

Court Technology Modernization Funding Program

Successful Investments in the California Courts Connected Framework

Judicial Council Meeting - September 20, 2022



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Agenda

- **3 Approaches**
- **Featured Successes**
 - Texting reminders
 - Chat services
 - Appellate transcript assembly
- **Recommendations for Fiscal Year 2022-23**
- **Funding**



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Innovation...

Implemented 3 ways

Court → Courts

1



Court developed
and shared

Branch → Courts

2



Judicial Council
developed and shared

Collaboration

3



Court developed, JC hosted
and shared branchwide





Hearing Reminder Service (HRS)

Court-developed solution for the branch

**Greg Harding, IT Director / CISO
Superior Court of Placer County**

About HRS



What it is

- Allows the public to receive court hearing reminders via text and email
- Developed by a court for branchwide use

Why it is needed

- Keeps public informed of their court dates
- Reduces calendar changes from missed hearings



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Concept

Build

Pilot

Productize

- Los Angeles designed Notifications service prototype
- Modernization grants funded Notifications Platform and development of Hearing Reminder Service for all courts
- Placer is first pilot court to go live
- Will review, refine design, and provide to other courts



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HRS Benefits and Impact

- Demonstrates branch outreach that builds public trust and confidence
- User-friendly way for the public to be proactive with their case
- Multilingual language access (English, Spanish, +4 in FY22-23)
- Potential to reduce continuances and court fines
- Potential to improve court efficiency and reduce phone inquiries



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Success Story

- **Easy:** Took short time for Placer to implement
- **Familiar:** Similar to services commonly in use
- **Usage:** Family, Criminal, Civil, Probate, Small Claims, Traffic, Mental Health
- Total of 19,520 notifications delivered
- 8 courts being added in the next quarter



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CHAT NOW



Virtual Customer Service Center: Chatbot & Live Chat

Judicial Council developed solution for the branch

Heather Pettit, CIO
Judicial Council



Concept

Build

Pilot

Productize

- Started with Futures Commission directive
- ITAC Workstream recommended pilot programs
- Used Court Technology Modernization Funding to build, pilot, and productize
- Piloting **Chatbot** and **Live Chat** on the branch website
- Chat will be available soon for local court websites



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About Virtual Customer Service

What it is

- Serves the public through automated chatbots and live chat technology
- Developed by the Judicial Council for branch and court use

Why it is needed

- Provides real-time automated responses, connecting with live chat experts
- Bridges the court and public through chat technology



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Virtual Customer Service Benefits

- 24/7 assistance, low cost, with high impact!
- Automatically answers common questions
- Saves staff time to assist the public with more complex questions
- Supports multiple languages
- Will add new topics, e.g., eviction, fee waivers, and traffic
- Will be available for court websites



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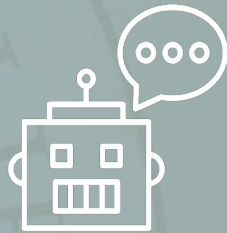


[See Virtual Customer
Service in action! \(video\)](#)

Success Story

Name Change, Small Claims, Family Law

Chats Started
46,000



Chatbot

Questions
65,000

Answered
70%



Live Chat

Opportunities
10,700

Initiated
4,200



3.7 stars
Since March 2021

4.2 stars
August 2022



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eCART

*Court and Judicial Council
Collaboration*

Snorri Ogata, CIO
Superior Court of Los Angeles County

About eCART

What it is

- Electronic Court of Appeals Records and Transcripts
- Software to automate and streamline the appeals records and transcript process

Why it is needed

- Assembling records and transcripts is labor-intensive



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Concept

Build

Pilot

Productize

- Innovations Grant used to develop first tool: Transcript Assembly Program (TAP), but support ended Aug 31
- Modernization funds used to build eCART (replacing TAP) and enhance
- Showcases the **new joint support/operational model**
 - Los Angeles develops and serves as product owner
 - Judicial Council deploys and provides support



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eCART Benefits and Impact

- 29 of the 31 trial courts have already started using eCART
- 22 trial courts have submitted a total of 186 transcripts to the Courts of Appeal
- 1,115 case transcripts have been assembled and are being readied for submission



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Testimonial



eCART brings the **most advanced clerk's transcript compilation toolset** available to trial courts, allowing them to benefit from additional efficiencies, maximize integrations with other electronic systems, and therefore **reinvest staff time freed up into better serving the public.**

With eCART being a **Judicial Branch managed solution, it can easily adapt to the needs of all courts**, the rules of court, and customers of the Judiciary.



