



# STRATEGIC PLAN

## Mission

Provides equal access to justice that is impartial and strives to maintain public trust and confidence in the San Mateo County Superior Court.

## Vision

The San Mateo County Superior Court is the model court for accessibility, judicial excellence, collaboration, customer service, and innovation.

## 01 Equal Access to Justice, Fairness, Diversity, & Inclusion

The Court will remove barriers to access and fairness, including those related but not limited to cultural, ethnic, socioeconomic, linguistic, physical, gender, sexual orientation, and age factors, and will meet the needs of self-represented litigants.

- Goal 1. Improve overall court functionality and infrastructure to ensure greater accessibility for all court users, including justice partners, jurors, and the public.
- Goal 2. Enhance, improve, and expand self-help resources to assist self-represented litigants and the public in navigating the legal system effectively.
- Goal 3. Foster partnerships with community organizations, government agencies, education institutions, and legal aid providers to offer comprehensive legal support services to court users.
- Goal 4. Provide continuous training for judicial officers to ensure litigants are treated fairly and have access to the courts and services.

## 02 Efficient, Effective, & Transparent Court Administration

The Court will exercise its constitutional and statutory responsibilities to be accountable to the public for the Court's performance, while maintaining its independence as a separate government branch to provide impartial judicial decisions, by: (i) developing meaningful performance standards; (ii) measuring actual performance against set standards, (iii) making data-driven decisions, and (iv) regularly reporting results to the public, justice partners, and other stakeholders.

- Goal 1. Engage with local communities to enhance public awareness and comprehension of court procedures.
- Goal 2. Practice greater transparency and promote better understanding among the court community, including members of the public and media.
- Goal 3. Develop and maintain sound fiscal management practices to optimize resource allocation, control costs, and maximize the efficiency and effectiveness of court operations within budgetary constraints, fostering long-term sustainability and accountability.

## 03 Court Workforce Development

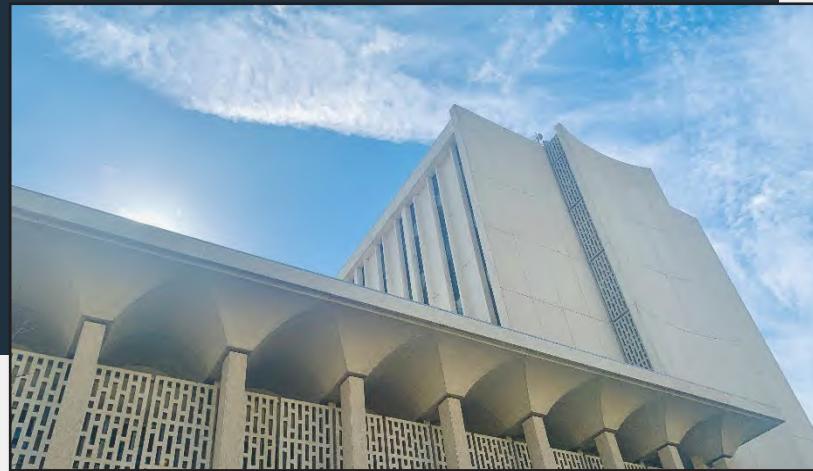
The Court will provide consistent and sufficient court services to effectively administer justice, which requires deliberate attention to recruiting, developing, and retaining high-quality court staff at all levels.

- Goal 1. Foster collaboration and partnerships with educational institutions, professional organizations, and other stakeholders to leverage resources and expertise in recruiting, developing, and retaining high-quality court staff.
- Goal 2. Establish mentorship programs and leadership development initiatives to support career growth and the advancement of court staff, and nurture future leaders within the organization.
- Goal 3. Foster and maintain leadership development on the bench to ensure continued vision and direction of the Court.
- Goal 4. Foster a positive work environment and culture that promotes the engagement, satisfaction, and well-being of court staff, recognizing the crucial role of motivated and fulfilled employees in delivering quality court services.
- Goal 5. Maintain a workforce that reflects the make-up and diversity of San Mateo County residents.

## 04 The Court User Experience

The Court will ensure that court procedures, processes, services, and technologies essential to court operations are user-friendly, accessible, and demonstrate inclusion while striving to maintain the public's trust and confidence.

- Goal 1. Prioritize inclusivity and accessibility when developing and implementing court procedures, processes, services, and technologies to accommodate the needs and preferences of court users, including justice partners, jurors, and the public.
- Goal 2. Establish a culture of continuous improvement by regularly evaluating and refining court procedures, processes, services, and technologies.
- Goal 3. Identify and address barriers to accessibility within court facilities to ensure all individuals can access court services and participate fully in legal proceedings.



## 05 Infrastructure Development, Maintenance, & Innovation

The Court will provide and maintain the necessary physical and virtual infrastructures, including technological, human resources, financial, and facilities, and other relevant and critical internal functions.

- Goal 1. Upgrade court facilities and infrastructure, physical and virtual, to enhance accessibility, safety, and comfort for court users and staff.
- Goal 2. Encourage innovation and creativity in exploring new technologies, practices, and approaches to enhance court operations, service delivery, and access to justice, and foster a culture of continuous improvement and adaptation to evolving needs and challenges.
- Goal 3. Anticipate and plan for threats to court facilities and infrastructure, physical and virtual, with continuity planning to protect court operations, records, data, and public access.