



JUDICIAL COUNCIL
OF CALIFORNIA

TECHNOLOGY COMMITTEE

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jctc@jud.ca.gov

JUDICIAL COUNCIL TECHNOLOGY COMMITTEE

Open to the Public (Cal. Rules of Court, rule 10.75(c)(1))
THIS MEETING WILL BE CONDUCTED BY TELECONFERENCE
THIS MEETING WILL BE RECORDED

Date: October 9, 2020
Time: 12:00 noon - 2:00 p.m.
Connection: <https://jcc.granicus.com/player/event/1044>

Meeting materials will be posted on the advisory body web page on the California Courts website at least three business days before the meeting.

Agenda items are numbered for identification purposes only and will not necessarily be considered in the indicated order.

I. OPEN MEETING (CAL. RULES OF COURT, RULE 10.75(C)(1))

Call to Order and Roll Call

Approval of Minutes

Approve minutes of the September 14, 2020 meeting.

II. PUBLIC COMMENT (CAL. RULES OF COURT, RULE 10.75(K)(2))

Written Comment

In accordance with California Rules of Court, rule 10.75(k)(1), public comments about any agenda item must be submitted by October 8, 2020, 12:00 noon. Written comments should be e-mailed to jctc@jud.ca.gov. Only comments received by October 8, 2020, 12:00 noon will be provided to advisory body members prior to the start of the meeting.

III. DISCUSSION AND POSSIBLE ACTION ITEMS (ITEMS 1- 6)

Item 1

Chair Report

Provide an update on activities of or news from the Judicial Council, advisory bodies, courts, and/or other justice partners.

Presenter: Hon. Kyle S. Brodie, Chair, Judicial Council Technology Committee

Item 2

Update/Report on Information Technology Advisory Committee (ITAC)

An update and report on ITAC will be provided; this will include the activities of the workstreams.

Presenter: Hon. Sheila F. Hanson, Chair, Information Technology Advisory Committee

Item 3

Language Access Services Signage and Technology Grant Program, FY 2020-2021 (Action Requested)

Consider whether to approve the proposed awards for the Language Access Signage and Technology Grant Program for FY 20-21.

Presenters: Hon. Victor A. Rodriguez, Judge of the Superior Court of California, County of Alameda
Mr. Douglas Denton, Principal Manager, Language Access Services, Center for Families, Children & the Courts

Item 4

Court Modernization Funding (Information Item)

Review and discuss the proposed funding models, allocation methodology, individual and global program requirements, as well as the process for submitting an application for receiving a portion of the funding for the modernization of court operations included in the California State Budget for FY 2020/2021.

Presenter: Ms. Heather L. Pettit, Chief Information Officer / Director, Information Technology

Item 5

Futures Commission Directive: Voice to Text Language Services Outside the Courtroom – Status and Final Report (Action Requested)

Review and discuss the draft report to the Judicial Council on the potential of a pilot project using real-time voice-to-text language services at court filing and service counters and in self-help centers. Decide the report's readiness to recommend to the Judicial Council for acceptance and submission of the report to the Judicial Council.

Presenters: Hon. James Mize, Workstream Executive Sponsor
Mr. Rick Walery, Workstream Court Lead

Item 6

Data Analytics Workstream – Preview of Findings (Information Item)

Receive an update on this Workstream’s recent progress, including an overview of proposed governance principles and policies. The Workstream leads will also discuss the timeline for finalizing its work and for soliciting feedback on the proposed principles and policies from judicial branch entities and the public.

Presenters: Hon. Tara Desautels, Workstream Co-Executive Sponsor
Mr. David Yamasaki, Workstream Co-Executive Sponsor

A D J O U R N M E N T

Adjourn



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JUDICIAL COUNCIL TECHNOLOGY COMMITTEE

MINUTES OF OPEN MEETING

September 14, 2020

12:00 – 1:00 PM

Teleconference

Advisory Body Members Present: Hon. Kyle S. Brodie, Chair; Hon. Hon. Todd C. Bottke, Vice-Chair; Hon. Jonathan B. Conklin; Hon. Rebecca Wightman; Ms. Rachel W. Hill; and Ms. Nancy Eberhardt

Incoming Advisory Body Members Present: Hon. Kevin C. Brazile; Hon. Glenn Mondo; and Mr. Shawn Landry

Advisory Body Members Absent: Ms. Andrea Rohmann

Liaison Members Present: Hon. Sheila F. Hanson

Others Present: Hon. Victor A. Rodriguez; Ms. Heather L. Pettit; Mr. Richard Blalock; Ms. Jamel Jones; Ms. Jessica Craven; Ms. Deborah Silcox; Mr. John Yee; Mr. Mark Dusman; Mr. Douglas Denton; Ms. Danielle McCurry; Ms. Lisa Chavez; Ms. Camilla Kieliger; and Ms. Fran Mueller

OPEN MEETING

Call to Order and Roll Call

The chair called the meeting to order, took roll call, and advised no public comments were received.

Approval of Minutes

The committee reviewed and approved the minutes of the August 25, 2020 open meeting.

DISCUSSION AND ACTION ITEMS

Item 1

Chair Report

Update: Hon. Kyle S. Brodie, Chair, welcomed and thanked everyone for attending. Judge Brodie discussed activities since the last meeting. Judge Brodie also reviewed the agenda topics for the meeting.

Item 2

Update/Report on Information Technology Advisory Committee (ITAC)

Update: Hon. Sheila F. Hanson, Chair of ITAC, provided an update and report on the activities of the advisory committee, its subcommittees, and its workstreams.

Action: The committee received the report.

Item 3

Language Access Services Signage and Technology Grant Program, FY 2020-2021

Update: Judge Victor A. Rodriguez and Mr. Douglas Denton provided an update on the Signage and Technology Grant program for fiscal year 2020-2021, including an overview of the application process, the number of courts that have applied, status of draft recommendations and next steps.

Action: The committee received the report and asked questions.

A D J O U R N M E N T

There being no further business, the meeting was adjourned.



JUDICIAL COUNCIL OF CALIFORNIA

455 Golden Gate Avenue · San Francisco, California 94102-3688

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REPORT TO THE JUDICIAL COUNCIL

Item No. 20-194

For business meeting on November 12–13, 2020

Title

Language Access Plan: Requests for and Proposed Allocations to Signage and Technology Grant Program, FY 2020–21

Agenda Item Type

Action Required

Effective Date

November 13, 2020

Rules, Forms, Standards, or Statutes Affected

None

Date of Report

October 1, 2020

Recommended by

Advisory Committee on Providing Access and Fairness

Hon. Kevin C. Brazile, Cochair

Hon. Luis A. Lavin, Cochair

Hon. Victor A. Rodriguez, Chair, Language Access Subcommittee

Information Technology Advisory Committee

Hon. Sheila F. Hanson, Chair

Hon. Louis R. Mauro, Vice-Chair

Contact

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Executive Summary

The Advisory Committee on Providing Access and Fairness and the Information Technology Advisory Committee recommend approving proposed grant award recommendations for the 23 courts that applied for funding for language access signage and technology infrastructure support and equipment needs in fiscal year (FY) 2020–21, setting aside remaining funding as contingency funding to be used in case of need by the awarded courts, and directing Language Access Services staff of the Center for Families, Children & the Courts to draft and execute intra-branch agreements with awarded courts for FY 2020–21.

Recommendation

The Advisory Committee on Providing Access and Fairness and the Information Technology Advisory Committee recommend that the Judicial Council, effective November 13, 2020:

1. Approve the proposed Signage and Technology Grant Program, FY 2020–21: Requests and Proposed Allocations memorandum; and
2. Direct Language Access Services staff to work with Branch Accounting and Procurement to draft and execute intra-branch agreements with each awarded court.

The proposed recommendations and a summary of the requests for funding are included as Attachment A.

Relevant Previous Council Action

In January 2015, the Judicial Council adopted the *Strategic Plan for Language Access in the California Courts* (Language Access Plan, or LAP). The LAP provides recommendations, guidance, and a consistent statewide approach to ensure language access for all of California’s approximately 7 million limited-English-proficient (LEP) residents and potential court users.

The Budget Act of 2018 included \$2.55 million ongoing funding for language access signage and technology infrastructure support and equipment needs for the trial courts and the Judicial Council. On September 24, 2019, the Judicial Council adopted a process for disbursement of Language Access Signage and Technology Grants (up to \$1 million per year for language access signage grants, and up to \$1.35 million per year for language access technology grants) and directed Language Access Services (LAS) staff to solicit and review grant applications and develop recommendations for review and approval by the Advisory Committee on Providing Access and Fairness (PAF), the Information Technology Advisory Committee (ITAC), and the Judicial Council.¹

In April 2020, for the grant program’s first year (FY 2019–20 grant cycle), the council by circulating order approved grants to all 29 courts that applied and set aside remaining funding as contingency funding to be used in case of need.² Ultimately, the entire \$2.35 million allocation for grants was allocated among the 29 courts, when contingency funding was distributed to three courts that indicated a need for additional funding (see Attachment A, Memorandum Attachment 2, for the final grant awards for FY 2019–20). In May 2020, the Superior Court of Los Angeles County notified council staff that it would be unable to use its FY 2019–20 grant award because of the COVID-19 emergency.

¹ Judicial Council of Cal., Advisory Com. Rep., *Language Access Plan: Signage and Technology Grants* (Sept. 24, 2019), <https://jcc.legistar.com/View.ashx?M=F&ID=7675626&GUID=F2CCA714-356A-41B7-82B5-05C058CE0D6E>.

² Judicial Council of Cal., Circulating Order Number CO-20-03 (Apr. 8, 2020), <https://jcc.legistar.com/View.ashx?M=M&ID=777462&GUID=949B2A1F-19B4-46E8-AA9E-CBFD792543C2>.

Analysis/Rationale

Effective March 2019, PAF's Language Access Subcommittee has worked to ensure the continuation of efforts to achieve and maintain access to justice for California's LEP court users. PAF collaborates with ITAC, as appropriate, on technology issues.

To support judicial branch language access expansion efforts, the Budget Act of 2018 included ongoing funding of \$1 million per year for language access signage and \$1.55 million per year for language access technology infrastructure support and equipment needs. Of the \$1,550,000 for technology, \$200,000 is dedicated to the Judicial Council for upgrades to the online Language Access Toolkit and other council language access infrastructure support (such as translation costs for statewide forms, web content, and other multilingual resources for LEP court users). The amount available to trial courts for technology is, therefore, \$1,350,000 each year.

Following are the goals of the Signage and Technology Grant Program:

- Support courts with the development of multilingual signage to help LEP court users navigate the courthouse.
- Assist courts that may need equipment or software that will facilitate communication with LEP court users and the courts.
- Allocate funds to as many trial courts as possible within the given budget to support language access signage and technology initiatives.
- Fund enhancements that provide LEP court users with greater access to the courts and to information in their language.
- Encourage courts to establish for grant funding an ongoing plan that coordinates with other facilities planning and/or with planned or ongoing technology initiatives that support language access as a core service of the court.

Under the grant program, no more than \$100,000 (10 percent of the \$1 million signage allocation) is allocated to any one court for signage, and no more than \$135,000 (10 percent of the \$1.35 million technology allocation) is allocated to any one court for technology, unless total requests are lower than the total annual allocation.

FY 2020–21 Grant Funding Requests

This is the second year of the grant program. On April 20, 2020, LAS staff released a grant program packet for FY 2020–21, which included a memorandum to courts on how to request funding and a project request form. The deadline for courts to submit completed project request forms for signage or technology grants was June 30, 2020. Because of the impacts of the COVID-19 pandemic, the application deadline was extended twice to August 7, 2020. During the last grant extension deadline, interested courts could augment or newly apply for funds because the requested amounts for grants to date were still under the annual allocation. As a result, seven courts augmented their application and three new courts applied. In the signage category, two

courts requested more than \$100,000 for signage. In the technology category, all individual court requests were below \$135,000.

A total of 23 trial courts requested funding and submitted project request forms (see Attachment A, Memorandum Attachment 1)—3 in the signage category only, 10 in the technology category only, and 10 in both the signage and technology categories. Of the 23 courts that applied for grant funding, courts from the state’s northern, southern, and central regions were represented.

Signage Requests

All signage requests can be fully funded. The total allowable requests, including any augmentations, were under the \$1 million allocation for signage by \$251,358.05. This remaining amount will be set aside as a contingency fund to be used in case of need by the awarded courts—for example, to help offset unforeseen cost increases for individual signage projects.

Technology Requests

All technology requests can be fully funded. The total allowable requests, including any augmentations, were under the \$1,350,000 allocation for technology by \$405,765.75. This remaining amount will be set aside as a contingency fund to be used in case of need by the awarded courts—for example, to help offset unforeseen cost increases for individual technology projects.

Judicial Council staff recommends allocating to the courts \$748,641.95 for signage grants and \$944,234.25 for technology grants and setting aside the remaining funding, as described above, as contingency funding. The proposed allocation will provide grant funding to all 23 courts that applied in the grant program’s second year. A table showing the detail by court is attached (see Attachment A, Memorandum Attachment 1).

Policy implications

Under the grant program, courts are able to apply for funding for audio or video remote solutions, including video remote interpreting (VRI), if permitted by their memorandums of understanding and any other agreements between court administration and court employees or independent contractors. All courts, including courts that participate in the grant program and request funding for VRI equipment, will be asked to follow the council’s VRI guidelines for spoken language–interpreted events.³ Doing so will help to ensure proper use of VRI solutions in the courts because VRI is still an emerging technology and must be carefully implemented by individual courts to ensure due process for LEP court users. For the FY 2020–21 cycle, the number of applications for VRI solutions increased (see Attachment A).

³ Judicial Council of Cal., *Recommended Guidelines for Video Remote Interpreting (VRI) for Spoken Language–Interpreted Events* (Mar. 15, 2019), www.courts.ca.gov/documents/vri-guidelines.pdf.

Comments

The proposed allocations were reviewed and approved by PAF and ITAC in September 2020. The Judicial Council Technology Committee is expected to review the recommendations on October 9, 2020.

