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>> This is the public business meeting of the Judicial Council. We are now in session. As you know this is the first day of our two day meeting and we plan to adjourn at approximately 3:10 and return tomorrow. We have a discussion agenda that I think demonstrates how trial courts have always sought to innovate. In the past the innovation was also accompanied by physical crisis where we had to learn to do much more with less. Our sister branches have recognized that we should support and encourage positive innovation that occurs in our trial courts. A few years ago we received an innovation grant program to innovate in the trial court for greater access to justice. Today we are sharing some of those ideas. Courts like Monterey serve as incubators and we are excited about the work that is done there. We will also hear tomorrow about could shoot additional branch strategic policy in the work streams that continue to drive us forward to more delivery and digital services to our public who want to come to court. This is an agenda item not an action item.

>> Thank you and good afternoon. If you're listening online I am David Rubin, chair of the Judicial Branch Budget Committee. As the Chief mentioned, two years ago we got a unique opportunity from the Governor when they created a \$25 million grant program. The purpose of the grant was to give us an opportunity to see in mind within the branch, innovations and modernization to make the branch easier and more accessible for the public that we serve. The grants were divided into three areas. They allocated or appropriated \$12 million for collaborative type projects: \$8 million to self-help family and juvenile court type programs and another \$5 million for any general categories. We have been up to this point reporting back regularly on the grantees who got the grants in the budget committee. Reporting back the data-driven part of it. How much money have we spent, how much is being funded, where are they in their life cycle. We want to start we are about halfway through new innovations are coming on today, the budget committee and we want to show you some of these exciting innovations that are happening out there. Innovations that we cannot only replicate in the branch but can be exported into other budgeting entities. So with that our very first inaugural run is with the Monterey County court. The purpose of this grant was to build and to integrate for a smart phone device like a virtual clerk's office. It's being developed in a way that will be replicable and can be exported to other courts as well as two other entities within the state. So I will introduce our three presenters. Chris Ruhl, the court executive officer for Monterey County Superior Court, Katy Grant, chief operations officer of Monterey, and Paras Gupta, the chief information officer. I will turn it over to them for this exciting demonstration.

>>Thank you for the opportunity for us to show to you what we have been working on. The focus of this project is trying to expand and enhance access to justice for all users of the court in this virtual way. I'm happy to be here with Katy. The chief operations manager has been with the court for about 13 years to work to develop the capacity in house to develop these projects and innovations. This is very much the fruit of his work over a long period of time. You'll see on the PowerPoint this visual representation graphic that serves as an overall vision. As mentioned we in designing this from the start to be replicable other courts can choose to adopt it a little bit later. So the court, it shows how it faces outward the icons to the right the different capacities that we are in the function of developing the time the project is complete. Search, that's the function we will be demonstrating, the ability for people to make payments or to sign up for reminders both nonvoluntary and voluntary reminders sent out by text. The capacity for people to get general court information outside specific case records. Authentication is for users who wish to have an enhanced level of access to specific case records or types, a means to identify identity for somebody who's accessing the system through the portal. Eventually hoping to set up a system where people can make appointments at a self-help center for example, via the mobile platform. And eventually our chatbot function. People are accustomed to this by other forms of commerce. Analytics. Where we have the ability to run analytics to the system so if a person has several different ways that they are accessing the court, the system can analyze it and help them make a payment. With that, take a look at the goals here to create a unified user experience. One thing we have been doing is developing the mobile app, the California Court Access App. It creates a unified experience across the different platforms. We have been revamping our website at the same time we were developing the app. So that people who are accessing will have the same look and feel and user experience as if they are accessing from their mobile device. That's what the slide is representing. The project roadmap, we've got a three-year timetable starting with what we anticipated to be the most used kind of application for the system. Starting with the case search, text reminders, at the same time we are doing this weary creating a text reminder program for reducing the failure to appear in misdemeanor cases. Payments, general court information, and the ability to set appointments. Further out towards the end of the project. These other capacities like authentication, chatbot technology, and analytics. It's an ambitious timeline. We are devoting substantial resources to this to get it up and running. Will turn it over to the next speakers for the demo.

