

Fiscal Mgt		C			
Facilities Mgt				C	
External agency reporting (DMV, DOJ)		C			

Telecommunications Survey Response

Question # 9A:

Characterize Your Location Configuration Within Your Court

ALAMEDA - Characterize Your Location Configuration Within Your Court

The physical locations of court facilities, where systems are located, where court staff are located, and the proximity of technical support staff impact telecommunications needs of your court. Some courts might have only one building, which would mean that the court is independent of other locations. Other courts might have numerous buildings and the dependency of one location for information or staff on another location may or may not exist. For example, location A might deal with only one function/type of information and not be dependent on another location. Alternatively, one location might be the headquarters/main branch and the satellite locations access their information/functions. So, the main location is likely to be independent and the satellites are dependent.

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff		X		
Other court staff		X		
Cases (initiation, processing and disposition)	X			
Civil, Family Law, Probate CMS		X		
Traffic CMS	X			
Criminal CMS		X		
HR Mgt. System	X			
Fiscal Mgt. System		X		
Facilities Mgt. System		X		
External agency reporting (DMV, DOJ)			X	

ALPINE - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff	X			
Other court staff	X			
Cases	X			
Civil, Family Law, Probate CMS	X			
Traffic CMS	X			
Criminal CMS	X			
HR Mgt. System	X			
Fiscal Mgt. System	X			
Facilities Mgt. System	X			
External agency reporting	X			

BUTTE - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff	XX			
Other court staff		XX		
Cases	XX			
Civil, Family Law, Probate CMS	XX			
Traffic Case Mgmt. System	XX			
Criminal Case Mgmt System	XX			
HR Mgt. System	XX			
Fiscal Mgt. System		XX		
Facilities Mgt. System	N/A			
External agency reporting	XX			

CALAVERAS - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff	Wholly within court			
Other court staff	Wholly within court			
Cases (initiation, processing, disposition)	Wholly within court			
Civil, Family Law, Probate Case Mgmt System	Wholly within court			
Traffic Case Mgmt. System	Wholly within court			
Criminal Case Mgmt System	Wholly within court			
HR Mgt. System		County support		
Fiscal Mgt. System		Small support headed for independent		
Facilities Mgt. System		Shared with county		
External agency reporting (DMV, DOJ)	Wholly within court			

MARIN - Characterize Your Location Configuration Within Your Court

Trial Court Requirements for a Telecommunications Architecture

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff	X			
Other court staff	X			
Cases (initiation, processing and disposition)	X			
Civil, Family Law, Probate CMS	X			
Traffic CMS	X			
Criminal CMS	X			
HR Mgt. System	X			
Fiscal Mgt. System	X			
Facilities Mgt. System	X			
External agency reporting (DMV, DOJ)	X			

SACRAMENTO - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff			X	
Other court staff			X	
Cases (initiation, processing and disposition)			X	
Civil, Family Law, Probate CMS			X	
Traffic CMS			X	
Criminal CMS			X	
HR Mgt. System			X	
Fiscal Mgt. System			X	
Facilities Mgt. System			X	
External agency reporting (DMV, DOJ)			X	

SAN BERNARDINO - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff	F	C		
Other court staff	F		C	
Cases (initiation, processing and disposition)	C			
Civil, Family Law, Probate CMA	C			
Traffic Case Mgmt. System	F	C		
Criminal Case Mgmt System	F	C		
HR Mgt. System	C			
Fiscal Mgt. System	F	C		
Facilities Mgt. System	F	C		
External agency reporting	C			

SAN DIEGO - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff			X	Outsourced
Other court staff	X			
Cases (initiation, processing and disposition)			X	
Civil, Family Law, Probate CMA			X	
Traffic Case Mgmt. System			X	
Criminal Case Mgmt System			X	
HR Mgt. System	X			
Fiscal Mgt. System	X			
Facilities Mgt. System	X			
External agency reporting			X	

SAN FRANCISCO - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff	X			
Other court staff	X			
Cases	X			
Civil, Family Law, Probate	X			
Traffic Case Mgmt. System	X			
Criminal Case Mgmt System		X		
HR Mgt. System		X		
Fiscal Mgt. System			X	County system maintained on mainframe at diff. bldg.
Facilities Mgt. System			X	
External agency reporting		X		

