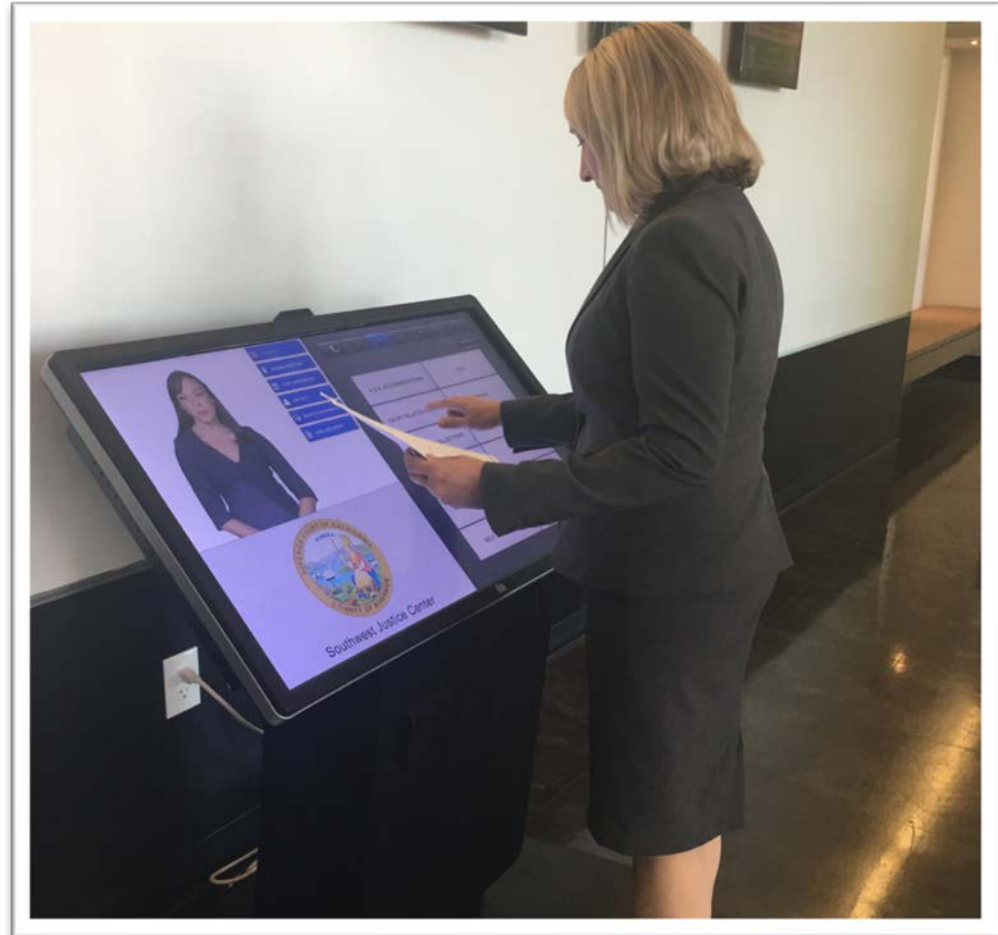




Riverside Superior Court – Self-Help Kiosk

Self-Help Kiosk



Intelligent - Self-Help Kiosk

COURT INNOVATIONS GRANT – 2016

Goals

- Provide better access to customers.
- Reduce customer wait time for service.
- Provide access to limited English proficient (LEP) customers.



Kiosk Features

- Multilingual (top languages: English, Spanish, Korean, Mandarin, Vietnamese, Arabic)
- Virtual Receptionist
- Engages customers
- Guides customers to various services offered within the court, which include:
 - Wayfinding – Court and Related Agencies
 - Building Directory
 - Directory of services including how to access interpreters
 - Jury Duty

Data on Intelligent Kiosk

Kiosks have been deployed at all main courthouses, satellite courts and the self-help center (10). Six (6) additional kiosks will be installed by end of FY 19/20.

Statistical Information

- 56,788 kiosk interactions since July 2018.
- 10% of interactions were by LEP customers

Numbers are expected to increase as additional kiosks are deployed and more features are installed.

