

Rule 72 Family Law Masters

How Many Appointments is Too Many?

SHELDON	177
BURNS	165
WEINSTOCK	97
HYATT	71
JOY	57
KIFFMEYER	55

The above is Minute Entry appointment data for Parenting Coordinators under Rule 74. The court records list over 100 providers that received appointments but only these six noted above have more than 40 appointments. The average for the entire list is 13 appointments each.

How may Family Law Master appointments can one person service before the quality of service must be undermined? Why can't Annette Burns be assigned and process all 1400 PC appointments herself? Answer: To think that one person could properly handle 1400 appointments would be ridiculous. Therefore we must agree that some maximum number of appointments of Family Law Masters and PCs should be established to protect the welfare of the public.

Proposed Protection: The court shall publish a roster of Family Law Masters which includes the number of active appointments and establish a maximum at some reasonable number.

How does Annette Burns have time to voluminously file into this forum with 165 PC appointments to take care of? What is the level of customer satisfaction for all 165 of her current clients? Are they all happy with her level and quality of service? How do we know? Does it even matter?

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