SAN MATEO – Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff	X			
Other court staff		X		
Cases (initiation, processing and disposition)		X		
Civil, Family Law, Probate CMS	X			
Traffic CMS		X		
Criminal CMS		X		
HR Mgt. System	X			
Fiscal Mgt. System		X		
Facilities Mgt. System	X			
External agency reporting (DMV, DOJ)	X			

SANTA CLARA - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff		X		
Other court staff		X		
Cases (initiation, processing and disposition)			X	
Civil, Family Law, Probate CMA			X	
Traffic Case Mgmt. System			X	
Criminal Case Mgmt System			X	
HR Mgt. System		X		
Fiscal Mgt. System		X		
Facilities Mgt. System		X		
External agency reporting (DMV, DOJ)			X	

SANTA CRUZ - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff			X	
Other court staff				
Cases (initiation, processing and disposition)			X	
Civil, Family Law, Probate CMS			X	
Traffic CMS			X	
Criminal CMS			X	
HR Mgt. System			X	
Fiscal Mgt. System			X	
Facilities Mgt. System			X	
External agency reporting (DMV, DOJ)			X	

SOLANO - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff			X	
Other court staff		X		
Cases (initiation, processing and disposition)		X		1 CMC for all case types, 1 database
Civil, Family Law, Probate CMA		X		Same as above
Traffic Case Mgmt. System			X	Same as above
Criminal Case Mgmt System		X		Same as above
HR Mgt. System		X		
Fiscal Mgt. System		X		
Facilities Mgt. System		X		
External agency reporting			X	

SONOMA - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff			XXX	
Other court staff			XXX	
Cases (initiation, processing and disposition)			XXX	
Civil, Family Law, Probate Case Mgmt System			XXX	
Traffic Case Mgmt. System			XXX	
Criminal Case Mgmt System			XXX	
HR Mgt. System			XXX	
Fiscal Mgt. System			XXX	
Facilities Mgt. System			XXX	
External agency reporting (DMV,DOJ)			XXX	

TEHAMA - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff	√			
Other court staff		√		
Cases (initiation, processing and disposition)		√		
Civil, Family Law, Probate Case Mgmt System		√		
Traffic Case Mgmt. System	√			
Criminal Case Mgmt System		√		
HR Mgt. System	√			
Fiscal Mgt. System	√			
Facilities Mgt. System			√	
External agency reporting			√	

VENTURA - Characterize Your Location Configuration Within Your Court

	Independent of other Locations/Buildings	Somewhat Dependent on Other Locations	Dependent on other Locations	Additional Information
IT staff		C		
Other court staff	C			
Cases (initiation, processing and disposition)	C			
Civil, Family Law, Probate Case Mgmt System	C			
Traffic Case Mgmt. System	C			
Criminal CMS	C			
Hr Mgt. System			C	
Fiscal Mgt. System		C		
Facilities Mgt. System				#4 Very dependent, although our Court does have a facilities Manager whom works with the County on facility projects/issues.
External agency reporting (DMV, DOJ)	C			

Telecommunications Survey Response

Question # 9B:

Characterize your Court's Relationship with your County

ALAMEDA - Current And Future PC Connections Within Your Court

Please list the number of PC connections in the various locations. Please provide STATISTICS / NUMBERS ONLY.

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	5	0	2	3	1	3	1	1	0	1
For court staff use (Incl. IT support staff)	184	62	101	64	58	59	47	34	29	30
Other (e.g. other justice agency staff)										

ALPINE - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	0									
For court staff use (Incl. IT support staff)	9									
Other (e.g. other justice agency staff)	0									
For public use	0									
For court staff use	1									
Other (e.g. other justice agency staff)	0									

BUTTE - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	4	1	0	0	0					
For court staff use (Incl. IT support staff)	105	16	5	37	5					
Other (e.g. other justice agency staff)	1	0	0	1	0					

CALAVERAS - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	0									
For court staff use (Incl. IT support staff)	28									
Other (e.g. other justice agency staff)	0									
	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use										
For court staff use (Incl. IT support staff)										
Other () e.g. other justice agency staff)	0									

MARIN - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	8									
For court staff use (Incl. IT support staff)	250									
Other (e.g. other justice agency staff)	2									

SACRAMENTO - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	4	7	2	0	0	0	0	0	0	0
For court staff use (Incl. IT support staff)	272	168	201	41	26	23	36	7	18	10
Other (e.g. other justice agency staff)	1									
	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	8	7	5	0	0	0	0	0	0	0
For court staff	300	185	221	45	29	25	40	8	20	10
Other	1									