HOME PAGE

Multilingual Services

- English
- Spanish
- Arabic
- Korean
- Mandarin
- Vietnamese



- MAIN MENU
- BUILDING DIRECTORY
- CLERKS' OFFICE
- COURT APPEARANCES
- FAMILY COURT SERVICES
- JURY DUTY

Navigation: ALL | A-H | I-P | Q-Z

Select Language
Page 1 of 1

ENGLISH	العربية Arabic
한국어 Korean	中文 Chinese Traditional
ESPAÑOL Spanish	TIẾNG VIỆT Vietnamese



Larson Justice Center

WHAT LANGUAGE DO YOU SPEAK ?

ما اللغة التي تتحدث 어떤 언어를 사용하십니까? nǐ shuō shén me yǔ yán

¿Qué idioma hablas? Ngôn ngữ Anh Nói chuyện

Virtual Receptionist

- Provides verbal and written instructions in English and top five languages.
- Receptionist changes when a language is selected.



Virtual Receptionist interface showing a woman standing behind a counter. The interface includes a menu with options: MAIN MENU, BUILDING DIRECTORY, CLERK'S OFFICE, COURT APPEARANCES, FAMILY COURT SERVICES, and JURY DUTY. The main display shows a language selection screen with buttons for ENGLISH, العربية (Arabic), 한국어 (Korean), 中文 (Chinese Traditional), ESPAÑOL (Spanish), and TIẾNG VIỆT (Vietnamese). Below the language selection screen, the text reads: WHAT LANGUAGE DO YOU SPEAK? followed by the question in Arabic, Korean, and Chinese. Below that, the question is shown in Spanish and Vietnamese.



- MAIN MENU
- BUILDING DIRECTORY
- CLERKS OFFICE
- COURT APPEARANCES
- FAMILY COURT SERVICES
- JURY DUTY

English



Larson Justice Center

Department List
Page 1 of 1

A.D.A. ACCOMMODATIONS	CIVIL
COURT RELATED AGENCIES	CRIMINAL
ENHANCED COLLECTIONS	FAMILY LAW
INTERPRETER SERVICES	JUVENILE
PROBATE	RESTRAINING ORDERS
SELF HELP CENTER	TRAFFIC



- MENÚ PRINCIPAL
- DIRECTORIO DEL EDIFICIO
- SECRETARÍA DEL TRIBUNAL
- COMPARECENCIAS EN EL TRIBUNAL
- DERECHO DE FAMILIA - MEDIACIÓN
- EJERCER COMO JURADO

Spanish



Larson Justice Center

Nombre del departamento	
Página 1 de 1	
Adaptaciones de acuerdo con la A.D.A.	Derecho Civil (demandas de menor cuantía y juicios de desalojo)
Organismos relacionados con el tribunal	Derecho Penal
Departamento de cobranzas	Derecho Familiar
Servicios de Interpretación	Tribunal de Menores
Tribunal testamentario	Órdenes de prohibición
Centro de ayuda	Tránsito



- القائمة الرئيسية
- دليل المبنى
- مكاتب كاتب المحكمة
- المثول أمام المحكمة
- قانون الأسرة - الوساطة
- مهمة هيئة المحلفين:

Arabic



Larson Justice Center

الكل	A-H	I-P	Q-Z
أماكن الإقامة الخاصة بقانون الأمريكيين من ذوي الإعاقة	مدني (شركة المطالبات البسيطة والحائزون دون وجه حق)		
الوكالات المرتبطة بالمحكمة	جنائي		
إدارات دعم تحصيل الرسوم	قانون الأسرة		
خدمات الترجمة الفورية	الأحداث		
إثبات صحة وصية	الأوامر التقييدية		
مركز المساعدة الذاتية	المرور		

قائمة القسم

صفحة 1 من 1



Mandarin

- 公司列表
- 建築索引
- 文書辦公室
- 出庭
- 家事法 - 調解
- 陪審員義務



Larson Justice Center

所有		A-H	I-P	Q-Z
殘障人士輔助設施	民事 (包括小額錢債和非法占住訴訟)			
残障人士辅助设施	民事 (包含小额诉讼及非法占住)			
法院相關機構	刑事			
法院相关代理机构	刑事			
收款中心	家事			
收款中心	家庭法			
口譯服務	少年部門			
口译服务	少年部门			
遺囑認證	禁止令			
遗嘱检验	禁止令			
法律援助中心	交通			
法律援助中心	交通			

