

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS
ACTION AGENDA SUMMARY

DEPT: District Attorney *31*

BOARD AGENDA # *B-2

Urgent Routine

AGENDA DATE Sept 22, 2009

CEO Concur with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Revise the District Attorney's Office Hours Open to the Public from Monday through Friday from 8:00 am to 5:00 pm to Monday through Friday, 8:00 am to 4:30 pm with Phone Access Until 5:00.

STAFF RECOMMENDATIONS:

Approve the revised District Attorney's Office Hours Open to the Public from Monday through Friday from 8:00 am to 5:00 pm to Monday through Friday, 8:00 am to 4:30 pm with Phone Access Until 5:00.

FISCAL IMPACT:

Modification of hours of operation will reduce potential overtime charges for employees required to provide services to customers who walk in after 4:30 pm, but stay after 5:00 pm.

BOARD ACTION AS FOLLOWS:

No. 2009-642

On motion of Supervisor Chiesa, Seconded by Supervisor Grover

and approved by the following vote,

Ayes: Supervisors: O'Brien, Chiesa, Grover, Monteith, and Chairman DeMartini

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) Approved as recommended

2) Denied

3) Approved as amended

4) Other:

MOTION:

Christine Ferraro

ATTEST: CHRISTINE FERRARO TALLMAN, Clerk

File No.

Approval to Revise the District Attorney's Office Hours Open to the Public from Monday through Friday from 8:00 am to 5:00 pm to Monday through Friday, 8:00 am to 4:30 pm with Phone Access Until 5:00.

Discussion

The District Attorney's Office is currently open to the public Monday - Friday, from 8:00 am to 5:00 pm. Staff who usually serve our walk-in customers are assigned to the Child Abduction Unit, Investigations Division, Communications and Victim Services. The classifications in these units include Legal Clerk III, Legal Clerk IV, Interviewer II, Paralegal III, and an Investigator II. In order to assist late afternoon customers, personnel work overtime. On an average, 3 to 4 customers arrive after 4:30 pm on a daily basis. The average time taken to help these customers is 15 - 40 minutes after 5:00 pm. Victim Services Interviewers have customers after 5:00 pm one to two times per week. The Child Abduction Unit legal clerk sees customers after 5:00 pm 2 -3 times per month. The paralegal for the Child Abduction Unit stays 1 to 2 days per week for 30 to 60 minutes each time. The other customers who come in after 4:30 are served by the Communications clerk. These staff classifications are eligible for overtime compensation and the implementation of the new hours would result in a departmental savings to salary costs throughout the year.

There is also a security concern when staff stays past 5:00 pm because the security officers for the building have left as well as most of our Investigators. Although we are requesting that our doors be closed to the public at 4:30, phone access would still be available. Our office is currently facilitating placing a phone in the first floor lobby for customers to call to confirm that the District Attorney can be of assistance to them and to make an appointment for the next day, if desired. Customers will be referred to the appropriate agency if the District Attorney's Office cannot assist them. This phone service will be available from 8:00 am to 5:00 pm. Calls to the main District Attorney switchboard will continue to be answered from 8:00 am to 5:00 pm. Urgent matters that cannot wait until the next day will be addressed, as needed, after 4:30 pm. Last minute service of motions from defense attorneys will also be accepted after 4:30 pm.

Policy Issues

This action will meet the Board's priorities of Efficient Delivery of Services through the reduction in overtime hours and addressing the needs of the customer before presenting themselves at the District Attorney's Office.

Staffing Impact

There are no impacts to the Department's staffing allocations, however the overtime hours required will decrease as clients will now be served within normal operating hours.