>>I will disconnect from the PowerPoint and go into live mode. Scenic I will demo what our app can do in the live environment. When I get the hearings I can subscribe to this future hearing, this sends me a text asking if I meant to sign up. You can go back to the main screen, go back to calendars, change the date. You can see anything that's in the departments in our courtrooms and if I sign up for individual reminders for those cases, the last thing is able to do our traffic payments. Though this is a production environment and public meeting I won't enter a live case number or date of birth, which is required to make the payments. You're able to sign up for payments for an extension and you're able to sign up to pay in full. Anything you can do online you can also do on this app.

>>Another thing I will show you, how easy it is. This is Monterey, it shows you what we can do with cases. There are 58 of us just making sure that the vision is that it is a single app. So if

you're in Santa Clara you can see how things are done there. You go to a setting called Change Code and then move to here and select Santa Clara. When you do that, guess what happens. The entire image in the back changes and the second thing to happen is the icons change. Any county that wants to adopt this code, you make sure that their experience is contained. Make sure that this customization is there and the second piece is that we can configure. Tomorrow this vision doesn't stop it can be 10 different things. But not all counties want to do all the visits. That's what the groundwork is. This gives you an idea, you can go back and change it and monitor production. Make sure that the experience does not change for the end user. Having said that I will switch out of this demo.

>>Does the app also have the reminders for civil cases?

>>Yes, it can remind you for any hearing at any case. For future hearings that aren't currently set. Once you sign up for those it will send you reminders.

>>Is it programmed so that the attorneys will know like an opposition or a reply?

>>It is not yet, but we are taking input from attorneys on what they would like this app to do. We are trying to put it on our roadmap.

>>I am assuming down the road there will be more, but the future that you're considering is jury duty? Because I always forget to make that phone call.

>>Self-help reminders and case searches are all highly used so we're building things that are needed.

>>You mentioned that you can sign up for future hearings that have not yet been set. Is there a way for the court to confirm that the person to whom that notification was sent actually received it? I'm thinking in terms of due process.

>>We are following all the guidelines of how we can legally send text messages. We cannot just send them. When we say you sign up, we've got to send you a confirmation back to the phone number. Only then do you get signed up. The first one is where any code that wants to use the app can become a consumer. We just need to make sure we figure out how to hook in to your case management system, then you become a case manager for this app. Is the easiest model for a court to say yes I want the app. The second option is the Contribute model, which essentially says yes you have great services but I also court want to add more services. Some good examples are, if you're the press and you register, you should be able to give you some level of access that nobody else has. If you have a mobile device, I can track you with your device. I know exactly who you are. The other option is a check-in module. So you can show up the party and check in immediately. We are in dialogue with those courts to see how they can develop those modules to be a part of this program that serves many of us. In the third one is the model that we've been very successful with our California system. We give them the code base and then they change it. Hoping that it will take a tougher road this time to try and improve the Contribute model that builds consortia. Hopefully we can get the report back. The mobile app is live and it went live a few months ago, I wanted to show you in the month of October how many phones that have

Android platform downloaded it and how many Apple devices downloaded. We can see the preliminary data. We are hopeful that after we do this demo that these numbers will be off the chart because everybody's going to download it. Keep in mind this is something we're realizing for writing access we need to invest significant efforts to make sure that people know about this. And the second graph is showing you where the usage is. We are closely going to look at what this looks like. We've got a feedback section, and I will highlight here that the reminder is 30 percent. We barely went live just a few months ago. You can see that people like the idea of being able to use it as a text or email. Anything to do with business they want to be able to remind it. This last slide is a gentle trend. This is Monterey's data, this essentially shows you the two different properties we have in the terms of a website and portal. Portal is for all the case transactions here. Just trying to see how many people come to us through desktop and how many use mobile devices. You can see that it's almost 50-50, we are not trying to cater to the idea that we've got a mobile app you downloaded and that's it. But our entire theme of this program is we are trying to enhance access to any means possible. Any online services that we offer on our website should be accessible on the mobile app. Then it's up to the choosing of whoever is using a desktop or an iPad or tablet.

>>Thanks for this presentation, it is incredible. We just had a presentation from Bonnie Huff and the self-help process that they are developing. You should talk to each other, it seems to me that you could really help.

>>If you're referring to the digital self-help services portal, we are a part of that. We have been working with Jack and his group.