*Brian Cotta, Clerk/Executive Officer,
Fifth District, Court of Appeal*



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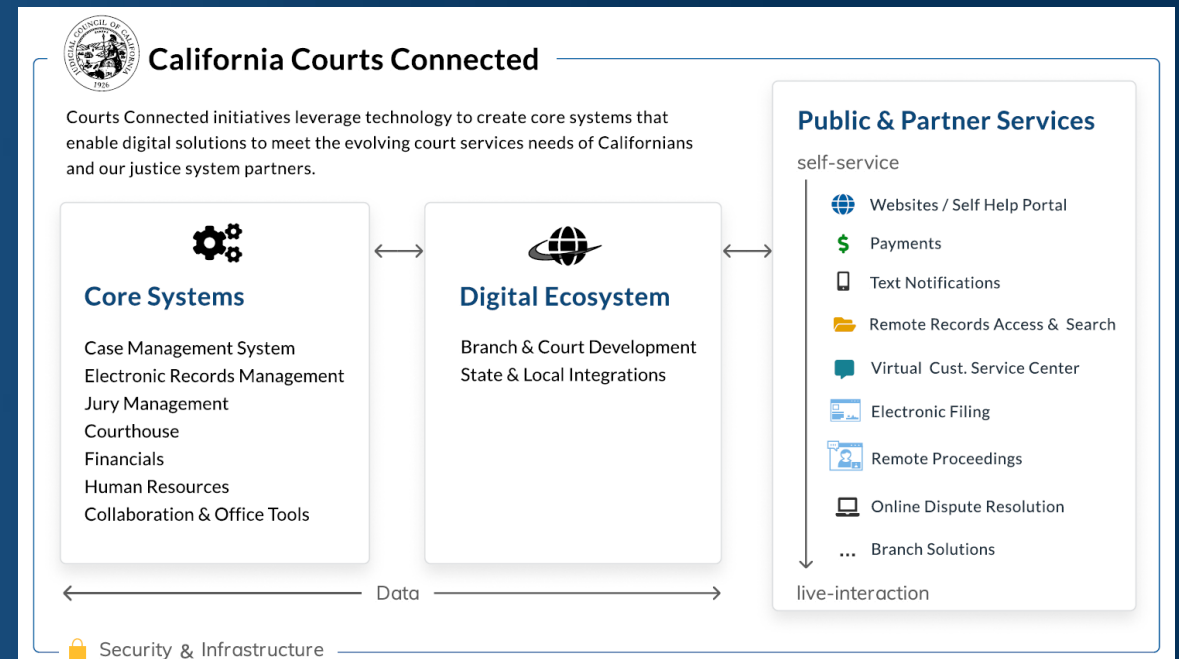
FY22-23

Court Technology Modernization Program

Recommendations for funding allocation

Modernization Program

- Allocations address the diversity and inconsistency in court services
- The California Courts Connected Framework is a foundation to accomplish the Chief Justice's vision for Access 3D
- This framework shows how technology increases convenience to the public and serves as a bridge that allows for multiple channels of physical, remote, and equal access



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Priorities considered

Court Priorities: Cyber Security, CMS, Electronic Records Management, Courthouse, Infrastructure

Technology Committee priorities for program: Electronic Records Management, Remote Access, Infrastructure, Innovation

Majority of proposals: Electronic Records Management, Infrastructure, Remote Appearances, CMS, Courthouse



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Proposals by Category

CTMF Program Category	# of Proposals
Branch & Court Developed Architecture and Solutions	4
Case Management Systems (CMS)	13
Collaboration & Office Tools	8
Courthouse	16
Cyber Internet Security	9
Data	8
Electronic Filing	1
Electronic Records Management (ERM) (including 23 digitization projects)	32
Financials	3

CTMF Program Category	# of Proposals
Human Resources (HR)	3
Infrastructure	22
Interactive Customer Service	8
Jury Management Systems (JMS)	4
Notifications and Reminders	2
Online Dispute Resolution (ODR)	1
Remote Appearances	20
Remote Records Access and Search	4
State and Local Integrations	4
Web Solutions	4

**Grand Total
of Court Proposals
166**



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Total Allocation FY22-23

\$12.5 million in proposed allocations to trial and appellate courts for local projects

This year's model provides funding for

- + Digitization of records projects
- + Priority 1 projects of small courts without digitization
- + Pro rata distribution for remaining needs



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Branch Workstream

- 17 members
- 13 courts
- 3 Judicial Officers
- 4 CEOs or Dpty CEOs
- 9 Court CIOs
- 1 Attorney



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Hon. Kyle S. Brodie, Workstream Executive Sponsor

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Judicial Officer, Fresno

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Deputy CEO, San Bernardino

Mr. Tyrone Tasker
Research Attorney, Los Angeles

Ms. Jessica Thomson
CIO, Santa Barbara

Mr. Deon Whitfield
CIO, Tulare

Action

The Technology Committee requests that the Judicial Council approve the recommended allocations itemized in

Court Technology Modernization Funding: Proposed Allocations for FY 2022–23 (Attachment A)



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Discussion / Questions & Answer

