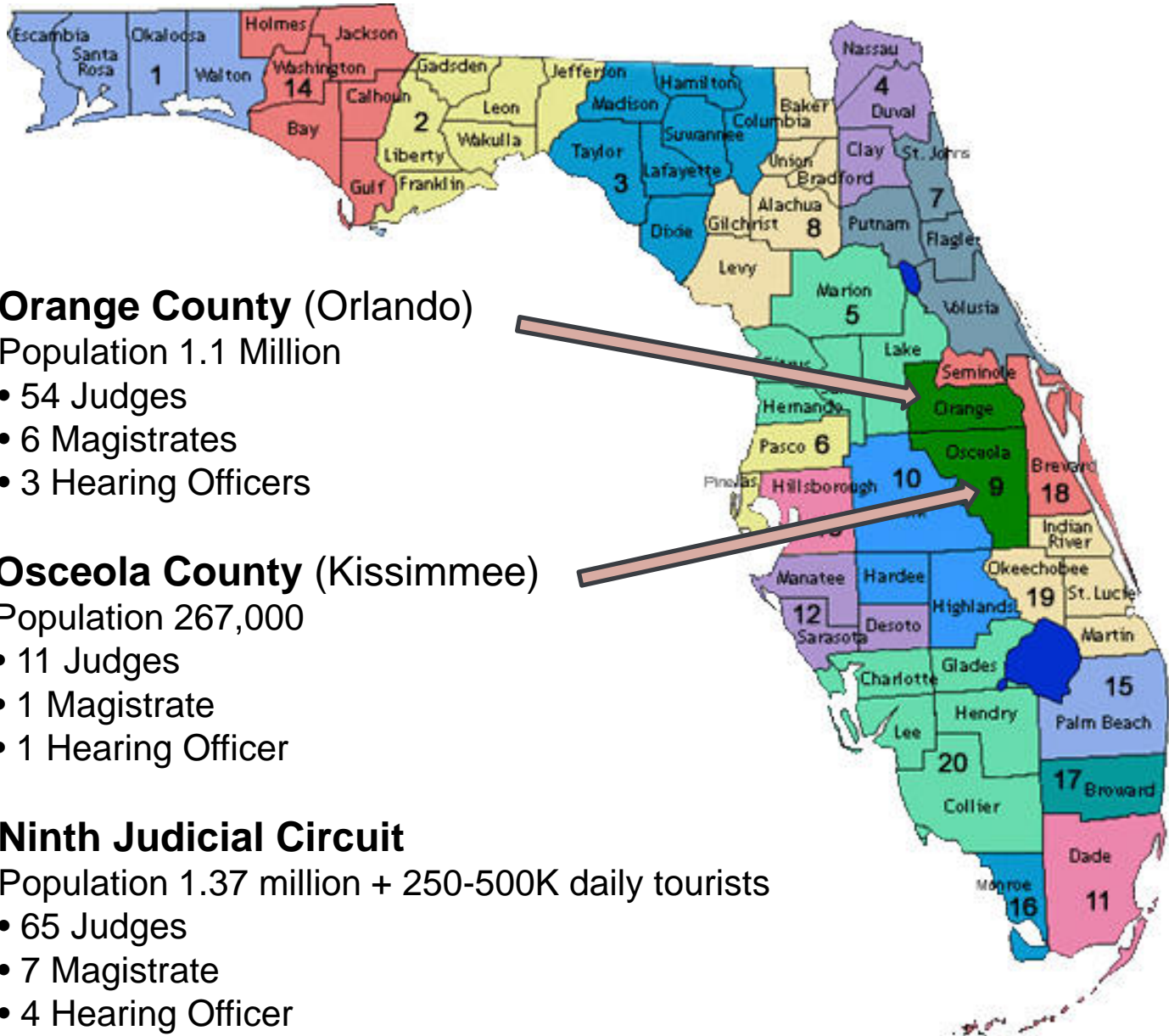


Remote Centralized Interpreting

October 2012

Background

**NINTH
JUDICIAL
CIRCUIT
OF
FLORIDA**



Orange County (Orlando)

Population 1.1 Million

- 54 Judges
- 6 Magistrates
- 3 Hearing Officers

Osceola County (Kissimmee)

Population 267,000

- 11 Judges
- 1 Magistrate
- 1 Hearing Officer

Ninth Judicial Circuit

Population 1.37 million + 250-500K daily tourists

- 65 Judges
- 7 Magistrate
- 4 Hearing Officer

Ninth Judicial Circuit Coverage

3 Branch
Courthouses
3 courtrooms



Orange County
Courthouse
43 courtrooms



Juvenile Justice
Center
6 Courtrooms



Osceola County
Courthouse
12 courtrooms



Orange County
Jail
3 courtrooms



7 Court Facilities
67 Courtrooms
2,229 Square Miles

Workload FY 2009-10

Language	Hearings	%
Spanish	20,910	91.9%
Haitian-Creole	918	4.1%
Other	590	2.6%
Sign	325	1.4%
Total	22,743	100%

Hearings per day requiring a court interpreter = 91

Hearings per hour requiring a court interpreter = 11

Staff Resources

- One managing court interpreter
- Eight Spanish court interpreters *
- Contractual budget

* Since 2004, salary restrictions and hiring freezes have resulted in an actual employment of 6.2 full-time interpreters.



