

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES



2021-2022 BIENNIAL REPORT

Presented By
Presiding Judge Eric C. Taylor
and
Executive Officer/Clerk of Court Sherri R. Carter

**Moving Beyond the Pandemic:
Showcasing the Innovations and Programs that Permanently
Transformed the Largest Court in the Nation.**

DECEMBER 2022

Published by the

**Superior Court of California,
County of Los Angeles
111 N. Hill Street
Los Angeles, CA 90012**

Copyright © 2022 Superior Court of California, County of Los Angeles

All rights reserved. Reproduction in whole or in part without written permission is prohibited.

To request permission or obtain copies, contact the Court's Communications Office
at publicinfo@lacourt.org.

BIENNIAL REPORT

- MESSAGE FROM PRESIDING JUDGE ERIC C. TAYLOR AND EXECUTIVE OFFICER/CLERK OF COURT SHERRI R. CARTER** Page 6
- ABOUT THE COURT** Page 7
- COURT DISTRICT AND COURTHOUSE LOCATION MAP** Page 9
- SPOTLIGHT: DIVERSITY, EQUITY AND INCLUSION** Page 10
 - The Good We Do Page 10
 - Judicial Mentor Program Page 11
 - Diversity Inclusion Working Group Page 11
 - Presiding Judge Taylor’s Special Committees Page 12
 - Kindness and Inclusion Page 13
- MOVING BEYOND THE PANDEMIC – ACCESSLACOURT | YOUR WAY** Page 14
 - Remote Courtroom Appearance Technology Page 14
 - LACourtConnect Page 14
 - Webex Page 16
 - Efiling Expansion Page 16
 - Attorney Portal Page 17
 - Call Centers Page 18
 - Traffic Call Center Page 19
 - Family Law Call Center Page 19
 - Bridging the Digital Divide for Court Users Page 19
 - Litigation Spotlights Page 20

■ Jury Services	Page 20
■ Traffic	Page 21
■ Language Access	Page 22
■ Criminal	Page 24
■ Family Law	Page 25
■ Juvenile	Page 27
■ Civil	Page 29
■ Probate	Page 31
■ Mental Health	Page 32
■ Appellate Division	Page 33
Modernizing the Workplace	Page 33
■ Remote Work	Page 34
■ Virtual Recruitment and Onboarding for New Employees	Page 34
■ Transition to a Virtual Workplace	Page 35
■ Digital Workplace Team	Page 35
Other Technology	Page 36
■ Guide & File	Page 36
■ LawHelp Interactive	Page 38
■ Web Portals	Page 38
■ Chatbots	Page 38
■ Online Dispute Resolution	Page 39
■ Hearing Reminder Service	Page 40
■ Electronic Court of Appeals Records and Transcripts	Page 41

In-Person Service	Page 41
■ Appointment Reservation System	Page 41
SELF-HELP	Page 42
FACILITIES	Page 43
Civic Center Administrative Space Realignment	Page 45
Civic Center Master Plan Study	Page 45
New Santa Clarita Courthouse	Page 45
FY 2021/22 WORKLOAD AND FINANCIAL DATA	Page 46
FY 2021/22 FILINGS INFORMATION	Page 47
COURT CONTACT INFORMATION	Page 48
GLOSSARY OF TERMS	Page 51

Message from Presiding Judge Eric C. Taylor and Executive Officer/Clerk of Court Sherri R. Carter

The Superior Court of California, County of Los Angeles (Court) is a fundamentally different organization than it was in 2019/2020. COVID-19-related challenges, and the Court's ability to overcome them, yielded one of the most innovative periods in court history, one that has expanded the ways the Court provides access to justice.

This Biennial Report spans calendar years 2021 and 2022, when the Court's innovations and efficiencies achieved since 2013 laid the groundwork for what is likely the most ambitious – and successful – reengineering of a trial court in the country. Over the past two years, judicial officers and court staff have worked together to implement and expedite various programs, technology platforms and services to provide residents of Los Angeles County (LA County) convenient and efficient access to justice. Taken together, these changes greatly enhanced the way the Court serves its communities and allows us to meet court customers where they are: at home, on the go or in person.

The innovations and programs highlighted in this report would not have been possible without the support of our partners in the judicial branch and other justice partners, beginning with Chief Justice Tani G. Cantil-Sakauye. Chief Justice Cantil-Sakauye's leadership during the pandemic, and her advocacy for the Judicial Branch with executive and legislative branch partners, yielded significant rule changes that enabled the Court to operate during pandemic-related restrictions. Before announcing her retirement as Chief, she led and worked with so many of our justice partners around the state, as well as our Court's leadership and bar partners, to achieve long sought-after state funding increases to provide critical and equitable funding for the state's 58 trial courts.

The Court's partners at the Los Angeles County Bar Association (LACBA) and other local bar associations worked with judicial officers and court leadership to design and implement creative solutions to address pandemic-related backlogs and delays in case processing. Legal aid partners joined with the Court to help vulnerable court users, including self-represented litigants (SRLs). Other justice partners at the local, county and state levels have worked concurrently with the Court to ensure safe access to justice across all litigation types.

Finally, we owe a huge debt of gratitude and appreciation to our judicial officers and employees for working during the most difficult time our Court has ever known to bring us to this place of success. We also would like to publicly thank and acknowledge past-Presiding Judge Kevin C. Brazile for his tireless leadership during the pandemic's initial crisis phase in 2020. Despite his 24/7 pandemic leadership response, Judge Brazile and I were able to launch the Court's model Judicial Mentor Program (JMP) in late 2020, which has expanded throughout the state and the nation.

The innovations outlined in this report, born of adversity, will stand as an unforgettable legacy – the product of years of relentless but rewarding work. We are enormously proud of all we have accomplished together and remain committed to fostering this unparalleled journey of innovation and modernization for the people of LA County.

Sincerely,



Eric C. Taylor
Presiding Judge



Sherri R. Carter
Executive Officer/Clerk of Court



About the Court

The Court is one of 58 superior courts in California. It is the only court for LA County, an area which encompasses 88 cities, 140 unincorporated areas and more than 90 law enforcement agencies. It serves a population of over 10 million. The Court includes 37 courthouses located in 12 judicial districts throughout the county's 4,752 square miles.

As the largest trial court in the nation, the Court's 582 judicial officers hear every case type under state law – civil, criminal, family law, juvenile dependency and delinquency, mental health, probate and traffic. With a current annual budget of more than \$1 billion for the first time in its history, the Court's 4,800 employees serve millions of customers each year. Given the diversity of residents in the most populous county in the United States, the Court provides interpreter services for over 200 languages, including rare and indigenous dialects.

Statistics for LA County:

Population:

10+ million



Largest Trial Court in the U.S.:

- **37 Courthouses**
- **12 Judicial Districts**
- **582 Judicial Officers**
- **1.2 Million Annual Filings**
- **4,800 Employees**

For the first time in nearly 100 years, a pandemic confronted LA County, forcing leaders to quickly act in the best interest of the public's health, forging a close partnership with the LA County Department of Public Health. In 2020, at the outset of the COVID-19 pandemic, the Court launched the Here For You | Safe For You initiative to ensure the safety of court users, judicial officers, court employees and justice partners while assuring the Court would remain open to handle emergency and mandatory matters, such as criminal cases and restraining orders. Here For You | Safe For You promoted safe courthouse environments by offering a combination of remote service and courtroom appearance options to encourage social distancing and providing enhanced cleaning, Plexiglass barriers, hand sanitizer, masks and more to protect the health and well-being of those working in and visiting courthouses. In January 2021, Presiding Judge Taylor helped the Court continue to provide safe access to justice when he successfully secured vaccination prioritization for court employees, judicial officers and justice partner employees.

The COVID-19 pandemic fundamentally changed the way the Court provides access to justice. New technology platforms like LACourtConnect (LACC), the Court's remote courtroom appearance solution, improved access to justice for more court users than ever and remains a popular choice for litigants and attorneys to appear in court. From June 2020 through August 2022, over 1.6 million remote participants have

About the Court

relied on LACC as a safe and convenient way to access justice. Centralized call centers, also introduced during the pandemic, help litigants with their questions without the need to travel to a courthouse, take time off from work or arrange and pay for childcare. Remote service options and tools, such as the Court's Online Dispute Resolution (ODR) platforms for small claims, unlawful detainers/evictions (UD/evictions) and parenting plans, allow litigants to resolve disputes remotely without ever stepping foot in a courthouse. These services have greatly enhanced the ways the Court serves its communities by offering convenient choices that meet litigants and attorneys where they are: at home, on the go or in person.



From the left; Genie Harrison, Gary Dordick, Claire Plotkin, Elizabeth Hernandez, Lourdes De Armas, Judge Ruth Ann Kwan, Michael Schonbuch, Molly Murphy, Mary R. Fersch and Judge Lauren Lofton at the Civil Trial Advocacy Voir Dire Program in April 2022.

In addition to solving vast pandemic challenges, Presiding Judge Taylor led multiple successful collaborations to assure the state's future jurists have the opportunities they need to prepare to serve on a bench as diverse as the people who one day will appear before them. The Court's JMP, which pairs judges with attorneys interested in judgeships, ensures an inclusive and well-qualified bench reflective of LA County's rich diversity. Another program has provided thousands of attorneys with free high-caliber civil trial advocacy skills training thanks to the tireless work of Presiding Judge Taylor's Diversity Inclusion Working Group.

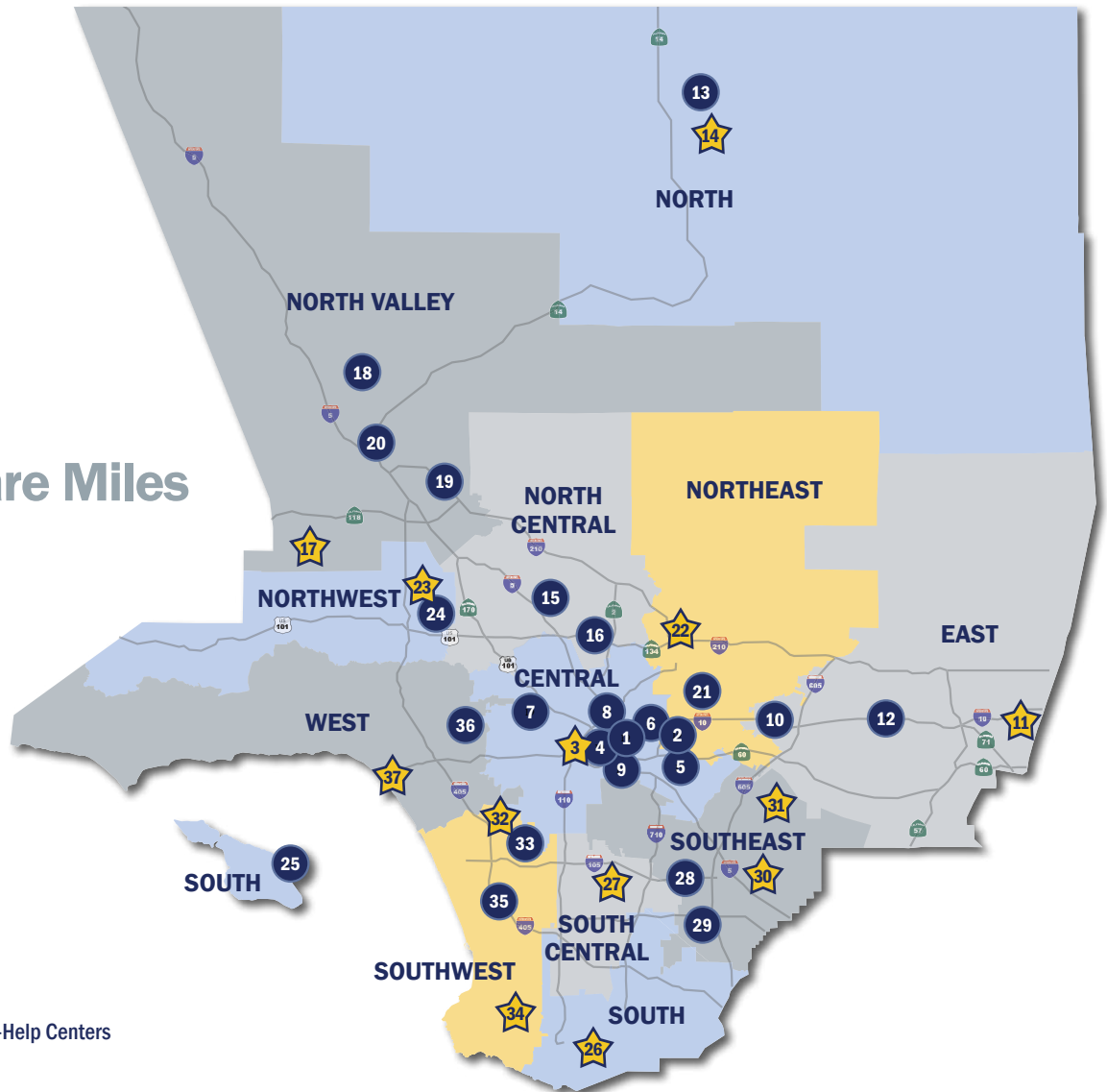
Presiding Judge Taylor also worked with other members of the LA County bench to educate the public about the judicial branch's role in our democracy and joined judges in inspirational community outreach programs. The Good City Mentors Program, where judicial officers provide mentorships to students in the Los Angeles Unified School District, and the Redondo Beach Homeless Court, which provides the opportunity for unhoused people to resolve misdemeanor charges and non-traffic infractions while simultaneously connecting them with providers that offer mental health counseling, substance use treatment and housing placement, exemplify the bench's commitment to serve LA County communities. These and similar programs are featured on the Court's website as part of "The Good We Do" page.



In addition to the expansion during the pandemic of community-based courts for unhoused people, the Court remains a recognized leader in programs such as Drug Court and Veterans' Court. It provides Self-Help Centers (SHCs) in each of the 12 judicial districts and is the originator of the JusticeCorps program, an AmeriCorps program that trains college student volunteers to aid unrepresented litigants. Although the pandemic required a shift in 2020 and 2021 from an in-person celebration for the Court's annual National Adoption Day event, the Court and its partners organized moving virtual programs to acknowledge the special meaning of these adoptions for dozens of families. For the past two decades, the event, which originated in LA County and spread across the nation, has finalized over 42,000 adoptions in LA County.

Through innovative programming and services designed to meet the pandemic's challenges, the Court advanced and transformed its mission of providing equal access to justice for all LA County residents. While challenges remain, including handling pandemic-related backlogs, the Court is fundamentally changed in ways that set the stage for even more effective, efficient and electronic solutions to meet the needs of LA County residents and expand their options to access fair and equal justice in the nation's largest trial court.

