



NEWS RELEASE

**Los Angeles Superior Court
Public Information Office**

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L.A. COURT IMPROVES SERVICE TO THE PUBLIC THROUGH ONLINE INNOVATIONS

In its ongoing effort to provide more flexibility and assistance with managing traffic matters and to save people from driving to the courthouses and spending time waiting in line, LASC has added new features to the traffic pages of the website at www.lacourt.org. Averaging 1.5 million visits *per month*, the Court's website has proven to be a useful tool for the residents of Los Angeles County and beyond.

Ongoing enhancements to the website have succeeded in bringing more users online and reducing the traffic lines at the courthouses. At its busiest traffic court location, wait time at the Metropolitan Courthouse has gone from hours to minutes on most days.

Last spring, the Court launched a marketing campaign to promote the online features. Posters and handouts have been provided to the Self-Help Resource Centers and law libraries. Even the Court's van fleet was incorporated into the campaign. Graphics on the vans display an image of the online assistant and these rolling billboards announce the availability of the online traffic services and support. Van drivers provide handbills to those inquiring about how to handle their traffic tickets.

The most recent change to the website is the addition of the new Traffic Payment Plan feature which allows customers with non-delinquent citations to establish a payment plan and make incremental payments online over time. Also, customers now have the option of making Court-ordered partial payments online. Prior to the implementation of these features, customers had to appear before a judicial officer to make the request for a payment plan and partial payments could only be made at a courthouse.

The online traffic web pages have been redesigned to be easier to use. While the traffic page offers a comprehensive traffic questions and answers section, those people needing additional assistance will find that the Online Assistant has been enhanced to provide a more tailored experience for the customer. The assistant guides the customer through the traffic pages while asking questions and giving instructions in order to provide information and options specific to the user's traffic situation. Instructions are provided in English and Spanish with additional languages coming soon.

More-more-more

Last April, the Court reduced the fees for many of its online services, including a reduction in the convenience fee to pay traffic tickets online. Users now pay \$5 instead of the previous \$10 fee. The Court continues to enhance the website-user experience by adding new services while improving existing features all designed to save litigants, attorneys and others time and money by getting online, not in line, at www.lacourt.org.

For those people who require assistance in person or do not have access to a computer, we are improving service at the courthouses as well. Walk-up windows have been opened at several courthouses. These windows allow people to resolve their traffic matters without having to stand in long security lines in order to enter the courthouse and visit the clerk's offices. Soon to come are kiosks that will be stationed at various courthouses which will also allow users to complete their traffic matters without entering the courthouses while providing this service during non-business hours.

The statewide traffic amnesty program was launched on Oct. 1. People with qualifying unpaid traffic tickets and infractions whose fines were originally due to be paid on or before Jan. 1, 2013, may have both their debt reduced by 50 or 80 percent depending on income and have their driver's license reinstated. The program also includes a waiver of any civil assessments.

In the first month of the program, GC Services staff (L.A. County's delinquent debt-collection agency) fielded 128,000 calls regarding the program. 18,000 program participation forms have been submitted, involving nearly 50,000 citations.

More information regarding the amnesty program can be found at www.trafficamnesty.com or by calling GC Services at (800) 950-6280 for assistance in English and (800) 939-8068 for Spanish.

Traffic matters are handled at the following courthouses:

<p>Antelope Valley Court: 42011 4th Street, Lancaster, CA 93534 Bellflower Court: 10025 East Flower Street, Bellflower, CA 90706 Beverly Hills Court: 9355 Burton Way, Beverly Hills, CA 90210 Burbank Court: 300 East Olive, Burbank, CA 91502 Chatsworth Court: 9425 Penfield Avenue, Chatsworth, CA 91311 Compton Court: 200 West Compton Boulevard, CA 90220 Downey Court: 7500 East Imperial Highway, Downey, CA 90242 El Monte Court: 11234 East Valley Boulevard, El Monte, CA 91731 Glendale Court: 600 East Broadway, Glendale, CA 91206 Inglewood Court: One Regent Street, Inglewood, CA 90301</p>	<p>Governor George Deukmejian Court: 275 Magnolia, Long Beach, CA 90802 Metropolitan Court: 1945 South Hill Street, Los Angeles, CA 90007 Pasadena Court: 300 East Walnut Avenue, Pasadena, CA 91101 Santa Clarita Court: 23747 Valencia Boulevard, Santa Clarita, CA 91355 Santa Monica Court: 1725 Main Street, Santa Monica, CA 90401 Torrance Court: 825 Maple Avenue, Torrance, CA 90503 Van Nuys Court: 14400 Erwin Street Mall, Van Nuys, CA 91401 West Covina Court: 1427 West Covina Parkway, West Covina, CA 91790</p>
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