Alternatives considered

A variety of disbursement methodologies exist for ongoing funding. However, a determination was made to disburse the funding as a grant program to help the council identify and fund local needs, establish priorities, encourage courts to develop plans for ongoing funding, assist courts with uniform practices, and establish a mechanism to highlight progress and best practices each year.

Fiscal and Operational Impacts

Funding assists courts with language access signage and technology initiatives. Because funding is ongoing for the trial courts, individual courts are encouraged to establish for grant funding an ongoing plan that coordinates with other facilities or technology initiatives planned or underway in their court to support language access.

The first grant cycle had an unusually compressed timeline because the council approved the grant program in September 2019, which compressed the time period to accept applications before the end of the fiscal year. The second grant cycle was affected by the state of emergency related to the COVID-19 pandemic, including its impact on individual court operations. Future grant cycles will likely see greater participation and a more robust number of grant applications.

Language Access Services staff has clarified with Branch Accounting and Procurement staff and Facilities staff that courts may use grant funding for facilities modification costs that directly relate to the purpose of the grant—for signage or technology—as long as the anticipated facility modification costs are built into the total grant amount. The contingency funding will help awarded courts complete their signage or technology projects, including for any additional and unanticipated costs or requirements related to health checks at courthouse entryways, physical distancing guidelines, and repurposing or expansion of other areas of the court to allow court staff to serve the public while adhering to public health guidelines.

All courts that submitted signage and technology grant requests for FY 2020–21 will be notified as to whether they will receive funding. Intra-branch agreements for the signage and technology grant requests that are funded are expected to be delivered to the court executive officers for signatory approval and returned to the Judicial Council in December 2020. Reimbursement requests and invoices to support the requested reimbursement amounts must be received by December 31, 2021, for grant funding to be available to the court for reimbursement.

LAS staff works regularly with court language access representatives to identify best practices and innovations taking place in language access, including in the areas of signage and technology. A report will be prepared at the completion of each grant year to identify successful signage and technology projects, which will allow the branch to share best practices and

innovations with courts statewide and with the public. The first grant report will be prepared after December 2020 and will reflect projects that have been completed by courts as a result of the grant program's first year (FY 2019–20 cycle). The second grant report will be prepared after December 2021 for the FY 2020–21 cycle.

Attachment

1. Attachment A: Signage and Technology Grant Program, FY 2020–21: Requests and Proposed Allocations Memorandum

DRAFT



JUDICIAL COUNCIL OF CALIFORNIA

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MEMORANDUM

Date

September 16, 2020

To

Hon. Kevin C. Brazile, Cochair
Hon. Luis A. Lavin, Cochair
Advisory Committee on Providing Access
and Fairness
Hon. Victor A. Rodriguez, Chair, Language
Access Subcommittee
Hon. Sheila F. Hanson, Chair
Hon. Louis R. Mauro, Vice-Chair
Information Technology Advisory Committee

From

Douglas G. Denton, Principal Manager
Language Access Services, Center for
Families, Children & the Courts

Subject

Signage and Technology Grant Program, FY
2020–21: Requests and Proposed Allocations

Action Requested

Please Review

Deadline

N/A

Contact

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Background

The Budget Act of 2018 included ongoing funding of \$1 million per year for language access signage and \$1.35 million per year for language access technology infrastructure support and equipment needs for the trial courts. In September 2019, the Judicial Council approved a grant program to disburse this funding on an annual basis.

This is the second year of the grant program.¹ On April 20, 2020, Language Access Services (LAS) staff released a grant program packet for fiscal year (FY) 2020–21, which included a memorandum to courts on how to request funding and a project request form. The deadline for courts to submit completed project request forms for signage or technology grants was June 30, 2020. Because of the impacts of the COVID-19 pandemic, the application deadline was extended twice to August 7, 2020.

Objectives of Grant Program

The goals of the Signage and Technology Grant Program are to:

- Support courts with the development of multilingual signage to help limited-English-proficient (LEP) court users navigate the courthouse;
- Assist courts that need equipment or software that will facilitate communication with LEP court users and the courts;
- Allocate funds to as many trial courts as possible within the given budget to support language access signage and technology initiatives;
- Fund enhancements that provide LEP court users with greater access to the courts and to information in their language; and
- Encourage courts to establish grant funding for an ongoing plan that coordinates with other facilities planning and/or with planned or ongoing technology initiatives that support language access as a core service of the court.

Application Timing and Process

- The application period opened on April 20, 2020.
- Applications were due at close of business June 30, 2020, and the deadline was extended twice to August 7, 2020, because of the impact of the COVID-19 pandemic on the courts.
- Recommendations on the allocation will be considered by the Judicial Council at its November 2020 meeting.
- All courts that submit signage and technology grant requests will be notified as to whether they will receive funding.
- Intra-branch agreements (IBAs) for the signage and technology grant requests that are funded are expected to be delivered to the court executive officers for signatory approval and returned to the Judicial Council before December 31, 2020.

¹ For the FY 2019–20 grant cycle, a total of 29 courts applied, and in April 2020, the council approved grants to all 29 courts that applied by circulating order and set aside remaining funding as contingency funding to be used in case of need. Ultimately, the entire \$2.35 million allocation for grants was allocated among the 29 courts, when contingency funding was distributed to three courts that indicated a need for additional funding (see Attachment 2 for the final grant awards for FY 2019–20). In May 2020, the Superior Court of Los Angeles County notified council staff that it would be unable to use its FY 2019–20 grant award because of the COVID-19 emergency.

- Once the Judicial Council receives signed IBAs back from the courts, funding will be encumbered by the council on behalf of each of the awarded courts.
- The signage and technology grants are reimbursable. Awarded courts will have until December 31, 2021, to spend the grant funds, provide invoices, and prepare a short report for council staff on how the grant funding was used under the IBA.

Signage Grants—Priorities

Priority	Project
1	Plain language editing and professional translation of signage language that is unavailable in the <i>Glossary of Signage Terms and Icons</i> ²
2	Development of multilingual wayfinding strategies, including electronic displays with automated maps, orientation guides with multilingual interface, and/or other types of multilingual electronic signage
3	Investment in multilingual nonelectronic signage (paper, plaques, etc.)
4	Equipment and startup costs for an automated queue-management system that will contain multilingual information

Technology Grants—Priorities

Priority	Project
1	Interpreter equipment, including upgraded headsets and other communication equipment for interpreters (for example, wireless transmitters and receivers, charging stations, and carrying cases)
2	Telephonic/video remote solutions equipment for LEP assistance, both inside and outside the courtroom (for example, speakerphones and equipment for video remote appearances, video remote interpreting, counter assistance, or other self-help remote assistance, including tablets, computer equipment, and monitors) ³
3	Scheduling software for language access services, multilingual avatars for LEP court users, or other software that allows for accurate multilingual communication between the LEP court user and the court
4	Multilingual videos for LEP court users, including translation costs
5	Audiovisual systems upgrades, broadband service, and/or other infrastructure enhancements (must directly relate to services provided to LEP court users)
6	Multilingual kiosks

² See www.courts.ca.gov/documents/lap-toolkit-Glossary_of_Signage_Terms_and_Icons.xlsx.

³ Courts that participate in the grant program and request funding for video remote interpreting equipment will be asked to agree to follow the council's *Recommended Guidelines for Video Remote Interpreting (VRI) for Spoken Language-Interpreted Events* (Mar. 15, 2019), www.courts.ca.gov/documents/vri-guidelines.pdf.

Number of Requests

A total of 23 trial courts requested funding and submitted project request forms (see Attachment 1). Three courts requested funding in the signage category only, and 10 courts requested funding in the technology category only. Ten of the 23 courts requested funding in both signage and technology categories (see table below under “Statewide Representation”).

Statewide Representation

Of the 23 courts that applied for grant funding, courts from the northern, southern, and central regions of the state were represented. Court sizes varied, with 2 small, 7 small/medium, 8 medium, and 6 large courts applying for funding.

Table 3. Number and Size of Courts Applying for Grant

Court Size*	Number of Courts that Applied		Number of Courts That Applied for Signage Only		Number of Courts That Applied for Technology Only		Number of Courts That Applied for Both Signage and Technology	
	2019	2020	2019	2020	2019	2020	2019	2020
Small	6	2	3	0	1	2	2	0
Small/Medium	9	7	0	3	3	2	6	2
Medium	8	8	2	0	2	4	4	4
Large	6	6	0	0	0	2	6	4
Total	29	23	5	3	6	10	18	10

*Court size based on small (2–5 judges), small/medium (6–15 judges), medium (16–47 judges), large (48 judges or more).

Prioritization Metrics

A summary of funding requests by prioritization category is outlined below, along with an indication of whether the project can be funded.

Signage Projects by Grant Priority

Priority	Requested Projects		Recommended Projects to Fund	
	2019	2020	2019	2020
1: Translation of Signage	9	4	9	4
2: Multilingual Wayfinding Strategies	14	11	14	11
3: Nonelectronic signage	6	2	6	2
4: Software	1	1	1	1
Total	30	18	30	18

Technology Projects by Grant Priority

Priority	Requested Projects		Recommended Projects to Fund	
	2019	2020	2019	2020
1: Interpreter Equipment	18	11	18	11
2: Telephonic/Video Remote Solution	8	22	8	22
3: Software	6	3	6	3
4: Multilingual Videos	1	5	1	5
5: Infrastructure Enhancements	1	4	1	4
6: Multilingual Kiosks	4	0	4	0
Total	38	45	38	45

Staff Recommendation

Judicial Council staff recommends allocating to the courts a minimum of \$748,641.95 for signage grants and a minimum of \$944,234.25 for technology grants. Because the total grant requests were under the annual allocation, remaining funding will be set aside as a contingency fund (see Methodology). The proposed allocation will provide grant funding to all 23 courts that applied in the grant program's second year. A table showing the detail by court is attached to this memorandum (see Attachment 1).

Methodology

Under the grant program, no more than \$100,000 is allocated to any one court for signage, and no more than \$135,000 for technology, unless total requests are lower than the total annual allocation. The original deadline for courts to submit completed project request forms for signage or technology grants was June 30, 2020, but the deadline was extended to July 15, 2020, because of the impacts of the COVID-19 pandemic. The application deadline was extended again to

August 7, 2020, and during the last grant extension deadline, interested courts could augment or newly apply for funds because the requested amounts for grants to date were still under the annual allocation. As a result, seven courts augmented their application and three new courts applied. In the signage category, two courts requested more than \$100,000 for signage. In the technology category, all individual court requests were below \$135,000.

Signage Requests

All signage requests can be fully funded. The total allowable requests, including any augmentations, were under the \$1 million allocation for signage by \$251,358.05. This remaining amount will be set aside as a contingency fund to be used in case of need by the awarded courts—for example, to help offset unforeseen cost increases for individual signage projects.⁴

Technology Requests

All technology requests can be fully funded. The total allowable requests, including any augmentations, were under the \$1,350,000 allocation for technology by \$405,765.75. This remaining amount will be set aside as a contingency fund to be used in case of need by the awarded courts—for example, to help offset unforeseen cost increases for individual technology projects.

LAS staff will work closely with the awarded courts to help track progress, identify any additional funding needs that can be covered by the contingency fund, and support completion of individual projects. A more formalized rubric was not required for the current grant applications but may be required in future years to score applications based on prioritization.

Next Steps

Following approval by the Advisory Committee on Providing Access and Fairness, Information Technology Advisory Committee, and Judicial Council Technology Committee, LAS staff will present the proposed allocations to the Judicial Council for its review and approval in November 2020. Upon approval by the Judicial Council, LAS staff will notify courts of the approved allocations and will post the awards to the Language Access webpage. LAS staff will also work with Branch Accounting and Procurement staff to draft and execute intra-branch agreements with each court for their projects.

⁴ Language Access Services staff has clarified with Branch Accounting and Procurement staff and Facilities staff that courts may use grant funding for facilities modification costs that directly relate to the purpose of the grant—for signage or technology—as long as the anticipated facility modification costs are built into the total grant amount. There may also be additional and unanticipated signage requirements related to health checks at courthouse entryways, physical distancing guidelines, and repurposing or expansion of other areas of the court to allow court staff to serve the public while adhering to public health guidelines.