>>I don't have a question I have a statement. Thank you to Chris for his generous time that he allows to contribute to statewide technology. I had the pleasure of sitting in the quarterly CIO meetings. Paras is always active and he epitomizes the statement by saying there are 58 of us. Paras, thanks for all you do and for your leadership in contribute to the IT community.

>>There are 58 of us but there are roughly 30 to the courts. Is there a difference because you have your own portal for those is it configurable?

>>That's an excellent question. With any technology there is some work involved. So where the model leads to a little more work, it's the extraction of data so it's not dependent to answer your question or on a case management system. We do want to write the middle layers and pull the data off. That's the part where you want to work with the courts. So either we have capabilities in-house or utilize external services.

>>Back to the question where we will need to look into where you get your data. Because that's the part that they will go in and extract the data from.

>>If you happen to have gotten a traffic ticket in Monterey County recently, you're welcome to download the app.

>>With regard to the phone number and notifications I assume you can unsubscribe but the core ability of numbers. I got the calendar you know I'm calling people to try to participate by phone

and we find out that the phone number is somebody else's. When the phone number moves to a new subscriber the same phone number that has been entered into your system, the phone number is where notifications get sent when the phone number is turned off or goes to a new owner for the case is somebody else's case?

>>Question. I was thinking that through. We will need to stop it. To have that person let us know or the new person phone will be annoyed enough. I'm thinking it's easy enough where for any text message we've got deals, it's just legally your carrier blocking their. It's available at any text message not just the courts.

>>You mentioned that pretty much anything you can do online at your court you would like to be able to do with the app. Are there other things that you offer that you are contemplating adding, other things?

>>Goes back to the roadmap that we showed earlier. Right now the jury services is not there but we are working on the privileged access. One thing that the legal professionals wanted to log in and look at documents. That should be coming up pretty soon. The self-help appointment. Making a court hearing. All these services will be available. 18 months is a short period of time to accomplish. This is taking us halfway through to get to this point. We are extremely excited to continue down this path to what we learn to apply back.

>>I had the benefit of seeing this presentation twice so I got to think about my question. When is your reminder aspect, are you using that particular reminder portal for your pretrial release program?

>>No, we are not currently, we are using these application these reminders for pretrial release, unless of course the case is filed and the defendant would like to sign up for reminder. We are looking at texting as cases are filed regarding pretrial release. That is on our roadmap, but that's the additional functionality we are still looking into separately.

>>I think we have come to the end of our time and a few more questions.

>>No more questions, but to give a big shoutout to Monterey. I don't think that most of you understand that this does take a lot of time, energy, effort, and resources. But for the innovations grants, Monterey would not have been able to do this project the speed it is doing it. Because you also need to understand that Monterey is in court we've been working at this access app we've onboard it technologies Odysseys and all of her case types we are now a complete paperless court. Leaving in the forefront with respect to this app in the portal adjusting and changing the website and demonstrating that we are at the forefront to assist all 58 courts in becoming an electronic court as online rather than in line in Monterey. You are now in line instead of online. Scenic I am beyond impressed with the work of Monterey and how you make it accessible to our users. The first question is have you shown this presentation to the Presiding Judges Advisory Committee?

>>Yes, basically redid the same presentation at the last August meeting.

>>I think you'll find that the Court of Appeal is also interested in taking something like this to get it to work, and my other question is, in what other ways can we assist you in this endeavor, because it is groundbreaking and we are excited by it.

>>I think the encouragement and support is there we are looking to pilot a few courts that can start using the consumer model. It is a good validation for us. And then we can build on that momentum, that's my one ask. And then we don't really think of the word marketing much. So anything we can do to make sure that the word gets out is important for us to do to enable these services. Because it is less about the app and more about accessing court services through mobile devices.

>>If you could help us learn how to clone Katy and Paras we would like that too.

>> Are there more questions or comments? Thank you for your amazing presentation. We talked about Access 3-D and how to make our services easier and more convenient and more responsive to the public. This is a demonstration just how that is to be done, it's exemplary. I don't know about anybody else in here, but I think the future is going to be very exciting. I think the public is just getting a taste of what talent we have in our branch. We can roll it out in the next 18 months. Thank you, this concludes our presentation [ Applause ] This concludes the agenda for today's business meeting. We will convene tomorrow at 9:25 AM. This meeting is now adjourned but please remain in your seats for an announcement

[Event concluded]