Find Your Courthouse

Geographic Size:
4,752 Square Miles



-  Courthouse Locations
-  Courthouses with Self-Help Centers

CENTRAL DISTRICT

- 1 Central Arraignment Courthouse
- 2 Edmund D. Edelman Children's Courthouse
- 3 Stanley Mosk Courthouse
- 4 Clara Shortridge Foltz Criminal Justice Center
- 5 East Los Angeles Courthouse
- 6 Eastlake Juvenile Courthouse
- 7 Hollywood Courthouse
- 8 Spring Street Courthouse
- 9 Metropolitan Courthouse

EAST DISTRICT

- 10 El Monte Courthouse
- 11 Pomona Courthouse South
- 12 West Covina Courthouse

NORTH DISTRICT

- 13 Alfred J. McCourtney Juvenile Justice Center Courthouse
- 14 Michael D. Antonovich Antelope Valley Courthouse

NORTH CENTRAL DISTRICT

- 15 Burbank Courthouse
- 16 Glendale Courthouse

NORTH VALLEY DISTRICT

- 17 Chatsworth Courthouse
- 18 Santa Clarita Courthouse
- 19 San Fernando Courthouse
- 20 Sylmar Juvenile Courthouse

NORTHEAST DISTRICT

- 21 Alhambra Courthouse
- 22 Pasadena Courthouse

NORTHWEST DISTRICT

- 23 Van Nuys East Courthouse
- 24 Van Nuys West Courthouse

SOUTH DISTRICT

- 25 Catalina Courthouse
- 26 Governor George Deukmejian Courthouse

SOUTH CENTRAL DISTRICT

- 27 Compton Courthouse

SOUTHWEST DISTRICT

- 28 Downey Courthouse
- 29 Bellflower Courthouse
- 30 Norwalk Courthouse
- 31 Whittier Courthouse

SOUTHWEST DISTRICT

- 32 Inglewood Courthouse
- 33 Inglewood Juvenile Courthouse
- 34 Torrance Courthouse

WEST DISTRICT

- 35 Airport Courthouse*
- 36 Beverly Hills Courthouse
- 37 Santa Monica Courthouse

* Geographically located in the Southwest District

Spotlight: Diversity, Equity and Inclusion



All Counsel Please Approach
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES

Despite the all-consuming crisis management to maintain safe access to justice during a once-in-a-century pandemic, Presiding Judge Taylor and Executive Officer/Clerk of Court (CEO) Carter prioritized diversity, kindness and inclusion efforts to promote equity and opportunity inside and outside the Court, including developing a diverse bench and workforce. Together, judicial and administrative leadership have offered programs and services to serve the diverse needs of LA County’s residents and attorneys to instill trust and confidence in the Court and its mission to “provide fair and equal access to justice.”

Under Presiding Judge Taylor’s leadership and direction, the Court developed a comprehensive diversity and inclusion collaboration with bar associations and legal aid groups to help underrepresented attorneys gain valuable litigation and courtroom experience and a mentoring program for qualified attorneys interested in learning more about the judicial application and selection process.

The Good We Do



To highlight the ways in which judicial officers serve LA County communities on and off the bench, Presiding Judge Taylor launched The Good We Do webpage on the Court’s website. This webpage features videos sharing the stories of judges involved in community and outreach efforts designed to increase access and fairness and serve Angelenos, especially in the most vulnerable communities, which have long faced historical barriers to justice.



Presiding Judge Eric C. Taylor (right) and former Presiding Judge Kevin C. Brazile (far left) participate in the Good City Mentors Program.



Redondo Beach Homeless Court participants rise as the outdoor court is called into session.

The Good We Do videos showcase judicial participation in community outreach to help and support LA



Judge Rene C. Gilbertson behind the bench at the Redondo Beach Homeless Court.



Judge Rene C. Gilbertson presides over the Redondo Beach Homeless Court.

County communities, such as the JMP, the Good City Mentor Program, the Redondo Beach Homeless Court and the Skid Row Running Club.

Learn more about these programs by watching the videos at:
https://www.lacourt.org/generalinfo/communityoutreach/GI_CO025.aspx

Judicial Mentor Program



California Supreme Court Justice Martin J. Jenkins swears in new LA County judges.

Launched in November 2020, the Court's JMP quickly became the state model. Lauded from the start by Chief Justice Cantil-Sakauye and Justice Martin J. Jenkins when he was serving as judicial appointments secretary, this impactful program has flourished and grown beyond LA County's borders. To date, many of California's 58 counties have either started or are ready to launch a judicial mentor program and similar programs based on the Court's model have launched at the appellate level and in other states.

“In total, the Court’s judges involved in the JMP have served more than 2,700 members of the legal community through mentor pairing, outreach presentations and workshops.”

The program's purpose is to assist in the recruitment and development of a qualified, inclusive and diverse judicial applicant pool. This much-needed program was designed by the Court's judges in collaboration with the Office of Governor Gavin Newsom. The program is designed to identify, encourage and provide mentors for all individuals considering a judicial career. One of its chief goals is to communicate to all sectors of the legal community the uniform message of Governor Newsom's judicial criteria and commitment to appointing a qualified bench reflective of California's rich diversity.

In total, 219 attorneys have been paired with 100 judges. Overall, the program has served more than 2,700 members of the legal community through mentor pairing, outreach presentations and workshops.

Diversity Inclusion Working Group

The Diversity Inclusion Working Group collaborates with legal aid and bar groups on effective outreach opportunities and training for attorneys at all levels and underrepresented attorneys in LA County. The

Spotlight: Diversity, Equity and Inclusion



Superior Court of California
County of Los Angeles
Media Relations
PublicInfo@lascourt.org
www.lascourt.org | publicinfo@lascourt.org | @LAsuperiorCourt

NOTICE TO ATTORNEYS
Diversity Inclusion Working Group
All Counsel Please Approach

Media Relations
publicinfo@lascourt.org

FOR IMMEDIATE RELEASE:
September 3, 2021

SIGN UP NOW FOR SEPT. 14 PRO BONO LITIGATION OPPORTUNITIES FORUM ORGANIZED BY DIVERSITY INCLUSION WORKING GROUP



Superior Court of California
County of Los Angeles
Media Relations
PublicInfo@lascourt.org
www.lascourt.org | publicinfo@lascourt.org | @LAsuperiorCourt

NOTICE TO ATTORNEYS
Diversity Inclusion Working Group
All Counsel Please Approach

Media Relations
publicinfo@lascourt.org

FOR IMMEDIATE RELEASE:
March 22, 2022

SIGN UP NOW FOR APRIL 21 VIRTUAL CIVIL TRIAL ADVOCACY VOIR DIRE PROGRAM ORGANIZED BY THE COURT'S DIVERSITY INCLUSION WORKING GROUP



Superior Court of California
County of Los Angeles
Media Relations
PublicInfo@lascourt.org
www.lascourt.org | publicinfo@lascourt.org | @LAsuperiorCourt

NOTICE TO ATTORNEYS
Diversity Inclusion Working Group
All Counsel Please Approach

Media Relations
publicinfo@lascourt.org

FOR IMMEDIATE RELEASE:
October 7, 2022

ATTORNEYS: REGISTER NOW FOR FREE MCLE-APPROVED EXAMINATION OF EXPERT WITNESSES TRAINING PROGRAM ON OCT. 20

working group has co-sponsored a popular civil trial advocacy training program with advice and guidance from veteran litigators and other experts.

Presiding Judge Taylor launched the working group in August 2021 to collaborate with legal aid and bar groups on effective outreach opportunities and trainings for attorneys.

Since its inception, the Diversity Inclusion Working Group has organized and co-hosted well-attended virtual trainings as part of its Civil Trial Advocacy series. Working with highly motivated attorney partners and bar groups, the working group has provided Minimum Continued Legal Education-approved trainings on effective voir dire, opening statements, examination of a witness, examination of expert witnesses and closing arguments. The group also hosted a forum about pro bono opportunities for attorneys to gain courtroom experience while helping litigants who cannot afford legal representation in civil cases and an implicit bias training.

Moreover, the working group proposed significant new local rule changes to help less experienced attorneys gain valuable courtroom experience with attorney supervision. The new rule, Local Rule 3.47 Multiple



Presiding Judge Taylor takes a call during the taping of the Civil Trial Advocacy Voir Dire Program, which drew a record number of registrants for this virtual MCLE training in April 2022.



Presiding Judge Eric C. Taylor (far left) with Michael Shonbuch, Gary Dordick, Mary R. Fersch and Molly Murphy at the Civil Trial Advocacy Voir Dire Program in April 2022.

Counsel – Motions; and an amended Local Rule 3.93 Multiple Counsel – Trial Functions, provide judges the discretion to grant requests by counsel to permit less experienced attorneys the opportunity to perform trial functions or argue motions alongside a supervising attorney.

Together, these diversity and inclusion programs have set the statewide and even nationwide standard for leadership efforts to assure a diverse and qualified bench of the future while providing mentorship and training opportunities to help attorneys achieve greater success in their legal careers. In total, the trainings have attracted over 5,000 registrants, shattering all previous records for attendance of any court program.

Presiding Judge Taylor's Special Committees

Presiding Judge Taylor established an Ad Hoc Environmental Impact Committee to discuss environmental

stewardship and sustainability best practices for the Court. As the largest trial court in the nation, with 37 courthouses and over 5,300 combined judicial officers and employees, it is essential for the Court to reduce its carbon footprint and make a difference to improve air quality and the environment.

Presiding Judge Taylor also has tapped judges for work on special committees with the goal of showcasing the ways jurists make a difference on and off the bench for Angelenos. He appointed the Historical Committee to work on an exhibition for the Jury Assembly Room in the Stanley Mosk Courthouse. Scheduled to open in 2023, the exhibition will tell an inclusive history of the Court's contributions to ensure justice and basic freedoms in the United States. It will highlight those sung and unsung individuals who have contributed to these achievements since Judge Augustin Olvera presided over the first county court trials in 1850. With this exhibition, the jury room will become a place to learn about the Court's history, the life and career stories of real Angelenos, and to appreciate a juror's role in the justice system.

In 2021, Presiding Judge Taylor appointed the Civic Engagement Initiative Working Group to guide the Court in efforts to educate the public about the importance of an impartial judiciary; the work of judicial officers on the bench and in LA County communities; access to justice priorities; the fundamental role of the judiciary in a democracy; and diversity and inclusion efforts to assure the judiciary reflects the people it serves.

In 2022, upon the announcement of CEO Carter's retirement at the end of the year, Presiding Judge Taylor appointed judges to the CEO Selection Committee to recommend a new executive officer/clerk of court. The CEO Selection Committee worked diligently to ensure a fair and comprehensive search for candidates and hired an executive search firm to recruit candidates as part of a nationwide search, discussed the Court's needs with former and future presiding judges as well as CEO Carter, and ultimately conducted interviews with several highly qualified candidates from inside and outside of California. As required by local rule, the CEO Selection Committee recommended a candidate to the Court's Executive Committee, and the Executive Committee nominated and the LA County bench appointed David Slayton to succeed Carter as Executive Office/Clerk of Court/Jury Commissioner beginning in 2023.

Kindness and Inclusion



The Court is committed to fostering a workplace culture of kindness and inclusion. In late 2019, CEO Carter revised the Court's Workplace Vision Statement to include organizational kindness and inclusion as keystones to success. After a pause due to the pandemic, the Court returned to this important work in March 2022 with a Kindness and Inclusion Town Hall meeting announcing the hiring of a research consulting firm, R&K Harvey, LLC.

Since then, the research consulting team, led by Dr. Richard D. Harvey, has conducted one-on-one interviews with randomly selected employees, issued a court-wide anonymous survey, and hosted focus groups to assess the culture, climate,

perceived diversity and equity, felt inclusion and belonging at the Court. The Court is moving forward with its commitment to identify and pursue opportunities to support and advance this workplace culture of equity, kindness and inclusion today and in the future.

Moving Beyond the Pandemic - AccessLACourt | Your Way

At the start of 2021, the Court launched AccessLACourt | Your Way, a court-wide initiative to promote convenient service options that enable court users to access justice from anywhere – at home, on the go or in a courtroom. With the development and launch of new services initially designed to provide safe access to justice, choice and convenience during the pandemic, AccessLACourt | Your Way represents the Court's new service model, which encompasses online service options, call centers, remote appearance technology, web portals for easy document access, ODR programs, and more, all of which make accessing justice easier than ever in LA County.

Remote Courtroom Appearance Technology

Shortly after the start of the pandemic – and largely because of the strides in technological innovation achieved since 2013 – the Court was poised to implement remote courtroom appearance solutions to ensure the safety and well-being of court staff, judicial officers, justice partners and litigants. Despite pandemic-related inventory shortages, the Court equipped all the Court's 600 courtrooms with remote appearance technology just months after the pandemic's March 2020 onset. Since then, various remote courtroom appearance programs, including LACC and Webex, helped to maintain access to justice for essential and time-sensitive court cases during stay-at-home orders and social distancing mandates. The court-developed LACC platform is now fully integrated into the Court's everyday operations and continues to undergo advancements to improve its functions to better serve the needs of litigants and attorneys.

LACourtConnect



LACC, developed and launched by the Court on an expedited basis at the start of the pandemic, provides a safe and convenient alternative to in-person appearances by allowing parties in certain cases to appear in court via audio and/or video. LACC promotes

convenience, eliminates transportation, childcare and parking costs, and saves litigants from taking time off from work plus commuting time required to attend court proceedings in person.



Judge Salvatore Sirna conducts a remote hearing using LACC.



In September 2021, the Court announced the \$15 cost-recovery fee to appear remotely for all hearings would be waived after devoting state budget funds provided by the Legislature for COVID-related backlogs to cover the cost of LACC for all litigants. Providing LACC at no cost helps the Court to strongly encourage remote appearances.

Court Technology Services (CTS) continues to develop and launch new enhancements and features for LACC. The new features now allow parties and attorneys to:

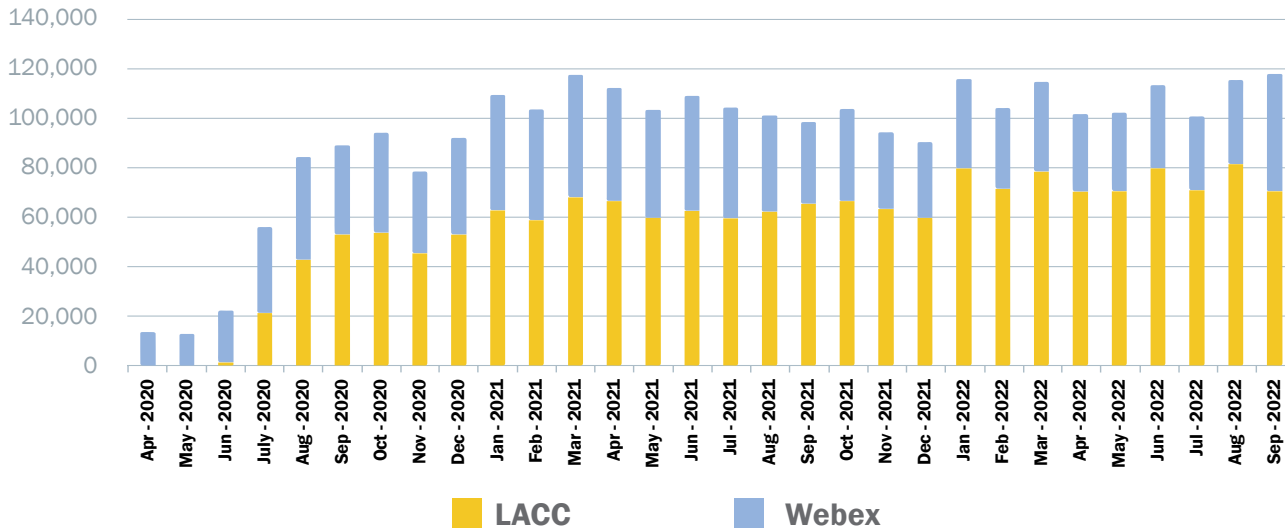
- Review their upcoming remote hearing information for that day;
- Test their audio and video equipment;
- View court announcements;
- Chat with others in the Virtual Gallery via text, audio and video; and
- Monitor the courtroom while waiting for hearings to be called.



Shortly after the pandemic's onset in 2020, the Court equipped all of its 600 courtrooms with remote courtroom appearance technology. The Court continues to explore and offer new features for LACC to improve users' audio and video experience.