Attachments

1. FY 2020–21 LAS Signage and Technology Proposed Awards
2. FY 2019–20 Final Language Access Signage and Technology Summary

DGD/LC/DMM

cc: Robert Oyung, Chief Operating Officer, Judicial Council
Heather Pettit, Director and Chief Information Officer, Information Technology, Judicial Council
Charlene Depner, Director, Center for Families, Children & the Courts (CFCC), Judicial Council
Don Will, Principal Manager II, CFCC, Judicial Council
Lisa Chavez, Supervising Analyst, Language Access Services, CFCC, Judicial Council
Danielle M. McCurry, Senior Analyst, Language Access Services, CFCC, Judicial Council

FY 2020-2021 SIGNAGE GRANT REQUESTS | DRAFT ALLOCATIONS

	Trial Court Name	Funded in FY 2019-20?	SIGNAGE Project Description(s):	SIGNAGE Project Amount(s):	TOTAL SIGNAGE Request Amount	Proposed SIGNAGE Awards
1	Alameda	Yes	Translations of 97 documents into Vietnamese, Punjabi, Arabic, French, and Tagalog. Grant Priority 1 (Translation of Signage)	\$156,786.00	\$156,786.00	\$156,786.00
2	Fresno	Yes	Graphic design displays for wayfinding kiosks. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$3,250.00	\$3,250.00	\$3,250.00
3	Kings	Yes	Electronic wayfinding signage. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$48,471.00	\$48,471.00	\$48,471.00
4	Madera	Yes	Translation of wayfinding digital displays and translation of website information of interpreter request, Rule 1.300 (Spanish, Hmong, Punjabi and Simplified Chinese). Grant Priority 1 (Translation of Signage)	\$2,500.00	\$2,500.00	\$2,500.00
			Replace existing signage to add Spanish translation. Grant Priority 1 (Translation of Signage)	\$14,556.67	\$14,556.67	\$14,556.67
5	Mendocino	No	Queuing Systems for Self-Help Center (Ukiah and Fort Bragg locations). Grant Priority 4 (Queue Management System)	\$10,500.00	\$10,500.00	\$10,500.00
6	Napa	No	Multilingual electronic wayfinding in two (2) courthouses. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$14,500.00	\$14,500.00	\$14,500.00
7	Sacramento	Yes	Three (3) Multilingual electronic wayfinding displays. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$85,520.00	\$85,520.00	\$85,520.00
8	San Diego	No	Hire consultant to determine signage needs and wayfinding strategies for seven (7) court locations. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$28,247.00	\$28,247.00	\$28,247.00
9	San Mateo	Yes	Multilingual and bilingual static signage for one (1) courthouse and the clerk's office. Grant Priority 3 (Non-electronic Signage)	\$15,018.00	\$15,018.00	\$15,018.00
			Wayfinding for accessing remote services and remote hearings. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$6,700.00	\$6,700.00	\$6,700.00
10	Santa Barbara	Yes	Multilingual digital displays (10 sites). Grant Priority 2 (Multilingual Wayfinding Strategies)	\$105,000.00	\$105,000.00	\$105,000.00
11	Santa Clara	Yes	Custom multilingual digital signage and wayfinding solution (CourtWays) with calendaring and CMS system functionality. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$100,000.00	\$100,000.00	\$100,000.00
12	Santa Cruz	Yes	Multilingual Electronic Docket Display. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$77,414.28	\$77,414.28	\$77,414.28
13	Sonoma	No	Ten (10) standing wayfinding interactive kiosks. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$35,165.50	\$35,165.50	\$35,165.50
			Directional Mapping. Grant Priority 2 (Multilingual Wayfinding Strategies)	\$573.08	\$573.08	\$573.08
			Translating Information Packets. Grant Priority 1 (Translation of Signage)	\$41,761.95	\$41,761.95	\$41,761.95
			Mounted static wayfinding signage outside of courtrooms in three (3) languages. Grant Priority 3 (Non-electronic Signage)	\$2,678.47	\$2,678.47	\$2,678.47
				TOTAL SIGNAGE	\$748,641.95	\$748,641.95
				Remaining Allocation	\$251,358.05	\$251,358.05

FY 2020-2021 TECHNOLOGY GRANT REQUESTS | DRAFT ALLOCATIONS

	Trial Court Name	Funded in FY 2019-20?	TECHNOLOGY Project Description(s):	TECHNOLOGY Project Amount(s):	TOTAL TECHNOLOGY Request Amount	Proposed TECHNOLOGY Awards
1	Alameda	Yes	Multilingual Video to prepare litigants for self-help center appointments. Grant Priority 4 (Multilingual Videos)	\$40,000.00	\$40,000.00	\$40,000.00
2	Fresno	Yes	Replace Interpreter equipment (15 devices); Replace/upgrade headsets (20); Purchase telephones (14) for the Interpreter Department; purchase one (1) web camera. Grant Priority 1 (Interpreter Equipment)	\$18,726.93	\$18,726.93	\$18,726.93
			Install technology cabling and network ports. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$7,294.57	\$7,294.57	\$7,294.57
			Replace/Upgrade computers (19). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$18,607.33	\$18,607.33	\$18,607.33
			Purchase 12 Interpreter work stations. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$11,269.80	\$11,269.80	\$11,269.80
3	Mendocino	No	Replace interpreter equipment (Three (3) transmitters, 13 receivers and one (1) dock). Grant Priority 1 (Interpreter Equipment)	\$5,700.00	\$5,700.00	\$5,700.00
4	Merced	Yes	Fifteen (15) tablets to enable bilingual services to be offered remotely. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$26,118.86	\$26,118.86	\$26,118.86
			Development of multilingual online content and supplemental resources. Grant Priority 5 (Infrastructure Enhancements)	\$47,000.00	\$47,000.00	\$47,000.00
			Four (4) laptops for use in remote interpretations. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$5,907.91	\$5,907.91	\$5,907.91
			Five (5) USB Speakers for enhancing existing remote video stations. Grant Priority 5 (Infrastructure Enhancements)	\$162.30	\$162.30	\$162.30
5	Napa	No	Additional microphones and cameras for in court video. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$6,800.00	\$6,800.00	\$6,800.00
6	Riverside	No	Purchase Laptops for Interpreters (40 Laptops). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$50,800.00	\$50,800.00	\$50,800.00
7	Sacramento	Yes	Listening Device Charging Stations. Grant Priority 1 (Interpreter Equipment)	\$1,150.00	\$1,150.00	\$1,150.00
			Video Phones at Initial Points of Contact. Grant Priority 5 (Infrastructure Enhancements)	\$5,050.00	\$5,050.00	\$5,050.00
			Listening devices at all court locations. Grant Priority 1 (Interpreter Equipment)	\$4,785.00	\$4,785.00	\$4,785.00
			Multilingual Public Case Access (PCA) System. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$18,320.00	\$18,320.00	\$18,320.00
			Seven (7) Multilingual Video Monitors. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$93,720.00	\$93,720.00	\$93,720.00
			Develop and produce Videos for Domestic Violence Workshops. Grant Priority 4 (Multilingual Videos)	\$9,317.00	\$9,317.00	\$9,317.00
8	San Bernardino	No	Increase Internet bandwidth in anticipation of future VRI needs. Grant Priority 5 (Infrastructure Enhancements)	\$30,000.00	\$30,000.00	\$30,000.00
			Equip three (3) distant courtrooms for VRI. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$32,924.00	\$32,924.00	\$32,924.00
9	San Diego	No	Replace interpreter equipment (65 devices). Updating interpreter equipment will ensure that LEP users receive clear, uninterrupted services in the courtroom. Grant Priority 1 (Interpreter Equipment)	\$11,076.70	\$11,076.70	\$11,076.70
			Laptops for interpreters inside and outside of courtrooms. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$86,782.95	\$86,782.95	\$86,782.95
10	San Joaquin	Yes	Replace interpreter equipment, 42 devices and supplies. Grant Priority 1 (Interpreter Equipment)	\$15,615.00	\$15,615.00	\$15,615.00
11	San Mateo	Yes	Instructions and Online Interface to request interpretation in six (6) target languages. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$3,186.32	\$3,186.32	\$3,186.32
			Spanish Language Domestic Violence Prevention Act Video. Grant Priority 4 (Multilingual Videos)	\$7,660.00	\$7,660.00	\$7,660.00

FY 2020-2021 TECHNOLOGY GRANT REQUESTS | DRAFT ALLOCATIONS

	Trial Court Name	Funded in FY 2019-20?	TECHNOLOGY Project Description(s):	TECHNOLOGY Project Amount(s):	TOTAL TECHNOLOGY Request Amount	Proposed TECHNOLOGY Awards
			Spanish Language Conservatorship Education Video. Grant Priority 4 (Multilingual Videos)	\$25,865.00	\$25,865.00	\$25,865.00
			Software and technical assistance to provide language specific remote services in Self-Help. Grant Priority 3 (Software)	\$4,075.00	\$4,075.00	\$4,075.00
			Purchases to Facilitate Remote Translation (via Zoom). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$22,429.55	\$22,429.55	\$22,429.55
12	Santa Barbara	Yes	Equipment for Interpreters: Transceivers and Headsets. Grant Priority 1 (Interpreter Equipment)	\$21,020.68	\$21,020.68	\$21,020.68
13	Santa Clara	Yes	New interpreter equipment. Grant Priority 1 (Interpreter Equipment)	\$134,989.22	\$134,989.22	\$134,989.22
14	Sierra	No	Replace interpreter/assisted listening equipment (5 devices). Grant Priority 1 (Interpreter Equipment)	\$2,491.00	\$2,491.00	\$2,491.00
15	Solano	Yes	Purchasing Video Remote Interpreting equipment (8 laptop systems/6 Webcams & 25 Tablets). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$33,132.32	\$33,132.32	\$33,132.32
16	Sonoma	No	25 iPad purchases and 25 Jabra 65 wireless headsets with microphones for VRI. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$16,250.00	\$16,250.00	\$16,250.00
			25 Microsoft Surface Pro 6 Laptops for VRI. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$32,500.00	\$32,500.00	\$32,500.00
			Zoom Subscriptions for VRI (initial purchase). Grant Priority 3 (Software)	\$1,071.00	\$1,071.00	\$1,071.00
			LiveChat for Court website with multiple languages. Grant Priority 3 (Software)	\$5,000.00	\$5,000.00	\$5,000.00
17	Stanislaus	Yes	Purchasing and implementing video remote interpreting technology (15 courtrooms). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$23,500.84	\$23,500.84	\$23,500.84
			Purchasing interpreter equipment (16 wireless transmitters and receivers). Grant Priority 1 (Interpreter Equipment)	\$11,208.85	\$11,208.85	\$11,208.85
			Purchasing interpreter equipment to supplement telephonic remote solutions (5 speakerphones). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$906.93	\$906.93	\$906.93
18	Sutter	No	Nine (9) Microsoft Surface Book Pro Laptops and cases; Headsets. Grant Priority 2 (Telephonic/Video Remote Solutions)	\$22,080.00	\$22,080.00	\$22,080.00
19	Ventura	No	Video remote interpreting technology for three (3) courthouses; one (1) offsite Mental Health Court (26 devices). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$16,462.00	\$16,462.00	\$16,462.00
			Purchase social distancing equipment (20 device sets and 10 device transceivers). Grant Priority 1 (Interpreter Equipment)	\$1,520.00	\$1,520.00	\$1,520.00
			Purchase equipment to create language access centers in all three (3) three courthouses (4 laptops). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$4,803.00	\$4,803.00	\$4,803.00
			Translation and recording services (16 hours of translation and recording). Grant Priority 4 (Multilingual Videos)	\$1,440.00	\$1,440.00	\$1,440.00
20	Yolo	No	Equipment to implement remote interpreting (Four (4) Cisco wireless IP Phones and three (3) iPads). Grant Priority 2 (Telephonic/Video Remote Solutions)	\$5,514.19	\$5,514.19	\$5,514.19
				TOTAL TECHNOLOGY	\$944,234.25	\$944,234.25
				Remaining Allocation	\$405,765.75	\$405,765.75

FY 2020-2021 SUMMARY OF SIGNAGE AND TECHNOLOGY GRANT REQUESTS | DRAFT ALLOCATIONS

	Trial Court Name	Funded in FY 2019-20?	TOTAL SIGNAGE Request Amount	TOTAL TECHNOLOGY Request Amount	Total Request (Signage & Technology)	Total Proposed Awards (Signage & Technology)
1	Alameda	Yes	\$156,786.00	\$40,000.00	\$196,786.00	\$196,786.00
2	Fresno	Yes	\$3,250.00	\$55,898.63	\$59,148.63	\$59,148.63
3	Kings	Yes	\$48,471.00	\$0.00	\$48,471.00	\$48,471.00
4	Madera	Yes	\$17,056.67	\$0.00	\$17,056.67	\$17,056.67
5	Mendocino	No	\$10,500.00	\$5,700.00	\$16,200.00	\$16,200.00
6	Merced	Yes	\$0.00	\$79,189.07	\$79,189.07	\$79,189.07
7	Napa	No	\$14,500.00	\$6,800.00	\$21,300.00	\$21,300.00
8	Riverside	No	\$0.00	\$50,800.00	\$50,800.00	\$50,800.00
9	Sacramento	Yes	\$85,520.00	\$132,342.00	\$217,862.00	\$217,862.00
10	San Bernardino	No	\$0.00	\$62,924.00	\$62,924.00	\$62,924.00
11	San Diego	No	\$28,247.00	\$97,859.65	\$126,106.65	\$126,106.65
12	San Joaquin	Yes	\$0.00	\$15,615.00	\$15,615.00	\$15,615.00
13	San Mateo	Yes	\$21,718.00	\$63,215.87	\$84,933.87	\$84,933.87
14	Santa Barbara	Yes	\$105,000.00	\$21,020.68	\$126,020.68	\$126,020.68
15	Santa Clara	Yes	\$100,000.00	\$134,989.22	\$234,989.22	\$234,989.22
16	Santa Cruz	Yes	\$77,414.28	\$0.00	\$77,414.28	\$77,414.28
17	Sierra	No	\$0.00	\$2,491.00	\$2,491.00	\$2,491.00
18	Solano	Yes	\$0.00	33,132.32	\$33,132.32	\$33,132.32
19	Sonoma	No	\$80,179.00	\$54,821.00	\$135,000.00	\$135,000.00
20	Stanislaus	Yes	\$0.00	\$35,616.62	\$35,616.62	\$35,616.62
21	Sutter	No	\$0.00	\$22,080.00	\$22,080.00	\$22,080.00
22	Ventura	No	\$0.00	\$24,225.00	\$24,225.00	\$24,225.00
23	Yolo	No	\$0.00	\$5,514.19	\$5,514.19	\$5,514.19
	TOTAL		\$748,641.95	\$944,234.25	\$1,692,876.20	\$1,692,876.20

Remaining Allocation	\$251,358.05	\$405,765.75
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\$657,123.80

FY 2019/2020 SIGNAGE TECHNOLOGY GRANT
TOTAL AWARDS BY COURT

Attachment 2

COUNTY	SIGNAGE AWARD	TECHNOLOGY AWARD	Total Award
1. ALAMEDA	\$ 90,000.00	\$ 80,548.00	\$ 170,548.00
2. AMADOR	\$ 20,000.00	\$ 29,094.00	\$ 49,094.00
3. BUTTE	\$ 57,023.47	\$ 10,000.00	\$ 67,023.47
4. COLUSA	N/A	\$ 2,300.00	\$ 2,300.00
5. DEL NORTE	\$ 2,000.00	N/A	\$ 2,000.00
6. FRESNO	\$ 44,622.44	N/A	\$ 44,622.44
7. IMPERIAL	\$ 4,100.00	\$ 5,500.00	\$ 9,600.00
8. INYO	\$ 10,000.00	N/A	\$ 10,000.00
9. KERN	\$ 1,973.09	\$ 30,704.24	\$ 32,677.33
10. KINGS	\$ 52,863.00	\$ 14,837.42	\$ 67,700.42
11. LASSEN	\$ 1,000.00	\$ 6,000.00	\$ 7,000.00
12. LOS ANGELES	\$ 85,000.00	\$ 135,000.00	\$ 220,000.00
13. MADERA	\$ 43,833.49	\$ 18,044.07	\$ 61,877.56
14. MARIN	N/A	\$ 23,080.00	\$ 23,080.00
15. MERCED	\$ 75,000.00	\$ 135,000.00	\$ 210,000.00
16. ORANGE	\$ 89,430.00	\$ 135,000.00	\$ 224,430.00
17. PLACER	N/A	\$ 36,340.00	\$ 36,340.00
18. SACRAMENTO	\$ 13,700.00	\$ 78,492.68	\$ 92,192.68
19. SAN FRANCISCO	\$ 85,000.00	\$ 120,000.00	\$ 205,000.00
20. SAN JOAQUIN	\$ 57,357.00	N/A	\$ 57,357.00
21. SAN MATEO	N/A	\$ 81,250.00	\$ 81,250.00
22. SANTA BARBARA	\$ 90,000.00	\$ 135,000.00	\$ 225,000.00
23. SANTA CLARA	\$ 90,000.00	\$ 117,776.98	\$ 207,776.98
24. SANTA CRUZ	\$ 57,023.47	\$ 45,746.00	\$ 102,769.47
25. SHASTA	N/A	\$ 34,256.61	\$ 34,256.61
26. SOLANO	\$ 19,817.93	\$ 15,000.00	\$ 34,817.93
27. STANISLAUS	\$ 6,184.00	\$ 7,395.00	\$ 13,579.00
28. TULARE	N/A	\$ 53,635.00	\$ 53,635.00
29. YUBA	\$ 4,072.11	N/A	\$ 4,072.11
	\$ 1,000,000.00	\$ 1,350,000.00	\$ 2,350,000.00

Item 4: Court Modernization Funding

Please refer to Supplemental Materials to be posted.