页, 共 1 按姓氏排序 1



Vietnamese

- menu chính
- SƠ ĐỒ TÒA NHÀ
- VĂN PHÒNG THƯ KÝ
- TRÌNH DIỄN TẠI TÒA
- LUẬT GIA ĐÌNH – HÒA GIẢI
- TRÁCH NHIỆM BỒI THÂM ĐOÀN



Larson Justice Center

↑ ◀ TẤT CẢ A-H I-P Q-Z ▶

Danh sách ngành
Trang 1 của 1

CHỖ Ở THEO LUẬT A.D.A. (Cho người khuyết tật)	DÂN SỰ (Các vụ kiện nhỏ Chiếm dụng bất hợp pháp)
CÁC CƠ QUAN CÓ LIÊN QUAN ĐẾN TÒA ÁN	HÌNH SỰ
PHÒNG THU NỢ	LUẬT GIA ĐÌNH
DỊCH VỤ PHIÊN DỊCH	THANH THIẾU NIÊN
CHỨNG NHẬN DI CHỨC	TRUNG TÂM TỰ PHỤC VỤ
CÁC LỆNH CẤM CHỈ	GIAO THÔNG



- MAIN MENU
- BUILDING DIRECTORY
- CLERKS OFFICE
- COURT APPEARANCES
- FAMILY COURT SERVICES
- JURY DUTY



Larson Justice Center

ALL A-H I-P Q-Z	
Department List Page 1 of 1	
A.D.A. ACCOMMODATIONS	CIVIL
COURT RELATED AGENCIES	CRIMINAL
ENHANCED COLLECTIONS	FAMILY LAW
INTERPRETER SERVICES	JUVENILE
PROBATE	RESTRAINING ORDERS
SELF HELP CENTER	TRAFFIC

