

ALAMEDA

Population: 1,573,254 • Authorized Judges: 73 • Staff: 635.6 FTE
Civil Filings: 24,385 • Criminal Filings: 240,885 • Family/Juvenile Filings: 14,601 • Other Filings: 3,103

OPERATIONAL CHALLENGES

Ensure court clerks are available when and how people need them.

- **Clerk's Office closed after 2:30 (we need to process filings and prepare documents for court).**
- **Customer wait times have increased to an hour or more.**
- **Regressed from "universal filing" by limiting which case types can be filed at which courthouses.**

Protect families with emergency orders and restore family stability with mediated custody agreements.

- **255 family law judgments waiting for review (individuals are waiting at least 10 weeks).**
- **Family law hearings are set 6-8 weeks (about 2 months) out.**
- **2-month backlog in family law findings and orders after hearing.**

Reduce wait time for sealing/expunging criminal records to help people get jobs and to protect privacy.

- **Over 2100 orders (1-plus week) behind in entering minute orders.**
- **Over 1400 juvenile documents (3-4 weeks) awaiting processing.**

Reduce wait time for businesses and individuals to get money owed in civil disputes.

- **2-week backlog to open mail (500 documents unprocessed).**
- **4-6 weeks of civil judgments waiting for review.**
- **Over 2 weeks delay serving customer requests (for records, files and copies).**

Ensure that all court users have access to safe, secure courthouses.

- **Sheriff's Office funding deficit resulting in lack of sufficient deputies in some courthouses.**
- **To adequately staff courthouse with most volatile case types and the most self-represented litigants, had to reduce the number of deputies available to criminal courtrooms, limiting trials and slowing calendars.**

Help more self-represented litigants in family and housing cases at the Self Help/Facilitator's office.

- **Self-help services available only 3½ hours per day (8:30 to 12:00) at one courthouse.**
- **Insufficient staff to meet with individuals and answer phones (during afternoons staff are running workshops).**

PRIORITIES FOR REINVESTMENT

Assuming an additional investment in operations funds, we intend to...

- Hire additional clerks, which will allow us to keep clerk's offices open until 4 p.m., eliminate backlogs, and cross-train so as to return to universal filing.
- Enhance security of courthouses, particularly the Hayward Hall of Justice.
- Add additional staff to the Self-Help Center to expand services to more court users.