Voice-to-Text Language Services Outside the Courtroom

WORKSTREAM REPORT

OCTOBER 2, 2020



JUDICIAL COUNCIL
OF CALIFORNIA

INFORMATION TECHNOLOGY
ADVISORY COMMITTEE

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Version	Date	Name	Change Description	Sections
1.0	9/29/2020	ITAC	Report for ITAC review	All

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1. EXECUTIVE SUMMARY

The Voice-to-Text Language Services Outside the Courtroom Workstream (workstream) was tasked by the Judicial Council’s Information Technology Advisory Committee (ITAC) to explore available technologies to assist limited-English-proficient (LEP) customers at service counters and in self-help centers. The workstream’s efforts were informed by recommendations of the Commission on the Future of California’s Court System (Futures Commission) that the judicial branch pilot technology solutions allow “two individuals who speak different languages to converse without the assistance of an interpreter.” (Commission on the Future of California’s Court System, *Report to the Chief Justice* (Apr. 2017), p. 232 (hereafter *Futures Commission Report*).

Chief Justice Tani G. Cantil-Sakauye directed ITAC, and by extension the workstream, “to explore available technologies and make recommendations to the Judicial Council on the potential for a pilot project using voice-to-text language interpretation services at court filing and service counters and in self-help centers.” (Chief Justice Tani G. Cantil-Sakauye, mem. to Justice Douglas P. Miller, et al., “Addressing the recommendations of the Commission on the Future of California’s Court System,” May 17, 2017.)

This report provides the workstream’s analysis of the current state of technology to enable real-time transcription and translation services and its potential for use in California courts and makes recommendations on the feasibility of a pilot project to test the technology in one or more courts.

1.1 Recommendations

The workstream approached its work and ultimately its recommendations with the following key concepts in mind:

- **Quality and Accuracy:** Any potential solution must be responsive, accurate, and accessible.
- **Security and Privacy:** Conversation confidentiality must be ensured.
- **Value:** The potential solution must be cost-effective.

The workstream recognized that existing consumer-grade solutions were available and widely used in web browsers, in stand-alone devices, and on mobile devices with minimal to no cost. However, these service providers leveraged the data gathered from free solutions for marketing and product development purposes. Given the confidential and sensitive topics discussed within the court, the workstream chose to focus its efforts on a customized solution that would allow for greater control of the data.

As a part of its evaluation, the workstream developed a proof-of-concept evaluation site in which to test existing offerings from vendors. Using scripts developed by workstream

members, the solutions were tested and scored for accuracy and responsiveness in both voice-to-text recognition and transcription as well as text-to-text translation.

In response to the Chief Justice’s directive, the workstream determined that this technology could provide a significant benefit to the branch and developed its recommendations with the overall intent of identifying the path forward. Specifically, the workstream makes the following recommendations:

Recommendation #1: The Judicial Council should sponsor a project to deploy a pilot solution with the highest-scoring vendor from the proof-of-concept evaluation.

Given the importance of accurate translation and transcription within the court environment, the workstream recommends piloting with only the overall highest-scoring vendor from the evaluation phase.

Recommendation #2: Courts pursuing voice-to-text language services should consider enterprise solutions that offer a proven high level of accuracy and responsiveness while ensuring data privacy and confidentiality.

Enterprise-grade solutions allow the court to have full control over how—or if—conversation data is stored. This feature would offer the maximum level of court control of data to ensure privacy, security, and confidentiality. The solution should also take into account use at a socially distanced filing counter or self-help center.

Given the importance of communications between the public and court staff, the courts should pursue technology that offers the highest level of accuracy and is most feasible for use. The workstream recommends that courts use technology that features dictionaries that can continuously be expanded to include new and frequently repeated words and phrasing.

Recommendation #3: ITAC should collaborate with other appropriate advisory bodies to monitor the advances in voice-to-text language technology and advise how to expand its use in the branch.

The workstream believes it is important to continue to monitor the external environment for improvements and enhancements in voice-to-text technologies that would allow for additional or enhanced usage of the technology. Collaboration should continue between appropriate advisory bodies to develop guidelines for courts on the appropriate use of machine translation for web, computers, or tablets to assist LEP court users with accurate information in their language.

1.2 Report Structure

This final report provides the result from the workstream’s work. Section 2 provides background information, the workstream structure, and key concepts that guided the workstream. Sections 3 and 4 provide an overview of the efforts made by the workstream’s

Voice-to-Text Language Services Outside the Courtroom: Workstream Report

two breakout teams (a Metrics and Evaluation track and a Technology track). The appendixes contain the original concept outlined by the Futures Commission, the workstream's membership, the evaluation site overview, the cumulative testing done and average scores by each vendor, and the English and Spanish scripts used to test the technology.

2. INTRODUCTION AND BACKGROUND

The Information Technology Advisory Committee formed the Voice-to-Text Language Services Outside the Courtroom Workstream to evaluate the feasibility of using automated voice-to-text transcription and translation services in non-courtroom settings. The workstream's evaluation was guided by the work of the Joint Working Group for California's Language Access Plan and the Futures Commission.

The language access plan (LAP), published in 2015, examined access to justice for LEP court users. "California is the most diverse state in the country, with approximately 7 million LEP residents and potential court users, dispersed over a vast geographic area, who speak more than 200 languages." (Judicial Council of Cal., *Strategic Plan for Language Access in the California Courts: Executive Summary* (Jan. 22, 2015), p. 1 (hereafter *Executive Summary*)). The LAP recommended that "[l]anguage access services must be available as an LEP court user enters the courthouse and at all points of contact within the courthouse, such as self-help centers, alternative dispute resolution services, and clerks' counters." (*Id.* at p. 2.)

Providing language access services, even in the courtroom, is a formidable challenge for courts of any size.

Alpine County has 2 judges and 1 courthouse location, with no staff interpreters, and a total population of about 1,200. Los Angeles County, by contrast, has 477 authorized judges, 91 commissioners, and 26 referees. The Los Angeles court employs over 300 staff interpreters spread among its 600 courtrooms in 38 courthouses; they serve 10 million residents, spread across 4,800 square miles. (Judicial Council of Cal., *Strategic Plan for Language Access in the California Courts* (2015), p. 12 [footnotes omitted].)

Budgetary and human resource constraints for courts of any size limit services for LEP court users in both small and large courts.

However, the LAP Joint Working Group saw that technology could help ease that burden. "Technologies such as video remote interpreting, telephonic interpretation, web-based access, and multilingual audiovisual tools have an important role to play in the statewide provision of language access." (*Executive Summary, supra*, at p. 3.) The Futures Commission agreed. "[A]dvances in technology, communications, and information processing all present opportunities for the judicial branch to give Californians greater, more efficient, and more responsive access to justice." (*Futures Commission Report, supra*, at p. 1.)

The Futures Commission sought practical ways to use technology to enhance the public's access to courts. Guided by the LAP, one of the Futures Commission's key recommendations was to develop a pilot project that would use voice-to-text language interpretation services at court filing and service counters and in self-help centers.

Recent advances in voice-to-text language technology have been substantial and will continue to improve. Although these services are not yet accurate enough for hearings or trials, use of the technology within the courts for noncourtroom activities would greatly improve access for LEP court users. The technology can be customized, incorporating court-specific terms into the software. The voice-to-text language technology could be accessed by court staff on a tablet or other device to assist communication between court staff and LEP court users at clerk's counters, business offices, self-help centers, and other locations. Further, these translation services can be combined with intelligent chat technology to further enhance access for LEP court users. Use of this technology may replace other contracted services and their associated costs.

(*Id.* at p. 233; see Appendix A.)

Both the LAP Joint Working Group and the Futures Commission saw the value of emerging voice-to-text transcription and translation services to increase access to justice for LEP court users. The workstream sought to evaluate these technologies, consistent with one caveat from the LAP: "courts must exercise care to ensure that the use of technology is appropriate for the setting involved, that safeguards are in place for ensuring due process rights, and that high quality is maintained." (*Executive Summary, supra*, at p. 3.) Thus, the workstream evaluated the state of current voice-to-text and translation technologies with the key goals of speed, accuracy, availability, privacy, and security.

2.1 Directive from the Chief Justice and Formation of Workstream

After receiving the Futures Commission report, Chief Justice Cantil-Sakauye directed ITAC "to explore available technologies and make recommendations to the Judicial Council on the potential for a pilot project using voice-to-text language interpretation services at court filing and service counters and in self-help centers." (Chief Justice Tani G. Cantil-Sakauye, mem. to Justice Douglas P. Miller, et al., "Addressing the recommendations of the Commission on the Future of California's Court System," May 17, 2017.)

ITAC added this project to its 2018 annual agenda and launched the workstream in June 2018. The following tasks were included in the project:

- Define the standard of success and how to measure it as well as define the difference between translation and interpretation.
- Determine how, or if, the work for this initiative aligns with existing work of the Language Access Plan Implementation Task Force (LAPITF) and the work of The Legal Design Lab at the Stanford University Law School.
- Set up a technical lab environment at the Judicial Council or a local court to test the technical recommendations of the Futures Commission for this initiative.
- Test various voice-to-text language services in a lab environment, which will allow for exposure to more technologies and shorter learning cycles than if a specific technology is deployed at a court for piloting.

- Capture learnings and draft a white paper report on the lessons learned, findings, use cases, usage guidelines, and recommendations for next steps.
- At the completion of these directives, present findings and recommendations to, and seek approval from, ITAC, JCTC and, if appropriate, the Judicial Council. Formally sunset the workstream.

(Judicial Council of Cal., Advisory Com. mins., *Information Technology Advisory Committee (ITAC): Annual Agenda* (Jan. 2018).)

2.2 Workstream Structure

The roster of workstream members is included as Appendix B. The workstream was chaired by Judge James M. Mize, Superior Court of Sacramento County, and included participants from both appellate and trial courts, including judicial officers, technologists, operations staff, interpreters, and Judicial Council staff. During the exploration of the workstream, two tracks were formed: a Metrics and Evaluation track and a Technology track. The tracks met multiple times to develop initial recommendations on topics including technical requirements, minimum standards, evaluation scripts, accuracy, and confidentiality.

2.3 Key Objectives and Concepts

The objectives and concepts discussed below formed the foundation for the workstream’s exploration into voice-to-text language services.

Quality and Accuracy

Given the recent advances in voice-to-text language technology, the workstream opted to set high standards for potential solutions: any solution considered should offer a proven demonstrated level of accuracy. In addition, because conversations at service counters and self-help centers include legal terms and usage that might be outside the vocabularies of consumer-grade products, the workstream decided that an acceptable voice-to-text solution must adapt to or learn domain-specific legal terms. However, as discussed in *Security and Privacy* below, any adaptation or machine learning must not allow third-party use of the data from stored conversations.

Security and Privacy

Several platforms offer voice-to-text language services, but many do not meet branch security and privacy needs. Even though conversations at court service counters and self-help centers are not legally confidential, these conversations often involve private matters that should be protected from unnecessary exposure. Consequently, any solution used by the courts should ensure the security and privacy of those conversations and vest control over the transmission and storage of those conversations with the court. In short, whether the transcription, translation, or storage of these conversations occurs in the courthouse or in the cloud, any solution must give the court control over who can access that data.

Value

Some counties struggle to provide sufficient language services because of limited resources; others do not have bilingual staff available. The ideal solution would provide a service to the branch at a more affordable cost than that of existing services, such as dial-in phone interpretation services.

2.4 Project Approach and Summary of Activities

The workstream undertook its work through three primary steps: market research, education sessions, and proof-of-concept development.

Market Research and Feasibility Evaluation

The workstream performed an initial assessment of current offerings in this area. Voice-to-text interpretation services, in a multitude of languages, were widely available on both mobile devices and web browsers. Many of these solutions used application program interfaces (APIs) to perform the tasks. In other words, the solution provider would create an interface for the user, but the actual transcription and translation would use a third-party service like those from Google or Amazon. These third-party APIs covered three phases of the process outside the user interface: first, converting spoken words to readable text; next, translating text from one language into text in another language; and finally, converting the translated text back to speech.

The workstream found that even though some solutions used their own translation engines, many products leveraged APIs offered by a handful of companies: Amazon Web Services Translate, Google Cloud Translate, IBM Watson Language Translator, and Microsoft Azure Translator. Each of these solutions met the workstream’s privacy and security standards. They also had machine learning capabilities that could train the system to recognize legal terms in different languages. The workstream invited these vendors to hold education sessions about their platforms.