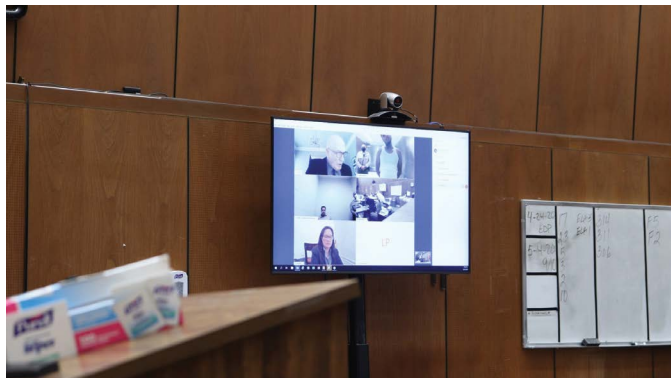
LACC is currently available for parties and attorneys with civil, family law, probate, small claims and traffic hearings. The Court continues to build on LACC to support remote Civil trials.

Remote Hearing Participants by Platform:



Webex

The Court has long used Webex to hold remote meetings, trainings and conferences. In April 2020, the Court expanded the use of Webex to courtrooms as an option for remote courtroom appearances in juvenile and criminal hearings. By August 2020, Webex was expanded to all 250 criminal courtrooms and 42 juvenile courtrooms for hearings and was used for oral argument by the Court’s Appellate Division.



From January 2021 through July 2022, over 1 million remote appearances took place through Webex in appellate, criminal, mental health and juvenile matters

In November 2020, the Court used Webex to host its 21st annual National Adoption Day celebration. With the families at home and the judicial officers in their courtrooms, the adoptions of 149 children were held remotely using Webex. The Court and its justice partners also used the same approach in 2021 to conduct 158 virtual adoption ceremonies during the annual event. (More information on National Adoption Day is contained on page 28.)

Efiling Expansion

The introduction and expansion of electronic filing (efiling) reflects the Court’s commitment to fostering an effective, efficient and electronic environment for court users and embodies the Court’s AccessLACourt |

Your Way initiative. Efiling allows attorneys and SRLs to file at any time, from anywhere, as opposed to rushing into the Clerk’s Office before 4:30 p.m. to file documents in person.

Efiling expansion in 2021/2022:

- In September 2021, the Court implemented mandatory efilings for attorneys in complex civil, with SRLs having the option to efile. Since the implementation of mandatory efilings for attorneys in complex civil in 2021, over 254,000 documents have been processed as of August 2022.
- On November 15, 2021, the Court implemented mandatory efilings for attorneys in family law. Since the implementation of mandatory efilings for attorneys in family law, more than 503,000 documents have been processed as of October 2022.

 **efiling** By the Numbers

Litigation Type	Time Period	Total Efiled Documents
Civil		
Civil (Complex)	July 2021 – August 2022	254,795
Civil (Limited)	July 2021 – August 2022	3,279,987
Civil (Small Claims)	July 2021 – August 2022	949
Civil (Unlimited)	July 2021 – August 2022	4,250,775
Family Law		
All Filings	November 2021 – October 12, 2022	503,119
Dependency		
Adoptions	September 19, 2022 – October 15, 2022	254,795
Juvenile Dependency	May 18, 2020 – October 12, 2022	3,279,987
Probate		
All Filings	May 2017 – October 12, 2022	1,431,223

Attorney Portal



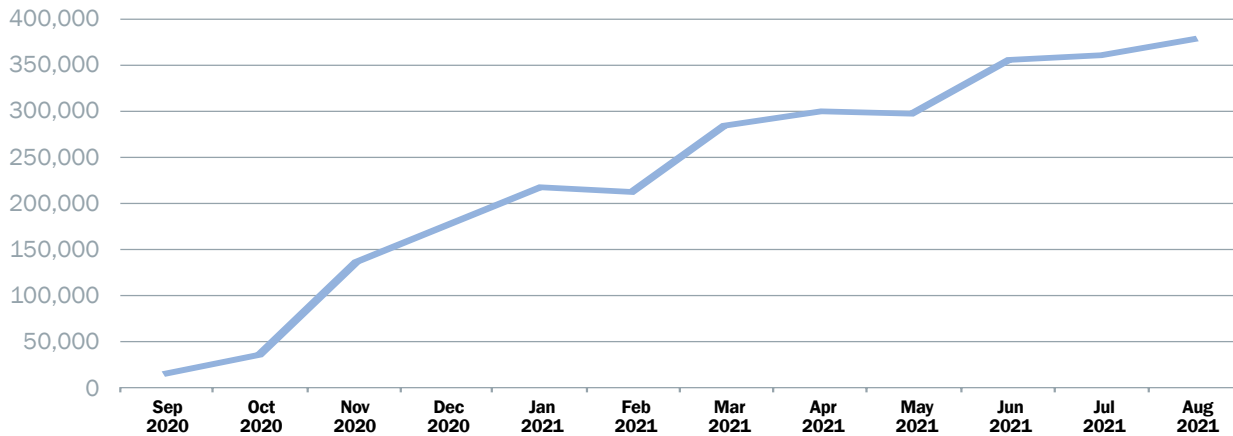
Launched in June 2020, the Court’s Attorney Portal provides a centralized location where licensed attorneys can access services tailored for them and exemplifies the Court’s commitment to offering innovative and efficient technology to court users, including attorneys. Using the Attorney Portal, attorneys can:

- Access all cases for which they are the attorney of record.
- View all their electronic case documents (available for family law, juvenile dependency, limited and unlimited civil, probate, small claims and traffic).
- Connect directly to LACC and schedule remote courtroom appearances.
- Receive notifications of any activity on their cases.
- Delegate temporary access to others such as paralegals and substitute attorneys in accordance with California Rules of Court 2.518, 2.519 and 2.520.
- Track their upcoming hearings in the next six months.

Moving Beyond the Pandemic - AccessLACourt | Your Way

- Use the free Hearing Reminder Service (HRS).
- Look up public cases and calendars.
- Access cases for which they are not the attorney of record.

Attorney Portal - Total Transactions Per Month:



Attorney Portal Activity

ACTIVITY TYPE	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Document View	100,664	99,940	97,087	109,015	126,730	118,332	145,198	133,608	138,906	154,571	152,004
Case Access	97,376	100,533	97,705	102,591	121,270	118,054	145,751	133,187	139,133	148,767	142,178
Search My Cases	68,312	70,239	71,071	72,653	84,694	81,028	100,743	92,761	98,642	105,790	102,035
Case Proceedings Tab	22,325	22,579	22,334	24,992	29,584	29,055	36,066	31,728	34,312	37,075	35,769
Calendar Searches	21,160	21,261	22,779	21,573	27,916	26,560	31,758	30,178	29,847	31,901	31,783
Case Register of Actions	11,174	11,175	11,632	12,686	14,869	14,417	18,059	16,228	17,552	19,090	18,300
Case Parties Tab	9,585	9,607	9,382	10,131	11,864	11,517	14,857	13,170	14,625	15,224	14,834
Case Documents	6,203	7,302	6,877	7,148	8,556	8,016	9,967	9,242	10,206	11,199	10,253
Case Event	5,479	5,739	5,684	5,979	6,926	6,930	8,704	7,466	8,271	8,916	8,642

Call Centers

Pandemic restrictions required the Court to expand its remote service options, leading to the opening of the highly successful and popular call centers for litigants to receive help over the phone. Each courthouse Clerk's Office has its own call center. In addition, two litigation-specific call centers, one for traffic and one for family law, and a Self-Help Call Center, were launched to provide a centralized hub to answer specific questions related to traffic and family law matters.

Clerk's Office call centers offer a convenient alternative to in-person Clerk's Office service, eliminating the need for litigants to take time off work, find and pay for childcare, and cover transportation and parking

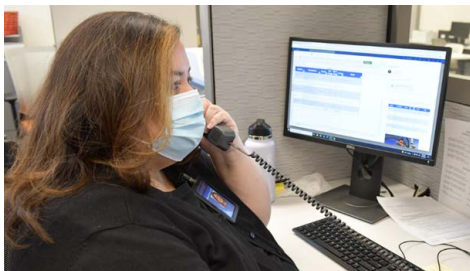
costs. With one simple phone call, litigants receive their case information and assistance. A pandemic necessity has become a public service best practice that likely will continue for years to come.

Traffic Call Center



With the launch of the Traffic Call Center (TCC) in May 2021, litigants with traffic citations issued anywhere in LA County call one phone number for court assistance to resolve their citations. TCC staff guide traffic litigants through options to resolve their citations, including enrolling in payment plans, requesting extensions, scheduling court hearings to release driver's license holds, and more. Services are provided in all languages. If necessary, staff will schedule a court hearing or an in-person appointment with the Clerk's Office for further assistance.

Family Law Call Center



After the successful launch of the unified TCC, the Court continued expansion of convenient remote assistance options by offering the new Family Law Call Center (FLCC) in January 2022 as an expedient and safe way for family law litigants to access justice. By calling one centralized phone number, FLCC staff are available to provide procedural and clerical information to litigants in a variety of family law case types, including divorce, restraining orders and parentage. FLCC staff do not provide legal advice.

Call Centers by the Numbers:

- **From May 2021 - July 2022**
Clerk's Office call center staff fielded over 4 million calls, including 1.5 million alone for the Court's Self-Help Call Center.
- **From July 2021 - July 2022**
TCC staff fielded over 450,000 calls.
- **From January 2021 - July 2022**
FLCC staff fielded over 100,000 calls.

See the Contact the Court section on page 48 for call center numbers.

Bridging the Digital Divide for Court Users

In September 2022, Presiding Judge Taylor announced a new partnership with the Los Angeles Public Library and LA County Library to leverage library resources and programs to connect court users to the internet to help them access justice. Library resources include free library laptop and hotspot loan programs, free and low-cost printing services and more, which court users can utilize to complete court business remotely. Court users can learn about library resources and locations where they can take advantage of them via a new mobile-friendly webpage. Flyers placed in the Court's SHCs and the Clerk's Office also point court users to library locations where laptop loan programs and other services are available.

Litigation Spotlights

Jury Services



Remote Juror Orientation

The Court implemented a remote juror orientation model to enable jurors to complete juror orientation remotely prior to arriving at the courthouse for their service. Previously, juror orientation was completed in large jury assembly rooms via videos played on television monitors. Now, jurors have the convenient option of either completing juror orientation online or over the telephone.

Direct-to-Courtroom Program

One of the many challenges the Court faced during the pandemic was how to hold jury trials and keep jurors safe while serving in the courthouse. To accomplish this, the Juror Services Division implemented a Direct-to-Courtroom service model that allowed potential jurors to bypass crowded jury assembly rooms and instead report directly to a courtroom. Instead of jurors reporting in large numbers to jury assembly rooms throughout LA County,

jurors reported directly to an assigned courtroom at staggered times and in small groups to preserve social distancing, minimize wait times to enter the building and reduce crowding in hallways and elevators.

The Direct-to-Courtroom model helped to assure the constitutional right to trial by jury for many litigants and defendants during the pandemic and will remain a mainstay of the Court's jury model. It provides a more streamlined system for jurors that minimizes waiting time and the number of jurors the Court must report in person for jury service.

Direct-to-Courtroom implementation required substantial changes to Juror Services procedures, forms and systems. Juror Services and CTS staff worked together to integrate the necessary changes to the Jury Management Information System and the My Jury Duty Portal. These changes created a more flexible scheduling system, improved utilization of jurors and established the infrastructure to support virtual jury selection in the future. Modifications to the My Jury Duty Portal ensure jurors receive accurate and timely information necessary for jury duty under Direct-to-Courtroom, such as updated reporting time or cancelation of the panel for the day.



Expansion of Juror Transportation Program

In October 2021, the Court announced the expansion of juror transportation programs to cover costs of public transit during jury service. A juror serving two or more days at select courthouses may waive their right to mileage reimbursement after the first day of service in exchange for free Metro TAP cards or Metrolink tickets. Metro TAP cards are good for one week of unlimited travel for most Metro buses and rail lines throughout LA County (including the A (Blue), B (Red), C (Green), L (Gold), D (Purple) and E (Expo) lines) for jurors serving at the following courthouses: Airport, Alhambra, Burbank, Clara Shortridge Foltz Criminal



Justice Center, Compton, East Los Angeles, Glendale, Governor George Deukmejian (Long Beach), Inglewood, Metropolitan, Norwalk, Pasadena, Santa Monica, Stanley Mosk and Van Nuys courthouses. Metrolink tickets can be used for commuter trains while serving in downtown Los Angeles courthouses (Stanley Mosk, Clara Shortridge Foltz Criminal Justice Center and Spring Street).

These expanded transportation programs provide environmental benefits and help jurors avoid the stress of traffic and parking. Additional details on the Court's transportation programs for jurors are available on the Court's jury webpage: www.lacourt.org/jury

Traffic

Traffic remains one of the most typical ways LA County residents interact with the Court. With over 700,000 traffic tickets filed each year, the Court has options for traffic litigants to get help or pay their fine online, over the phone or in person.



- **OPTION 1: Online Services**
Many traffic matters can be resolved online without speaking to a clerk on the phone or coming to a courthouse.
- **OPTION 2: Traffic Call Center (TCC)**
Many traffic matters can be resolved by calling the Court's TCC at (213) 633-6300. Staff is available to guide traffic litigants through options to resolve their citations, including enrolling in payment plans, submitting ability to pay petitions, requesting extensions, scheduling hearings to release driver's license holds and more. Services are provided in all languages. More information on the TCC is

available on page 19 of this report.

- **OPTION 3: In-Person Clerk's Office Service by Appointment**
Litigants who wish to speak with a clerk in person are encouraged to schedule an appointment in advance to avoid waiting in line. Appointments are encouraged but not necessary – litigants without an appointment may still get service. To make an appointment, litigants may call the TCC at (213) 633-6300.
- **OPTION 4: Schedule a Court Hearing to Appear Before a Judge**
Litigants may schedule a court hearing by using the Court's online service option on the Court's traffic webpage or by calling the TCC.



Traffic Self-Service Options

- **Payment Plans**
Traffic litigants can establish an installment schedule for their payment plan. Payments may be made online. Since January 2021, the Court saw an average of 2,220 traffic litigants enroll in a payment plan each month.
- **Gina**
Gina is the Court's virtual clerk for traffic-related issues. Gina greets users on the Court's traffic webpage and offers them assistance via a chat feature in English, Spanish, Chinese (Mandarin), Armenian, Korean and Vietnamese. Gina can help users locate a citation, find information on payment plans, payment options and more. Since its inception in 2015, Gina has aided 1,136,000 traffic litigants.
- **Chatbots**
In February 2021, the Court launched Traffic Chatbots, a service that provides people with general traffic information in a chat interface. More details about Chatbots can be found on page 38 of this report.
- **Appear for Traffic and Infraction Trials Using LACourtConnect**
In September 2022, the Court launched LACC for traffic and infraction trials, making remote appearances possible for all traffic hearing types. Since September 2022, nearly 2,200 litigants have registered to appear for a traffic or infraction trial via LACC.



Language Access

The Court's Language Access Services Division (LAS) ensures access to justice for everyone regardless of what language litigants speak. In LA County, with over 200 spoken languages, LAS is critical in ensuring access to justice for all.

LAS employs 288 certified interpreters and contracts with an additional 271 interpreters to provide interpreter services to litigants in 255 languages. The Court also provides remote telephonic interpreter assistance at all public counters, in SHCs and over the phone through its call centers and phone lines. Litigants identify their spoken language on 'I Speak' cards and the clerk connects them to an interpreter from an outside organization who interprets live through the phone.

I SPEAK...

