

SUPERIOR COURT OF CALIFORNIA COUNTY OF SAN BERNARDINO

ANNUAL REPORT 2023



WELCOME FROM THE PRESIDING
JUDGE & COURT EXECUTIVE
OFFICER

TRANSFORMING THE COURT USER'S EXPERIENCE

REACHING OUR STUDENTS, NEIGHBORS, AND COMMUNITIES BECOMING AN EMPLOYER OF CHOICE

MESSAGE FROM THE INCOMING PRESIDING IUDGF

Table of Contents

I. WELCOME

O3 Message From Presiding Judge And Court Executive Officer

. 05	ANSFORMING THE COURT EXPERIENCE	
New Judges	6	
Courtroom Expansion	1	
g A Future-Ready Court	8 Building	
Digital Court Highlights	9 Di	
Self-Help Services	2	
uage Access Expansion	4 Langu	
For The Juror	6	

15	III. REACHING THE COMMUNITY	III. REA
Court Services in the Community	18	18
Community Connections and Outreach	21	21
Restoring Services to Needles	23	23

IV. EMPOWERING A PRODUCTIVE WORKFORCE

26 Empowering a Productive Workforce

28 Enriching the Bench



29	V. LOOKING FORWARD
Need for Sustainable Funding	30
Judicial Need	31
Data Driven Decisions	32
Strategic Plan	33
A Message From Presiding Judge Rogan	34
35	VI. APPENDIX
Court Locations and Services	36

OUR COUNTY, YOUR COURT

We are diverse. We are growing. Geographically, San Bernardino's communities are separated by mountain and desert landscapes and filled in between with metropolitan spaces that are home to the majority of our 2 million residents. Almost half of our households speak a language other than English at home. The court's 13 court

locations and 1300 staff and judicial officers processed the nearly 260,000 cases that were filed with the court in 2023. Despite a deficit of 28 judges and lacking the facilities to accommodate future growth, the court continues to utilize new funding to innovate and expand access to meet the justice needs of the county.



A JOINT MESSAGE FROM PRESIDING JUDGE R. GLENN YABUNO AND COURT EXECUTIVE OFFICER ANABEL Z. ROMERO

Each year, the court presents this annual report as the summary of its impact to the residents of San Bernardino. Our region has grown to more than 2 million constituents dispersed over a geographic area that covers more than one tenth of California. The milestones of 2023, notably having received funding that reaches 95% of our actual budgetary need, are juxtaposed to the ongoing challenges of limited space, the need for stable funding, and a significant lack of judgeships.

It is our hope that the following pages convey the court's commitment to preserve and protect the rights of each court user and to effect fair resolutions of all disputes brought to the court. In 2023, we continued to **transform the court user's experience**, leveraging innovation and technology to bridge logistical obstacles and "bring the

right services to the right places." Simultaneously, we **expanded and improved our facilities**, providing additional courtrooms and upgraded technology county wide. To support the infrastructure on which these justice services are possible, the court focused on **cultivating the most capable**, **customer service-oriented workforce**. By filling vacancies and recruiting highly competent, motivated candidates to join more than 1,200 staff and more than 100 judicial officers, all of whom serve as the foundation of the court's successes, we continue to strive to meet the needs of San Bernardino County.

We are truly privileged to serve the community alongside our judicial officers and staff and wish to convey our gratitude for their commitment and dedication to the justice needs of our county.



R. Glenn Yabuno Presiding Judge 2022-2023



Anabel Z. Romero
Court Executive Officer

TRANSFORMING THE COURT EXPERIENCE

With the landmark funding, the priority for investment was focused on putting the right services in the right places - for the public and community.

MORE JUDGES TO MEET OUR CASELOAD NEED

NEW APPOINTMENTS

SBSC added an unprecedented **14 Judges** appointed by the Governor in 2023 by **filling vacancies and new judgeship positions**. **Four Commissioners** were also added to the bench bringing a total of 102 Judicial Officers to the court. The court's **Judicial Mentorship Program**, first launched in 2019, pairs new judicial officers with volunteer tenured colleagues for a one-year program designed to ensure that judicial officers have the support and information that they

need to be successful and effective in the courtroom during their onboarding and periods of transition. This goal is achieved by matching mentees with mentors who possess the relevant knowledge and experience. With this program in place and administered by our **Judicial Administrative Services** unit, the court was prepared to receive these unexpected but welcome additional judicial officers.

