

THE BOARD OF SUPERVISORS OF THE COUNTY OF STANISLAUS

ACTION AGENDA SUMMARY

DEPT: Sheriff's Department *[Signature]* BOARD AGENDA # *B-20

Urgent

Routine

AGENDA DATE June 29, 2010

CEO Concurs with Recommendation YES NO
(Information Attached)

4/5 Vote Required YES NO

SUBJECT:

Approval to Revise the Hours the Sheriff's Department Civil Division is Open to the Public from Monday through Friday 8:00 a.m. to 4:30 p.m. to Monday through Friday 8:00 a.m. to 4:00 p.m.

STAFF RECOMMENDATIONS:

Approve the revised Sheriff's Department Civil Division hours open to the public from Monday through Friday 8:00 a.m. to 4:30 p.m. to Monday through Friday 8:00 a.m. to 4:00 p.m.

FISCAL IMPACT:

There is no negative fiscal impact associated with this item. The modification of hours could potentially prevent the use of overtime charges as existing staff would be able to provide all essential customer service within normal working hours.

BOARD ACTION AS FOLLOWS:

No. 2010-427

On motion of Supervisor Chiesa Seconded by Supervisor O'Brien
and approved by the following vote,

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

Noes: Supervisors: None

Excused or Absent: Supervisors: None

Abstaining: Supervisor: None

1) X 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 Hours the Sheriff's Department Civil Division is Open to the Public from Monday through Friday 8:00 a.m. to 4:30 p.m. to Monday through Friday 8:00 a.m. to 4:00 p.m.

DISCUSSION:

The Sheriff's Department Civil Division is currently open to the public until 4:30 p.m. Monday through Friday. These hours accommodate citizens who, after receiving Civil documents from the local court, make arrangements with the Sheriff's Department Civil Division to have court ordered actions enforced. The civil office provides timely service to the public with regards to judicial orders dealing with the return of real property, temporary restraining orders, and money judgments. Most of these cases are not single step processes. After the judgments have been served, there is paperwork and/or monies that continue to come into the Civil Office that must be properly handled in relation to the original civil judgment. To ensure these judgments are handled in a timely and efficient fashion, proper documentation and case preparation must be created in the Sheriff's Department Civil Office. The issues arising from these interactions with the public usually require five to 15 minutes to resolve, but sometimes require as much as 25 minutes. In the recent past the Civil Office adjusted the working hours of office staff to meet the demands of the workload and still provide quality customer service. This included having staff report to work prior to the Civil Office opening to the public in an effort to complete necessary paperwork.

In July of 2009, the Superior Court began closing the offices for civil filings at 2:00 p.m. each business day causing a shift in the busiest hours of operation for the Sheriff's Department Civil Division. The busiest time is now from 1:00 p.m. to 3:00 p.m. each business day, with fewer contacts after 4:00 p.m.. During the months of October 2009 through February 2010 the Sheriff's Department conducted a survey of citizens contacting the Civil Division by phone or in person between the times of 4:00 p.m. and 4:30 p.m. each business day. During the eighty two days of the survey the average number of phone calls was less than two per day and the average number of in-person contacts was less than one. The maximum number of contacts in one day was nine, occurring just once.

The present economic atmosphere has caused an increase in court activity, both criminal and civil. In an attempt to effectively handle this workload, the Civil Office is seeking to reduce the hours of public access from 4:30 p.m. to 4:00 p.m. each business day. This is time that office staff could be focused on completing paperwork for cases already in process. The results of the recent survey indicate that this would have a very minimal impact on the public while providing a cost-effective avenue to address the increase in civil process.

POLICY ISSUES:

This action will meet the Board's priority of Efficient Delivery of Public Services. This change will allow all members of the Sheriff's Civil Office staff to focus on preparing process, completing court returns and other associated civil related paperwork in a timely manner. There will not be the need to have a staff member assigned to work the public counter and thus concentrate on completing currently active cases. This will allow the Sheriff's Department Civil Division to effectively manage the increased workload without the need for additional personnel or cost related to overtime shifts.

Approval to Revise the Hours the Sheriff's Department Civil Division is Open to the Public from Monday through Friday 8:00 a.m. to 4:30 p.m. to Monday through Friday 8:00 a.m. to 4:00 p.m.

STAFFING IMPACT:

There are no impacts to the Sheriff's Department Civil Division staffing allocations.

CONTACT INFORMATION:

Lieutenant Cliff Harper (209) 525-7212.