<p>ARABIC أنا أتحدث اللغة العربية</p> <p>ARMENIAN Ես խոսում եմ հայերենի</p> <p>BENGALI আমি বাংলা কথা বলতে পারি</p> <p>BOSNIAN Ja govorim bosanski</p> <p>BULGARIAN Аз говоря български</p> <p>BURMESE ကျွန်ုပ်တို့/ကျွန်ုပ်တို့ ဝိုင်းဝန်းစုံတွဲတို့ နှင့်</p> <p>CAMBODIAN ខ្ញុំនិយាយភាសាកម្ពុជា</p> <p>CANTONESE (CHINESE) 我講廣東話 我讲广东话</p> <p>CROATIAN Govorim hrvatski</p> <p>CZECH Mluvíím česky</p> <p>DUTCH Ik spreek het Nederlands</p> <p>FARSI (PERSIAN) من فارسی صحبت می کنم</p> <p>FRENCH Je parle français</p> <p>FRENCH CREOLE (HAITIAN CREOLE) M pale kreyòl ayisyen</p> <p>GERMAN Ich spreche Deutsch</p> <p>GREEK Μιλώ τα ελληνικά</p> <p>GUJARATI ડું ગુજરાતી બોલું છું</p> <p>HEBREW אני מדבר עברית</p> <p>HINDI मैं हिंदी बोलता हूँ।</p> <p>HMONG Kuv has lug Moob</p> <p>HUNGARIAN Beszélék magyarul</p> <p>ITALIAN Parlo italiano</p> <p>JAPANESE 私は日本語を話す</p> <p>KOREAN 한국어 합니다</p>	<p>LAOTIAN ຂ້ອຍເປົາພາສາລາວ</p> <p>LITHUANIAN Aš kalbu lietuviškai</p> <p>MANDARIN (CHINESE) 我講國語 我讲国语/普通话</p> <p>NORWEGIAN Jeg snakker norsk</p> <p>POLISH Mówię po polsku</p> <p>PORTUGUESE Eu falo português do Brasil (Brasil) Eu falo português de Portugal (Portugal)</p> <p>PUNJABI ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।</p> <p>ROMANIAN Vorbesc românește</p> <p>RUSSIAN Я говорю по-русски</p> <p>SERBIAN Ja govorim српски</p> <p>SLOVAK Hovorím po slovensky</p> <p>SPANISH Yo hablo español</p> <p>SWAHILI Ninaongea Kiswahili</p> <p>SWEDISH Jag talar svenska</p> <p>TAGALOG Marunong akong mag-Tagalog</p> <p>THAI พูดภาษาไทย</p> <p>TURKISH Türkçe konuşurum</p> <p>UKRAINIAN Я розмовляю українською мовою</p> <p>URDU میں اردو بولتا ہوں</p> <p>VIETNAMESE Tôi nói tiếng Việt</p> <p>YORUBA Mo nso Yaoba</p>
---	---



JUDICIAL COUNCIL OF CALIFORNIA

The Court also employs more than 300 certified bilingual clerical staff. Most of the Court’s certified bilingual staff speak Spanish, but some are certified in: Armenian, Cantonese, Eastern Armenian, Mandarin, Farsi, Russian, Vietnamese and Western Armenian.

Ensuring Language Access During the Pandemic

To ensure the continuity of language access to court users while the pandemic limited in-person options, LAS’s clerical office transitioned to a remote and paperless environment and coordinated daily in-person and virtual interpreter services remotely. LAS distributed listening equipment and three-way headsets for in-person interpretation, enabling social distancing without a reduction in sound quality. This equipment remains in use.

LAS issued over 80 laptops and phones to interpreters and trained them to perform remote services from home to courtrooms via LACC and Webex. LAS developed education materials to assist stakeholders, including a quick reference guide for deaf and hard-of-hearing court users to walk them through Webex features. This delivery method proved particularly meaningful with American Sign Language interpreting because interpreters could be

maskless at home, allowing deaf and hard-of-hearing court users to see facial expressions and mouth movements, which are essential to convey messages while signing.

Remote interpreting also decreased drive time for staff, reduced independent contractor costs and lessened wait time for courtrooms – benefits that will endure beyond the pandemic.

From January 2021 through April 2022, LAS provided updated remote language assistance for 21,599 courtroom events.

LAS also facilitated 23,695 calls through Audio Remote Interpreting at public counters, teleworking staff and remote call centers in Spanish, French, Japanese, Mandarin, Armenian, Korean, Farsi, Russian, Vietnamese and Arabic. This service was instrumental in providing meaningful conversations between court staff and court users needing assistance in a native language via telephone, reducing the need for the public to go into courthouses.

Criminal



The Criminal Division balances a person's constitutional rights with the need for public safety. The Division is the largest litigation in the Court – over half of the Court's 582 judicial officers handle criminal matters. In Fiscal Year (FY) 21/22, prosecutors filed over 32,000 felony cases and more than 72,000 misdemeanor cases in the Court's Criminal Division.

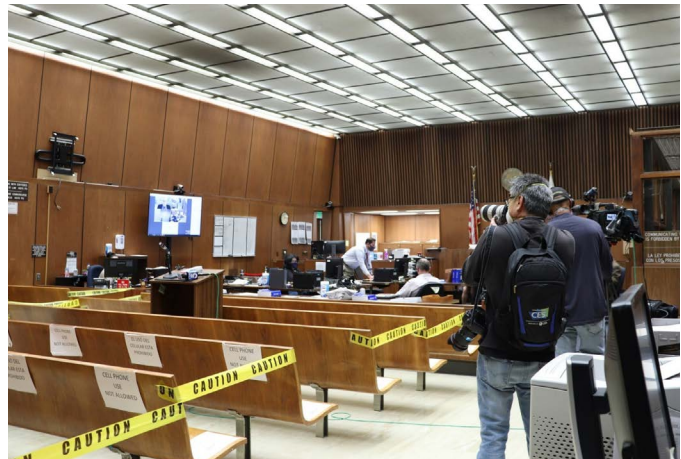
The Court prioritized criminal matters throughout the pandemic and implemented various programs and tools to ensure timely access to justice while simultaneously adhering to pandemic-related restrictions.

Video Arraignments

In April 2020, amid COVID-related lockdowns, the Court implemented video arraignments in partnership with the Los Angeles County Sheriff's Department (LASD) and most local law enforcement agencies to promote



Then-Assistant Presiding Judge Eric C. Taylor and Judge Miguel Espinoza during the launch of video arraignments at the Clara Shortridge Foltz Criminal Justice Center.



Media take photos during the launch of video arraignments in April 2020.

social distancing and ensure timely access to justice. Persons who consented to a video arraignment appeared from custody locations – 13 LASD substations and 19 police departments throughout the county – and were arraigned remotely.

Emergency Orders

Since the onset of the pandemic through February 2022, the Court utilized emergency powers granted by Chief Justice Cantil-Sakauye to extend certain criminal deadlines to limit the number of people in courthouses in adherence with mandated social distancing protocols.

Effort to Normalize Dockets (END) Plan

In 2021 and 2022, the Criminal Division increased the number of jury trials and preliminary hearings and implemented additional disposition courts in each of the court's districts under the Court's Effort to Normalize Dockets (END) plan to





address pandemic-related criminal case delays. END, a plan designed by Criminal Division leadership, builds on the Court’s measured and deliberate approach to safely restore court operations by reducing criminal case backlogs and increasing timely and equal access to justice for criminal litigants. END reduced reliance on emergency orders to extend statutory deadlines for criminal cases. Since February 2022, the Court has not issued a general order extending criminal deadlines and has safely increased trials and preliminary hearings with longstanding public health measures in place to restore safe access to justice for criminal litigants.

Early Disposition Program

In November 2021, the Court secured \$9.2 million in funding from the first phase of Chief Justice Cantil-Sakauye’s Early Disposition Program (EDP), which the Court leveraged in conjunction with the Temporary Assigned Judges Program to provide additional judicial and staff resources to address COVID-related backlogs of criminal cases – implemented in February of 2022. In 2022, the Court secured an additional \$4.2 million in the second phase of funding to support these ongoing efforts.

The Court continues to closely monitor criminal operations for systemic stresses, leveraging available resources, such as funding provided by the EDP, to address criminal backlogs without further delays.

Family Law

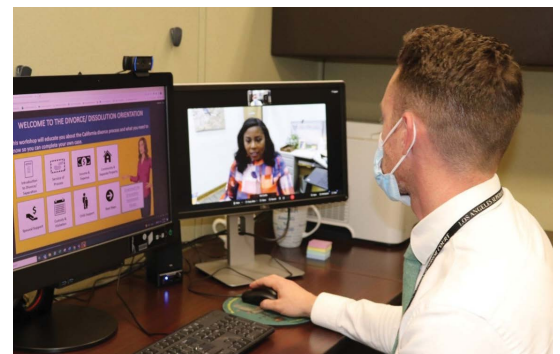
Family law cases involve issues such as child custody, child support, dissolution of marriage (divorce), restraining orders, legal separation, annulments, parentage and spousal or domestic partner support.

Over the past two years, the Family Law Division has leveraged technology to enhance access to justice for family law litigants throughout LA County.

Efiling for Family Law

The Family Law Division launched efilings in November 2021 for specific family law documents. Parties may file their documents and pay filing fees online without having to come to a courthouse. By accepting documents to be filed electronically, parties may access case information online and case documents through public terminals in courthouses, through the Attorney Portal or through the Justice Partner Portal.

Efiling in family law was expanded in April 2022 to accept Qualified Domestic Relations Orders of Support, judgments and all proposed orders in family law. (Learn more about efilings on page 16 and 17.)



A court employee assists a litigant with questions about the online divorce/dissolution workshop.

Online Divorce Workshop

The Court launched a new online Dissolution Orientation Workshop, available in English and Spanish, in September 2021 which is now available in the Court’s self-help catalog of services for divorce cases. This interactive, educational workshop guides litigants through relevant laws and procedures before they start or respond to their divorce case. The workshop is divided into seven short lessons that cover key topics including child custody, child support, spousal support, community and separate property and the

Moving Beyond the Pandemic - AccessLACourt | Your Way

requirements for service of court documents. Litigants can view the workshop at their convenience without the need to schedule an appointment. Each lesson can be viewed independently, or a litigant can complete the entire workshop in one session.

Once litigants have completed the workshop, they may sign up for an additional self-help workshop for assistance with completing their documents to start their cases. In addition, litigants are given options to use online guided interviews to complete documents on their own.

Moving Child Support Cases from Central Civil West Courthouse to Stanley Mosk



In April 2021, the Court's AB 1058 Child Support Commissioner Program courtrooms, Clerk's Office and the Family Law Facilitator Office relocated from Central Civil West (CCW) Courthouse to the Stanley Mosk Courthouse in downtown Los Angeles. The move provided a more integrated family law service model, co-locating child support courtrooms and the Family Law Facilitators Office in the same building as the Family Law Clerk's Office and SHC. All court-related functions at CCW ceased on April 16, 2021.

Judgment Assistance Day Program

In April 2021, the Family Law Division announced a new Judgment Assistance Day pilot program. The program is for parents and couples with pending divorce and parentage cases without attorneys. They can receive much-needed help from volunteer attorneys to finalize the paperwork necessary to obtain a judgment in their case.

Family law departments identify cases ready for judgment and send them electronically to pro bono groups who disperse the cases to the volunteer attorneys. The cases are delivered back to the Court for signature on Judgment Assistance Day, which occurs on the fourth Friday of every month.

Fillable Forms Packets

In addition to many guided interviews and form completion programs through File at Home (including Guide & File (G&F) and LawHelp Interactive (LHI), discussed more on page 36), the Family Law Division now offers online fillable forms packets on the Court's website to walk litigants, at their own pace, through the preparation of their judgment for contested judgments after trial in their divorce case. The packets cover divorce judgments with and without minor children. Additionally, the Court also offers online fillable forms packets for parentage judgments.

Judicial Electronic Signatures

Beginning in April 2022, family law judicial



officers can sign orders and judgments electronically. As a result, cases are resolved more quickly. Since implementation in April 2022, family law has completed 16,729 orders and judgments electronically.

Family Court Services

Family Court Services (FCS) specialists perform child custody mediation and conduct child interviews and parenting plan assessments with the goal of helping parents who are divorcing or separating resolve their child custody and visitation issues. FCS specialists are licensed mental health professionals who deal with complex issues often involving domestic violence, child abuse, substance abuse and mental illness. They write parenting plan agreements which become a Court order, and testify to provide information and/or recommendations on child interviews and parenting plan assessments. In 2021 and 2022, FCS specialists transitioned from in-person services to telephonic and/or videoconferencing with families. Webex sessions remain an option for these services.

Juvenile



The juvenile courts hear cases involving children under 18 years old, as well as non-minor dependents up to age 21. There are two types of juvenile courts – delinquency (also known as juvenile justice) and dependency.

Juvenile Dependency

In the dependency courts, judicial officers oversee and make orders on behalf of children who have suffered abuse, neglect or abandonment (these children often reside in out-of-home placements). The dependency courts oversee the safety and well-being of more than 27,000 children in 29 dependency courtrooms.

Juvenile Dependency Expansion and Remote Hearings

In January 2022, the Juvenile Dependency Division expanded its footprint in east LA County, opening the first satellite courtroom in the Court's East District, to provide children and families in eastern areas of LA County better access to local services. As a result of the expansion, juvenile dependency cases are now heard at the Edmund D. Edelman Children's Court, the Alfred J. McCourtney Juvenile Court and the Pomona South Courthouse.

Moving Beyond the Pandemic - AccessLACourt | Your Way

In addition to a new courtroom in the East District, the Juvenile Dependency Division also introduced remote hearings. Since the implementation during the first quarter of 2020, over 500,000 participants appeared for juvenile hearings using the Webex platform. Remote hearings have significantly increased access to parents and children who can attend hearings without missing work and school, respectively.

Also, two additional dependency judicial officers are serving as settlement judges to help parties in contested cases narrow core issues as well as reach agreements that will benefit them and their children by more quickly resolving their cases. The settlement judges support all dependency courtrooms, regardless of location, through virtual hearings.

National Adoption Day



Judge Teresa Sullivan celebrates with a family after finalizing an adoption during a National Adoption Day event.

Every November, on the Saturday before Thanksgiving, the Court participates in National Adoption Day. Adoption Day in LA County is a collaborative endeavor involving the Court, the Los Angeles County Department of Children and Family Services (DCFS), the Alliance for Children's Rights and the Los Angeles Public Counsel.

To continue to celebrate this event during the COVID-19 pandemic, organizers held National Adoption Day remotely via Webex hearings in 2020 and 2021. At the 2021 National Adoption Day, 158 LA County children in foster care became members of forever families.

Efiling in Adoption Cases

In September 2022, the Court launched efilings for adoption cases. In just one month, more than 1,800 documents were efiled in adoption cases.

30th Anniversary for Edmund D. Edelman Children's Courthouse

In 2022, the Edmund D. Edelman Children's Courthouse marked its 30th anniversary as the first courthouse in the nation devoted entirely to juvenile dependency cases.

Opened in July 1999, the courthouse was named in honor of Edmund D. Edelman, who served on the Los Angeles County Board of Supervisors from 1975 to 1994. The first of its kind in the nation, it was designed to make a friendlier court environment for children already dealing with abuse and neglect. Some of the courthouse's unique features include children's art in the lobby, an outdoor playground, smaller courtrooms and lower benches where judges sit at the same level as children.

The judicial officers at the Edmund D. Edelman Children's Courthouse hear 15,000 to 20,000 juvenile dependency cases annually. Cases of



abuse, neglect, abandonment and exploitation result in orders that require more than 27,000 children be placed under DCFS supervision. The caseload in the Edmund D. Edelman Children's Courthouse is larger than the entire caseload for some states. Even as the Court continues to evaluate the need to offer courtrooms handling dependency cases in courthouses closer to their homes, the Edmund D. Edelman Children's Courthouse remains a model for other dependency courts around the country.



Children play outside the Edmund D. Edelman Children's Courthouse.

Juvenile Delinquency



In the delinquency (also known as juvenile justice) courts, judicial officers oversee matters that involve children who have been accused of crimes and is mainly focused on rehabilitation. The approximately 2,000 annual filings are distributed among 16 courtrooms at eight locations throughout the county. Juvenile delinquency cases are heard at the Compton Courthouse, Eastlake Juvenile Courthouse, East Los Angeles Courthouse, Governor George Deukmejian Courthouse, Inglewood Juvenile Courthouse, Michael D. Antonovich Antelope Valley Courthouse, Pomona Courthouse South and the Sylmar Juvenile Courthouse.