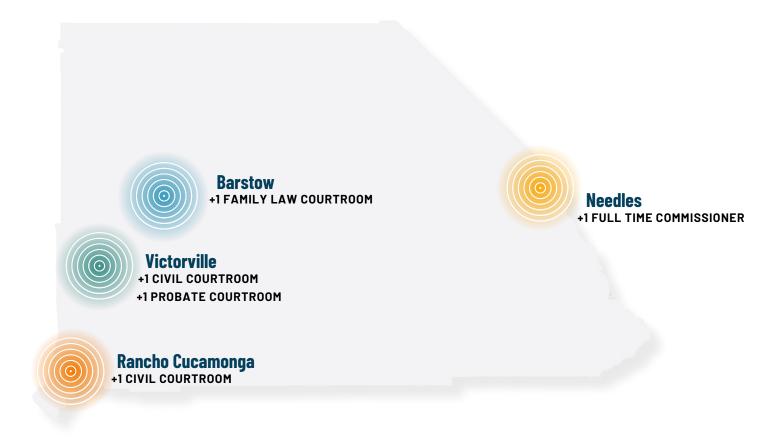


2023 Full Bench Photo Reflects the Diversity of the Community We Serve

BRINGING CASE TYPES BACK TO COMMUNITIES

After a decade of consolidating case types to specific courthouses and closing courtrooms due to limited budgetary resources, in 2023 **SBSC was able to add and restore courtrooms** for various case types throughout the county, allowing impacted court users to file or have their

matter heard closer to home. Emphasis was focused on restoring services to the high desert. These additional courtrooms also help expedite the time between filing and hearings by reducing caseloads for judges and time to trial.



BUILDING A FUTURE READY COURT

In alignment with the Strategic Plan, expanding access to justice by employing cost-effective technology solutions continues to be a key focus for the court. Doing so provides positive impacts to our community by increasing services that can be accessed remotely and minimize on-site visits for court service. From electronic filing developments and enhanced portals to hardware upgrades and installations, the additional technological innovations in 2023 continued to improve the court experience, whether it be from inside our courthouses or the convenience of a mobile phone. These advancements remove on-going barriers commonly associated with a county of our geographic size, including challenges with transportation and other community needs.





DIGITAL COURT 2023 HIGHLIGHTS

ELECTRONIC FILING EXPANDS

One of the largest technology initiatives in 2023 was the deployment of **eFiling**. These electronic submission options **allow attorneys and the public to file documents and pay fees electronically 24 hours a day without having to come to court**. The Court deployed eFiling using a phased approach by case type, implementing Probate first, followed by Small Claims, Civil, and Eviction filings. The next eFile case type slated for deployment will be Family Law, anticipated in early 2024. Upcoming efforts will prioritize stabilizing eFile while continuing to enhance the user experience.

MAY - DEC 2023 EFILING IN NUMBERS

38,893
TOTAL EFILINGS

18,413

6,724

6,919

CHILD SUPPORT

EVICTIONS

5,007
PROBATE

1,830 SMALL CLAIMS



- eFile Probate Launched March 20
- eFile Small Claims May 8
- eFile Civil & Landlord Tenant October 2
- eFile Family Law Spring 2024
- FileSubmit launched July for electronic submissions of various case types, electronic case payments, and for all fax filings as a temporary bridge to eFiling
- Online Filing and Remote Appearance Options for Domestic Violence / Gun Violence Restraining Orders July 26

DIGITAL COURT 2023 HIGHLIGHTS

ONLINE PORTAL IMPROVEMENTS

Online portal improvements removed inefficiencies in providing information to court users. Deployed in 2022 to provide case information online, the **Court Access Portal (CAP)** provides convenient access to case files for the public.

COURT ACCESS PORTAL (CAP)



- Name Search Fees eliminated
- 40 enhancements deployed to improve user experience including mobile adapted modifications to the interface.
- CAP "Kiosk" deployed on courthouse self-service computers.
- Probate Notes deployed, allowing litigants to view notes within specified time frame.

Internally developed and launched in 2022 using the Trial Court Modernization Grant Funding from the Judicial Council, **Scripta** provided an improved experience for judges to electronically access case files.

SCRIPTA DIGITAL JUDICIAL TOOL



- Criminal Go Live 2/22/23, adding to Civil, Small Claims, Landlord-Tenant, Family Law, and Probate
- o 97 enhancements deployed to date
- Began integration with the Juvenile Case Management System "JNET"

DIGITAL COURT 2023 HIGHLIGHTS

COURTROOM TECHNOLOGY UPGRADES

Courtroom Audio/Visual Equipment upgrades to all courtrooms began in 2023 and are scheduled for completion in 2024. These upgrades provide for systems that support in-court proceedings as well as the



Multimedia control panels control room displays and audio/visual equipment inputs from counsel tables.



