



SUPERIOR COURT OF
CALIFORNIA
COUNTY OF RIVERSIDE
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NEWS RELEASE

Riverside Superior Court Implements New Intelligent Self-Help and Jury Self-Check-In Kiosks

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RIVERSIDE COUNTY:

On May 31, 2018, the Riverside Superior Court launched new intelligent Self-Help and Juror Self-Check-In Kiosks for the Riverside, Banning, Southwest and Larson Justice Centers. These solutions will reduce the time our customers wait in line at the clerk's office to obtain court information as well as streamline the check-in process for jury duty.

The Intelligent Self-Help Kiosks are a multi-lingual (English, Spanish, Arabic, Vietnamese, Mandarin and Cantonese) resource available to assist the public. The avatar will engage court customers requiring assistance with courthouse specific information (i.e. building directory, department calendars and where to find jury services) as well as provide them with assistance answering commonly asked questions in areas such as; ADA, Enhanced Collections, Family Law, Interpreters, Restraining Orders, and Self Help Assistance.

The Juror Self-Check-In Kiosks allow jurors to check into jury service by simply scanning their summons barcode. In addition to the streamlined check-in process, this kiosk provides information pertaining to juror parking locations, how to request ADA accommodations, how to apply to become a Grand Juror, courtroom locations and building directory.

"The court is very pleased to implement new technologies that make coming to the courthouse a quicker and easier experience. The new Self-Help and Jury Self-Check-In Kiosks will quickly route court customers to the right location, lessen the wait times for jurors and other members of the public, and provide useful information at a customer's fingertip so that people can get back to their daily lives", said Becky L. Dugan, the court's presiding judge.

The court was able to fund implementation of the new Intelligent Self-Help and Juror Check-In Kiosks through a state Innovations Grant.

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Electronic version available at: www.riverside.courts.ca.gov under Media Center.