SAN BERNARDINO - Current And Future PC Connections Within Your Court

San Bernardino County has 17 Locations 11 Districts the breakdown is as follows:

Central	400	Barstow	50	Rancho	250	Rancho Juvenile	30
Fontana	80	Redlands	40	Chino	30	Twin Peaks	25
Big Bear	30	Joshua Tree	40	Needles	30	Juvenile Central	50
Victorville	135	Juvenile Traffic	30				

Outside agencies that have access:

District Attorney	Police Departments	Central Collections	Register for Voters
Sheriff	Public Defender	Department of Justice	
Probation	County Counsel	DA Child Support	
Public Entities that request special permission (e.g. Disneyland)			

SAN DIEGO - Current And Future PC Connections Within Your Court

NO RESPONSE

SAN FRANCISCO - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	6	0	0	0						
For court staff use (Incl. IT support staff)	350	225	25	10						
Other (e.g. other justice agency staff)										

SAN MATEO - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	4	7	2	0	0	0	0	0	0	0
For court staff use (Incl. IT support staff)	272	168	201	41	26	23	36	7	18	10
Other (e.g. other justice agency staff)	1									

SANTA CLARA - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use										
For court staff (Incl. IT support staff)	215	87	173	79	41	53	88	27	42	118
Other staff										

SANTA CRUZ - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	0	0	0							
For court staff use (Incl. IT support staff)	50	4	3							
Other (e.g. other justice agency staff)										
	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	4	1	1							
For court staff	54	15	7							
Other										

SOLANO - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use										
For court staff use	215	87								
Other										

SONOMA - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	4									
For court staff use	190	25	10	5						
Other	10									
	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	4									
For court staff use	190	25	10	5						
Other	10									

TEHAMA - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	0	0	0							
For court staff use	12	3	4							
Other	0	0	0							
	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	1	1	1							
For court staff use	17	15	9							
Other	1	1	1							

VENTURA - Current And Future PC Connections Within Your Court

	Main Location	Branch 1	Branch 2	Branch 3	Branch 4	Branch 5	Branch 6	Branch 7	Branch 8	Branch 9
For public use	6	3								
For court staff use (Incl. IT support staff)	Approx. 500	Approx. 78								
Other (e.g. other justice agency staff)	0									

Telecommunications Survey Response

Question # 10

Other Statistics; # of Jurors And Calls

ALAMEDA - Annual Number Of Jurors And Calls

Not all courts have IVR today or you might have contracted the function to a private company. If you don't have IVR, do you intend installing one. If so what is the volume of calls you expect.

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	700,000	700,000
Number of calls per year into the IVR	N/A	TBD

ALPINE - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	400	
Number of calls per year into the IVR	0	

BUTTE - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	30,000	45,000
Number of calls per year into the IVR	unknown	unknown

CALAVERAS - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	This information is not available.	
Number of calls per year into the IVR	N/A IVR is not available.	

MARIN - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	37,909	28,288
Number of calls per year into the IVR	34, 000	34,500

SACRAMENTO - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	426,000	470,000
Number of calls per year into the IVR	N/A	728,000

SAN BERNARDINO - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	900,000	910,000
Number of calls per year into the IVR	Project is starting. IVR company is being selected in conjunction with Riverside County	

SAN DIEGO - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)		
Number of calls per year into the IVR		

SAN FRANCISCO - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	364,000	
Number of calls per year into the IVR	N/A	

SAN MATEO - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	162,000	165,000
Number of calls per year into the IVR		

SANTA CLARA - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	130,000	150,000
Number of calls per year into the IVR	N/A	500,000

SANTA CRUZ - Annual Number Of Jurors And Calls

Trial Court Requirements for a Telecommunications Architecture

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	71,897	80,000
Number of calls per year into the IVR	UNKNOWN	

SOLANO - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	182,000	200,000 +
Number of calls per year into the IVR	N/A	70,000 IVR 75,000 WEB

SONOMA - Annual Number of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	Summons 76,000	The number of juror summoned may need to be increased depending on how IVR extension affect the number of juror summoned.
Number of calls per year into the IVR	0	Estimated date for IVR is May 30

TEHAMA - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	2115(based on actual trials that went)	
Number of calls per year into the IVR	5500 (# of people actually summoned)	

VENTURA - Annual Number Of Jurors And Calls

	Current	Future
Number of jurors per year (gross, not the net numbers that get selected for trials)	43,300	The same as current amount
Number of calls per year into the IVR	No IVR at this time	20,000+

Telecommunications Survey Response

Question # 11

Information Sharing/Exchange

ALAMEDA - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Indicate the information shared/exchanged currently and those you propose to share/exchange in the future and the business reasons for sharing.