Large room displays improve visibilty and facilitate multimedia exhibits and presentations

technology required for remote proceedings and **Video Remote Interpreting (VRI)**, which prevent delays when parties or witnesses are unable to appear in-person.

53,029 Remote Proceedings in 2023

33 VRI used in 2023

VRI Setup For Court Users Allowing Fully Interactive Remote Interpreter Services



SELF-HELP SERVICES

The Self-Help Resource Centers in San Bernardino, Fontana, Victorville, Barstow, Needles, and Joshua Tree assisted 62,930 self-represented litigants (FY'22-'23) with services that provide procedural legal information regarding family law, guardianship, child support, small claims, and landlord tenant matters. Self-Help Services continued to expand; in January, Self-Help Services returned to the Needles Courthouse and additional expansion included participation at Collaborative Court Events such as Shelter Court for homeless litigants and the "Stand Down" event which provided veteran's services. For litigants unable to attain services in person, online services via the Direct Access to Self-Help (DASH) Portal served more than 4,000 additional litigants.

In 2024, Self-Help anticipates further expansion of services by: adding days of inperson services in Joshua Tree, Needles, and Big Bear; introducing limited probate services and criminal expungement assistance at various centers; and adding Family Law Facilitator Services in both Fontana and Victorville.

FY 2022-2023 IN NUMBERS

30,319 28,435

INTERACTIONS

IN-PERSON INTAKES



Proposed signage announcing Self-Help Services expansion in 2024

SELF-HELP SERVICES

The **Direct Access to Self-Help (DASH)** online portal provides services to those who are unable to appear in person during normal business hours. These services help fill the self-help needs of our geographically vast county.

4,176

DASH SERVICE
REQUESTS IN 2023

28,892
ACTIVE CUSTOMER ACCOUNTS
SINCE 2020 LAUNCH

29%
PERCENTAGE OF ACCOUNTS
FROM OUTSIDE SB COUNTY

"Even when the court is closed, Self-Help Services online is not."

Salvador Reynoso, Self-Help Managing Attorney





Counties of residence of DASH users outside of San Bernardino, sized relatively according to percentage of users since 2020 launch (based on identifiable zip codes volunteered by users)

LANGUAGE ACCESS EXPANSION



Languages Served in 2023 sized according to percentage utilized

After Spanish, Mandarin is the next most-requested spoken language for interpreter services at our court.

Over 42 percent of San Bernardino County's population speak a language other than English at home. In accomplishing the court's mission of providing equal access to justice to our community, **court interpreters are an essential component to removing language barriers** for limited-English proficient (LEP) court users and their understanding of the judicial process.

Interpreter Services became a court-wide division in 2023. Led by our Interpreter Services Manager and supported by a Court Services Supervisor to oversee the work of 47 employees and 2 Court Services Coordinators, assignment coverage was arranged by working with upwards of 70 individual contractors in regular use.

LANGUAGE ACCESS EXPANSION



Interpreters are available at no cost. Ask court staff.

County of San Bernard Interpreter Servi www.ab-court. Traditional Chinese

2023 IN NUMBERS

28,000+

40

45

2

PROCEEDINGS USING INTERPRETER SERVICES

LANGUAGES SERVED SINCE 2022

SPANISH INTERPRETERS MANDARIN INTERPRETERS

Over 28,000 proceedings had the assistance of interpreters in 2023, which is an overall growth of about $12\,\%$ as compared to 2022.

Interpreter services were expanded and made available to all Civil and Small Claims courtroom proceedings. With this expansion, court interpreters became available for all courtroom proceedings in all case types countywide, resulting in an additional 500 proceedings utilizing interpreters in fifteen additional languages.

Video Remote Interpreting expanded to **Needles** in 2023. A total of **33 cases utilized VRI in 2023**, which includes Joshua Tree and Barstow. This saved the court \$12,000 in travel costs, 9,000 miles, and 150 hours of travel.

SBSC's long-term goal of court-wide language access was realized thanks to the 2022 Budget Act which provided new and ongoing funding. This was also a result of continued partnership and investment from the Judicial Council and state legislators.

FOR THE JUROR

In alignment with the California Legislature's aim to **improve the juror experience**, promote juror diversity, and encourage participation in jury service, the court

began providing round trip mileage reimbursements and bus passes funded by the state, plus created a streamlined jury questionnaire process in 2023.

