

RIVERSIDE

Population: 2,389,723 • Authorized Judges: 71 • Staff: 1,064 FTE

Civil Filings: 43,204 • Criminal / Traffic Filings: 345,357 • Family/Juvenile Filings: 27,793 • Other Filings: 2,781

OPERATIONAL CHALLENGES

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

- **Insufficient staff resources to answer telephone calls and provide services at public counters**
- **Average dropped call rate of 50 percent.**

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

- **Self-help centers are in a state of crisis: inadequate grant funding and state funding leaves centers overtaxed.**
- **Customers can face hour long waits as insufficient staff must juggle emergency walk ins and courtroom referrals.**

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

- **Family law hearings are generally set out 60 days from filing.**
- **Attorneys and litigants file more emergency hearings in an attempt to gain access to justice, further clogging already backlogged calendars.**
- **Mediation department are not fully staffed and appointments must be set over 60 days out.**

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

- **Additional workload due to Proposition 47, 57, 63 and 64 continues to weigh on the court.**
- **There are significant delays in the processing of Department of Motor Vehicles and Department of Justice exception reports.**

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

- **Two to three month delay in processing judgments for unlimited civil cases.**

Restore local court services and reopen courtrooms.

- **Calendars must be constantly moved around the county to courthouses with available resources, causing uncertainty and forcing many litigants to travel to obtain services.**

PRIORITIES FOR REINVESTMENT

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

- Continuing expansion of a countywide call system that represents all areas of law in order to minimize the high number of missed calls from the public.
- Expanding courtroom staffing for two new courtrooms.
- Restoring public service hours from 4:00 p.m. to 5:00 p.m. Monday through Friday.
- Restoring previously reduced court services to the citizens of Corona and Blythe.
- Expanding staffing in order to: comply with statutorily mandated timeframes for probate investigations and family court mediation reports; process mandated reports to DMV/DOJ; handle additional workload due to statutory changes; and ensure judgments are completed in a timely manner.
- Continuing to develop and implement technologies such as queuing systems, interactive kiosks, automated forms completion, and remote courtroom appearance technology to assist in the provisioning of services to the public.
- Expanding self-help services in Palm Springs and Banning.