Civil

While the Court had to prioritize criminal over civil cases when public health stay-at-home orders and social distancing were in place, the Court's Civil Division, which encompasses everything from small claims and UD/evictions cases to class action lawsuits with hundreds of parties and millions of dollars at stake, implemented creative solutions to maintain and expand access to justice despite the pandemic's challenges.

The Civil Division relied heavily on virtual appearance options through LACC to keep cases moving and strategically partnered with the civil bar to design and implement programs that prioritized remote and virtual solutions to expedite case resolution and ensure safe access to justice. In addition, in 2021 the Division launched ODR programs for small claims and UD/evictions, discussed more on page 40, and e-filing in complex civil, discussed more on page 17.

The totality of the new programs and innovations implemented in 2021 and 2022 ushered in a transformational era in the Civil Division. Through remote programs and the launch of virtual appearance options, the Court now offers litigants and their attorneys the convenience of choice in resolving disputes, whether it be in a traditional courtroom setting, appearing virtually through LACC, saving time and money on commuting and childcare costs, or utilizing ODR to resolve disputes without court involvement. Here are some examples of the innovative programs implemented by the Civil Division in 2021 and 2022:



Judge Yvette M. Palazuelos takes the bench in civil court.

Virtual Mandatory Settlement Conference Programs Help Facilitate Case Resolution

Leveraging relationships with local bar associations, the Court helped launch the Resolve Law LA (RLLA) Virtual Mandatory Settlement Conference (MSC) program in June 2021. Originally launched specifically for cases assigned to the Court's Personal Injury (PI) Hub, the program was expanded to include employment cases in January 2022.

Moving Beyond the Pandemic - AccessLACourt | Your Way



CALIFORNIA EMPLOYMENT LAWYERS ASSOCIATION

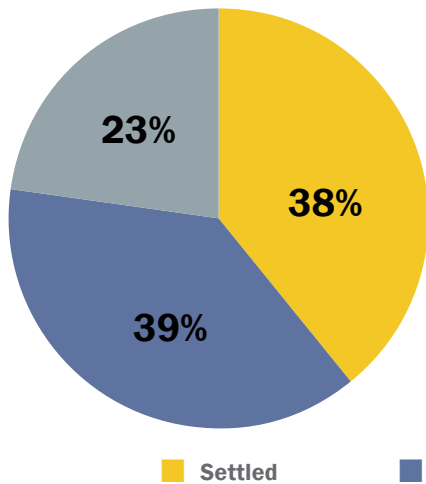
American Board of Trial Advocates



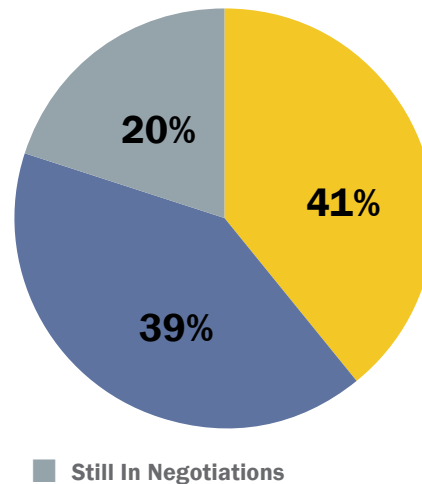
BEVERLY HILLS BAR FOUNDATION

RLLA is a joint effort of the Court, Consumer Attorneys Association of Los Angeles, Association of Southern California Defense Counsel, Los Angeles Chapter of the American Board of Trial Advocates and the Beverly Hills Bar Foundation. RLLA leverages the talents of volunteer settlement officers to conduct virtual MSCs to facilitate case resolution in the Court's PI Hub, and, utilizing the additional expertise of the Labor and Employment section of the LACBA and the California Employment Lawyers Association, to facilitate virtual MSCs for employment cases. The pilot program is the result of a Civil Bench-Bar working group focused on identifying strategies to facilitate case resolution and address case backlogs.

Employment Case RLLA Statistics Through July 7, 2022



Personal Injury Hub RLLA Statistics Through July 7, 2022



UD/Evictions During the Pandemic

Pandemic shutdowns brought significant economic insecurity to residents across LA County, leaving many unsure of how they would pay their rent or mortgage. A combination of eviction moratoriums at the federal, state and local level prevented courts from processing UD/eviction filings during much of the pandemic.

Anticipating an onslaught of UD/eviction filings as local and county government began lifting eviction moratoriums in 2021, the Court launched an ODR program for UD/evictions to enable parties to resolve their cases conveniently and efficiently online, for free, without Court involvement. In

addition to the UD/eviction ODR service, discussed more on page 40, the Court's UD/eviction ODR landing page offers resources for tenants and landlords.

Shifting Resources to Address Emerging Needs

In the summer of 2021, the Civil Division shifted resources to better manage caseloads, help settle more cases and offer additional trial capacity by reopening departments closed prior to the pandemic. Some of the changes included:

- Adding additional Independent Calendar (IC) courtrooms;
- Converting two civil trial courtrooms to conduct MSCs;
- Reopening three previously closed civil trial departments in West Los Angeles, the San Fernando Valley and the South Bay;
- Adding a sixth PI courtroom at the Spring Street Courthouse; and
- Adding an additional small claims and UD/eviction courtroom in West Covina.

Overall, the Civil Division continues to look for innovative solutions to ensure that all civil litigants are provided speedy and efficient access to justice.

Personal Injury Cases Return to Community-Based Adjudication

In September 2022, the Court announced a gradual, phased transition of personal injury cases out of the PI Hub at the Spring Street Courthouse in the Court's Central District and back to local community-based IC courts. This significant change allows judges to proactively manage cases, provides litigants greater predictability in case disposition, brings about quicker dispute resolution, and increases access to justice for litigants, attorneys and witnesses.

The first phase of the transition saw the establishment of six IC courts for new, non-Central District PI cases in Pomona, Pasadena, Chatsworth, Compton, Inglewood and Beverly Hills. After the first phase has reduced the PI case inventory and PI Hub judges have fewer pending PI cases, Phase II will allow for the transition of the PI Hub courtrooms to Central or other districts, depending on need.

Probate

The Probate Division hears cases that often involve especially vulnerable people, including the elderly and people with disabilities, along with family members who care for them. Cases include conservatorship and guardianship cases, and cases regarding wills, trusts and estates. A guardianship is a probate case in which the custody of a child is given to other people that are not the child's parents. Conservatorships are cases in which persons are appointed to manage the financial and/or personal affairs of adults deemed unable to care for themselves.

The Probate Division was the first to adopt LACC and relied heavily on the convenience of LACC to keep cases moving during the pandemic. Probate litigants can access case information online and documents through public terminals onsite, the Attorney Portal or the Justice Partner Portal. Litigants can obtain their posted probate notes online for future calendars from the time they are created until the morning of the scheduled hearing. The division was also one of the first litigation types to offer efilings. Parties can file their documents and pay filing fees remotely.

“The Probate Division was the first to adopt LACC and relied heavily on its convenience to keep cases moving during the pandemic.”

The Probate Division continues to move toward adoption of more efficiencies. Probate has used an electronic signature application for over a year and judicial officers electronically process over 3,500 orders and probate investigation review reports monthly through their electronic queues.

Probate Investigators

Probate investigators, employed by the Court, are charged with the important work of investigating conservatorship and guardianship cases assigned to the Probate Division. Probate investigators must have a behavioral science background and education, with many holding a clinical license in marriage and family therapy or social work. The probate investigator interviews the proposed conservatee and proposed conservator(s), as well as family members. Interviews with the proposed conservatee and proposed

conservator(s) take place at the home of the proposed conservatee. Other interviews with family members and agencies involved with the proposed conservatee are conducted remotely. The probate investigator meets privately with the proposed conservatee and advises the proposed conservatee that a petition has been filed and inquire as to whether they are in support of the conservatorship and the appointment of the proposed conservator. The probate investigator also investigates the proposed conservatee's living situation, medical and personal care, financial management and other aspects of their life, as well as their relationship with the proposed conservator. The probate investigator makes recommendations regarding the necessity of the conservatorship and the suitability of the proposed conservatee. Annual or biennial investigations are also conducted once a conservatorship is granted.

In 2021/2022, the Court's 28 probate investigators conducted:

- 2,949 conservatorship petition investigations
- 3,223 guardianship petition investigations

In guardianship investigations, the probate investigator explores the reason and need for a guardianship, the suitability of the proposed guardian(s), the needs of the children and their preferences. Not only is information obtained regarding the minor's history of care, but also any history of both the children and proposed guardian with DCFS. A criminal background check is conducted on all adults in the household. A written report is prepared for both conservatorship and guardianship investigations that include information and recommendations to the judicial officer.

Mental Health

The Mental Health Division hears cases involving those with mental illness, including cases in which:

- Persons are detained due to severe emotional problems for which they are unable or unwilling to seek voluntary care for themselves;
- The confinement and treatment of persons with narcotic addictions and developmental disabilities; and
- A doubt is declared regarding a defendant's competency to stand trial in criminal proceedings.



The Hollywood Courthouse reopened in 2019 as a dedicated mental health courthouse.

The Mental Health Division is based in the Hollywood Courthouse, a small neighborhood courthouse repurposed and reopened in 2019 as a dedicated mental health courthouse. It is the only courthouse in California that deals exclusively with mental health-related cases, a benefit to litigants and their caregivers due to the co-location of related services under one roof. In 2021, when proposed legislation impacting the case types heard at the Hollywood Courthouse would have disrupted the Court's successful service model of co-locating all mental health courtrooms and mental health services in one courthouse, Presiding Judge Taylor spearheaded a collaborative effort with California lawmakers to amend the bill that enabled the Hollywood Mental Health Courthouse to remain the only courthouse in California dedicated exclusively to mental health-related cases.

Mental Health Hearing Referees

Mental health hearing referees conduct nearly 24,000 mental health facility-based hearings annually to determine probable cause for further involuntary detention and to determine an individual's capacity to refuse psychotropic medications. The Court confers with the local mental health director, county public defender and district attorney on the hiring of its mental health referees. They must be an attorney, registered nurse, or mental health professional in order to hold this position. Hearings are conducted at more than 50 LA County-area psychiatric hospitals. In 2021, the Court's mental health hearing referees shifted their work, moving from in-person hearings to virtual hearings via Webex with patients, hospital representatives and patient rights advocates. This dramatically improved the referee's ability to efficiently conduct these hearings without expending significant time and cost associated with visiting multiple hospitals each day.

Self-Help in Mental Health

For the first time in this court's history, the Court entered into a self-help partnership with Mental Health Advocacy Services to provide free information to mental health court participants, their families and members of the public. Assistance is offered by phone, email or in person by appointment on Tuesdays.

Appellate Division

In 2021 and 2022, the Central Appeals Unit and Appellate Division focused on ensuring the safety of staff while continuing to serve the public and justice partners during the pandemic using pre-existing and newly developed technology. More than 1,100 people participated remotely in an appellate hearing from January 1, 2021, through July 31, 2022.

In 2021, the Court developed and implemented the Appeals Tracking System (ATS). ATS streamlines the appeals process across all litigations. ATS also eliminates dependence on many of the hard-copy conventions previously required of appeals processing. It also expedites the delivery of appeals records for court and public review. ATS was awarded a 2021 National Association of Counties Achievement Award.



Modernizing the Workplace



AccessLACourt | Your Way does not just apply to court users – its principles of promoting convenience through technology extend to the workplace as well. The pandemic brought significant change to workplaces around the world, including the Court. As the pandemic unfolded, the Court's Human Resources (HR) Department and CTS spearheaded initiatives that enabled roughly 92% of the Court's workforce to work remotely during COVID-related lockdowns, which significantly reduced the number of people in courthouses during the pandemic's worst phase prior to vaccine

availability. Since then, remote work options and a virtual workplace have been embedded into the Court's workplace culture.

Remote Work

As of 2022, about 1,000 employees work remotely. At the start of the pandemic, the transition to remote work for a percentage of the Court's workforce was a necessary step to slow the spread of the deadly virus and keep court staff, judicial officers and court users safe. Now, remote work remains an efficient and permanent fixture of the Court's workplace.

The rapid shift to remote work was a team effort. HR rolled out remote work policies in record time, provided training to employees and managers, and shifted many employees to permanent remote work status. CTS quickly acquainted court staff with technology like the Court's Virtual Private Network (VPN) system and programs like Webex, Jabber and Microsoft Teams, and rapidly disseminated tips on remote working. The Court's Procurement and CTS teams also worked together to provide laptops and other remote work equipment to employees in record numbers and time.



A teleworking court employee serves the public from home.

Looking ahead, the Court remains committed to the opportunities and potential found in remote work assignments. Though remote work was rare just a few years ago, the Court has embraced the concept as it continues to brand itself as a competitive and innovative employer, revising the Workplace Vision Statement to include a commitment to remote opportunities and the goal to “retain and support remote workers in those areas that provide the same or higher level of internal and external service.”

The initial rollout encompassed every facet of the Court, from the Clerk's Office to HR. As the Court continues to encourage and support appropriate remote work options, job postings now indicate that remote work may be available for certain positions.

Virtual Recruitment and Onboarding for New Employees

While the Court previously proactively adopted new technology in new employee recruitment, COVID-19 accelerated the innovation journey. Pre-pandemic enhancements, such as an online portal for onboarding new hires, made hours of in-person paperwork completion obsolete. However, the pandemic created an urgent need to convert face-to-face HR processes to virtual and distanced procedures.

Staff across multiple HR teams immediately pulled together to assess a series of complex, paper-intensive, in-person processes that would require re-engineering to maintain compliance with public health guidance, provide an equivalent or superior candidate and new-hire experience, and meet the needs of court managers, while eliminating or reducing any delays.

“From January 2021 through July 2022, HR conducted roughly 4,200 virtual interviews, yielding about 700 hires. Nearly 100% of new employees are now onboarded remotely.”

The recruitment and staffing team converted all panel interviews to virtual formats using technology tools already available to court staff. HR had some prior experience with video interviews; however, many panelists and interviewees, both internal and external, lacked experience with virtual platforms. To ensure the interviews went smoothly, HR created step-by-step instruction guides for each group, sent all interviewees

a list of tips and resources on preparing for video interviews, and conducted individual test sessions with each candidate and panelist to ensure their equipment was working and to assist with basic troubleshooting ahead of the interview.

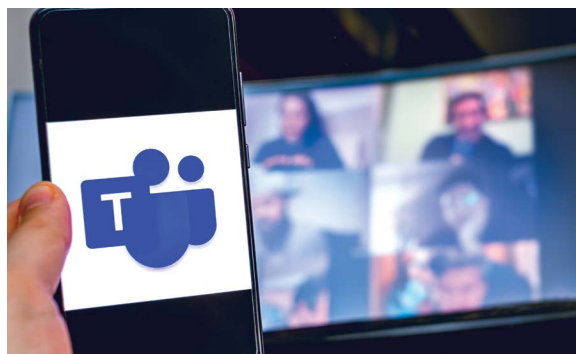
After adapting the in-progress recruitments, virtual interviewing became the standard for other recruitments. From January 2021 through July 2022, HR conducted roughly 4,200 virtual interviews, yielding about 700 hires. Nearly 100% of new employees are now onboarded remotely.

COVID-19 has challenged the traditional way of working in all areas, and recruitment and staffing have been no exception. HR staff has welcomed these challenges and will continue to view them as opportunities to more effectively fulfill its important role of attracting and onboarding an agile workforce, while being flexible, providing novel, efficient and effective solutions to projected staffing needs, and delivering a positive experience that reflects the court brand to all candidates in the process.