Challenge

- Provide qualified interpreter services for over 22,000 court hearings per year with eight staff interpreters, a hiring freeze, a declining contractual services budget, and an increase in demand for services.
- Provide qualified interpreter services each day for sixty-seven courtrooms located in seven court facilities spread out among two counties covering 2,229 square miles.

Solution

Centralized Interpreting

Provide on-demand interpreter services to multiple court facilities located throughout the Ninth Judicial Circuit from any interpreter workstation.



Ninth Circuit Experience

- Went “live” in October of 2007
- Coverage includes:
 - Arraignments
 - Dependency and delinquency hearings/trials
 - Initial appearances, arraignments, and VOPs
 - Traffic and misdemeanor cases
- Original system designed, installed and maintained by the Ninth Circuit
 - Utilized existing digital court reporting infrastructure
 - One-way video – Interpreter can see the court
 - Inconsistent bi-directional audio
 - Not scalable



Current Solution

Two-way video conferencing system integrated into the court audio system with on-demand scheduling logic

- Excellent audio and video – Digital quality over network
- Bi-directional audio – Simultaneous interpreting
- Stable
- Includes sign language service
- Includes two-way video - Courtroom can see the interpreter
- Integrated with the existing digital court reporting infrastructure
- Works with the mixer control software (i.e., daVinci)
- Works concurrently with the telephone interface system
- Potential video conferencing expansion
- Scalable to multiple circuits





**Osceola County
Courtroom 5F**

Courtroom

Defendant

Private



Disconnect

Apopka Branch Courthouse

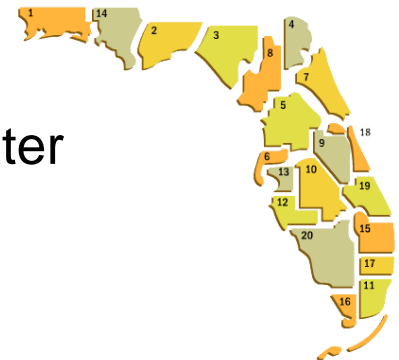
Remote Interpreting

March 2012

What's Next?