2023 IN NUMBERS

912,408
JURORS SUMMONED

357 SWORN JURIES FOR TRIAL 1,513 PANELS CREATED

\$264K
IN MILEAGE
REIMBURSEMENTS

BUS PASSES

JURYASSEN



Posted throughout the courthouses, the mandatory Jury Questionnaire was made available by QR Code to expedite processing, allowing prospective jurors to complete the questionnaire while waiting in line for check in.

TRANSFORMING THE COURT EXPERIENCE | Reaching Our Neighbors, Students, and Communities | Becoming an Employer of Chou

II. COMMUNITY OUTREACH

Services Beyond the Courthouse

COURT SERVICES IN THE COMMUNITY

In efforts to promote public trust and confidence as the impartial third branch of government, the court engages in many opportunities to connect with the community. From providing onsite court services to indigent litigants to welcoming elementary students for a day to learn about the justice system, the court is able to serve the communal needs for justice.



Commissioner Gilbert Congratulates a Veteran's Treatment Court Graduate

COLLABORATIVE COURTS

Collaborative treatment courts, also known as problem-solving courts, focus on individuals with recidivism into the criminal justice system and have an extensive history of negative criminal behaviors directly influenced by either their mental health symptoms, substance abuse or both.

The purpose of the court is to deal with the crime in a way that focuses on the person's need for help rather than the criminal behavior. In these specialty programs, we provide judicial supervision with rigorously monitored rehabilitation and community based treatment in lieu of incarceration. The Court is one part of the team of local justice partners that collaborate to provide oversight. Some of the focus programs include: Adult and Juvenile Drug Courts, Adult and Juvenile Mental Health Courts, Veterans Treatment Court, GIRLS Court and Shelter Court.



PARTICIPANTS COMPLETED A COLLABORATIVE TREATMENT COURT IN 2023



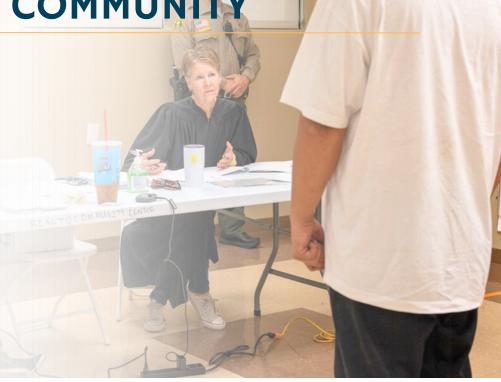
Commissioner Halgrimson's bench host participants in the Adult Treatment Court Program

COURT SERVICES IN THE COMMUNITY

SHELTER COURT

Established in 2017, Shelter Court aims to improve efficiency in judicial proceedings, match services to offenders, and build bridges between public and private agencies that serve homeless and transient offenders. Many homeless or transient individuals want to rejoin society and work. However, to gain employment they need a driver's license or to resolve open warrants and/or criminal cases and open citations.

Judge Uhler and her mobile courtroom traveled to community events from the West Valley to the High Desert accompanied by the court's Self-Help Department to provide additional services.



Makeshift Courtroom at Shelter Court Event



Justice Partners involved with Court Staff

500 +

CASES RESOLVED 5%

INCREASE IN SERVICES FROM 2022

COURT SERVICES IN THE COMMUNITY

3RD ANNUAL VETERANS STAND-DOWN AND HOMELESS OUTREACH RESOURCE EVENT

The Veterans Stand-Down and Homeless Outreach Resource Event was held on October 11th in collaboration with various agency partners, including the Superior Court's Shelter Court and the Veterans Treatment Court. This event is intended to promote equitable access to court services that veterans and unhoused citizens may not otherwise have access to. This year, over 200 cases were dismissed and/or reduced, which allowed community members access to child support assistance, drivers licenses, employment, housing, linkage to legal aid, and behavioral health services. Events such as these strengthen the relationship between the court and our community.



Commissioner Halgrimson holds Veteran's Court



Treatment Court Coordinator Laura Martinez



Judge Uhler on the "Bench"



A tennis court was the courtroom for the event

COMMUNITY CONNECTIONS

CONNECTING WITH STUDENTS

Law Day is an annual event the court holds to **connect with students from our communities** and explain the legal system from the perspective of the court. Over the course of the month of May, 14 events were held across the county for students from elementary schools to adult schools. The theme of this year's law day was **Civics, Civility, and Collaboration**, and students had the opportunity to learn both virtually and in person from a range of court faculty and our justice departments. Law Day 2023 proved to be the biggest law day yet, with over **1200 students reached**.





