



SUPERIOR COURT OF
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COUNTY OF RIVERSIDE
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NEWS RELEASE

Riverside Superior Court Launches New Online " Traffic Avatar "

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RIVERSIDE COUNTY: On May 1, 2018, the Riverside Superior Court launched a new online "traffic avatar" (named Iris) to provide additional assistance for customers with traffic and/or infraction cases.

Iris is a multi-lingual (English, Spanish, Arabic, Vietnamese, Mandarin and Cantonese) online resource available to the public by engaging customers who require court assistance with traffic infractions. Whether paying a ticket, inquiring about traffic school, requesting an extension, providing a proof of correction or answering questions to other common inquiries, Iris will provide assistance in multiple languages that otherwise would require the customer to visit a courthouse and wait in line or call the court directly (and possibly experience lengthy wait time delays).

"The court is continually searching for ways to provide convenient and timely services to its customers, especially through new and innovative technologies. The new Traffic Avatar accomplishes this goal by allowing people to perform common traffic related functions and have questions answered without the typical inconvenience of travel or phone delays", said Becky L. Dugan, the court's presiding judge.

The court was able to fund implementation of the new Traffic Avatar through a state Innovations Grant.

Please visit <http://www.riverside.courts.ca.gov/traffic/traffic.shtml> to experience the interactive options "Iris" can assist with relating to traffic infractions.

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