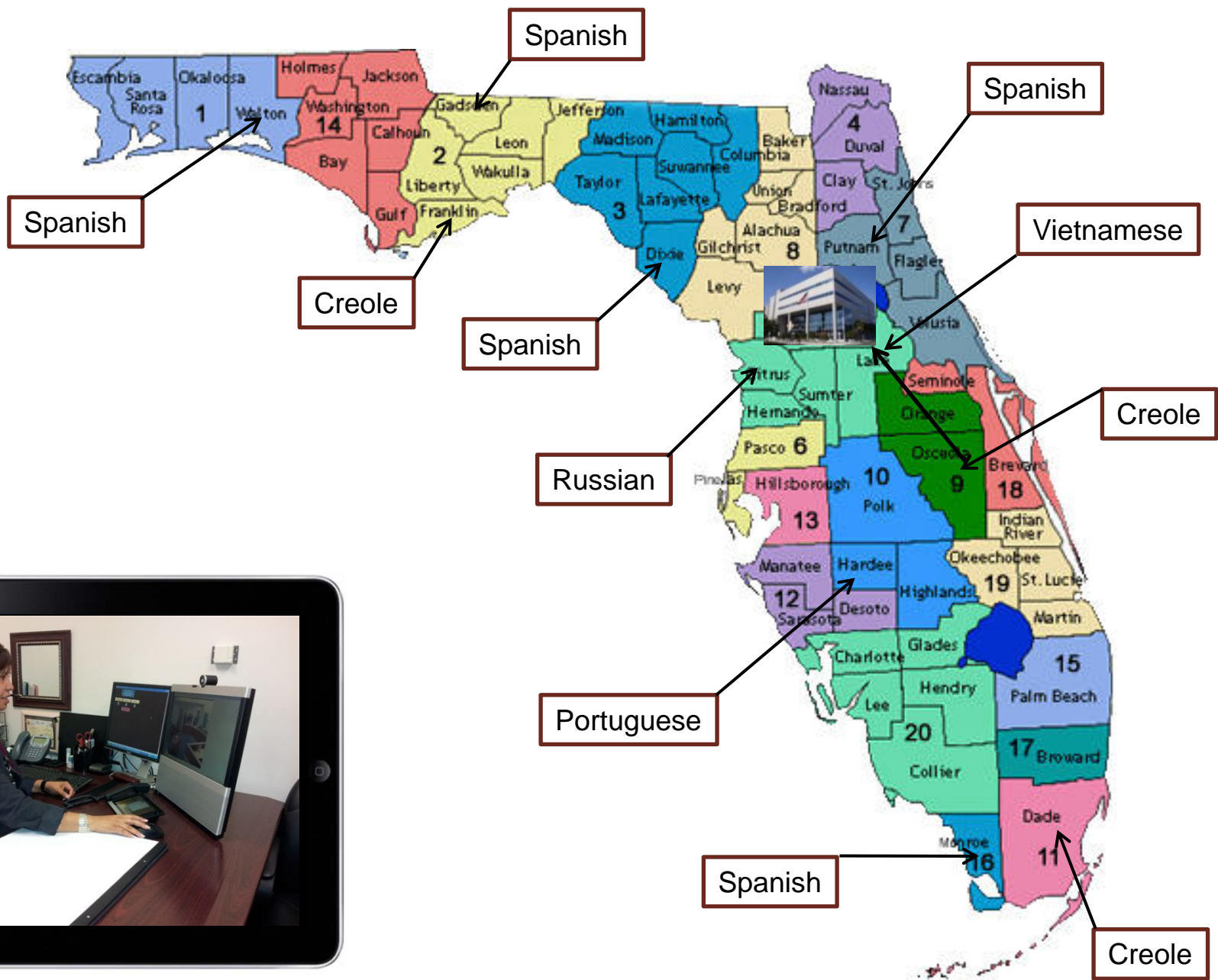
Regional\Statewide Network

- Pilot Project – Seventh, Ninth and Fifteenth Circuits
 - Pooling interpreters
 - On-demand scheduling
- Florida Due Process Technology Workgroup to make formal recommendation for Regional/Statewide solution by December 2012
- Economies of scale – The more Circuits and courtrooms added to the network, the lower the unit cost and greater the savings
- Provides qualified interpreters to a much greater population



On-Demand Scheduling

- On-demand service
- No cancellations
- Works with the Court's inherent scheduling challenges
- Court does not have to wait for an interpreter
- Interpreter can cover many venues in multiple locations on demand
- Limited to languages provided by pool
- Sign language included in pool
- Management reports – Determine resource allocation



Results

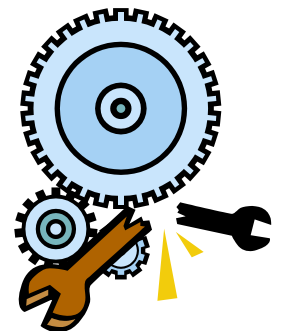
Benefits

- Provides qualified interpreters to more litigants over a much broader geographical area
- Reduces the need for contract interpreters
- Reduces travel for staff interpreters
- More cost effective use of contract interpreters
- FY 2011/12 – \$114,000 under budget allotment



Operational Efficiencies

- Interpreters can cover more hearings
- Reduces courtroom wait times for interpreters
- Improves courtroom flow - Judge gets an interpreter when Judge needs interpreter
- Resources match demand – Cost avoidance



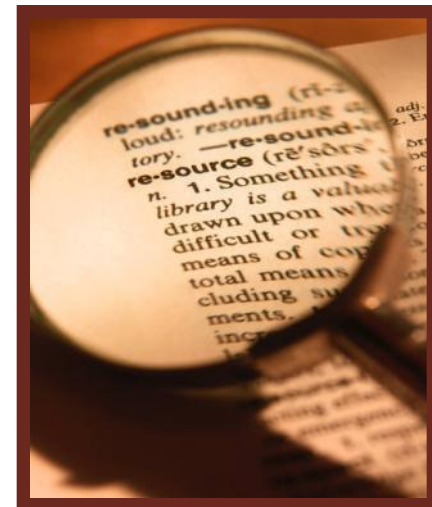
Moving Forward

Challenges

- **Initial Budget Allocation** – The current fiscal environment requires the Court to experience 100% return on investment within the first or second budget cycle
- **Governance** – Centralization vs Decentralization
- **Certification** - Requirement vs Guideline
- **Staff Interpreter Pay** - \$33,076 is much too low to recruit and retain qualified and certified interpreters

Resources

- Ninth Judicial Circuit website
 - www.ninthcircuit.org
 - Dedicated Centralized Remote Interpreting web page
 - Video demonstration
 - PowerPoint Presentation
- Tours and “Live” demonstrations
- Staff conference calls



Questions