

# Court Technology Modernization Funding (CTMF) Program: **Update and Featured Successes**

Hon. Kimberly Menninger, Superior Court of California, County of Orange

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# CTMF Program Update

- 95 local court projects across 13 program categories
- Top 3 program categories:
  - Electronic Records Management (28%)
  - Courthouse (26%)
  - Case Management Systems (12%)
- Project management support from JCIT in 21+ projects



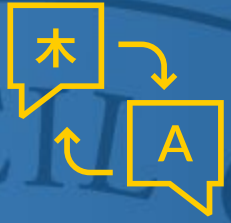
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# CTMF Program Update

- Branchwide programs, including:
  - New Hearing Reminder Service launched by Los Angeles in February
  - Electronic Court of Appeals Records & Transcript (eCART) program
  - Startup funding for Information Security training programs



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# CA COURTS TRANSLATOR

- 13 courts in pilot program
- 854 conversations
- 6,009 messages translated
- Top 5 languages used

Spanish (82.2%)  
Chinese (4.0%)  
Russian (2.1%)

Hindi (2.1%)  
French (1.4%)

- Average rating: 4 out of 5 stars



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# Voice-to-Text Translation Services

Superior Court of California,  
County of San Mateo

Rick Walery, Director of Information Technology  
Daisy Ni, Judicial Fellow



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# Voice-to-Text: Pilot Initiative

- Utilizes voice recognition, translation, and transcription technology to provide a limited English proficiency person (LEP) the ability to converse with court staff outside of the courtroom
- Current pilots:

2nd District Court of Appeal  
Del Norte  
Kern  
Mono  
Napa  
Placer  
Sacramento

San Diego  
San Joaquin  
San Luis Obispo  
San Mateo  
Sonoma  
Sutter



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# San Mateo Pilot – Launch

- Pilot launched in October 2021
- Court staff used tablets provided by the Judicial Council
- LEP customers would use their own device
- Court Areas
  - Traffic Clerk's Office
  - Small Claims Clerk's Office
  - Self-Help Center/Family Law Facilitator's Office



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# San Mateo Pilot – Today

- Set up additional tablets linked to court staff's tablet that can be provided to the LEP customer for use to streamline on-boarding
- 238 conversations
- 2,432 translated messages
- Top 5 languages: Spanish, Chinese, Portuguese, Hindi, and Russian
- Average rating by court staff and court customers: 4.6 out of 5 stars



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# Lessons Learned (So Far)

## CHALLENGES



Customer onboarding and set up



Customer device variability



Cellular accessibility in some courthouses

## SOLUTIONS

Introducing graphics, videos, and more translated onboarding content

Piloting additional court-provided devices that link to the court staff device

Pre-connect secure stable Wi-Fi to court provided devices



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# Lessons Learned (So Far)

## CHALLENGES



Not all interactions are created equal

- Transactional interactions work best (discreet question, answer)
- Long-form, conversational interactions do not work as well
- Translation accuracy and quality is very good



Not all languages are created equal

- If a human speaks the language, the customer typically prefers
- If unavailable, the customer generally appreciates the technology to assist



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# Going Forward

- Identify themes with challenges faced
- Brainstorm solutions to real-world challenges encountered by the courts and its customers
- Continue the collaborative effort with JCIT



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# Electronic Evidence Submission

- *Current ITAC Workstream*
- *CTMF Project Category*
  - *Superior Court of California, County of Orange*
    - Used in 4,500+ cases since February