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate cases		
Traffic CMS cases		
Criminal cases		Integration with other justice agencies
HR information		
Fiscal information		
Facilities information		
Other information		

ALPINE - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate cases		
Traffic CMS cases		
Criminal cases		
HR information		
Fiscal information		
Facilities information		
Other information	Share Statistical JBSIS information with all.	

BUTTE - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate cases	Not shared on a routine basis, only upon specific inquiry	Public safety issues such as TROs, domestic violence, elder abuse petitions, etc.
Traffic CMS cases	Same as above	
Criminal cases	Same as above	
HR information	CTCC has a web sit hosted by Sutter Superior Court. The website is password protected and includes job descriptions and salary information for most member courts	Expanded use of website to include procedure manuals, policies, personnel rules & regulations, attorney opinions, etc. Could be used for sharing training materials, interview questions, promotional exams. Potential to tie several courts to centralized personnel and/or administration support center
Fiscal information	upon request	Great potential to share payroll, cost accounting, budget preparation and monitoring, purchasing/bids, etc. through a shared administration support center.
Facilities information	Not shared on a routine basis, only upon inquiry	
Other information	Upon inquiry	

CALAVERAS - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate	No information exchanged.	Obtain information about a family and services provided. Cross-reference probate to determine if actions may have been initiated in other jurisdictions.
Traffic CMS cases		Access to pending cases. Determine prior record. Current address information.
Criminal cases		Access to pending cases. Determine prior record. Current address information. Consideration of defendants prior performance on probation.
HR information	↓	Access to job descriptions and pay information for purposes of parity studies.
Fiscal information		None known for sharing between courts. However sharing with AOC for purposes of reporting information would be beneficial.
Facilities information		None known.
Other information		

MARIN - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate	Coordinated actions	Management of cases; consolidation, indexes, change of venue, statewide searches
Traffic CMS cases		Management of cases; consolidation; statewide searches
Criminal cases		Management of cases; consolidation, indexes, change of venue, statewide searches
HR information		Employee transfers, hiring, salary comparisons, job classifications, staffing levels; sharing of resources
Fiscal information		Budget sharing information
Facilities information		Conference sharing; site hosting; configuration/space comparisons
Other information	E-mail	E-mail

SACRAMENTO - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate	Coordinated actions	Management of cases; consolidation, indexes, change of venue, statewide searches
Traffic CMS cases		Management of cases; consolidation; statewide searches
Criminal cases		Management of cases; consolidation, indexes, change of venue, statewide searches
HR information		Employee transfer, hires, salary comparisons, job classifications, staffing levels; share resources
Fiscal information		Budget sharing information
Facilities information		Conference sharing; site hosting; configuration/space comparisons
Other information	E-mail	E-mail

SAN BERNADINO - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate	Calendars , Tentative rulings, indexes, judgments, writ info	
Traffic CMS cases	Dispositions	
Criminal cases	Search Terms, Probation terms, fines, fees, dispositions	
HR information		State Level??
Fiscal information		At the State Level only
Facilities information	Location, Direction, Hours of Service	
Other information		

SAN DIEGO - UNANSWERED

SAN FRANCISCO - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate	Defer to Mike Roddy	
Traffic CMS cases	Defer to Mike Roddy	
Criminal cases	Defer to Mike Roddy	
HR information	Share recruitment, announcements/ bulletins salary and benefit information.	
Fiscal information		Public access to budget, accounting info, on-line access for State, AOC audits
Facilities information		Centralized control and monitoring of facility needs.