Transition to a Virtual Workplace

The Court also leveraged technology to build out a seamless virtual workspace to enhance efficiency and provide remote workers and non-remote workers alike a virtual space to conduct court business. Prior to 2020, the Court primarily used Skype and Webex technology to connect virtually. These products were available court-wide, but not used to their full capacity. Most internal and external meetings were conducted in person, sometimes requiring court staff from outlying districts to travel over an hour to attend meetings.

The pandemic created an immediate need to transition to a virtual workplace environment. Since then, the Court has not looked back. When Microsoft announced it was discontinuing the Skype platform at the end of July 2021 and replacing it with Teams, the Court began a quick transition to this new platform, launching trainings and encouraging staff to gain experience with the platform for day-to-day meetings and activities.



Using Microsoft Teams has become integral to the Court's virtual workplace experience. Court staff can host or participate in meetings, call other staff members, use the chat feature, send and share documents, and hyperlink to documents for group and/or individual use. Internal meetings, which previously required court staff to drive an hour or more, now take place via Teams, creating time and cost savings. In addition to Teams and other collaborative tools like SharePoint, the Court has also invested in technology tools designed to increase employee engagement and give employees on-demand access to important HR information.

Key technology implementations include new electronic personnel records, launched in February 2022, which allow employees to view their employment records online at any time; as well as the SumTotal Learning Management System, which provides access to a vast library of online training content, expanding learning and development options for employees. As of October 2022, over 1,100 employees have accessed their electronic personnel records online and court employees have completed about 24,000 eLearning courses through the SumTotal Learning Management System.

Digital Workplace Team

The Court launched the digital workplace team as a collaborative effort between CTS and HR to build the Court's digital workplace capabilities, promote the effective use of technology, and enhance the employee experience for onsite and remote workers.

The team is focused on:

Moving Beyond the Pandemic - AccessLACourt | Your Way

- Facilitating the development of technology to work efficiently and solve problems;
- Ensuring that employees, working onsite or remotely, have access to technology and tools to make work easier;
- Developing an agile work force by ensuring employees are equipped with skills to navigate and succeed in a continuously evolving digital environment;
- Optimizing processes and refining remote office technology, ergonomic equipment and internal collaboration tools, to make work more efficient and reduce existing obstacles in everyday work; and
- Improving access to justice by deploying a digital service delivery model where the Court, its workforce and technology resources are leveraged to better serve the LA County residents.



Members of the Court's digital workplace team review a plan to help employees with technology tools to make their work easier and more efficient.

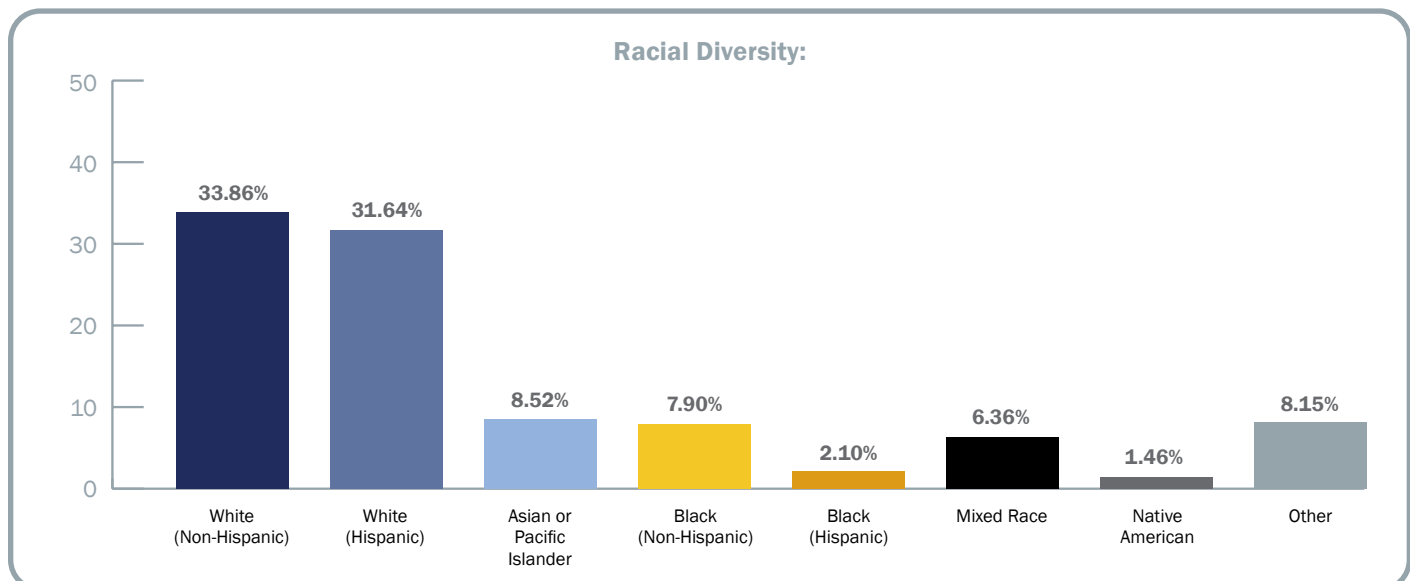
Other Technology

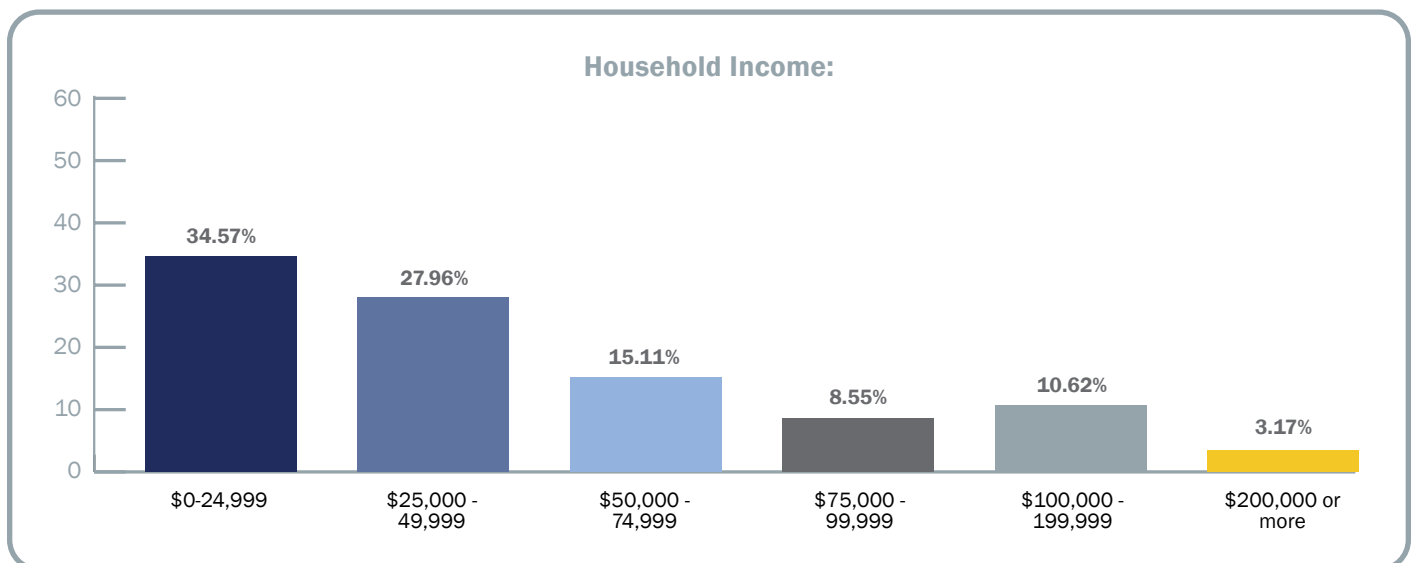
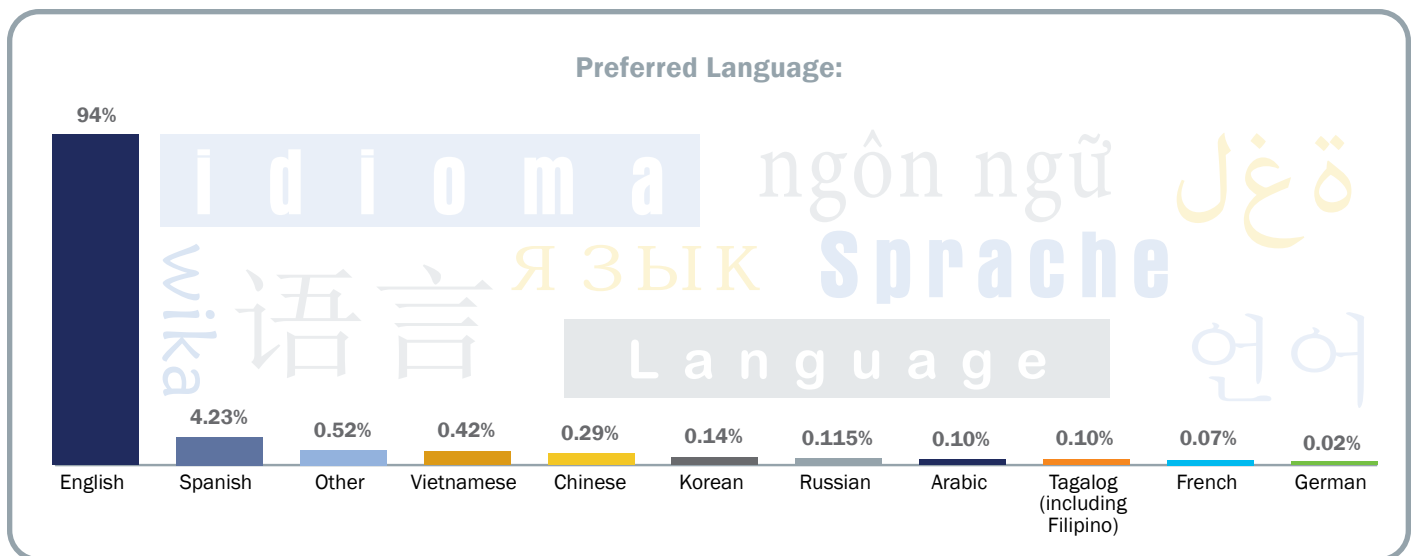
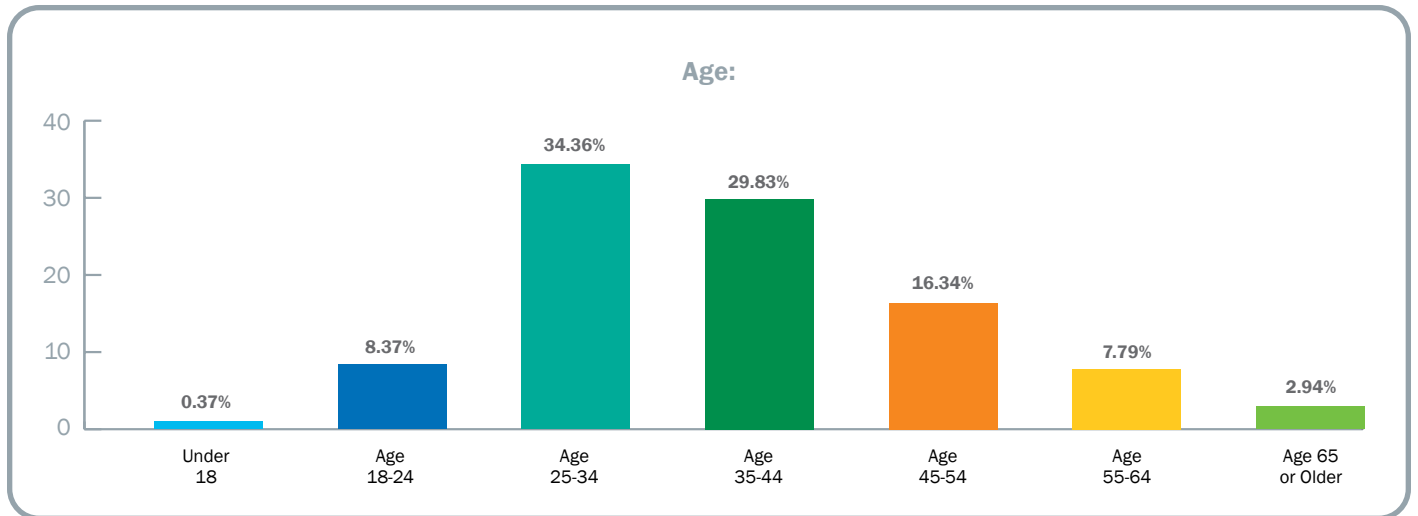
Guide & File

G&F launched in Los Angeles in 2017 as part of the Court's mission to broaden remote access to justice for SRLs. This comprehensive, easy-to-use, guided website tool has become a mainstay online self-service option for SRLs in LA County.

This free online service "interviews" litigants, compiles the answers and generates completed forms that can be efiled in areas where there are a high number of SRLs, such as family law, small claims, probate and more. Where e filing is not available, litigants may still complete the interview process and print completed forms to be filed in person. Interviews are available for filings in guardianship, civil harassment, limited conservatorship, domestic violence, small claims, divorce, child custody & visitation, child support, proof of service for divorce and parentage, and change of address.

More than 12,000 G&F users in California voluntarily took the survey in 2020. Below is self-reported information about the demographics of G&F users.





LawHelp Interactive

LHI is a remote tool which also assists SRLs with form completion. Similar to G&F, after litigants answer a set of simple interview questions, the system compiles the answers and generates completed forms for specified cases. In LA County, litigants use this service for name change petitions, eviction complaints and answers and requests for order.

The program is administered by Pro Bono Net, a nonprofit organization that provides access to LHI HotDocs (document assembly). The Judicial Council of California (JCC) developed and continues to maintain the program.

Web Portals

Web portals provide various court users access to the Court's services and resources through a single platform.

The Court provides three web portals to facilitate quick access to court documents and promote convenience for attorneys, media outlets and justice partners. The Attorney Portal, Media Access Portal and Justice Partner Portal all provide users access to case information, electronic documents and other convenient features, dramatically reducing in-person visits to courthouses.

In 2021 and 2022, thousands of users have accessed millions of documents from the comfort and safety of their own offices or homes.

2021/2022 Justice Partner Portal Statistics



- **156,000 users**
- **9.4 million viewed documents**
- **10.9 million case searches**



Chatbots

As the Court continues to incorporate more online tools to access justice, the Court's website has integrated chatbots, an easy-to-use technology designed to answer frequently asked questions and lead court users to the resources they need to answer their litigation-specific questions.

Traffic Chatbot

From October 2021 through July 2022, an average of more than 9,500 chats were initiated monthly with the Traffic Chatbot. Through the chat, court users can find their court date, pay their ticket and learn about options they have to resolve a case that has gone to collections.

The Traffic Chatbot is the most accessed chatbot of any of the Court's chatbots.

Chatbots By the Numbers

Chatbot Locations	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22
Self-Help (total unique click events)	132	230	271	713	715	758	547	507	541	460
Family Law (total unique click events)	97	163	83	339	397	261	258	295	283	321
Probate (total unique click events)	26	29	58	108	118	118	110	116	50	98
Mental Health (total unique click events)	14	-	-	6	5	12	7	8	18	3
Traffic (total unique click events)	11,926	11,113	9,850	10,842	9,367	10,649	8,771	8,344	8,058	7,469
LACC (total unique click events)	510	428	572	645	761	636	874	744	1,439	868

Chatbots for Family Law, Probate, Mental Health and Self-Help

In October 2021, the Court launched chatbots on its family law, mental health, probate and self-help webpages. These chatbots answer basic questions for litigants regarding Clerk’s Office hours, contact information, general filing information and more. Chatbots also refer users to the SHC programs for further assistance, if necessary.