Education Sessions

Education sessions were held in June 2019 with the four vendors. Three vendors provided demonstrations in Sacramento, and one presented virtually. The sessions included an overview of the APIs, their functionality, and potential use cases. Workstream members were able to share potential use cases with the vendors, ask questions, and explore possible methods to deploy the technology.

Evaluation Site Development and Script Testing

Following the informational sessions, the workstream engaged with the Judicial Council’s Information Technology department to develop a proof-of-concept evaluation site to further test the accuracy of the APIs. (See Appendix C.) A simple 0 to 5 scoring methodology was created to help evaluate the APIs. The functionality was limited to voice-to-text transcription, and text-to-text translation. For the purpose of the evaluation, the workstream opted to focus on English to Spanish. The Superior Court of Orange County provided scripts that

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represented common interactions between court users and staff, translated from English to Spanish. The workstream recorded the scripts into the evaluation site and observed the test results of the four vendor solutions, scoring their accuracy. The transcription and translation accuracy results were compiled and used as a basis for the recommendation to conduct a pilot.

3. METRICS AND EVALUATION TRACK

To best evaluate available technology, the workstream determined early on that a quantifiable evaluation would best support any recommendations presented to the Judicial Council. Potential scoring and evaluation approaches and methodologies were discussed. Several members provided valuable insight from their experiences in language access services and input on existing standards and requirements for court interpreters. Because the directive from the Chief Justice specifically referenced creating solutions for service counters and self-help centers outside the courtroom (which have no established standard of translation), for the purpose of evaluating the proof-of-concept solutions, the workstream opted not to align criteria to courtroom standards.

3.1 Workstream Track Considerations

Segregating Transcription and Translation

In discussions with vendors offering these kinds of technology solutions the vast majority offered separate products or APIs for providing voice-to-text transcription, text-to-text translation, and text-to-speech output. Of the three functions, the workstream recognized that text-to-speech output enabling systems to “speak” is an extremely mature technology and thus did not evaluate any offerings by vendors. Instead, the workstream focused its evaluation on the other two components of an end-to-end solution.

The evaluation site developed by Judicial Council Information Technology staff allowed for the use of one vendor for voice-to-text transcription and a separate vendor for text-to-text translation. Hence, the workstream determined to evaluate these two steps separately.

Scoring Approach

Based on the recordings uploaded to the proof-of-concept evaluation site, the capacity of each solution to both (1) “hear” and transcribe the source language and (2) translate it into either English or Spanish was evaluated according to a five-point scale. The purpose of the five-point scale was to enable testers—who may not have a background in or experience with the evaluation of translation or interpretation—to evaluate the quality of transcriptions and judge the ability of the various products to convey meaning in another language against a standardized ranking procedure.

Transcription

Using the scripts provided by members from the Superior Court of Orange County, workstream testers uploaded a variety of recordings in English, ranging from simple one-sentence commands, to more complicated explanations and instructions consisting of several sentences. Each vendor’s product was assigned one of the following rankings for transcription:

- 0 - Something went wrong
- 1 - Majority or all words recognized inaccurately

- 2 - Some words recognized accurately, but meaning not conveyed
- 3 - Majority of words recognized accurately; some follow-up questions could be asked to clarify the meaning
- 4 - All words were recognized accurately, but imperfect contextual meaning communicated
- 5 - Perfect word recognition and contextual meaning communicated

For the purpose of evaluating the transcription, rankings of 0 and 1 were reserved for situations in which there was some technical difficulty; rankings of 2 and 3 meant that the product was somewhat successful with an accurate transcription, but not enough to provide an intelligible message. Rankings of 4 and 5 recognize accurate 1:1 transcription of the discrete words and, in some cases, reflect accurate punctuation into coherent sentences.

Translation

Only perfect transcriptions were forwarded to the translation stage, to avoid confusing the evaluation of two separate functions. The translations were evaluated on a similar five-point scale.

- 0 - Something went wrong
- 1 - Majority or all words translated inaccurately
- 2 - Some words translated accurately, but meaning not conveyed
- 3 - Majority of words recognized accurately; some follow-up questions could be asked to clarify the meaning.
- 4 - All words translated accurately, but imperfect contextual meaning communicated
- 5 - Perfect translation and contextual meaning communicated

For translation, the purpose of the five-point scale was to acknowledge the possibility of variable performance in both 1:1 translation of discrete words that may be terms of art in the legal field, and the communication of meaning, which may require adjusting for the differences in syntactical structures between English and Spanish. Rankings of 0 and 1 were reserved for situations in which there was some technical difficulty or a complete inability of the product to discern the words; rankings of 2 and 3 reflected some number of accurately translated words (not all) without a coherent conveyance of meaning. There may also be in these two rankings the presence of false cognates, where a word that looks like a word in the other language is given a literal translation that does not take into account the legal or conversational context. Rankings of 4 and 5 were assigned to those products that displayed high levels of accuracy in both 1:1 translation and overall meaning.

Results of PoC Evaluation and Pilot Feasibility

It was quickly apparent to the workstream that a pilot program featuring voice-to-text language solutions assisting court customers with services outside the courtroom is feasible given current technology and should be pursued. Although continuously evolving, solutions

from several vendors demonstrate a sufficient level of both accuracy and responsiveness to provide a benefit to court customers and the branch. Low scores or challenges experienced while using the proof-of-concept evaluation site could potentially be attributed to technical difficulties by the user and not necessarily the lack of solution maturity.

Test results of the four vendors evaluated, for both transcription and translation, are available in Appendix D.

3.2 Track Recommendation

After concluding the evaluations, the Metrics and Evaluation track produced the following recommendations:

Recommendation #1: The Judicial Council should sponsor a project to deploy a pilot solution with the highest-scoring vendor from the proof-of-concept evaluation.

Based on the scoring results of the four vendors evaluated through the proof-of-concept site, the Judicial Council should move forward with deploying a pilot to several courts of varying sizes to further test the technology. Although all the solutions tested offer a large number of languages, the track recommends that the pilot focus on English-to-Spanish translation because Spanish is the most prevalent non-English language spoken in California.

The workstream recommends that a custom solution be developed using the technology of the highest-scoring vendor (cumulative of transcription and translation), using its APIs to facilitate dialog between court staff and the public. This pilot should include quantifiable methods to evaluate the interactions, with scripts of the dialog saved for further study of any trends in misspellings, omissions, structural mistakes, or other errors. These trends would assist the vendor in maturing the solution to best serve the public. Courts participating in a pilot would need to work cooperatively with any affected unions, consistent with any existing labor agreements.

4. TECHNOLOGY TRACK

The workstream began its investigation into the technology by exploring existing consumer-level services. This research resulted in the identification of a variety of potential solutions, including web-based applications, assistive technology devices for deaf and hard of hearing persons, smartphone applications, and purpose-built custom solutions. Additionally, the workstream experimented with home assistant smart speaker devices, collaborating with bilingual members and holding a mock discussion between a customer and court staff.

The workstream engaged with several vendors to hold education sessions to further explore available technology. Following these sessions, a custom proof-of-concept evaluation site was developed to test the APIs offered by four vendors: Amazon, Google, IBM, and Microsoft. Using a rubric developed by the Metrics and Evaluation track, the APIs were scored by workstream members. The scripts used for testing can be found in Appendix E (Scripts), with detailed results provided in Appendix D (Test Results).

4.1 Workstream Track Considerations

Available Technology

A fundamental finding of the workstream is that the technology exists today to facilitate a conversation between an LEP customer and court staff. The investigatory process found several widely available services, including offerings from Google, Microsoft, Amazon, and IBM. Additionally, these large vendors offered the services for custom-built solutions catered to meet unique needs. For example, the workstream met with SpeakSee, a vendor offering an assistive technology device that transcribes text to speech in real time. This vendor leveraged the API from Google to perform these services. Other products—such as the Pocketalk, a small two-way translation device—use their own custom software for transcription and translation services.

Product and Vendor Maturity

The workstream opted to engage four vendors—Amazon, Google, IBM, and Microsoft—in education sessions. Through these sessions, the workstream concluded that any potential solution should be in partnership with an established, mature vendor offering flexible enterprise solutions to meet the unique needs of the branch. This position was reinforced during the latter part of the workstream's efforts, when it was discovered that the partner company that attended the education session with Microsoft ceased operations altogether, with the caveat that the APIs used by this vendor are still available through Microsoft. Thus, the recommendation from the workstream is for courts to leverage proven solutions from mature vendors in this space.

Data Confidentiality

Although many free web-based solutions offer real-time voice-to-text language services, they do so at the cost of data confidentiality. Conversations captured by these solutions are harvested and used for analytical and third-party marketing purposes. Given the sensitive

nature of conversations at service counters and in self-help centers, the workstream recognized that these free solutions are not a viable option for use by the branch. Should a court opt to use voice-to-text language services, it should select a solution that gives the court control over the data captured from the interactions (whether locally or in the cloud).

Hardware Agnostic

The workstream recognized the diverse and unique needs of the courts throughout the state and identified the need for a flexible solution when considering service counter and self-help center layouts, staffing needs, privacy, and confidentiality. Any solution should be adaptable to these unique needs and not reliant on specific hardware. This finding is even more relevant given the COVID-19 health emergency and the need for physical distancing. The workstream opted to focus on cloud-based solutions, using applications that can be launched within a web browser. This setup would allow courts to deploy a solution—including the screen that displays the conversation and speakers that read out the translated dialog—in a way that best meets their needs.

Constantly Evolving Landscape

The workstream recognized the rapidly evolving technological capabilities in this market. In the education sessions with vendors, several shared a road map of additional languages to be added to their services in the coming months. Given these rapid advances in both accuracy and language offerings, the workstream recognized the need to monitor this technology segment to identify additional use cases for the branch.

4.2 Track Recommendations

Following the conclusion of its efforts, the Technology track produced two additional recommendations.

Recommendation #2: Courts pursuing voice-to-text language services should consider enterprise solutions that offer a proven high level of accuracy and responsiveness while ensuring data privacy and confidentiality.

As previously discussed, any voice-to-text solution procured should be a mature product sourced from a stable vendor. By leveraging enterprise solutions, courts can ensure that the conversations facilitated by the solution are confidential and the data produced from the interaction is managed by the court themselves. Additional functionality could be realized through enterprise solutions, including the use of machine learning and predictive analysis for greater accuracy and responsiveness, as well as the ability to expand and apply domain-specific contexts (such as in a legal setting). Furthermore, data gathered from the use of the enterprise solution could be used to identify trends—including frequency and type of questions, common challenges by the public, or other data points—that can help to improve services offered to the public. If the conversations are stored, a public record may be created. Accordingly, the Judicial Council or the courts should consider developing policies on not just storage and retention but also notice to users.

Recommendation #3: ITAC should collaborate with other appropriate advisory bodies to monitor the advances in voice-to-text language technology and advise how to expand its use in the branch.

In addition to recommending a Judicial Council–sponsored pilot, the workstream believes that the benefit of this technology can be expanded as it continues to mature. Furthermore, additional or overlapping considerations and efforts could be pursued and explored by other advisory bodies. The workstream therefore recommends that ITAC, with support from Judicial Council staff, collaborate with any related branch efforts in the area of voice-to-text language services.

Voice-to-text language technology is improving at a rapid pace, and other organizations in both the public and private sector are looking to voice-to-text technology to enhance their services. The workstream believes it is important to continue to monitor the external environment for improvements and enhancements in voice-to-text technologies that would allow for additional or enhanced usage of the technology.

This workstream supports ongoing collaboration between ITAC and the Language Access Subcommittee of the Advisory Committee on Providing Access and Fairness. Additionally, the voice-to-text pilot will provide helpful information for the branch on the development of guidelines and build on the findings of a previous pilot project conducted in 2018–2019 by the Stanford Law School Legal Design Lab, which worked with the Superior Court of Santa Clara County Self-Help Center and the Judicial Council’s Language Access Implementation. (Stanford University Legal Design Lab, *Design Report: Language Access Innovations in Court: How Can Courts Use Technology & Design to Support People in Court When They’re Not Proficient in English?* (Feb. 2019).)

APPENDIX A: Futures Commission Discussion of Voice-to-Text Language Services

(An excerpt on the Commission on the Future of California's Court System, *Report to the Chief Justice* (Apr. 2017), pp. 248–251, citations omitted.)

Rationale for Recommendation #5: Voice-to-Text Language Services Outside the Courtroom

California residents are among the most diverse in the country, with approximately 7 million speaking more than 200 languages. Without proper language assistance, LEP court users may be excluded from meaningful participation. Many courts have bilingual staff to assist some non-English-speaking users; however, they are usually limited to the most frequently used languages in that community. No court has staff fluent in the multitude of languages spoken by all court users. Court interpreters are also used when possible, but courts prioritize their services for in-court proceedings. Because court users can appear any time, scheduling interpreters on short notice is virtually impossible. Another limitation is the availability of interpreters for emerging languages spoken by newly arrived immigrants. Typically, these court users come to the public filing counters, self-help centers, and information desks. Court staff often find themselves assisting LEP individuals without an interpreter present.

In the absence of an interpreter, many court users rely on the help of a family member or friend. Often these individuals do not, themselves, understand legal terminology or court procedures. Friends and family members may also experience LEP, limiting their own availability to assist.

Some courts use telephonic interpreter services provided by a third party. The services are provided on demand in such settings as customer service counters, self-help centers, and other areas. These services can be provided in multiple languages. The cost for a certified telephonic language interpreter ranges from \$1.49 to \$1.99 per minute and \$0.99 per minute for a noncertified interpreter. The vendor provides a single, toll-free number. From March 2016 to February 2017, the services under this master agreement were used by 17 courts.

Current technology can combine speech recognition technology and translation software. Speech recognition turns spoken language into text by a computer or other device. Speech recognition technology is used successfully by business organizations in various applications, including voice dialing for smart phones, data entry by phone in customer service calls, word processing by dictation, and language learning. More complex applications include military use of voice commands for fighter aircraft.

