



SUPERIOR COURT OF CALIFORNIA  
COUNTY OF SAN BERNARDINO



# STRATEGIC PLAN

2024 TO 2028



# SUPERIOR COURT OF CALIFORNIA COUNTY OF SAN BERNARDINO



**Mission:** *Our court exists to preserve and protect rights and to effect fair resolutions of disputes through consistent, impartial, and accessible administration of justice.*

The purpose of the court is to provide services vital to our community. Being mindful of both present and future, our court must envision ever-evolving methods to deliver these services. Our **five-year strategic plan** has two areas of dynamic interaction to align us in this process: ‘What will be expected of us’--and ‘How we will meet those expectations.’

The model for this plan comes from a concept of **“Court360”** developed during a year of extensive workshops within the court. These discussions were mindful of our ongoing dialogue with justice partners and community stakeholders. The effective delivery of court services is made possible by this discourse. To this end, **“Court360” means seeing possibilities and gaining insights from as many perspectives as possible**—full-circle, as it were—and acting on them.

“Court360” shapes not only how the court perceives needs and opportunities, but also how it should manifest this knowledge. A long-term strategic plan provides the blueprint for what an organization prioritizes and how it allocates its resources. Our actions can be seen as both **a reflection of our priorities and our core values.**

For our court, that centers on **“Providing the Right Services in the Right Places.”** To achieve this goal, we must become even more effective in a variety of ways: for instance, using developing technologies within the court and as a bridge to those we serve. A further key objective is to make the court as desirable a place as possible for people to work. Engaged employees are at the core of how we provide public service with competence and care at all levels.

Our mission is clear and compelling. Our court is challenged to fulfill that mission as effectively as possible **for the benefit of all with whom we partner and for those we serve.** The following plan is an outline of the key elements in support of that objective.



## Transforming the Court Experience

"The Right Services in the Right Places"

- Expanded Court Services Achieved Through:
  - Outreach in the Community
  - Advocacy at the State Level
  - Interface with Partners and Stakeholders
  - Infrastructure Enhancements

## Building a Future-Ready Court

"A Culture of Innovation, Modernization and Improvement"

- Digital Court Supported by Modern/Reliable Technology
- Data Informed Decision Making and Reporting
- Organization That Learns from the:
  - Inside Out (Transparency, Analysis, and Reflection)
  - Outside In (Best Practices and Expert Insights)

## Empowering a Productive Workforce

"Employer of Choice"

- Judicial Officers and Employees that are:
  - Valued, Engaged and Supported Throughout Their Career
  - Provided With Professional Tools, Resources and Development
  - Representative of our Entire Community