



NEWS RELEASE

RIVERSIDE SUPERIOR COURT RECEIVES INNOVATION GRANTS TO ASSIST PUBLIC –

SUPERIOR COURT OF
CALIFORNIA
COUNTY OF RIVERSIDE
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RIVERSIDE COUNTY: The Judicial Council of California approved \$23.5 million in grant funding last month to help local trial courts provide more effective and streamlined services to the public. The Council received 118 applications and awarded 53 grants to 29 trial courts. The Superior Court of California, County of Riverside, was awarded \$875,668 for three innovative programs:

Intelligent Self-Help Kiosk – These multi-lingual stations will have the ability to interact with court customers requiring assistance. Some features will include: answers to frequently asked questions, maps/directions to physical courthouses, courtroom and self-help locations, electronic access to the daily docket, and access to online self-help information. This system will also enable jurors to electronically check in for service upon arrival at the courthouse, greatly simplifying the process for these individuals who perform their civic duty.

Traffic Avatar – This on line resource will be available to the public on the Court’s website, engaging customers who require court assistance. Whether it be paying a ticket, inquiring about traffic school, requesting an extension, providing a proof of correction, or answering questions to other common inquires, the Avatar will provide assistance that otherwise would require the customer to visit a courthouse and wait in line or call and experience often lengthy wait time delays.

Attorney and Litigant Electronic Courtroom Check-In – This solution will streamline the courtroom check in process. Attorneys and litigants who have installed the mobile application on their smartphone will receive a “check in alert” once they are within a short proximity from their assigned courtroom. When ready, they can electronically “touch and check into the courtroom.” Through a system integration with the Court’s Case Management System, court staff will be electronically notified that both parties are present and prepared for court. The proximity check in technology is compatible with Apple and Android smartphone devices.

“I am incredibly proud of the collective effort of court staff on these projects. Our technology team, led by Pete Pappas, has created a system which will save court users time, provide needed information quickly, and lower the level of frustration many feel when they cannot easily access the court system” – remarked Presiding Judge Becky L. Dugan.

For more information about the court and its services, visit www.riverside.courts.ca.gov.

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