This technology integrated with translation software now allows two individuals who speak different languages to converse without the assistance of an interpreter. The process works as follows:

- When an individual speaks, his or her words are heard by the other participant. The text of the spoken words is displayed on screen in the speaker's language and immediately translated into the listener's language. When an individual finishes speaking, the software also provides an audio interpretation in the listener's language.
- At the end of the conversation, a transcript of the conversation is available, which includes a record of the conversation in each speaker's language.

Recent advances in voice-to-text language technology have been substantial and will continue to improve. Although these services are not yet accurate enough for hearings or trials, use of the

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technology within the courts for non-courtroom activities would greatly improve access for LEP court users. The technology can be customized, incorporating court-specific terms into the software. The voice-to-text language technology could be accessed by court staff on a tablet or other device to assist communication between court staff and LEP court users at clerk's counters, business offices, self-help centers, and other locations. Further, these translation services can be combined with intelligent chat technology to further enhance access for LEP court users. Use of this technology may replace other contracted services and their associated costs.

The Futures Commission recommends developing a pilot project for the use of voice-to-text language interpretation services to serve court users at court filing and service counters and in self-help centers.

Successful application of this technology would enhance access in multiple languages conveniently, without court users having to wait for an interpreter, family member, or friend to translate for them. Use of this technology also allows court staff to print out the conversation for later reference by the court user, and to serve as a record of the information given. This technology can also enhance information available at self-help centers.

Pilot Project

The pilot project should include several courts, preferably of different sizes. The courthouses participating in the project should serve a large number of LEP court users, at the clerk's counter and in self-help centers.

Authorization needed to implement

No existing statutes or rules of court preclude the use of voice-to-text language services outside the courtroom. However, to implement the pilot project, participating courts would need to work cooperatively with any affected unions. Voice-to-text translation services must be used in a manner consistent with:

- The court's obligations under their respective regional interpreter memoranda of understanding;
- All applicable sections of the Trial Court Interpreter Employment and Labor Relations Act, as well as the Trial Court Employment Protection and Governance Act;
- The payment policies for contract court interpreters; and
- The Government Code sections, California Rules of Court, and Judicial Council forms applicable to the use of noncertified and nonregistered interpreters during court proceedings.

The pilot project will require funding to implement and to evaluate. Evaluation factors include:

- Frequency of use by location, case and proceeding type, and the duration of each session;
- Actual cost of devices and software for the court and a comparison to previous expenses for telephonic interpreter services from LanguageLine Solutions, if applicable; and
- Satisfaction of court staff and court users with the effectiveness of the interpretation in the various locations of use and proceeding types.

Evaluation of the pilot project will allow the judicial branch to assess the technology's usefulness and define best practices for using voice-to-text language services. If the pilot project is successful, minimum standards for its use should be developed and implemented branchwide to achieve the goals of Access 3D.

Costs to implement

Costs for the pilot project will vary based on size of court, number of courthouses, and number of clerk counters, as well as the device the court uses for this technology. The estimated cost of a laptop is \$500, or \$400 per tablet. Currently, voice-to-text language software is available on most devices at no charge.

Some courts currently use LanguageLine when the need for interpretation arises. Use of voice-to-text translation technology would replace use of LanguageLine and the associated costs.

Public comment

Public comment on this proposal was generally supportive. Some comments highlighted the need for funding assistance for some courts. No comments were received in opposition.

Feasibility of branchwide implementation or pilot project

The Futures Commission recognizes that with certain new processes, implementing a pilot project is more feasible and prudent than implementing a branchwide program. A pilot project provides the opportunity to gauge the impact on court and user interaction and to fine-tune a branchwide program. As such, a pilot project to provide voice-to-text translation services would be more feasible than branchwide implementation. The pilot project would provide information vital to future expansion.

The pilot project could include a few courts or a single court. If a single court is chosen, a medium-sized court with a known LEP court user population would be optimal. A participating court should have the flexibility to select the specific hardware to be used to access the voice-to-text translation service software.

This recommendation supports Goal 3 of California’s language access plan, which states: “By 2020, courts will provide language access services at all points of contact in the California courts. Courts will provide notice to the public of available language services.” The use of this technology will further assist LEP court users when prepared information, either electronic or printed in their language, may not address their particular questions.

If the pilot project is successful, extending its use, in conjunction with intelligent chat technology, would also support ITAC’s SRL E-Services initiative, included in the *Tactical Plan for Technology (2017–2018)*.

APPENDIX B: Workstream Membership

Hon. James Mize, Executive Sponsor

Judge
Superior Court of Sacramento County

Mr. Rick Walery, Business Lead

Chief Information Officer
Superior Court of San Mateo County

Mr. Richard Blalock, Project Manager

Senior Business Systems Analyst
Information Technology, Judicial Council

Hon. Jackson Lucky

Judge
Superior Court of Riverside County

Mr. Ryan Burkhart

Information Technology Manager
Superior Court of Sonoma County

Mr. Brian Cotta

Clerk/Executive Officer
Court of Appeal, Fifth Appellate District

Ms. Cynthia Gonzalez

Manager, Family Court Services
Superior Court of Sacramento County

Ms. Ana Parrack

Language Access Services Manager
Superior Court of Orange County

Mr. David Schlothauer

Chief Information Officer
Superior Court of Nevada County

Ms. Heather Pettit

Chief Information Officer
Information Technology, Judicial Council

Ms. Diana Glick

Attorney II
Center for Families, Children & and the
Courts, Judicial Council

Ms. Camilla Kieliger

Senior Business Systems Analyst
Information Technology, Judicial Council

Ms. Claudia Ortega

Supervising Analyst
Court Operations Services, Judicial
Council

Mr. Juan Palomares

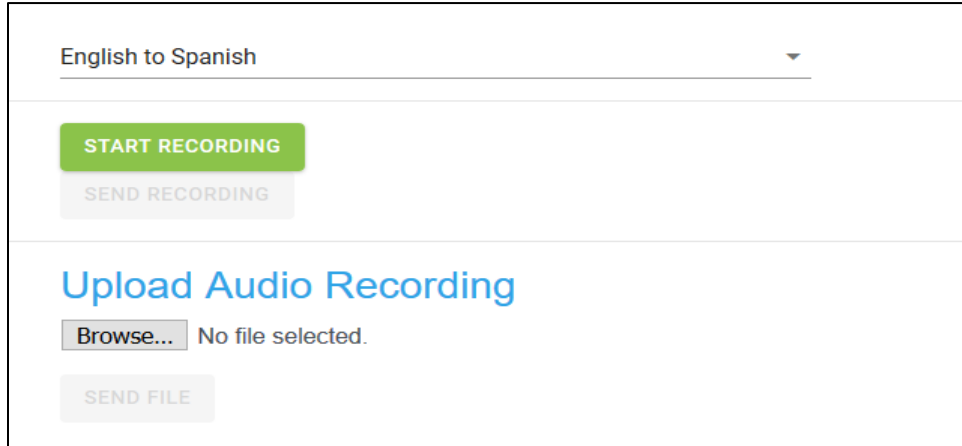
Administrative Coordinator
Center for Families, Children & and the
Courts, Judicial Council

Mr. Glen Souza

Enterprise Architect
Information Technology, Judicial Council

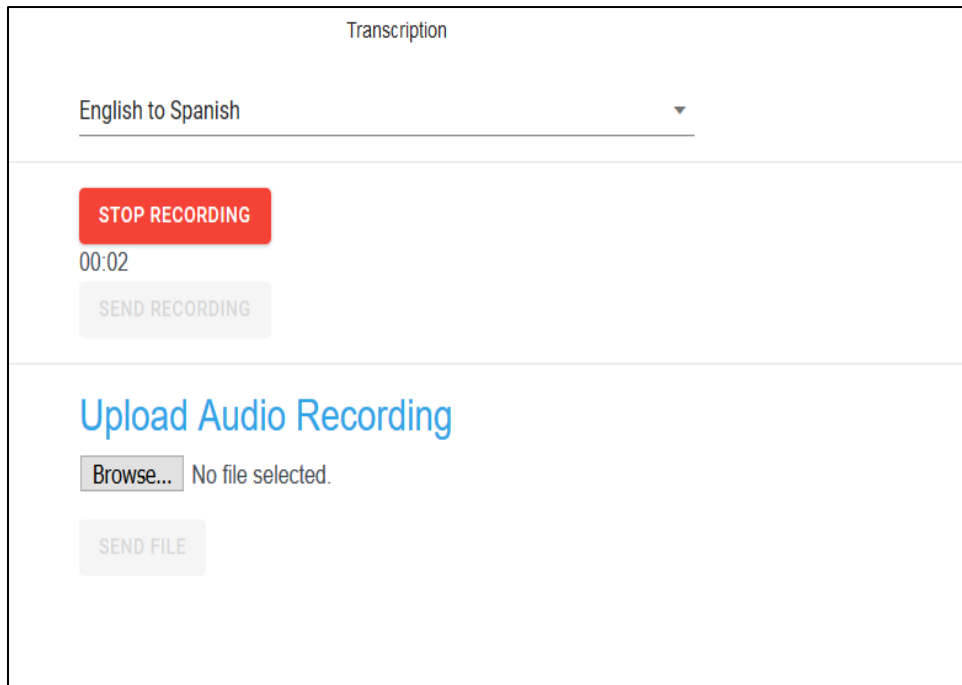
APPENDIX C: Evaluation Site Overview

User begins recording by pressing “Start Recording.” Alternatively, the user can upload an audio file:



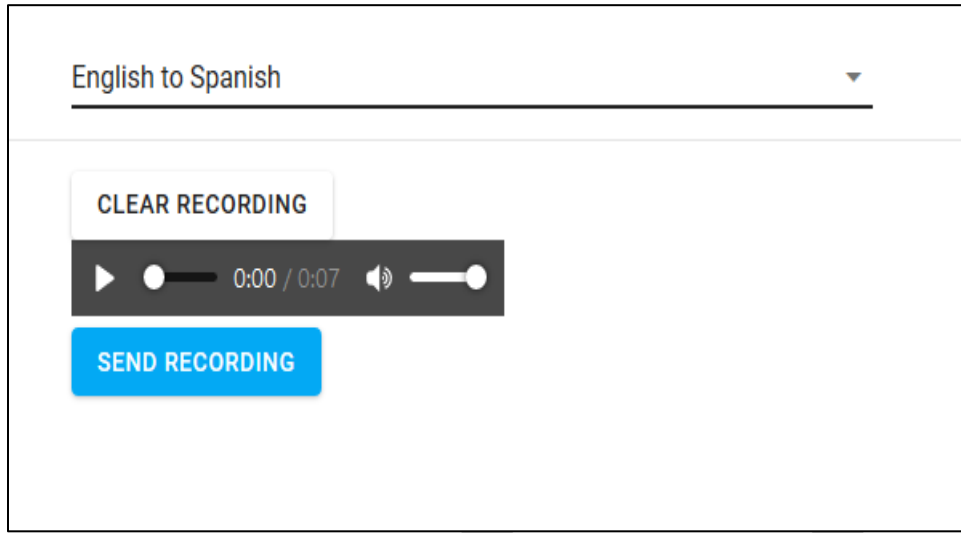
The screenshot shows a user interface for recording. At the top, there is a dropdown menu set to "English to Spanish". Below this, there are two buttons: a green "START RECORDING" button and a grey "SEND RECORDING" button. Further down, there is a section titled "Upload Audio Recording" in blue text. This section includes a "Browse..." button, the text "No file selected.", and a grey "SEND FILE" button.

When finished speaking, press “stop recording”:

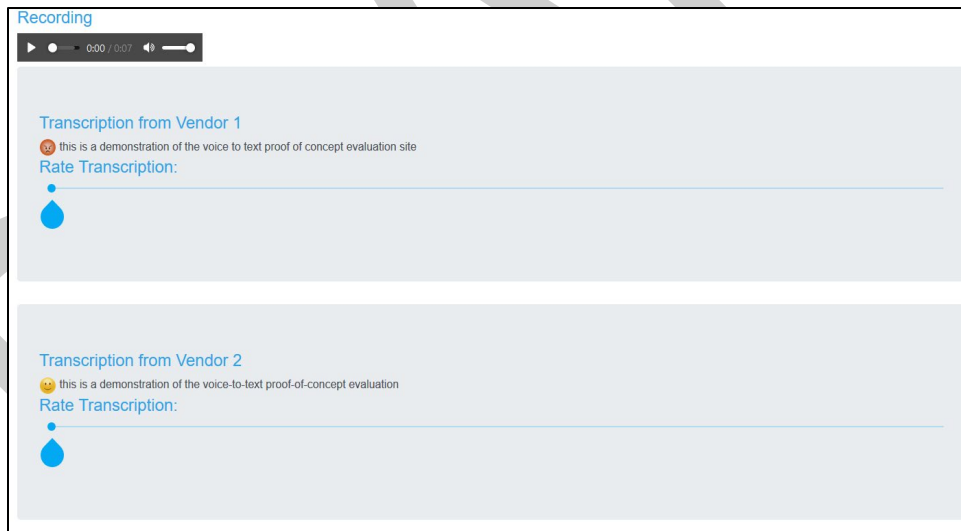


The screenshot shows the same user interface as above, but with a "Transcription" header at the top. The dropdown menu remains "English to Spanish". The "START RECORDING" button has been replaced by a red "STOP RECORDING" button. Below the stop button, a timer displays "00:02". The "SEND RECORDING" button is now active. The "Upload Audio Recording" section remains the same, with "Browse...", "No file selected.", and "SEND FILE" buttons.