LEGISLATIVE DAY 2023

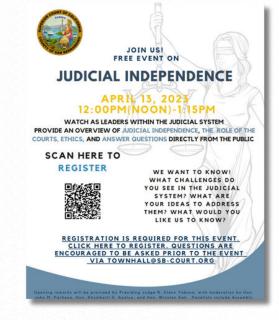
This year the court held our first **Legislative Outreach Event**. This event was held at both the Victorville Courthouse and the San Bernardino Justice Center, and was intended to communicate the state of the court with our legislators. The event was considered a great success, **hosting 21 legislative guests**. The Court looks forward to having more legislative events to foster our relationship with the legislative branch.

Left Above: Guests touring the Historic courthouse for the Valley Event Left Below: Victorville's event hosted High Desert representatives

COMMUNITY OUTREACH

COMMITTED TO SAN BERNARDINO

The court continued its efforts to promote fairness and access to justice in the court system and to reshape our approaches, as well as the court environment, to foster a justice system that upholds public trust and confidence. The **Outreach Committee** and the **Elimination of Bias Committee** are led by Judicial Officers and host town halls for community leaders and justice partners to discuss important issues. In 2023, the topic of Judicial Independence was featured, focusing on keeping the judicial branch free from external pressures. The **Diversity and Inclusion Committee** is a staff driven committee created to ensure our culture is one of understanding, inclusion, and valuing of all of our differences while leveraging and promoting strengths of a diverse workforce. Members visited court locations in the fall of 2023 as part of the year's campaign to bring awareness of the group's mission and to enrich court staff's understanding of the demography of San Bernardino County.



PILOT INTERNSHIP / EXTERNSHIP PROGRAM

The **Judicial Internship / Externship pilot** was designed to partner with local colleges and universities to develop a pipeline to careers in the Court and our local legal community, increase public access and confidence in our Court, and give judicial officers a unique opportunity to give back to the community. The pilot launched in the winter of 2023 with anticipation of the program hosting its first students in the summer of 2024.



Our career fair table introducing the Pilot Program

RESTORING SERVICES TO NEEDLES

NEEDLES MULTI-PHASED REOPENING

The installment of Commissioner Eisler in November as a full-time bench officer completed the SBSC's multi-phased approach to restore court services to the residents of Needles and the surrounding areas. The first phase in January 2023 restored full-time clerk's office staff that allowed court users to access additional court services. The second phase in March allowed litigants from all case types to appear in person for court hearings with a judicial officer presiding remotely. This third and final phase, with a judicial officer dedicated to hearing Needles cases, has been made possible through new, permanent funding, along with judicial appointments made by the Governor of California.



Needles Mayor Janet Jernigan and Presiding Judge R. Glenn Yabuno at the Ceremonial Ribbon Cutting in January 2023



Commissioner Eisler was sworn in October 2023

III. EMPOWERING A PRODUCTIVE WORKFORCE

Establishing the court as an Employer of Choice.

EMPOWERING A PRODUCTIVE WORKFORCE

HUMAN RESOURCES

Behind the services the court provides to the public are the nearly 1,200 staff members who drive and support the judicial officers and daily operations of the court. They offer expertise in customer service, legal processing, technology, finance, data analytics, behavioral health, and other fields. Managing a dynamic post-pandedmic workforce that is reflective of the community it serves required strategies to ensure that the ideal candidates are filling vacancies from new positions, retirements, promotions, and the typical employment cycles of a large organization. Human Resources (HR) spent 2023 deploying new recruitment methods including billboards and social media, as well as employing previously successful strategies such as job -specific hiring fairs and partnering with staffing agencies for leadership positions.

2023 IN NUMBERS

170 NEW HIRES 106
PROMOTIONS

5 CAREER FAIRS

1,296
ONLINE ADS



Recruitments now display on 5 billboards throughout the Inland Empire



Job fairs help highlight careers beyond the legal field

DEVELOPING A STRONG WORKFORCE

TRAINING

From within Human Resources, the **Training and Development Team** balanced compliance with required trainings with providing growth and enrichment opportunities. Leveraging the new learning management system, the team finalized an **official catalog of 46 courses**, covering Litigation Specific, Professional Development, Leadership Development, or Compliance courses both in-person and online. Through these trainings, **learners discover how their continued development positively impacts colleagues and the community they serve**, and how improving their skills and competencies builds public esteem and confidence in the court.