LACC Chatbot

COVID-19 propelled the Court into providing safer ways to appear before for their hearing. As LACC continued to evolve in ways to enhance remote appearances, a chatbot also was incorporated.

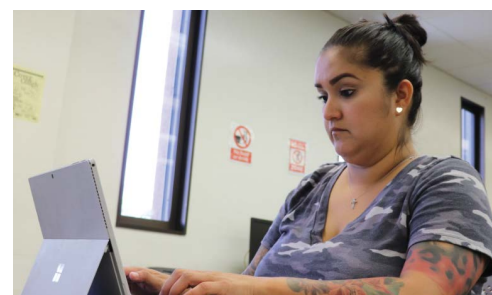
In LACC, the chatbot directs users to schedule or inquire about their remote appearances. From October 2021 through July 2022, an average of more than 700 chats were initiated monthly.

Online Dispute Resolution

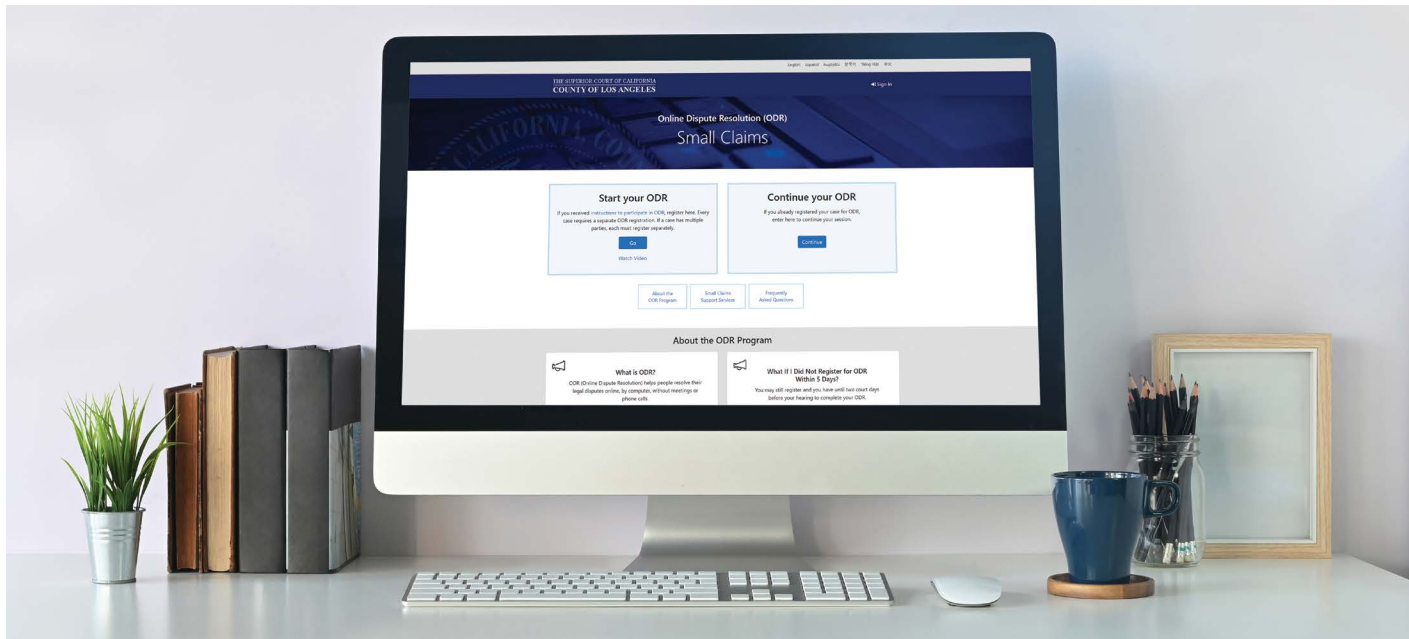
The Court launched ODR technology to provide SRLs an opportunity to remotely resolve disputes in small claims and UD/eviction cases, and for parenting plans, for free and without coming to court. The pandemic further accelerated the necessity to look for alternative ways to provide mediation-like services as in-person mediation was discouraged. ODR further provides SRLs a much-needed avenue of relief to resolve their cases without ever stepping foot in a courtroom.

ODR for Parenting Plans

ODR for parenting plans first launched in 2019. By utilizing ODR, parents or their attorneys can negotiate the terms of their parenting plan without having to meet face-to-face. Once the parents agree on a plan, the ODR tool will generate a parenting plan agreement, which the parents may file with the Court and, if accepted, it becomes a court order. In cases where both parties agree to participate in negotiation through ODR, the settlement rate is over 15%.



A self-represented litigant takes advantage of Online Dispute Resolution.



Small Claims ODR

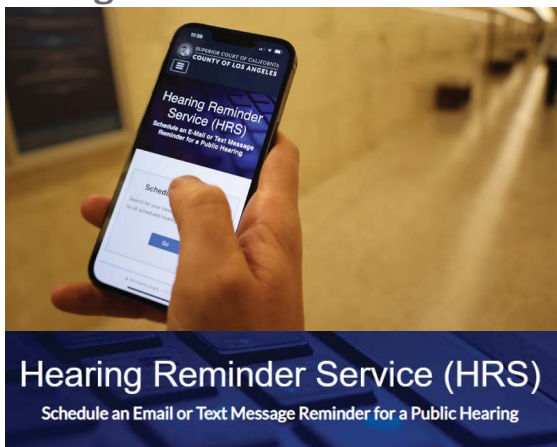
Small claims ODR launched in February 2021. It is mobile-friendly, enabling litigants to use the platform on their smartphones. Small claims ODR was developed in conjunction with the Los Angeles County Department of Consumer and Business Affairs (DCBA) and the Center for Conflict Resolution, which provide free mediation upon request. From February 2021 through July 2022, litigants in over 1,400 small claims cases negotiated in ODR, many with the help of professional mediators. The platform helped resolve over 550 cases, saving both the litigants and the Court the need for a court hearing.

In 2022, the LA County Productivity and Quality Commission awarded the Court its annual Commissioners' Legacy Award - the first time the Court has received this honor in the award's 35-year history.

UD/Eviction ODR

Given the success of the ODR platforms in small claims and parenting plans, the Court launched an ODR platform for UD/eviction cases on December 6, 2021. The program offers users access to free mediation and provides information on other resources, such as housing counselors and rental assistance programs.

Hearing Reminder Service



In January 2022, the Court launched a free and convenient way for attorneys, litigants, witnesses and any interested person to sign up for reminders of upcoming court hearings. The HRS allows users to select to receive reminders via email and/or text messages two weeks and/or two days before the hearing.

“From February 2022 through August 2022, HRS saw over 3,000 users and sent out nearly 20,000 reminders for over 5,800 individual cases.”

HRS is available for all litigation types except for juvenile and appellate cases. Placer County Superior Court is now successfully using HRS, and Imperial, Modoc and Santa Clara Superior courts will implement the program by the end of 2022.

Electronic Court of Appeals Records and Transcripts

In August 2022, the Court developed and launched the Electronic Court of Appeals Records and Transcripts (eCART) software to replace the Transcript Assembly Program to prepare transcript and appeals records for the Court of Appeal. ECART is used to automate and streamline the appeals records and transcript process. Using modernization funding awarded by the JCC, the Court developed the new software to gather and transfer appeals records and transcripts for the Court of Appeal.

ECART represents a new joint support/operational model, whereby the Court develops new technology and serves as the product owner, and the JCC deploys the product to other trial courts and provides support for the system. Developed and launched on time and under budget, 29 superior courts across California have implemented the software. In total, 22 trial courts have used eCART to submit a total of 186 transcripts to the Court of Appeal. In addition, the new system is assembling 1,115 case transcripts for transmission to the Court of Appeal.

In-Person Service

Appointment Reservation System

The Court remains committed to the traditional model of in-person service and made accessing in-person services easier with the introduction of an appointment reservation system for both Clerk's Office service and service in any of the Court's 13 SHCs.

Clerk's Office

If a court user's needs cannot be resolved through one of the Court's call centers, they can schedule in-person appointments with the Clerk's Office through the call center. Court users can select a convenient appointment time, thereby reducing wait times at the courthouse. Launched on June 15, 2020, when the Clerk's Office resumed in-person services by appointment only while social distancing restrictions were in effect, the system helped greatly reduce courthouse foot traffic and queuing lines. Since the Court rescinded social distancing restrictions on June 28, 2021, after a change in county public health guidance, appointments remain a convenient option for litigants.



Self-Help Center Appointments

The same appointment system is available for the Court's SHCs. Since January 2021 through July 31, 2022, people have scheduled more than 2,600 appointments for in-person service in the SHCs and more than 14,000 appointments for remote service. Currently, appointments for assistance regarding restraining orders (domestic violence, civil harassment and elder abuse) make up a significant portion of appointments in SHCs, many of which were remote except for follow-up appointments to sign documents.



Self-Help

Court-based self-help programs focus on giving procedural information to litigants so they can make informed decisions for themselves. The Court’s self-help service model focuses on educating people about the law and its associated processes to guide them through the justice system effectively. Once people understand the available options, they can make educated choices as they fill out their own documents and represent themselves.

The Court’s self-help model offers assistance remotely – online, over the phone and through webinar workshops – as well as in-person appointments at its 13 SHCs located throughout the county, to help those without attorneys. Both options – in person and remote – have expanded access to justice more than ever before.



From January 2021 through July 2022, the Court’s SHCs provided service over 220,000 times to SRLs. Self-help programs and the Court’s self-service options leverage technology to help litigants more easily navigate the judicial process. Many of the Court’s technology-based services provide a method for SRLs to complete their documents and file or resolve their cases themselves. For more comprehensive information on the Court’s many self-help and self-service options, please refer to the Court’s *Self-Help Report*, available at www.lacourt.org under “General Info,” “News and Media,” “Publications.”

Facilities



SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES















The Court's Facilities Division manages the facilities needs for all 37 courthouses and additional buildings, such as the Hall of Records. At the outset of the pandemic, the Division, along with the Court's Contracts and Materials Management Division, took on the huge task of posting social distancing signs and stickers, purchasing and distributing Personal Protective Equipment, including masks and sanitizer, to all courthouses, purchasing and installing Plexiglas and other barriers in courtrooms and the Clerk's Office, and overseeing enhanced cleaning procedures throughout all courthouses. These efforts, part of the Here For You | Safe For You program, helped protect the safety and well-being of court users, judicial officers, court staff and justice partners.



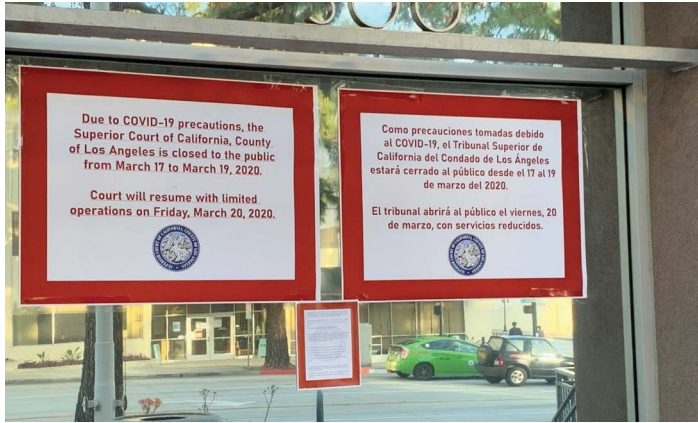
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES

COVID-19

Distribution: PPE Supplies and Court Signage

 <p>24,197 Face Masks - Cloth</p>	 <p>530,030 Face Masks - Disposable Judicial Officers, All Staff, and Public</p>	 <p>675,500 Gloves (Ea.) Judicial Officers and All Staff</p>	 <p>14,122 Hand Sanitizer Bottles Judicial Officers and All Staff</p>
 <p>995 Hand Sanitizer Dispensers Clerk's Office Public Lobbies, Courtrooms, Elevator Vestibules, and Weapons Screening</p>	 <p>3,481 Surface Cleaner Spray Jury Trial Courtrooms and Weapons Screening</p>	 <p>13,911 Surface Cleaner Wipes Clerk's Offices, Courtrooms, Jury Assembly Rooms, Lunchrooms, Weapons Screening</p>	 <p>103 Surface Wipe Dispensers Public Terminals</p>
 <p>5,695 Thermometers Judicial Officers and All Staff</p>	 <p>17,300 -Microphone Covers 9,250-Plastic Bags Jury Trial Courtrooms</p>	 <p>69,968 Bench/Floor Signs Clerk's Offices, Courthouse Entrances, Courtrooms, Elevators, Parking Lots, and Public Hallways</p>	 <p>89,597 Wall Signs/Posters Clerk's Offices, Courthouse Entrances, Courtrooms, Elevators, Parking Lots, and Public Hallways</p>
 <p>7,570 Plexiglass Barriers Installed</p>			





COVID-19 signs hang outside of the Burbank Courthouse on March 18, 2020.



Social distancing stickers denote available seating on the benches of the Stanley Mosk Courthouse in 2021.



Plexiglas installed in all courtrooms as part of the Court's Here For You | Safe For You initiative.

With many of the division's 2020 projects delayed due to the pandemic, 2021 saw the division reactivating several projects of importance to the Court. These projects, completed in 2021 and 2022, include:

- **Digital Evidence Presentation System (DEPS):** The last phase of this court-wide project equipped courtrooms at the Michael D. Antonovich Antelope Valley Courthouse, the Pomona South Courthouse and the Compton Courthouse with DEPS to make presenting evidence more efficient.
- Upgrades to the Jury Assembly Room at the Stanley Mosk Courthouse, including new furniture and finishes.
- The design and construction of the El Monte Case Management System Training Center, which converted the former jury assembly room into an office and training space for the Court's case management system training unit.
- New tenant alterations were completed on the fifth floor of the Clara Shortridge Foltz Criminal Justice Center, allowing for the consolidation of appeals staff formerly located on the second floor of the Clara Shortridge Foltz Criminal Justice Center and the Edmund D. Edelman Children's Courthouse. A second tenant alterations project is planned to relocate the Stanley Mosk Courthouse appeals section to the second floor of the Clara Shortridge Foltz Criminal Justice Center.



The DEPS in use during a civil proceeding in Pomona.

The division also is underway on several new projects, including:

- The construction of two courtrooms, and the design of two additional courtrooms at the Edmund D. Edelman Children’s Courthouse. Two courtrooms, chambers and support spaces are currently under construction on the courthouse’s sixth floor and are expected to be completed by the end of 2022. Two additional courtrooms are currently being planned in adjacent space also on the sixth floor.
- The design of six additional courtrooms, chambers and support spaces at the Chatsworth Courthouse. Construction is anticipated to begin in the summer of 2023.
- Various security projects in collaboration with the Office of Public Safety to improve court-wide safety, including increased exterior lighting and cameras, and other safety measures.

Civic Center Administrative Space Realignment

With many court employees now permanently teleworking, the Facilities Division is studying a major realignment of administrative space in Civic Center courthouses and administrative buildings, including the Stanley Mosk Courthouse, the Spring Street Courthouse and the Hall of Records. The study will consider space savings associated with remote working. Several significant special realignment projects are expected to result from the study.

Civic Center Master Plan Study



The Stanley Mosk Courthouse is the largest courthouse in the nation.