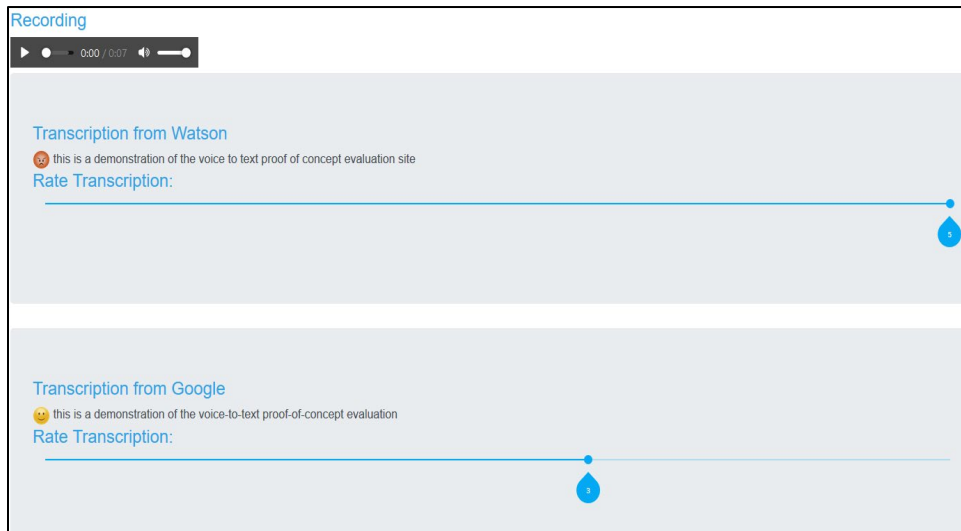
The user can then send the recording to be transcribed:



The user is taken to a new screen that shows the transcription of the recording by the four vendors in random order:



The transcription can be scored on a 0–5 scale. Following the rating, the vendor is shown:



The highest-scoring transcription result is then forwarded to the next page for translation by the four vendor solutions to be scored:



APPENDIX D: Test Results

Vendor	# of Transcriptions	Average Score
Amazon (AWS)	93	3.8
Google (GCS)	114	3.8
IBM (Watson)	112	3.6
Microsoft (Azure)	104	3.5
Total Transcriptions	423	

Vendor	# of Translations	Average Score
Amazon (AWS)	37	3.6
Google (GCS)	37	4.0
IBM (Watson)	34	0.5
Microsoft (Azure)	43	3.5
Total Translations	151	

APPENDIX E: Scripts

S = Staff

P = Public

S: Hello, how can I help you.

Hola, ¿cómo puedo ayudarte?

P: I need to see the status of my case.

Necesito ver el estado de mi caso.

S: Please give me your name and case number.

Por favor dáme tu nombre y número de caso.

P: My name is Nicole Robles, and my case number is 14d035999.

Mi nombre es Nicole Robles y mi número de caso es el 14d035999.

S: Ok, give me a second so I can look up your case. This is an open case. Custody. Correct?

Ok, dáme un segundo para buscar tu caso. Este es un caso abierto. Custodia. ¿correcto?

P: My ex-husband will not leave me alone.

Mi esposo no me deja en paz

S: Do you want to file a restraining order?

¿Quieres presentar una orden de restricción?

P: I don't think I will get a restraining order. I just need him to stop.

No pienso conseguir una orden de restricción. Solo necesito que (él) pare.

S: I'll give you the form that you can take to the restraining order department.

Te voy a dar el formulario que puedes llevar al departemento de órdenes de restricción.

P: I just need him to stop.

Sólo necesito que (él) pare.

S: Nicole, right?

Nicole, ¿correcto?

P: Yes.

Sí.

S: You live in Brea?

¿Vives en Brea?

P: Yeah. I tried to go to the police. I just need him to stop.

Ey. Trate de ir con la policia. Solo necesito que (él) pare.

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S: Do you need a fee waiver?

¿Necesitas una exención de cuotas?

P: No.

No.

S: Do you need a referral to our paralegals? Today we close at 3 p.m.

¿Necesita una referencia a nuestros paralegales? Cerramos hoy a las 3 p.m.

P: Yes, thank you.

Sí, gracias.

S: Here you go, we have appointments at 12:30, 1:30, and 2:30.

Ahí te va, tenemos citas a las 12:30, 1:30, y 2:30.

P: 1:30 please.

1:30 por favor.

S: Here is your referral. Please bring this with you and wait in that line at 1:30 pm. A paralegal will come get at that time.

Aquí esta tu referencia. Por favor traigala contigo y espere en la cola a la 1:30 pm. Un paralegal vendrá a esa hora.

P: Thank you.

Gracias.

S: You're welcome.

De nada.

Voice-to-Text Language Services Outside the Courtroom: Workstream Report

S = Staff

P = Public

S: Hello, how can I help you.

Hola, ¿cómo puedo ayudarte?

P: I need a fee waiver.

Necesito una exención de cuotas.

S: Is this for your divorce?

¿Esto es para tu divorcio?

P: Yes.

Sí.

S: Did you already file your divorce?

Ya presentó (los documentos/papeles) para tu divorcio.

P: No.

No.

S: Do you live in Orange County?

¿Vives en el condado de Orange?

P: Yes.

Sí.

P: Do have the forms you need to file your divorce?

¿Tiene los formularios que necesita para presentar su divorcio?

P: No.

No.

S: I'm going to give you the forms you need to start your case and the fee waiver form. If you need help filling out the forms, we have workshop on Wednesdays. Here is the information on the workshop.

Te voy a dar los formularios que necesitas para iniciar tu caso y el formulario de exención de cuotas. Si necesitas ayuda para llenar los formularios, tenemos talleres en los Miercoles. Aquí esta la información sobre el taller.

P: Thank you.

Gracias.

S = Staff

P = Public

S: Hello, how can I help you.

Hola, ¿cómo puedo ayudarte?

P: Do you speak Spanish?

¿Hablas español?

S: Yes. How can I help you?

Sí ¿cómo puedo ayudarte?

P: I need to file for custody of my son without the father knowing.

Necesito presentar (pedir) custodia de mi hijo sin que el padre lo sepa.

S: Someone still has to serve the father to give him notice. Here are the forms you need to start your case. Do you need a fee waiver?

Alguien todavía tiene que entregar los documentos (papeles) al padre para darle aviso. Aquí están los formularios que necesitas para iniciar el caso. ¿necesitas una exención de cuotas?

P: Yes. Where do I submit these forms?

Sí. ¿dónde presento los formularios?

S: You can get assistance of a paralegal to explain the process and you can attend the family law workshop.

Puedes conseguir ayuda de un paralegal para explicar el proceso y puedes asistir al taller de derecho de familia.

P: I also need to ask for child support.

También necesito pedir manutención de hijos.

S: The forms are included here. And here is the information on the family law workshop.

Los formularios están incluidos aquí. Y aquí esta la información sobre el taller de derecho de familia.

P: Thank you.

Gracias.

S = Staff

P = Public

P: ¿Habla español?

Do you speak Spanish?

S: Sí, como le puedo ayudar?

Yes, how can I help you?

P: No sé qué hacer. Tengo dos niñas. El mánager de donde vivo viene y me estresa. Me dice que me tengo ya que salir. Me fui al hospital por tan mal que esto me está haciendo. Tengo dos niñas. Yo les afecto. No se cuáles son mis derechos en este caso. Ya me llamaron de la escuela. Y mis hijas no se pueden concentrar por todo este estrés.

I don't know what to do. I have two daughters. The manager where I live comes and stresses me out. He tells me that I have to leave. I went to the hospital for how ill this is making me. I have two daughters. I affect them. I don't know what my rights are in this situation. They've already called me from school. And my daughters cannot concentrate because of all this stress.

S: ¿La mandaron a qui para buscar una orden de restrinjo?

Did they send you here to seek a restraining [sic] order?

P: Me desalojo la semana pasada. El jueves me dio una carta diciéndome que tenía que darle mantenimiento a la yarda. Me empezó a decir muchas cosas.

I was evicted last week. On Thursday I was given a letter telling me that I have to pay him for yard maintenance (gardening). He started saying a lot of things.

S: ¿Le dio documentos?

Did he give you any documents?

P: Me dio tres días para limpiar. Ya no se que hacer. Tengo miedo.

He gave me three days to clean up. I don't know what to do. I'm scared.

S: No podemos dar le aviso legal. Pero puede pedir una orden para que no las molesten. La corte le da una opción para poner una restricción. Aquí a unos números de personas y servicios que le pueden ayudar. Esto son los formularios para una restricción. Esta se lleva a la corte en Fullerton allí ay otro centro. Alguien allí le puede ayudar también.

We cannot give you (him) legal notice. But you (he) can ask for an order not to bother them (daughters). The court gives you (him) an option to place a restriction (restraint). Here are some numbers of people and services who can help you (him). These are the forms for a restriction (restraint). This can be taken to the Fullerton court there is another center there. Someone there can also help you.

P: Sí, es que a el no le importa. El me amenaza, y tengo mucho miedo que el me vaya a dar un mal golpe. Tiene a mis niñas con mucho miedo. Les está afectando demasiado ya en la escuela. ¿Tengo derecho a llamarle a la policía?

Yes, well he doesn't care. He threatens me, and I am very afraid that he is going to hit me. He makes my daughters very scared. It is really affecting them at school. Do I have the right to call the police?

S: Uno siempre tiene derecho a llamar a las autoridades.

One always has the right to call the authorities.

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Voice-to-Text Language Services Outside the Courtroom Workstream: Phase 1 Report and Recommendations



JUDICIAL COUNCIL
OF CALIFORNIA

Directive from the Chief Justice

The committee is directed to explore available technologies and make recommendations to the Judicial Council on the potential for a pilot project using voice-to-text language services at court filing and service counters and in self-help centers.



Workstream Team Members

Hon. James Mize - Sponsor

Mr. Rick Walery – Workstream Lead

Mr. Richard Blalock – Project Manager

Hon. Jackson Lucky

(Riverside)

Mr. Ryan Burkhart

(Sonoma)

Mr. Brian Cotta

(5DCA)

Ms. Cynthia Gonzalez

(Sacramento)

Mr. David Schlothauer

(Nevada)

Ms. Heather Pettit

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Ms. Diana Glick

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Ms. Camilla Kieliger

(JCC)

Ms. Claudia Ortega

(JCC)

Mr. Juan Palomares

(JCC)

Mr. Glen Souza

(JCC)

Ms. Ana Parrack

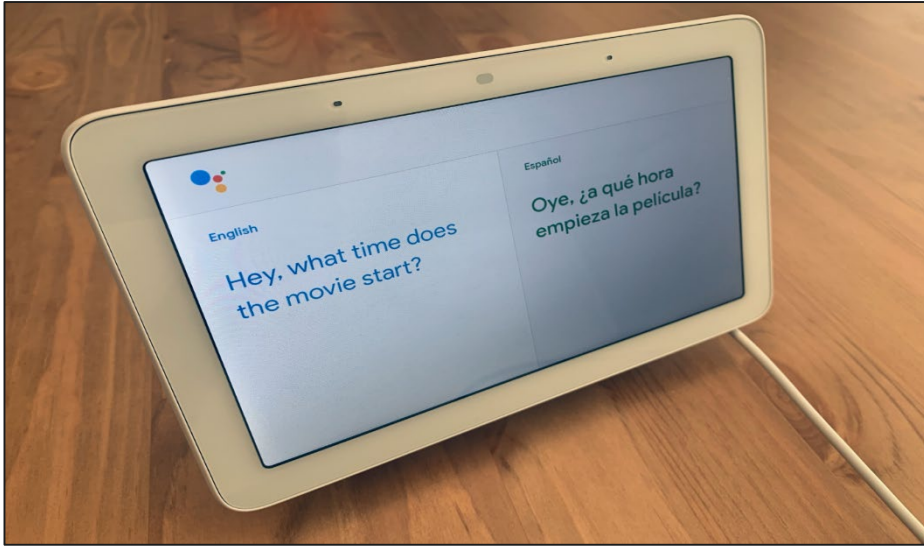
(Orange)



Goal: Technology should not be any less accurate than what we require of interpreters in court.



Existing Consumer Technologies



Project Approach

- Market research and feasibility evaluation
- Educational sessions
- Evaluation site development and script testing



Metrics/Evaluation Considerations

- Separate evaluation of voice-to-text transcription and language translation (primarily Spanish)
- Consistent evaluation method (through prewritten scripts)
- Avoid vendor bias (random output)



Technology Considerations

- Existing technologies
- Product and vendor maturity
- Data confidentiality
- Hardware requirements (if any)
- Evolving landscape



RECOMMENDATIONS



JUDICIAL COUNCIL
OF CALIFORNIA

Recommendation 1

The Judicial Council should sponsor a project to deploy a pilot solution with the highest-scoring vendor from the proof of concept evaluation.



Recommendation 2

Courts pursuing voice-to-text language services should consider enterprise solutions that offer a proven high-level of accuracy and responsiveness, while ensuring data privacy and confidentiality.



Recommendation 3

ITAC should collaborate with other appropriate advisory bodies to monitor the advances in voice-to-text language technology and advise how to expand its use to the branch.



Proposed Next Steps

- Approve findings and recommendations
- Develop an end-to-end solution
- Pilot the solution, capture findings, determine next steps



Questions?