WELLNESS

Supported by the court's own Licensed Mental Health Professional staff, HR launched "Time for You.", a campaign focused on self-care and well-being. Kicking-off with a court-wide tour of all districts, the campaign featured the resources created, including wellness workshops, videos, a podcast, and a dedicated website. The campaign reflects the court's commitment to being an employer of choice and providing staff with the tools to maintain a healthy work life balance.

646

ATTENEDED IN PERSON SOFT SKILLS TRAININGS

404

ATTENEDED IN PERSON CASE SPECIFIC TRAININGS

46

COURSES IN CATALOG





The court's Judicial Administration Services facilitates a wealth of internally procured educational opportunities for judicial officers (JO) to complement the mandated trainings provided externally. Consisting of faculty and instructors from within San Bernardino and partnering county Superior Courts, these trainings provide new and tenured judicial officers opportunities to develop and refine their skills and knowledge from the valuable lessons taught by peers who are experts or experienced in a particular field. **Two Annual Meetings** bring all judicial officers together for additional topical trainings from guests speakers and team building exercises.

Onboarding, Mentoring, & Networking

New judicial officers are initiated for success with the **Onboarding Learning Track**, featuring **New Judge Orientation**, initiation into the **Judicial Mentor Program**, and **technical training** such as the instructional course for **SCRIPTA**, the court's internally developed case management tool for judicial officers. The **Judicial Mentor Program** pairs new judicial officers with tenured mentors for one year in order to facilitate a smooth transition into their roles. Mentors are also available for existing JO's transferring case types.

Judicial Essentials

Featuring peer instructors from within SBSC, the **Judicial Essentials** series consists of five courses for JO's that are focused on topics selected internally: Court Governance, Relationship with Personnel, Magistrate Duty, Judicial Independence, Self-Representative Litigants, and Making a Record.

2023 IN NUMBERS

37

AVG JO'S PER JUDICIAL ESSENTIALS CLASS 18

TOTAL JO'S IN THE JUDICIAL MENTOR PROGRAM

24

39

COURTROOMS TRAINED TO HOST REMOTE PROCEEDINGS

JO'S IN THE ONBOARDING PROGRAM

IV. LOOKING FORWARD

Building a Future-Ready Court

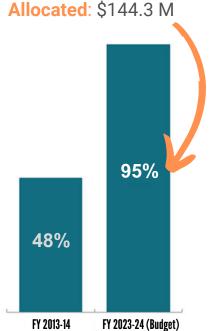
THE NEED FOR SUSTAINABLE FUNDING

The court has leveraged recent funding increases to expand our service offerings and increase access to justice. The court's funding need is the closest it has ever been to being fully met, greatly increasing operations staffing resources to meet urgent needs, support expansion, and increase public services.

Although the anticipated FY 2024-2025 budget for the state of California anticipates a contraction, we remain conservatively committed to investing resources into the growth of infrastructure and services as indicated below.

ROAD TO EQUITY

Workload Need: \$151.8M



AREAS OF INVESTMENT, MODERNIZATION & EXPANSION

Replacing Legacy Systems

- Juvenile Case Management System (CMS)
- Public Website Update
- Jury Management System

Reengineering Services, Processes and Procedures

- Stabilizing eFiling System
- Data Analytics Expansion
- Mobile Web Application
- CAP & SCRIPTA Enhancement
- Historic Annex Courtrooms for Judgeships
- Jury Room Improvements
- Community Court Expansion (Vehicle)

JUDICIAL NEED

HIGHEST UNMET JUDICIAL NEED OF THE STATE

SBSC's case filings and workload requires an additional **28 judges** to provide adequate case management and timely adjudication for our caseload. In spite of the judicial additions in 2023, SBSC continues to lead the state of California as the most underjudged county by percentage

and count since 2008, especially as retirements take place. The court looks forward to continuing to work with the Governor and the legislature to advocate for the remaining judgeships.



Graphical Overview of the San Bernardino Bench

DATA DRIVEN DECISIONS

ESSENTIAL ANALYTICS

Data and analytics now play a pivotal role in the day-to-day operations of the court, with the analysts in the Judicial Administrative Services unit playing a crucial role in delivering user-friendly and insightful data products. These products are instrumental in shaping workflow decisions by leveraging realtime information. The data provided by this unit directly influences judicial officers, fostering an efficient environment for litigants. In 2023, the court took a proactive step by establishing the Data Governance Group, composed of judicial and court leadership. This group is tasked with defining and formalizing the court's data collection needs. Furthermore, recognizing the importance of optimizing the information infrastructure, a Financial Business Systems and Data Analytics position was created to enhance the court's overall data capabilities. Informed by data, our decision-making processes narrate the story of our community's justice needs. This approach not only enhances operations but also facilitates resource management and aids in budget advocacy. Through these efforts, we aim to better serve our community by ensuring a more effective and responsive judicial system.



