NEWS RELEASE

FOR IMMEDIATE RELEASE

Sept. 19, 2016

COUNTY OF LOS ANGELES BOARD OF SUPERVISORS TO RECOGNIZE LASC FOR AWARD-WINNING PROGRAMS

Date: Tuesday, Sept. 20, 2016
Time: 9:30 a.m.
Place: Board of Supervisors' Regular Meeting Hearing Room 381 -B
Kenneth Hahn Hall of Administration
500 West Temple St, Los Angeles, CA 90012

On **Tuesday, Sept. 20**, the County of Los Angeles Board of Supervisors will hold an awards presentation to acknowledge the winning recipients of the 2016 National Association of Counties (NACo) Achievement Awards, six of which were awarded to Los Angeles Superior Court (LASC) programs. LASC representatives will attend the presentation on the Court's behalf.

The six winning LASC programs are: Audio Remote Interpreting (ARI) Assistance at Public Counters, Unlawful Detainer (UD) Web Portal for Interpreter Requests, Shared Procurement Services, Surplus & Donation – Furniture & Equipment Online Catalogues, Avatar Assistance for the Traffic Webpage, and the Traffic Payment Plan (TPP) Program.

- **Audio Remote Interpreting (ARI) Assistance at Public Counters (Best of Category winner)** – ARI enables court users 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 enabling the customer to identify the required language. Staff then places 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.

(more)

- **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 Armenian, English, Korean, Simplified Chinese, Spanish, and Vietnamese.
- **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 from which managers select furniture 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 Webpage** – Through the use of an avatar (automated assistant) named Gina, people with tickets 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 available in Armenian, English, Korean, Simplified Chinese, 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.

The Achievement Awards were presented to LASC at NACo's 2016 Annual Conference and Exposition on July 24, 2016, in Long Beach, California.

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