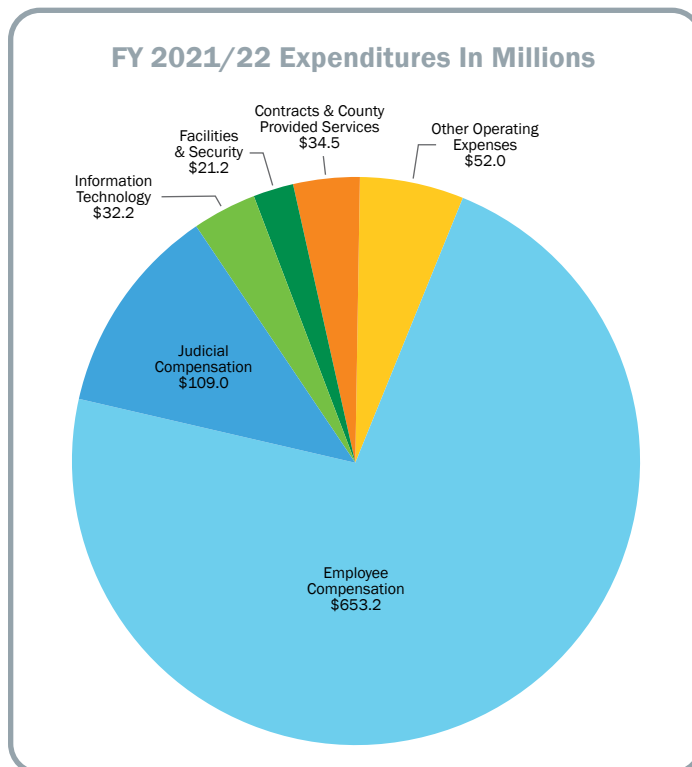
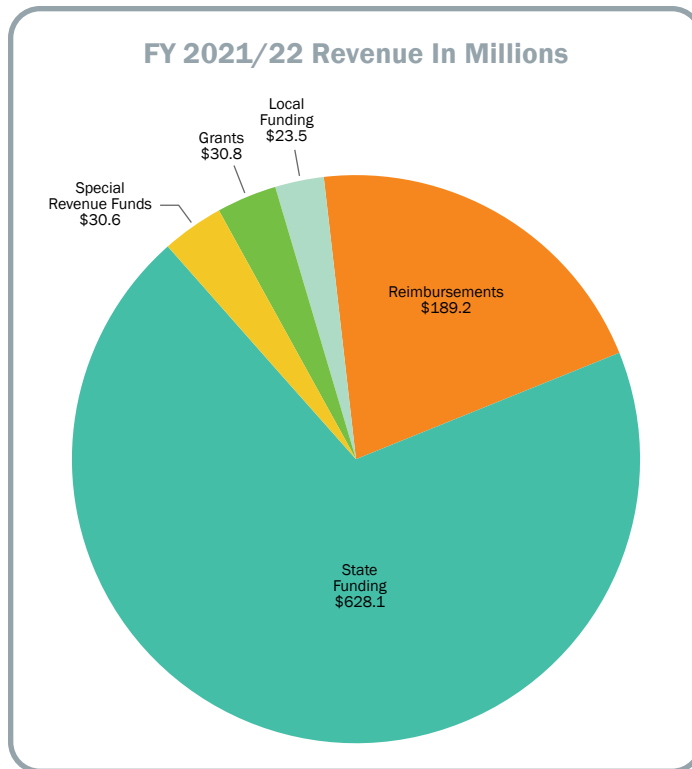
The Clara Shortridge Foltz Criminal Justice Center is the largest criminal courthouse in the nation.

The FY 2021/22 State Budget included \$2.7 million to study the potential replacement or renovation of the two largest courthouses in California, the Stanley Mosk Courthouse and the Clara Shortridge Foltz Criminal Justice Center. The 2019 Reassessment of Trial Court Capital-Outlay Projects, completed by the JCC, identified both courthouses as in need of significant renovations or replacement. The study approved in the state budget will analyze and develop a plan for improving and modernizing these facilities.

New Santa Clarita Courthouse

The FY 2022/2023 state budget provided \$53,050,000 for the site acquisition and performance criteria phases for a new Santa Clarita Courthouse. The project will eventually provide construction of a new courthouse in the City of Santa Clarita.

FY 2021/22 Workload and Financial Data



FY 2021/22 Filings Information

Fiscal Year 2021-2022 Filings Information	
Civil	
Civil Unlimited	67,199
Civil Limited (non-UD/eviction)	77,257
Small Claims/Other Civil	22,273
UD/Evictions	20,305
Criminal	
Felonies	32,659
Misdemeanors	70,386
Infractions (non-traffic)	17,803
Family Law	
Dissolution (Divorce)	29,072
Child Support	15,622
Domestic Violence and Civil Harassment	30,268
Parentage	6,135
Family Law-Other	10,386
Adoptions	678
Juvenile	
Juvenile Delinquency	2,193
Juvenile Dependency	15,726
Mental Health	
LPS Conservatorships	558
Mental Health-Other	1,612
Competency to Stand Trial	8,302
MH Hospital Certification	36,506
Probate	
All Filings	16,030
Traffic	
All Filings	713,469
Appellate	
All Filings	350
TOTAL:	1,194,789

These are not the official statistics of the Superior Court of Los Angeles County.
 The official statistics can be found here: <https://www.courts.ca.gov/12941.htm>
 (see the Court Statistics Report).

Courthouse Contact Information

AP = Appellate

JVDEL = Juvenile Delinquency

CIV = Civil

MH = Mental Health

CRM = Criminal

PRB = Probate

FL = Family Law

SMCL = Small Claims

JVDEP = Juvenile Dependency

TR = Traffic



- **Airport Courthouse**
11701 S. La Cienega Blvd., Los Angeles, CA 90451
- **Clerk's Office Call Center Phone Number:**
(310) 725-3000
- **Types of cases heard at this courthouse:**
CRM



- **Alfred J. McCourtney Juvenile Justice Center Courthouse**
1040 W. Ave. J, Lancaster, CA 93534
- **Clerk's Office Call Center Phone Number:**
(661) 483-5924
- **Types of cases heard at this courthouse:**
JVDEP



- **Alhambra Courthouse**
150 W. Commonwealth Ave., Alhambra, CA 91801
- **Clerk's Office Call Center Phone Number:**
(626) 293-2100
- **Types of cases heard at this courthouse:**
CIV CRM



- **Bellflower Courthouse**
10025 E. Flower St., Bellflower, CA 90706
- **Clerk's Office Call Center Phone Number:**
(562) 345-3300
- **Types of cases heard at this courthouse:**
CRM SMCL



- **Beverly Hills Courthouse**
9355 Burton Way, Beverly Hills, CA 90210
- **Clerk's Office Call Center Phone Number:**
(310) 281-2400
- **Types of cases heard at this courthouse:**
CIV TR



- **Burbank Courthouse**
300 E. Olive Ave., Burbank, CA 91502
- **Clerk's Office Call Center Phone Number:**
(818) 260-8400
- **Types of cases heard at this courthouse:**
CIV CRM



- **Catalina Courthouse**
215 Sumner Ave., Avalon, CA 90704
- **Clerk's Office Call Center Phone Number:**
(562) 256-3100
- **Types of cases heard at this courthouse:**
CRM



- **Central Arraignment Courthouse**
429 Bauchet St., Los Angeles, CA 90012
- **Clerk's Office Call Center Phone Number:**
(213) 617-5600
- **Types of cases heard at this courthouse:**
CRM



- **Chatsworth Courthouse**
9425 Penfield Ave., Chatsworth, CA 91311
- **Clerk's Office Call Center Phone Number:**
(818) 407-2200
- **Types of cases heard at this courthouse:**
CIV FL SMCL TR



- **Clara Shortridge Foltz Criminal Justice Center**
210 W. Temple St., Los Angeles, CA 90012
- **Clerk's Office Call Center Phone Number:**
(213) 628-7700
- **Types of cases heard at this courthouse:**
CRM



- **Compton Courthouse**
200 W. Compton Blvd., Compton, CA 90220
- **Clerk's Office Call Center Phone Number:**
(310) 761-4300
- **Types of cases heard at this courthouse:**
CIV CRM FL JVDEL SMCL TR



- **Downey Courthouse**
7500 E. Imperial Highway, Downey, CA 90242
- **Clerk's Office Call Center Phone Number:**
(562) 658-0500
- **Types of cases heard at this courthouse:**
CRM TR



- **East Los Angeles Courthouse**
4848 E. Civic Center Way, Los Angeles, CA 90022
- **Clerk's Office Call Center Phone Number:**
(323) 881-5800
- **Types of cases heard at this courthouse:**
CRM JVDEL



- **Eastlake Juvenile Courthouse**
1601 Eastlake Ave., Los Angeles, CA 90033
- **Clerk's Office Call Center Phone Number:**
(323) 227-4399
- **Types of cases heard at this courthouse:**
JVDEL



- **Edmund D. Edelman Children's Courthouse**
201 Centre Plaza Drive, Monterey Park, CA 91754
- **Clerk's Office Call Center Phone Number:**
(323) 307-8000
- **Types of cases heard at this courthouse:**
JVDEP



- **El Monte Courthouse**
11234 E. Valley Blvd., El Monte, CA 91731
- **Clerk's Office Call Center Phone Number:**
(626) 401-2200
- **Types of cases heard at this courthouse:**
CRM TR



- **Glendale Courthouse**
600 E. Broadway, Glendale, CA 91206
- **Clerk's Office Call Center Phone Number:**
(818) 265-6400
- **Types of cases heard at this courthouse:**
CIV CRIM TR



- **Governor George Deukmejian Courthouse**
275 Magnolia Ave., Long Beach, CA 90802
- **Clerk's Office Call Center Phone Number:**
(562) 256-3100
- **Types of cases heard at this courthouse:**
CIV CRIM FL JVDEL SMCL TR



- **Hollywood Courthouse**
5925 Hollywood Blvd., Los Angeles, CA 90028
- **Clerk's Office Call Center Phone Number:**
(323) 441-1800
- **Types of cases heard at this courthouse:**
MH



- **Inglewood Courthouse**
One Regent St., Inglewood, CA 90301
- **Clerk's Office Call Center Phone Number:**
(310) 419-1300
- **Types of cases heard at this courthouse:**
CIV CRM SMCL TR



- **Inglewood Juvenile Courthouse**
110 Regent St., Inglewood, CA 90301
- **Clerk's Office Call Center Phone Number:**
(310) 412-8301
- **Types of cases heard at this courthouse:**
JVDEL



- **Metropolitan Courthouse**
1945 S. Hill St., Los Angeles, CA 90007
- **Clerk's Office Call Center Phone Number:**
(213) 745-3200
- **Types of cases heard at this courthouse:**
CIV CRM TR



- **Michael D. Antonovich Antelope Valley Courthouse**
42011 4th St. W., Lancaster, CA 93534
- **Clerk's Office Call Center Phone Number:**
(661) 483-5500
- **Types of cases heard at this courthouse:**
CIV CRIM FL JVDEL PRB SMCL TR



- **Norwalk Courthouse**
12720 Norwalk Blvd., Norwalk, CA 90650
- **Clerk's Office Call Center Phone Number:**
(562) 345-3700
- **Types of cases heard at this courthouse:**
CIV CRM



- **Pasadena Courthouse**
300 E. Walnut St., Pasadena, CA 91101
- **Clerk's Office Call Center Phone Number:**
(626) 396-3300
- **Types of cases heard at this courthouse:**
CIV CRM FL SMCL TR



- **Pomona Courthouse South**
400 Civic Center Plaza, Pomona, CA 91766
- **Clerk's Office Call Center Phone Number:**
(909) 802-1100
- **Types of cases heard at this courthouse:**
CIV CRM FL JVDEL JVDEP



- **San Fernando Courthouse**
900 Third St., San Fernando, CA 91340
- **Clerk's Office Call Center Phone Number:**
(818) 256-1800
- **Types of cases heard at this courthouse:**
CRM



- **Santa Clarita Courthouse**
23747 W. Valencia Blvd., Santa Clarita, CA 91355
- **Clerk's Office Call Center Phone Number:**
(661) 253-5600
- **Types of cases heard at this courthouse:**
CRM TR



- **Santa Monica Courthouse**
1725 Main St., Santa Monica, CA 90401
- **Clerk's Office Call Center Phone Number:**
(310) 255-1840
- **Types of cases heard at this courthouse:**
CIV FL SMCL TR



- **Spring Street Courthouse**
312 N. Spring St., Los Angeles, CA 90012
- **Clerk's Office Call Center Phone Number:**
(213) 310-7000
- **Types of cases heard at this courthouse:**
CIV



- **Stanley Mosk Courthouse (Central)**
111 N. Hill St., Los Angeles, CA 90012
- **Clerk's Office Call Center Phone Number:**
(213) 830-0800
- **Types of cases heard at this courthouse:**
AP CIV FL PRB SMCL



- **Sylmar Juvenile Courthouse**
16350 Filbert St., Sylmar, CA 91342
- **Clerk's Office Call Center Phone Number:**
(818) 256-1180
- **Types of cases heard at this courthouse:**
JVDEL

Courthouse Contact Information



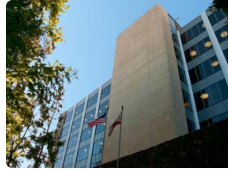
- **Torrance Courthouse**
825 Maple Ave., Torrance, CA 90503
- **Clerk's Office Call Center Phone Number:**
(310) 787-3700
- **Types of cases heard at this courthouse:**
CIV CRM FL TR



- **Van Nuys West Courthouse**
14400 Erwin St. Mall, Van Nuys, CA 91401
- **Clerk's Office Call Center Phone Number:**
(818) 989-6900
- **Types of cases heard at this courthouse:**
CRM TR



- **Whittier Courthouse**
7339 S. Painter Ave., Whittier, CA 90602
- **Clerk's Office Call Center Phone Number:**
(562) 968-2699
- **Types of cases heard at this courthouse:**
FL



- **Van Nuys East Courthouse**
6230 Sylmar Ave., Van Nuys, CA 91401
- **Clerk's Office Call Center Phone Number:**
(818) 901-4600
- **Types of cases heard at this courthouse:**
CIV FL SMCL



- **West Covina Courthouse**
1427 W. Covina Parkway, West Covina, CA 91790
- **Clerk's Office Call Center Phone Number:**
(626) 430-2600
- **Types of cases heard at this courthouse:**
CIV CRM SMCL TR

Additional Call Center Numbers:

- **Traffic Call Center:**
(213) 633-6300
- **Family Law Call Center:**
(213) 633-6363
- **Self-Help Call Center:**
(213) 830-0845
- **AB 1058 Child Support Commissioner Program:**
(213) 351-7500

Glossary of Terms

ATS

Appeals Tracking System

CEO

Executive Officer/Clerk of Court

Court

Superior Court of California, County of Los Angeles

DCBA

Los Angeles County Department of Consumer and Business Affairs

DEPS

Digital Evidence Presentation System

eCART

Electronic Court of Appeals Records and Transcripts

Efiling

Electronic filing

FCS

Family Court Services

FY

Fiscal Year

HRS

Hearing Reminder Service

JCC

Judicial Council of California

LACBA

Los Angeles County Bar Association

LA County

Los Angeles County

LASD

Los Angeles County Sheriff's Department

CCW

Central Civil West Courthouse

CLASoCal

Community Legal Aid SoCal

CTS

Court Technology Services

DCFS

Los Angeles County Department of Children and Family Services

Divorce

Dissolution of marriage

EDP

Early Disposition Program

END

Effort to Normalize Dockets Plan

FLCC

Family Law Call Center

G&F

Guide & File

IC

Independent Calendar

JMP

Judicial Mentor Program

LACC

LACourtConnect

LAS

Language Access Services

LHI

LawHelp Interactive

Glossary of Terms

MSC Mandatory Settlement Conference	ODR Online Dispute Resolution
PI Personal Injury	RLLA Resolve Law Los Angeles
SHC Self-Help Center	SRL Self-Represented Litigant
TCC Traffic Call Center	UD/evictions Unlawful detainer/eviction
VPN Virtual Private Network	



SUPERIOR COURT OF CALIFORNIA

COUNTY OF LOS ANGELES