

CONTACT INFORMATION

San Mateo County Superior Court

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RELEASE DATE

September 9, 2021

CLERK'S OFFICES REOPENING BEGINNING SEPTEMBER 13

REDWOOD CITY, CA -- The San Mateo County Superior Court Clerk's Offices in Redwood City and South San Francisco will reopen for limited counter and phone hours beginning September 13, 2021. The opening date is subject to change depending upon COVID-19 conditions. Since the start of the COVID-19 pandemic, the Court has been providing services almost exclusively via remote access. Improving COVID-19 conditions in San Mateo County have enabled the Court to restore limited in-person services in the Clerk's Offices.

In Redwood City, the Clerk's Office for the Civil (including Small Claims & Unlawful Detainers), Records, Family Law, and Probate Divisions will be open to the public for "Appointment Only" counter hours from 9:00 a.m. – 11:00 a.m., Monday – Friday. To make an appointment, parties may visit the Court's website and navigate to the Civil, Records, Family Law or Probate Division pages for a link to schedule an appointment. The public may also call during available phone hours between 9 a.m. – 11 a.m., Monday – Friday. Civil Ex Parte documents may also be filed after hours. Procedures to process emergency Ex Parte's, Domestic Violence, and Elder/Dependent Adult Abuse Petitions between 8:30 a.m. – 12:30 p.m. will continue to be followed. There are instructions onsite for parties to enter the Clerk's Office in Redwood City and South San Francisco outside of office hours.

The Redwood City Criminal Clerk's Office will offer full counter, phone, and Live Chat hours from 8 a.m. – 4 p.m., Monday – Friday.

The South San Francisco Traffic Clerk's Office will open for limited counter and phone hours from 8 a.m. – 11 a.m., and Live Chat hours from 11:30 a.m. – 2:30 p.m., Monday – Friday. The Traffic Clerk's Office will also be available to accept Civil Ex Parte filings.

The Northern Criminal Clerk's Office and the Northern Family Law Facilitators Office will remain closed at this time.

Beginning October 18, 2021, the Redwood City Civil, Records, Family Law and Probate Clerk's Office will expand their office and phone hours to 9 a.m. – 12 p.m., Monday – Friday. The South San Francisco Traffic Clerk's Office will expand their counter and phone hours to 8 a.m. – 4 p.m., with Live Chat from 10 a.m. – 2 p.m., Monday – Friday.

The Family Law Facilitator/Self-Help Office ("FLF/SHC") will reopen to the public for limited in-person services starting on September 14, 2021. Services will be available on a first-come, first-served basis. The schedule for in-person office hours will be from 8 a.m. – 12 p.m., Tuesdays and Thursdays, through September 30. Office hours are subject to change in October. FLF/SHC will also continue to provide remote services through LiveChat which is scheduled as follows: Monday, Tuesday, Thursday, and Friday from 8:30 a.m. – 12 p.m., and 1 p.m. – 4 p.m. The FLF/SHC office will be closed to remote and in-person services on Wednesdays.

The Court will continue to require all members of the public entering any court facility to wear a face covering over their nose and mouth, regardless of vaccination status, until further notice. In addition, social distancing requirements remain in effect inside of the courtrooms. The Court asks that if you have been diagnosed with COVID-19 within the last 10 days, or have any symptoms of COVID-19, that you not enter any court facility. We ask that you access the Court's services remotely. For more information on how to do so, please visit our website.

The Court hopes to continue expanding its in-person services, while also maintaining remote access to our Court. Please continue to check the Court's website at www.sanmateocourt.org for notification of any changes to court services.

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