

**Superior Court of California
COUNTY OF ALAMEDA**



Tara M. Desautels, Presiding Judge

Charles Smiley, Assistant Presiding Judge

Chad Finke, Executive Officer

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FOR IMMEDIATE RELEASE

Wednesday, February 3, 2021

OAKLAND, CALIFORNIA: To address COVID-related backlog and improve case processing time, Superior Court of Alameda County alters telephone hours for Civil and Family clerk's offices.

The Superior Court of Alameda County (Court) announced today that, effective Monday, February 8, 2021, the telephone hours for its Civil and Family clerk's offices will be modified to 10:00 a.m. to 2:00 p.m. Telephone hours for all other clerk's offices will remain unchanged. The new telephone hours will allow the Court to dedicate additional staff resources each day to addressing the Court's COVID-related backlog and, more specifically, will significantly improve case processing times.

Before making this decision, the Court analyzed data from its clerk's offices to determine peak call times. The new hours align with that data, which show that the majority of calls to the clerk's offices come in between 10:00 a.m. and 2:00 p.m. As such, the Court is confident that any impact on the public of the new hours will be far outweighed by the efficiencies gained in devoting more resources to ensuring that cases are processed expeditiously.

As the Court works its way through the case backlog, it will revisit this decision and restore telephone hours as appropriate. Please continue to regularly check the Court's dedicated [COVID-19 web page](#), and please follow [@AlamedaSuperior](https://twitter.com/AlamedaSuperior) on Twitter.