JUDICIAL COUNCIL
OF CALIFORNIA



Data Analytics Draft Policy Concepts

Data Analytics Workstream of ITAC

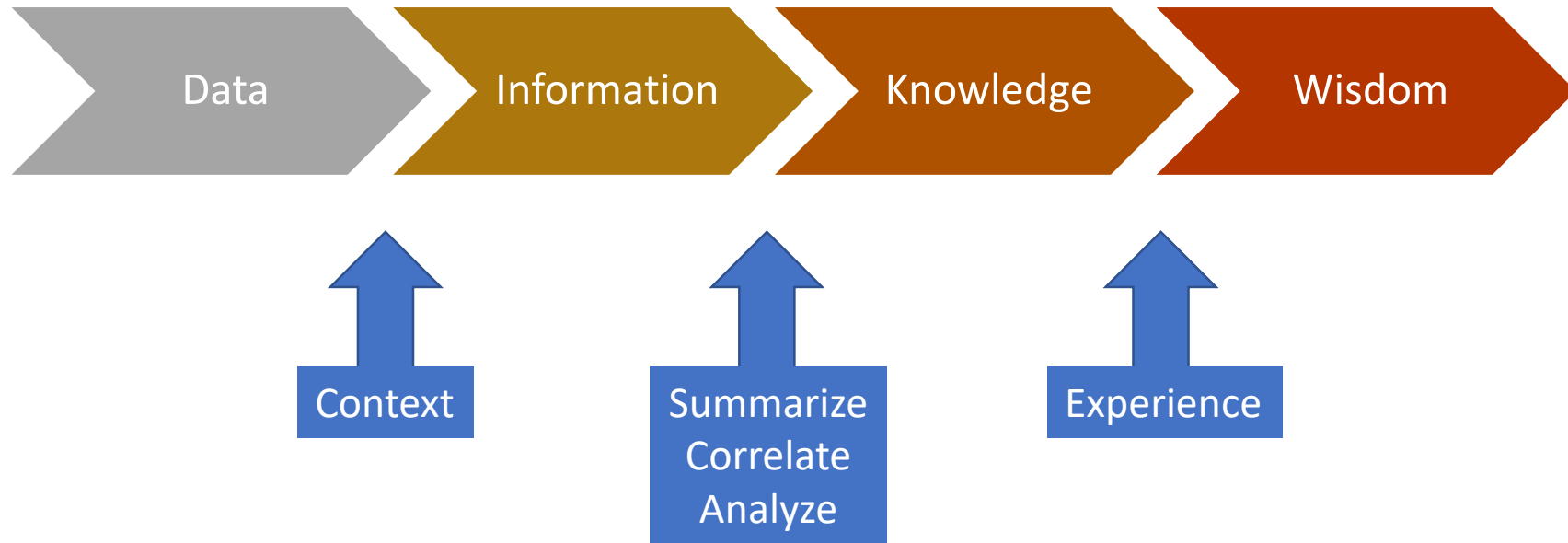
Technology Committee Meeting, October 9, 2020

What is Data Analytics?

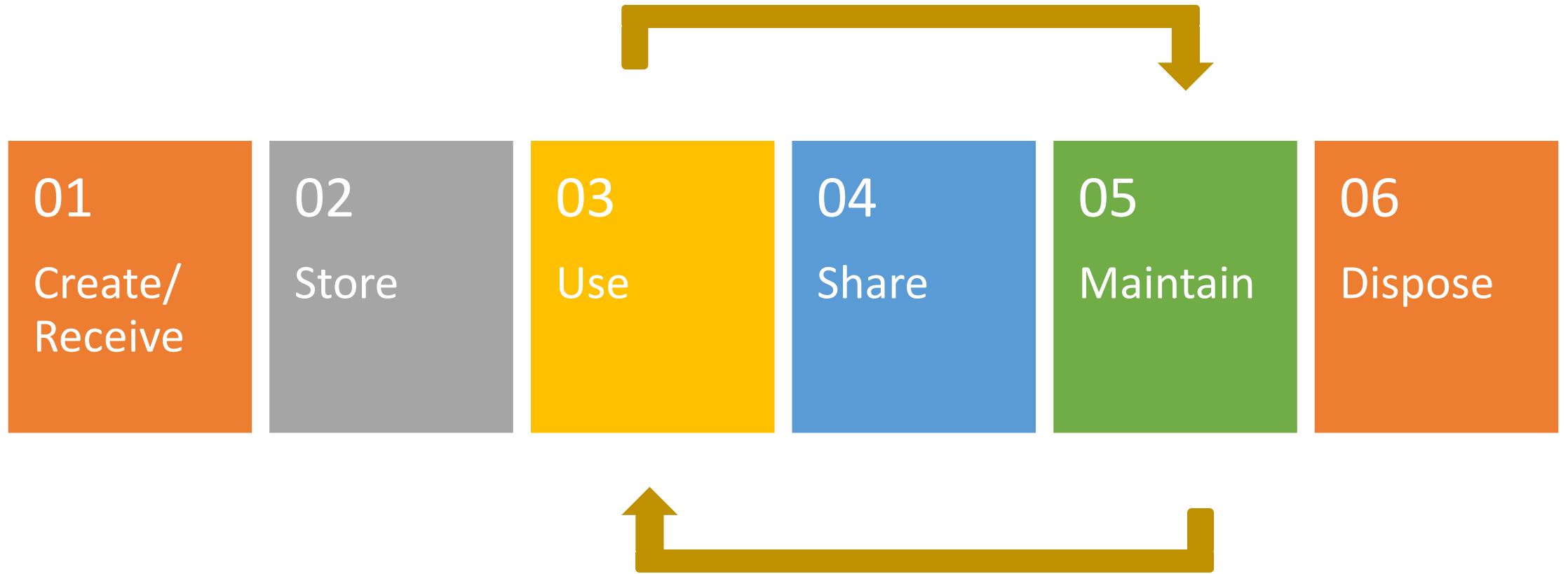
The process by which information or data is collected & analyzed to draw conclusions and make business recommendations

“Data-driven decision-making”

How Data Becomes Wisdom



Information Life Cycle



Strategic Roadmap

2017
Mar

2018
Jul

2019
Sep

2020
Fall

2020
Late

2021
Early

2021
Spring



Award Data Analytics
Innovation Grant
to Orange
Superior Court



Form Branchwide
Data
Analytics
Workstream



Continue
Governance
Framework
Development



Conduct
Technical
Platform
Pilots in 5
Courts



Review Draft
Policy Concepts



Present Policies
to Judicial
Council for
Approval



Expand Technical
Platform Pilots to
5-10 Courts

ITAC Data Analytics Workstream

Hon. Tara Desautels (Executive Sponsor) – Alameda	Snorri Ogata, CIO – Los Angeles
David Yamasaki, CEO (Executive Sponsor) – Orange	Robert Oliver, ACEO– Solano
Hon. Kyle Brodie, Judge – San Bernardino	Darrel Parker, CEO- Santa Barbara
Jake Chatters, CEO- Placer	Chris Stewart, CIO – Sacramento
Alan Crouse, CIO– San Bernardino Superior Court	Brian Taylor, CEO – Solano
Darren Dang, CFO – Orange	Peter Vigna, Supervisor/Criminal – Santa Clara
Hon. David De Alba, Judge – Sacramento	Andrea Wallin-Rohmann, CEO – Third DCA
Amy Downey, Assistant CEO – Madera	Leah Rose-Goodwin, Project Manager – Judicial Council
Deana Farole, Principal Analyst – Alameda	Debora Morrison, Attorney– Judicial Council
Paras Gupta, CIO – Monterey	Heather Pettit, CIO– Judicial Council
Hon. Joyce Hinrichs, Presiding Judge - Humboldt	John Yee, Enterprise Architect – Judicial Council
Hon. Louis Mauro – Third DCA	

DRAFT Vision

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The ability to analyze and share data is critical to the Judicial Branch's duty to serve all the people of California, now and into the future, by supporting data-driven decision-making for the enhancement, evolution, and expansion of programs and services to the public.

Definitions

Data

- Facts and statistics collected for reference or analysis
- When validated, organized, and contextualized, data becomes **information**.

Judicial Branch Entity (JBE)

- The Supreme Court, each Court of Appeal, each superior court, and the Judicial Council (also collectively referred to in these policies as the Judicial Branch).

Judicial Branch DRAFT Data Analytics Principles

- Collect, use, and share data and information as appropriate to promote and support informed decision-making.
- Be clear about the use and purpose of data and information.
- Promote data transparency.
- Use high-quality, validated data and information.
- Follow published standards and governance principles when sharing data.
- Secure all data and information.
- Manage data and information according to retention requirements.

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Proposed Roles

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Data Steward

- Maximizes the value of data and information;
- Determines data access and addresses data sharing requests;
- Determines data quality, and validates the completeness and accuracy of data;
- Establishes procedures and guidelines for data integrity.

Data Administrator

- Maintains and stores the data;
- A business role associated with each data source;
- Ensures confidentiality, integrity, and availability of data;
- Implements policies, standards, procedures, and guidelines.

Data and Information Classification Policy Concepts

01

Create/
Receive

Classification

- Data and information should be classified as "publicly accessible," "non-public," or "restricted," based on the nature of the data or information.

Confidentiality

- Categories of court records that are confidential by law or may be subject to sealing orders are identified in statute, the rules of court, and the Trial Court Records Manual.
- In using and sharing data and information, JBEs will strive to protect the individual privacy rights of court users.

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Data and Information Access Policy Concepts

Permissions-based Access

- Individuals are granted access to data and information at the level appropriate for the authorized function.
- Prevent unauthorized access.

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Data and Information Use Policy Concepts

Viewing is not Possession

- A person or entity viewing data or information does not have the same responsibilities or obligations as one who receives a physical or electronic copy of data or information.
- Allowing another JBE to view or copy data or information also does not alter the classification of the data or information. If it was “nonpublic” previously, it remains so.

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Data and Information Sharing Policy Concepts

JBE receiving non-JBE data from outside the Branch

- May be governed by non-JBE data sharing agreement

JBE sharing with non-JBE outside the Branch

- Data sharing agreement may be appropriate;

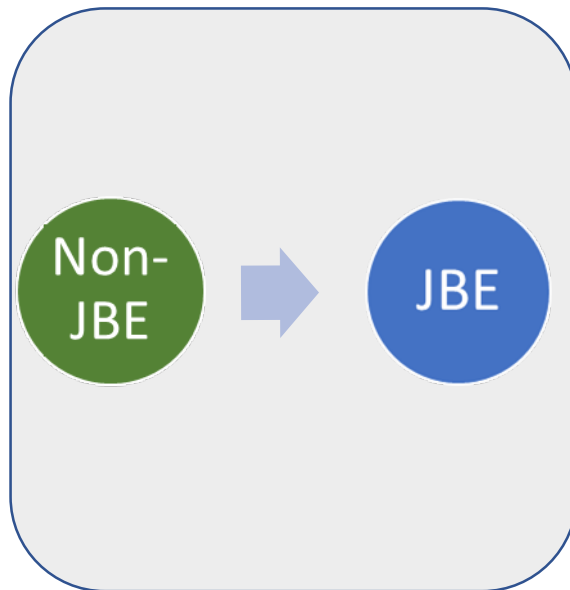
JBE sharing within the Branch

- Data sharing agreement optional. Governed by Judicial Branch and local policies.

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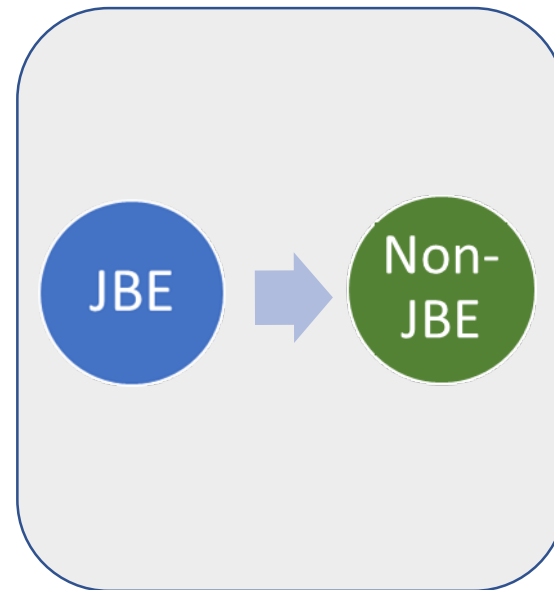
Data and Information Sharing Policy Concepts

With Judicial Branch



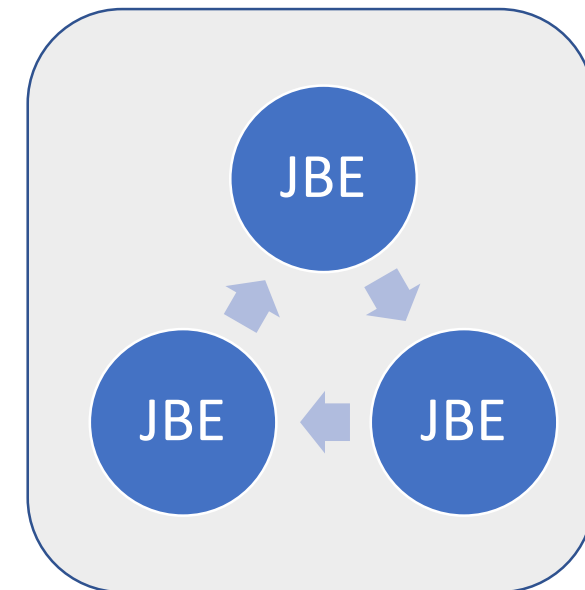
May be governed by data sharing agreement.

From Judicial Branch



Governed by data sharing agreement if appropriate.

Within Judicial Branch



Governed by internal policies.
Data sharing agreement optional.

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Data and Information Sharing Policy Concepts

Data Sharing within the Judicial Branch

- Disclosure to another judicial branch entity does not compel public disclosure.

Consultation before sharing

- Data steward should be consulted before sharing data to ensure accuracy of data and propriety of disclosure.

Preliminary draft data

- Should be marked appropriately and treated differently than final validated data.

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Data and Information Maintenance Policy Concepts

05

Maintain

Integrity

- Data and information quality should be maintained and measured against defined standards that include accuracy, reliability, and timeliness.

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Availability

- Data and information protection and preservation should match the sensitivity of the content.

Data and Information Maintenance Policy Concepts

06

Dispose

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Archive and Retention

- Data retention should follow established retention schedules and data should be archived as appropriate.

Additional Policies and Guidelines for Future Consideration



Data and Information Management Policies

Administrative
Quality



Data and Information Preservation

Technical



Trial Court Records Manual and Rules Updates

Data and information storage,
retention, destruction, and archiving

Next steps

	What	When
1	Review model policy concepts with ITAC	October 2, 2020
2	Review model policy concepts with Technology Committee	October 9, 2020
3	Review model policy concepts with PJs/CEOs (webinar)	October 14, 2020
4	Judicial branch internal policy review	October – November 2020
5	Status update at Appellate PJ advisory committee	October 27, 2020
6	Status update at TCPJAC/CEAC executive committee	October 28, 2020
7	Review model policy concepts with Judicial Council	November 12-13, 2020
8	Public comment period	November 17 – December 18, 2020
9	Request ITAC approval	January 2021
10	Request Technology Committee approval	January 2021
11	Request Judicial Council approval	March 2021

Thank you

Questions or comments?