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# Electronic Evidence

Superior Court of California,  
County of Orange

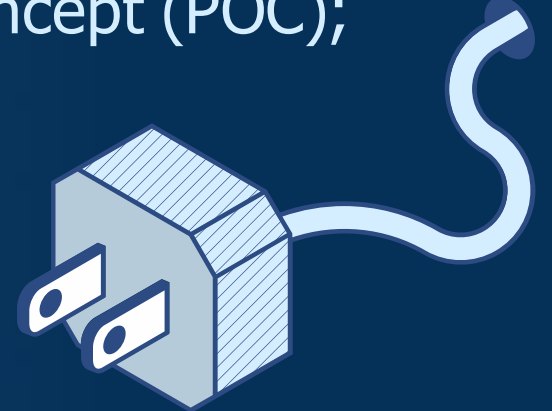
Hon. Kimberly Menninger  
Emily Morrison, Administrative Analyst



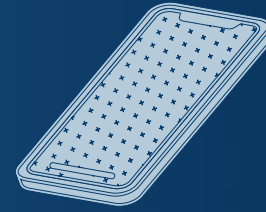
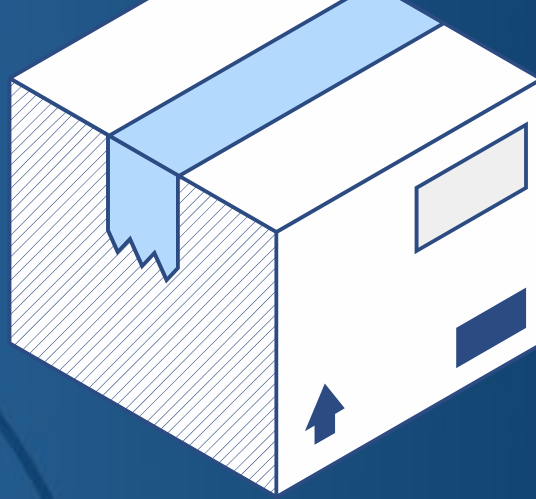
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# Inception of the project

- ITAC Electronic Evidence Workstream
- Orange County Pilot Project
  - ➔ RFP process
    - Vendors: Axon, Insight Public Sector, Mergent, NICE, Omnigo, Thomson Reuters submitted technical qualifications
    - Selected Omnigo for a no cost obligation Proof-of-Concept (POC); subsequent contract secured with CTMF funds
    - Go live date of April 5, 2021



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## Traditional Exhibit Submission

- Physical copies of exhibits: loose papers in binders, marked or not marked with tags for identification
- Exhibit statuses indicate the status of an exhibit in the case

## Electronic Exhibit Submission

- Electronic exhibits can be uploaded to the court, and a digital exhibit tag is automatically affixed and numbered
- A wide array of file types can be uploaded
- Three statuses were identified for the POC in the portal to streamline the process:
- Lodged, Marked, Admitted



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# Evidence Submission Progression

## Litigant Perspective

1

STEP

### Create Account

The party creates an account in the portal.

2

STEP

### Select Exhibits

The party selects all exhibits they would like to upload to the portal.

3

STEP

### Describe Exhibits

The party will add a description.

4

STEP

### Organize & Flag

The party will mark items they believe are **confidential** and organize exhibits in preferred order.

The court can adjust after upload.

5

STEP

### Review & Finalize

The party will review and finalize submission.

Parties can **print a receipt** of exhibits uploaded and **view submission**.