SAN MATEO - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate	Manual and automated stats.	Fully automate stats using JBSIS as the basis.
Traffic CMS cases	Same as above	Same as above
Criminal cases	Same as above	Same as above.
HR information		
Fiscal information		
Facilities information		
Other information		

SANTA CLARA, SANTA CRUZ - UNANSWERED

SOLANO - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate	Being defined	Being defined
Traffic CMS cases		
Criminal cases		
HR information		
Fiscal information		
Facilities information	↓	↓
Other information		

SONOMA - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate	Family Support	Family Support
Traffic CMS cases	Law Enforcement and other Criminal Justice Agencies	Law Enforcement and other Criminal Justice Agencies
Criminal cases	Law Enforcement and other Criminal Justice Agencies	Law Enforcement and other Criminal Justice Agencies
HR information	None	None
Fiscal information	County	AOC
Facilities information	County	County and AOC
Other information		AOC

TEHAMA - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Civil, Family Law, Probate	None	Info on restraining orders, child custody, support issues
Traffic CMS cases		Dispositions, warrants
Criminal cases		Warrants, dispositions & prior convictions
HR information		Posting of positions, salary classifications
Fiscal information		
Facilities information		
Other information		

VENTURA - Describe The Purpose Of Sharing/Exchange Of The Following Information Between Courts

Type of Information	Current/Purpose	Future/Purpose
Civil, Family Law, Probate cases	None at this time	Currently working with Los Angeles County Superior Court in creating a Civil database management system -By joint efforts this will reduce the costs involved and will avoid “re-inventing the wheel” as well as allowing us to share information - One of SCTG’s objectives is to facilitate the sharing of case information with each court
Traffic CMS cases	None at this time	One of SCTG’s objectives is to facilitate the sharing of case information with each court. This may allow clients to obtain case information from other counties from any court in the region
Criminal cases	None at this time	One of SCTG’s objectives is to facilitate the sharing of case information with each court. This may allow clients to obtain case information from other counties from any court in the region
HR information	None at this time	None at this time
Fiscal information	None at this time	None at this time
Facilities information	None at this time	None at this time
Other information	None at this time	None at this time

APPENDIX B

Total Filings Fiscal Year 1999–00 by County

Trial Court Requirements for a Telecommunications Architecture

COUNTY	Civil	Family	Felony	Juv.Del.	Juv. Dep.	Mental Health	Misd. & Infr.*	Probate	Small Claims	Appeals	Criminal Habeas Corpus**
STATEWIDE	998,803	156,078	238,685	93,649	40,672	7,671	6,607,377	50,750	320,650	14,562	5,509
GROUP A - SMALL	Civil	Family	Felony	Juv.Del.	Juv. Dep.	Mental Health	Misd. & Infr.*	Probate	Small Claims	Appeals	Criminal Habeas Corpus**
ALPINE	46	2	55	9	(i) 4	0	1,701	4	12	0	—
AMADOR	1,062	209	247	94	17	6	7,104	86	265	0	39
BUTTE	7,936	1,179	1,572	1,157	432	19	31,772	627	1,487	76	6
CALAVERAS	1,324	307	159	100	60	—	4,925	103	278	15	3
COLUSA	560	93	262	141	13	3	11,838	57	90	4	2
DEL NORTE	1,360	105	446	277	51	2	8,206	56	117	5	104
EL DORADO	3,986	721	851	656	44	—	21,502	252	1,689	40	16
GLENN	(i) 50	(i)	(i) 80	—	(i)	(i)	(i) 2,245	(i)	(i) 37	-	(i)
HUMBOLDT	4,976	741	1,002	324	83	49	19,611	389	1,128	15	86
IMPERIAL	4,186	505	950	592	276	17	48,364	184	1,112	28	80
INYO	618	310	203	192	21	1	13,660	45	158	5	0
KINGS	4,869	674	1,398	528	157	21	26,744	142	617	32	586
LAKE	2,725	341	614	301	96	24	10,470	196	390	22	81
LASSEN	1,116	174	348	202	39	—	9,716	69	213	1	79
MADERA	3,981	501	1,826	1,175	449	26	23,327	214	874	48	25
MARIPOSA	477	75	155	68	26	12	1,351	46	74	6	5
MENDOCINO	(i) 1,028	(i) 98	(i) 702	—	(i)	33	(i) 15,210	(i) 109	(i) 341	-	27
MERCED	8,155	836	2,779	863	226	1	49,325	339	2,004	64	31
MODOC	492	75	148	43	12	4	2,371	45	92	9	2
MONO	281	45	140	28	6	1	5,707	31	133	5	1
NAPA	3,089	580	974	374	63	23	20,793	268	604	39	40
NEVADA	2,764	511	611	292	48	17	22,520	226	868	71	8
PLUMAS	784	104	235	169	35	—	5,932	55	170	3	2
SAN BENITO	1,415	338	402	101	15	3	7,472	64	888	0	2
SIERRA	120	14	27	21	2	—	1,076	12	6	1	1
SISKIYOU	1,865	285	584	399	16	—	20,257	135	291	2	8
SUTTER	3,492	474	1,155	259	153	17	15,388	197	748	36	23
TEHAMA	2,320	347	637	355	74	0	20,438	177	690	17	4
TRINITY	—	—	—	—	—	—	—	—	—	0	—
TUOLUMNE	2,111	323	359	136	64	36	8,070	132	553	13	30

