



LASC WINNER OF SIX NATIONAL ASSOCIATION OF COUNTIES (NACo) 2016 ACHIEVEMENT AWARDS

Audio Remote Interpreting (ARI) Assistance at Public Counters

Unlawful Detainer (UD) Web Portal for Interpreter Requests

Shared Procurement Services (SPS)

Surplus & Donation – Furniture & Equipment Online Catalogues

Avatar Assistance for the Traffic Web Page

Traffic Payment Plan (TPP) Program

- **Audio Remote Interpreting (ARI) Assistance at Public Counters (Best of Category winner)** – ARI enables court clients who lack English language proficiency to receive service instantly in the language of their choice. When one of these customers visits a public counter and bilingual service is not available, a staff member will hand the customer an “I Speak” card. Once the customer identifies the required language, staff place a call to the ARI language vendor and within 30-45 seconds, an ARI interpreter is on the line. ARI ensures equitable access to the judicial system, regardless of English language proficiency.
- **Unlawful Detainer (UD) Web Portal for Interpreter Requests** - Parties and witnesses involved in unlawful detainer (eviction) cases and in need of language assistance can request interpreters for an upcoming hearing via the UD Web Portal on the Court’s website. The online interpreter request form is available in English, Simplified Chinese, Armenian, Korean, Vietnamese, and Spanish.
- **Shared Procurement Services (SPS)** – SPS provides professional procurement and contracting services to 18 smaller courts in California. Services provided by SPS include: general procurement and public contract law advisement, assistance with preparation of solicitation materials, access to law-compliant templates, documents and forms, etc.
- **Surplus & Donation – Furniture & Equipment Online Catalogues** – This program consists of two catalogues for surplus furniture and equipment. The first catalogue is an internal, online shopping site that lists the surplus inventory for managers to select from for their departments. The equipment and furniture is repurposed and is in used, but good condition. The second catalogue is for external government and public entities who lack resources to purchase furniture and equipment.
- **Avatar Assistance for the Traffic Web Page** – Through the use of an avatar (automated assistant) named Gina, Court customers receive personalized service while navigating the Court’s traffic webpage. Gina can help customers with paying a ticket, scheduling a court date, and registering for traffic school. This service is also available in English, Armenian, Chinese,

Korean, Spanish and Vietnamese. Gina enhances the accessibility and ease-of-use of the website as she guides clients with limited experience through the online process.

- **Traffic Payment Plan (TPP) Program** – TTP was established to help those who are struggling to pay citation fees in their entirety. Customers with non-delinquent vehicle code violation citations can establish payment plans and make incremental payments through the Court's traffic website. Since its inception in August 2015, nearly 12,000 court clients have established payment plans online.