The Judicial Administrative Services Analytics Unit

FILING STATISTICS SUMMARY FY 2022-23

CASE TYPE			% CHANGE FROM FY '21-'22
Appellate Appeals	-	106	+2%
Civil Limited -	-	17,718	+16%
Civil Unlimted -	-	12,728	+7%
Family Law -	-	15,945	-1%
Felony -	-	13,680	+7%
Juvenile Delinquency -	-	1,811	+18%
Juvenile Dependency -	-	2,826	-12%
Mental Health -	-	3,109	+6%
disdemeanor & Infraction -	-	164,312	+6%
Probate -	-	3,639	-5%
Small Claims -	-	5,612	+12%
Unlawful Detainer (Ltd)	-	10,520	+70%
Child Support -	-	7,778	+5%
Total		259 784	TC %

Total: **259,784 +6%**

STRATEGIC PLAN

COURT 360

The Court completed the next set of long-term plans that aims to result in efficient, transparent, innovative services with trained, well qualified employees to provide stable and consistent access to justice stakeholders. The 2024 to 2028 strategic plan advances these goals and builds on the accomplishments laid out in the court's last strategic plan. In line with our mission, the court provides vital services to our community. Being mindful of both present and future, we must envision ever-evolving methods to deliver these services. Our five-year strategic plan has two areas of dynamic interaction to align us in this process: 'What will be expected of us'-and 'How we will meet those expectations.'

The model for this plan comes from a concept of "360" developed during a year of extensive workshops within the court. "360" means seeing possibilities and gaining insights from as many perspectives as possible, full-circle, as it were. To this end, we must engage our users and our partners effectively, and the plan is essentially categorized into these three primary goals: Transforming the Court Experience, Building a Future-Ready Court, and Empowering a Productive Workforce.





TRANSFORMING THE COURT EXPERIENCE

"The Right Services in the Right Places"

- Expanded Court Services Achieved Through:
 - Outreach in the Community
 - Advocacy at the State Level
 - Interface with Partners and Stakeholders
 - Infrastructure Enhancements

BUILDING A FUTURE-READY COURT

"A Culture of Innovation, Modernization and Improvement"

- Digital Court Supported by Modern/Reliable Technology
- Data Informed Decision Making and Reporting
- Organization That Learns from the:
 - Inside Out (Transparency, Analysis, and Reflection)
 - Outside In (Best Practices and Expert Insights)

EMPOWERING A PRODUCTIVE WORKFORCE

"Employer of Choice"

- Judicial Officers and Employees that are:
 - Valued, Engaged and Supported Throughout Their Career
 - Provided With Professional Tools, Resources and Development
 - Representative of our Entire Community

A Message from Our New Presiding Judge, the Honorable Lisa M. Rogan

After more than two decades as a public servant of San Bernardino, I have experienced the various challenges to this county that have impacted individual residents, specific regions and communities, and their access to justice. Seeing the court survive these circumstances and earn the title of the "Can-Do Court" was admirable and a testament to its strength, but this moniker is best to remain in that season of hardship, in history. In this first year of my tenure as Presiding Judge, it is my hope that the court is instead seen for its continued commitment to serving the people of San Bernardino by going the extra mile in all aspects of its responsibilities, in continued collaboration with justice partners, marked by the civility and professionalism that is the definition of who the court.

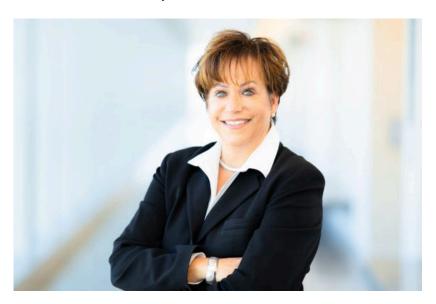
This mindset must be the foundation of our mission to guard the public's access to justice through the years ahead, for, as the county's justice needs grow, so do the needs of our court. This mission will be guided by the tenets of the court's new strategic plan, "Court 360", which categorizes the court's goals in three achievable goals: Transforming the Court Experience, Building a Future-Proof Court, and Becoming an Employer of Choice.