Trial Court Requirements for a Telecommunications Architecture

YOLO	4,731	833	2,571	342	185	10	32,512	217	825	13	4
YUBA	3,024	351	851	227	153	63	9,672	137	333	12	11

GROUP B – MEDIUM	Civil	Family	Felony	Juv.Del.	Juv. Dep.	Mental Health	Misd. & Infr.*	Probate	Small Claims	Appeals	Criminal Habeas Corpus**
CONTRA COSTA	27,806	4,312	4,438	—	1,217	551	168,673	1,346	6,949	277	110
FRESNO	28,819	3,968	10,717	3,205	1,128	94	134,008	1,170	8,073	252	255
KERN	24,728	3,461	5,808	2,137	1,186	320	140,987	884	4,866	188	267
MARIN	6,356	1,078	1,091	844	65	182	47,251	572	1,493	248	6
MONTEREY	10,889	1,571	2,241	1,009	129	128	78,978	547	2,268	83	262
PLACER	7,675	1,338	1,635	840	471	87	50,383	291	1,924	55	5
SAN JOAQUIN	34,946	2847	4,715	1,757	814	245	113,140	1,232	7,060	246	160
SAN LUIS OBISPO	5,950	1176	1,409	584	172	544	53,386	402	1,781	90	29
SAN MATEO	(i) 13,948	3,055	2,943	4,554	571	141	133,209	1,227	4,174	110	89
SANTA BARBARA	10,356	1,653	2,269	1,693	196	129	92,002	676	3,024	174	109
SANTA CRUZ	5,960	1,082	2,077	673	240	2	44,492	483	1,774	81	12
SHASTA	8,397	1,133	2,186	1,283	236	117	32,121	398	1,864	56	37
SOLANO	13,790	4,794	3,292	1,458	139	53	76,530	612	2,725	157	250
SONOMA	13,143	2,326	2,933	2,139	271	570	77,487	912	2,813	185	1
STANISLAUS	17,195	2,162	5,123	1,593	279	214	30,783	573	4,646	150	4
TULARE	16,677	2,008	3,882	2,103	308	10	62,668	419	2,772	87	21
VENTURA	20,345	3,806	2,562	2,413	436	11	144,028	1,148	7,055	358	79

GROUP C - LARGE	Civil	Family	Felony	Juv.Del.	Juv. Dep.	Mental Health	Misd. & Infr.*	Probate	Small Claims	Appeals	Criminal Habeas Corpus**
ALAMEDA	46,071	6,013	10,427	3,120	1,227	77	296,467	2,928	13,397	720	165
ORANGE	85,663	12,274	13,784	6,228	2,267	1,624	551,868	1,796	31,021	1,333	189
RIVERSIDE	60,448	7,588	13,090	4,300	2,679	396	270,958	2,482	16,199	421	201
SACRAMENTO	50,903	7,423	11,191	4,037	2,021	121	(i) 84,783	1,662	11,353	546	466
SAN BERNARDINO	73,545	8,444	15,467	5,925	3,520	105	319,909	2,105	17,911	620	258
SAN DIEGO	92,516	14,716	17,364	4,869	2,560	446	525,536	3,966	26,895	1,506	463
SAN FRANCISCO	28,809	3,076	7,558	1,481	866	96	158,876	2,638	5,661	484	161
SANTA CLARA	42,012	7,072	12,223	2,548	1,275	161	311,608	2,670	9,892	363	424

GROUP D - EXTRA LARGE	Civil	Family	Felony	Juv.Del.	Juv. Dep.	Mental Health	Misd. & Infr.*	Probate	Small Claims	Appeals	Criminal Habeas Corpus**
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Trial Court Requirements for a Telecommunications Architecture

LOS ANGELES	383,741	36,551	55,917	23,431	13,579	859	2,127,967	12,997	105,973	5,190	180
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* does not include parking

** does not include mental health habeas corpus