English Main Menu

Directory

Available services



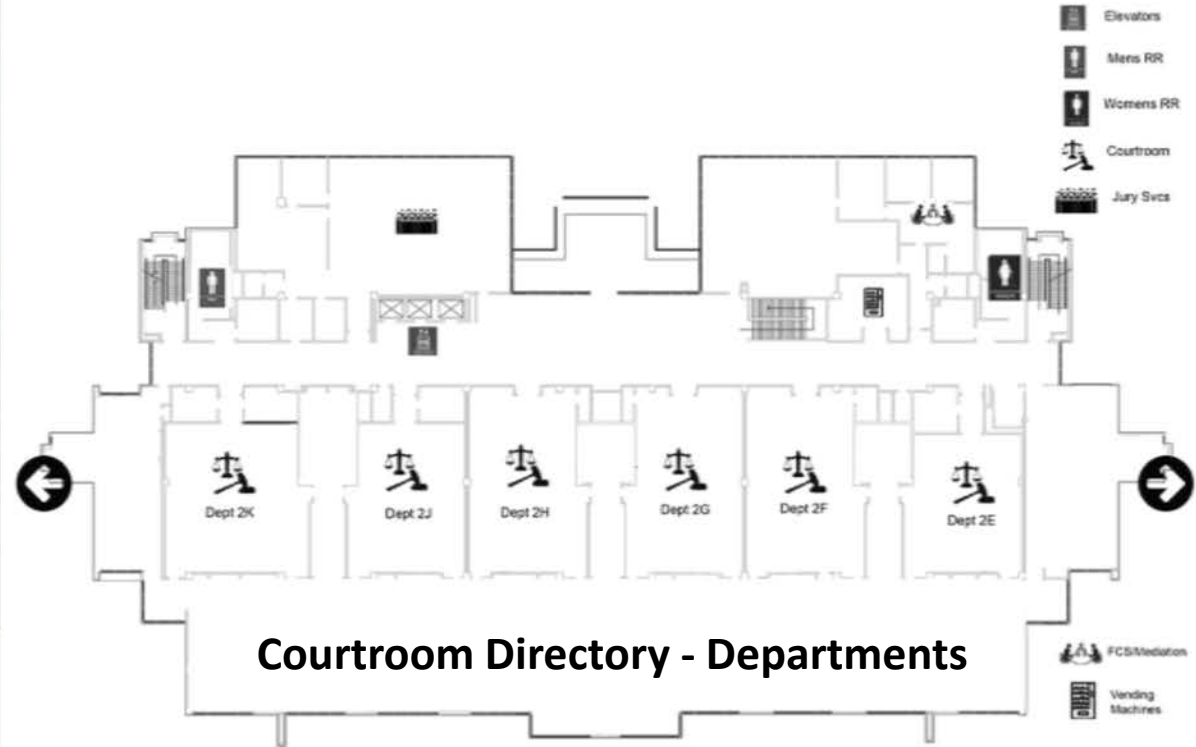


- MAIN MENU
- BUILDING DIRECTORY
- CLERKS' OFFICE
- COURT APPEARANCES
- FAMILY COURT SERVICES
- JURY DUTY



Larson Justice Center

Larson Justice Center 2nd Floor



Courtroom Directory - Departments

Building Directory

-Map of the building

-Complete directory of onsite services



CLOSE



- MAIN MENU
- BUILDING DIRECTORY
- CLERKS' OFFICE
- COURT APPEARANCES
- FAMILY COURT SERVICES
- JURY DUTY



Larson Justice Center

INTERPRETER SERVICES

The Interpreter Services Division, provides court interpreters free of charge in all case types.

Court interpreters are experts in languages and are assigned only to render linguistically equivalent interpretation from one language into another.

To schedule an interpreter, please contact the clerks' office and verbally request an interpreter.

All requests must be made in advance with as much notice as possible, and prior to the hearing date in order to secure an interpreter. For more information visit the court's website.



CLOSE

Interpreter Services

- Early Identification of LEP Customer
- Improve Scheduling
- Reduce Delays



- [MAIN MENU](#)
- [BUILDING DIRECTORY](#)
- [CLERKS OFFICE](#)
- [COURT APPEARANCES](#)
- [FAMILY COURT SERVICES](#)
- [JURY DUTY](#)



Larson Justice Center

Case Type	Day of the Week	Time	Dept.
Criminal:			
Felony Arraignments	Monday – Friday	8:30 a.m.	3N / 3R
Felony In Custody Arraignments	Monday – Friday	1:30 p.m.	3N / 3R
Misdemeanor Calendar	Monday - Friday	7:30 a.m.	2K
Misdemeanor In Custody Arraignments	Monday – Friday	1:30 p.m.	2K
Mental Health Court	Monday	1:30 p.m.	2K
Family Law:			
Ex Partes/Order to Show Cause/Temporary Restraining Orders	Monday - Thursday	8:00 a.m.	2E
Ex Partes/Order to Show Cause/Temporary Restraining Orders	Monday – Friday	8:00 a.m.	2J
Ex Partes / Request for Orders Restraining Orders	Monday – Friday Wednesday* / Thursday / Friday	8:00 a.m. 8:00 a.m. / 1:30 p.m.* (Wednesdays only)	3M
Family Law Trials	Monday / Wednesday / Thursday / Friday	1:30 p.m.	2E
Family Law Trials	Monday / Tuesday / Wednesday / Thursday	1:30 p.m.	2J
Family Law Trials	Monday / Tuesday	8:30 & 1:30 p.m.	3M
Probate:			
Guardianships/Conservatorships/Estates/Ex Parties/Elder Abuse	Monday – Friday	8:45 a.m. & 10:00 a.m.	1A
Contested Matters / Trials	Monday – Friday	1:30 p.m.	1A
Traffic:			
Traffic Arraignments	Monday - Friday	1:30 p.m.	1B
Traffic Court Trials	Monday / Tuesday / Wednesday / Friday	10:30 p.m.	1B
Small Claims:			
	Monday – Friday	8:00 a.m.	1A

Juvenile Departments: Departments 240 and 241 are located at 47-671 Oasis Street, Indio, CA. 92201.