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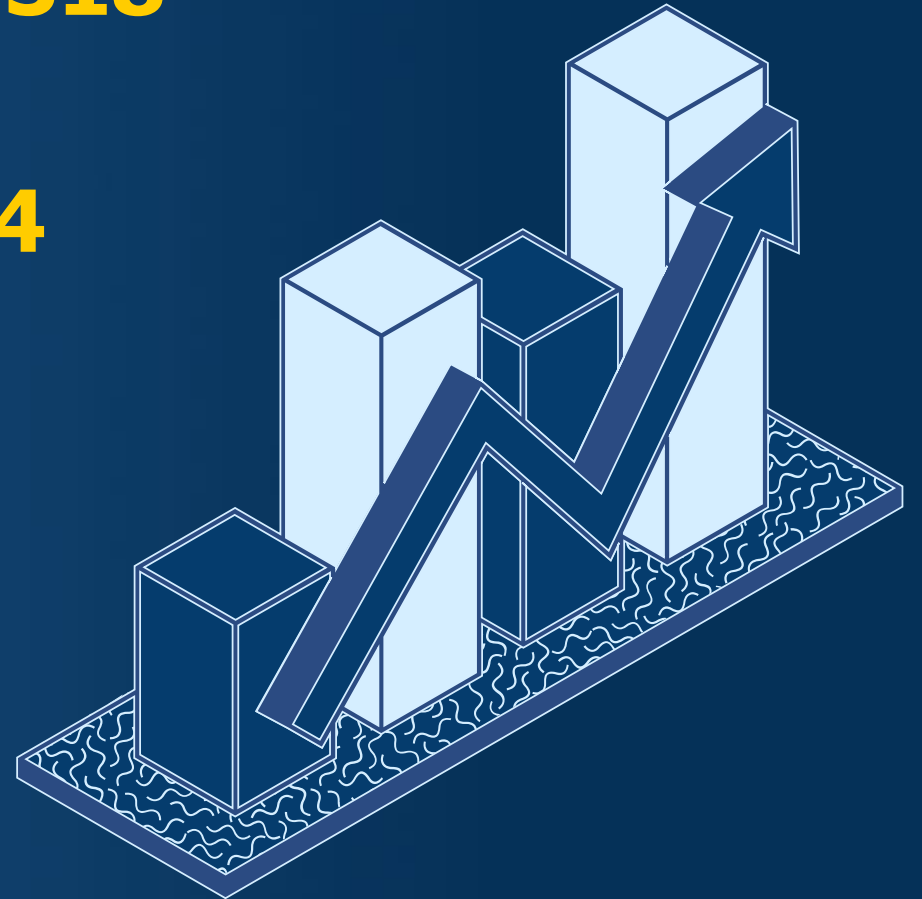
# A Few Statistics

AS OF FEBRUARY 2022

- Total of Party/Litigant Portal Accounts: **4,318**
- Total of Cases: **4,537**
- Total of Digital Files Uploaded: **137,774**
  - Probate – 31,457
  - Mental Health – 2
  - Civil (UD, CH) – 13,432
  - Family Law – 5,658
  - Small Claims – 87,114
  - Traffic – 33



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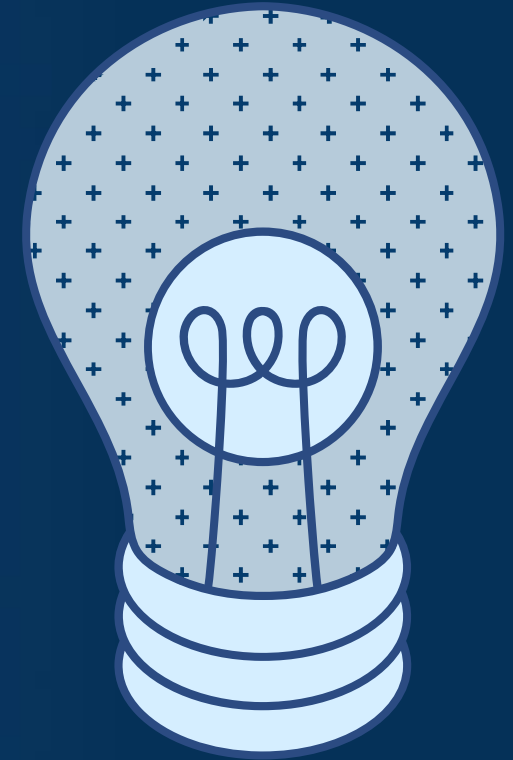


"Improving online access to justice makes sense in California. Many Californians expect this kind of service from their courts."

- Chief Justice Tani G. Cantil-Sakauye

"To serve the public by administering justice and resolving disputes fairly, efficiently, and expeditiously."

- Orange County Superior Court Mission



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*Thank you!*

**Questions?**



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