Among the immediate goals is to **expand workspace**. Our workload has resulted in a calculated need of nearly thirty judges to adequately handle the caseload. If adding thirty judges were to require support staff- a court reporter, judicial assistant, and clerk, for example,- a total of 120 workspaces would be required. Given that our court's facilities are beyond their intended capacity, this would be unfeasible today. The court is currently increasing space by **renovating and reoccupying the current Historic Courthouse Annex building** in downtown San Bernardino and beginning construction on an **extension of the Juvenile Dependency Courthouse**.

Continued advocacy at the state level and ongoing with stakeholders will be required to realize the various facility needs of the court, including the dream of a **High Desert Justice Center**, which is contingent on stable recurring funding as well as unique, one-time funds.

At the end of 2025, I hope to end my term without needing to say "I wish we had done that." Instead, with the help of the largest and most diverse bench, the well-trained and equipped staff, and the most right sized funding the court has ever had, we can accomplish the goals in the strategic plan.

It is a joy to serve this county. I look forward to meeting our constituents, our legal community, working with our community leaders and justice partners, and growing with our court family in my new capacity as the Presiding Judge. Together, we can be a model of how justice can truly be served in a community our size.



V. APPENDIX

COURT LOCATIONS & SERVICES

ALPHABETICAL LIST OF DISTRICTS



BARSTOW COURTHOUSE - (760) 718-3700

Monday-Friday from 8:00 a.m. to 4:00 p.m. Small Claims, Landlord Tenant, Civil Restraining Orders, Family Law, Child Support, and Traffic Cases

235 East Mountain View Street, Barstow, CA 92311



BIG BEAR COURTHOUSE - (760) 714-3734

Open the first Wednesday of each month from 9:30 a.m. to 1:30 p.m. Civil/Restraining Orders, Family Law/Child Support, Small Claims, Landlord Tenant, and Traffic Cases

477 Summit Blvd, Big Bear Lake, CA 92315



FONTANA COURTHOUSE - (909) 350-9322

Monday-Friday from 8:00 a.m. to 4:00 p.m. Small Claims, Landlord Tenant, Probate, and Traffic Cases 17780 Arrow Boulevard, Fontana, CA 92335



JOSHUA TREE COURTHOUSE - (760) 974-3047

Monday-Friday from 8:00 a.m. to 4:00 p.m. Criminal, Family Law, Small Claims, Landlord Tenant, and Traffic Cases 6527 White Feather Road, Joshua Tree, CA 92252

COURT LOCATIONS & SERVICES

ALPHABETICAL LIST OF DISTRICTS



HISTORIC COURTHOUSE - (909) 384-1888

Monday-Friday from 8:00 a.m. to 4:00 p.m. Child Support, Family Law 351 North Arrowhead Ave, San Bernardino, CA 92415



JUVENILE DELINQUENCY - (909) 269-8840

Monday-Friday from 8:00 a.m. to 4:00 p.m. 900 East Gilbert Street, Bldg. 2, San Bernardino, CA 92415



JUVENILE DEPENDENCY - (909) 269-8900

Monday-Friday from 8:00 a.m. to 4:00 p.m. 860 East Gilbert Street, San Bernardino, CA 92415



MENTAL HEALTH COURT - (909) 498-2296

Mental Health Court held Tuesday afternoon and Friday mornings. Arrowhead Regional Medical Center No public access to facility except during court hearings. Court staff is only available by phone. 400 North Pepper Avenue, Colton, CA 92324

COURT LOCATIONS & SERVICES

ALPHABETICAL LIST OF DISTRICTS



NEEDLES COURTHOUSE - (760) 269-4962

Monday-Friday from 8:00 a.m. to 4:00 p.m. Family Law, Small Claims, Landlord Tenant, Traffic 1111 Bailey Ave, Needles, CA 92363



RANCHO CUCAMONGA COURTHOUSE - (909) 350-9764

Monday-Friday from 8:00 a.m. to 4:00 p.m. Civil, Criminal, Shelter Court scheduling 8303 Haven Avenue, Rancho Cucamonga, CA 91730



SAN BERNARDINO JUSTICE CENTER - (909) 708-8678

Monday-Friday from 8:00 a.m. to 4:00 p.m. Civil, Criminal 247 West Third Street, San Bernardino, CA 92415



VICTORVILLE COURTHOUSE - (760) 245-6215

Monday-Friday from 8:00 a.m. to 4:00 p.m. Civil, Criminal, Probate 14455 Civic Drive, Criminal Department: Suite 200, Victorville, CA 92392

2023 ANNUAL REPORT COMMUNICATIONS AND PUBLIC AFFAIRS COURTS-PIO@SB-COURT.ORG