CLOSE

Court Appearances

- Case Types
- Calendars
- Dates and Times



- MAIN MENU
- BUILDING DIRECTORY
- CLERKS' OFFICE
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Larson Justice Center

COURT RELATED AGENCIES

Please contact any of the local agencies listed below directly if you have additional questions.

Riverside County Counsel (951) 955-6300 	Department of Child Support Services (866) 901-3212 	Department of Motor Vehicles (800) 777-0133 	Department of Public Social Services (951) 955-1000 
District Attorney's Office (951) 955-5400 	Probation Department (951) 955-2830 	Public Defender (951) 955-6000 	Riverside Sheriff's Office (951) 955-2400 
County Assessors Office (951) 955-6200 			

CLOSE

Directory of Court Related Agencies

Connect customers to justice partners



- MAIN MENU
- BUILDING DIRECTORY
- CLERKS OFFICE
- COURT APPEARANCES
- FAMILY COURT SERVICES
- JURY DUTY



Larson Justice Center

JURY DUTY

To report for jury duty or speak to a clerk, please report to the Jury Assembly Room located on the 2nd floor, room 213.

CLOSE

Jury Duty

- **Directions to Jury Room**
- **Juror Management**

Things to Consider.....

Continual action planning meetings with all stakeholders:

- Strategic locations for optimal use.
- Translation Review (Outsourcing).
- Communicate and evaluate.

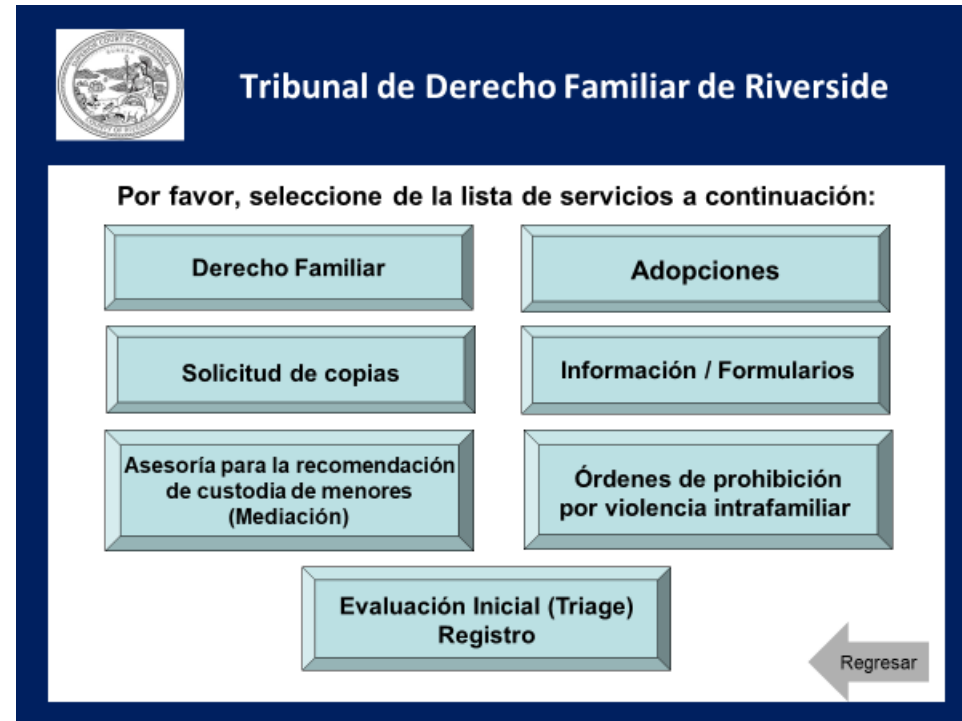
Technology



- **Automated Payment Vouchers** - Interpreter electronically Submit voucher, Receive, Manager/Coordinator Approve and Notify Interpreter of Approval, eMinders, Route to Fiscal Department and ascertain payment approval. Creates a record that is stored in the repository and is easily retrieved.
- **Qmatic** is a queuing system that assists with customer service by routing people to the correct department. The multimedia screen provides information about court services.
- **New Case Management System** Continuous improvements include: early identification, case flagging and scheduling.

