

EL DORADO

Population: 182,404 • Authorized Judges: 8 • Staff: 71 FTE

Civil Filings: 2,472 • Criminal Filings: 17,077 • Family/Juvenile Filings: 2,487 • Other Filings: 427

OPERATIONAL CHALLENGES

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

- **Clerk's office windows close at 3:00 pm and clerk's office phone services end at 1:00 pm daily.**
- **If a clerk is absent, the clerk's office may be closed over the lunch hour if there is no back-up.**
- **Delays and return visits are increasing because we cannot serve everyone every day.**

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

- **6-7-week delay for child custody recommending counseling sessions.**
- **2-plus month delay for child custody and visitation hearings.**

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

- **Reduced self-help funding means less self-help service to our communities.**
- **Self-help services are not provided on a daily basis for all case types due to limited funding.**
- **The self-help center must close if staff is out because there is no back-up.**
- **Many self-represented litigants are already turned away daily.**

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

- **9 to 10-month delay for motions for summary judgment and demurrer.**
- **70-day delay for scheduling small claims.**

Restore local court services and reopen courtrooms.

- **Small claims are only heard every other week so the backlog is tremendous.**

PRIORITIES FOR REINVESTMENT

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

- Build and implement a Court Case Management System Public Access Interface to enhance transparency and access to court information through the availability of an online self-service portal.
- Hire one FTE Court Clerk, one FTE Fiscal Tech one FTE Court Supervisor, and fill vacant Court Clerk FTE positions, to support operations, fiscal, implementation of new case management system and extend clerk office window and phone service hours (Bilingual staff preferable). The nature of employment available to El Dorado residents often does not allow for them to obtain service with the court's current operational hours. Extending court clerk's office hours and phone hours will allow us to better serve our community.
- With additional Court Clerk staff the court can obtain assigned judges and place them in vacant hearing rooms in order to address backlogs in civil motions and trials and in small claims.
- Hire one FTE Family Law Facilitator/Self-Help Attorney, bilingual preferable, to serve additional self-represented litigants daily and to provide backup coverage when other staff is out at both our South Lake Tahoe facility and our Placerville facility. El Dorado has a large Spanish speaking population and is a resort area that has been impacted by severe housing shortage and economic conditions.