



SUPERIOR COURT OF CALIFORNIA
COUNTY OF SACRAMENTO

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Pilot Program Reports Positive Outcomes for Court Users

Sacramento, CA — Three months into an 18-month pilot at the Carol Miller Justice Center, the Sacramento Superior Court is already seeing significant improvements to access, efficiency, and user satisfaction.

“The early success of this pilot highlights our commitment to innovation and service,” said Presiding Judge Bunmi O. Awoniyi. “By adapting our hours and services to better match the needs of the people we serve, we’re removing barriers and delivering on our promise of timely, equitable, and person-centered justice.”

In April 2025, the courthouse expanded its hours to 7 a.m. to 5 p.m. Mondays through Thursdays and closed to the public on Fridays. The new schedule aimed to provide more accessible hours to those needing to address Traffic, Small Claims, and Unlawful Detainer cases before the court.

Meeting the Public Where They Are

Since expanding its hours earlier in the morning and later in the day, the Carol Miller Justice Center has served more than 1,300 individuals outside of its previous 8-to-4 schedule. This has benefitted those who work, caregivers, students, and vulnerable populations, including those with transportation barriers and inflexible job schedules.

Improved Wait Times Across Services

Early data show substantial decreases in wait times across nearly all public service areas at the courthouse:

- In-Person Traffic Counter: Reduced from 14 to 9 minutes
- Virtual Counter (Zoom): Reduced from 17 to 4 minutes

- Arraignment Processing: Reduced from 48 to 32 minutes
- Fines Room: Reduced from 8 to 7 minutes
- Call Center: Reduced from 12 to 9 minutes
- Small Claims/Unlawful Detainer Counter: Reduced from 14 to 4 minutes
- Advisory & Mediation Clinic: Reduced from 20 to 10 minutes

These improvements translate into shorter court visits, less time away from work or family, and improved user satisfaction.

Technology-Driven Access

Digital services have also seen a noticeable uptick during the pilot, expanding access for those who prefer or require remote options for handling their cases:

- Public Case Access System
- MyCitations for Ability to Pay Petitions
- Electronic Filing for Traffic, Small Claims, and Unlawful Detainer
- Zoom for Virtual Appearances

Most of these services are available 24/7 and remove barriers tied to travel, transportation, or time constraints.

Operational Efficiencies with Public Impact

The pilot has also resulted in improvements in court operations, such as a 95% decrease in overtime as staff complete more tasks during regular work hours. The court has also seen a reduced case backlog, enabling faster processing of court filings, hearings, and case updates.

The Sacramento Superior Court will continue to monitor and evaluate the pilot throughout its 18-month duration, using data and public feedback to guide future improvements.

For more information about the court and its services, visit: www.saccourt.ca.gov.