Other Technological Advancements

- ❖ Qmatic
- ❖ Automated queuing system. Check in, self-help, copies.
- ❖ Multimedia screens



eCourt – Case Management System

Flag cases that require interpreter at the initial filing

The screenshot displays a case management interface with a sidebar on the left and a main form on the right. The sidebar contains several green buttons: 'CASE INFORMATION' (checked), 'FILED BY - SELF REPRESENTED (1)' (checked), 'Miss', 'OTHER PARTY(S)', 'REQUIREMENTS', and 'CASE DETAILS'. A large blue arrow points from the text 'Flag cases that require interpreter at the initial filing' to the 'REQUIREMENTS' button. The main form contains the following fields:

- Person Type* (Person)
- Party Type* (Proposed Protected Person)
- First Name* (Miss)
- Middle Name
- Last Name* (Test)
- Name Suffix
- Interpreter Needed* (Yes)
- Interpreter Language* (Spanish)
- > AKA/DBA (1)
- MAILING ADDRESS

eCourt – Case Management System

Flag case in the header.

The screenshot shows the eCourt Case Management System interface. At the top, there is a search bar and navigation icons. The main header area displays the case number **DVHE1900659** and the case name **MISS TEST vs. TBD**. Below this, there are tabs for various case management functions: Summary, Complaint/Party, Documents, Hearings, Resources, CCRC, Financial, Fee Waivers, Exhibits, Appeals, Interpreters, and Collections. A notification box indicates "Case number DVHE1900659 saved". The main content area is titled "Case Summary" and includes a section for "Complaints". A table below lists the case details:

Filings	Represented By	Status	Dispositions
MISS TEST vs. TBD Family Law Domestic Violence w/Child(ren)		Active	
Domestic Violence With Child(ren) filed by MISS TEST on 02/14/2019		Filed: 02/14/2019	
Proposed Protected Person: MISS TEST	In Pro Per		
Restrained Person: MR TEST			
Child: JR TEST			
Child: LITTLE TEST			

In the top right corner of the header, there is a red box highlighting the "INT" icon, which is used to flag a case. Other icons in this area include a star and a document icon. Text next to the "INT" icon indicates "Filed: 02/14/2019" and "Case Status: Ac".

eCourt – Case Management System

<input type="checkbox"/>	[P]	9 9:00 AM	DVR11907256	TRACY GORMLEY vs. DAVID GARDNER	Hearing re: Permanent Restraining Order on Request Filed	1		
<input type="checkbox"/>	[P]	10 9:00 AM	DVR11907257	MARIBEL CAMACHO vs. FABIAN BRAVO	Hearing re: Permanent Restraining Order on Request Filed on Domestic Violence Without Child (ren) filed by MARIBEL CAMACHO on 09/23/2019	1	Spanish	

eCourt – Case Management System

		Filter...		All	AM / PM	Day Week 5 Weeks Month						
<input type="checkbox"/>	#	Time	Case Number	Case Name	Events	Event Result	MD	Alerts	Interpreter	Workup	CCRC	Notes
<input type="checkbox"/>	1	8:30 AM	DVRI1906826	NOUR OURI vs. WAHEED ABUSHKHAIDEM	Hearing re: Permanent Restraining Order on Request Filed on Domestic Violence Without Child (ren) filed by NOUR OURI on 09/05/2019		1	Arabic				<input type="checkbox"/>
<input type="checkbox"/>	2	9:00 AM	DVRI1907066	SONYA SINES vs. GREG DROMGOOLE	Hearing re: Permanent Restraining Order on Request Filed on Domestic Violence Without Child (ren) filed by SONYA SINES on 09/16/2019		1					<input type="checkbox"/>
<input type="checkbox"/>	3	9:00 AM	DVRI1907067	VANDA GIOVANNAH FERGISSON vs. IEREMIAH	Hearing re: Permanent Restraining Order on Request Filed on Domestic Violence Without Child		1					<input type="checkbox"/>