



2018 Court Technology Solutions Award Nomination Form

Use this Form to nominate a court technology solution for the award.

Name of fully implemented Technology Solution:	<hr/>
Name of NACM Member Nominating the Technology Solution:	<hr/>
Phone: _____	Email: _____
Name of Court or Organization using the Technology Solution:	<hr/>
Priority Area addressed by Technology Solution: <i>(check one or more)</i>	<input type="checkbox"/> Advance Excellence in Court Management <input type="checkbox"/> Promote Fair and Accessible Justice <input type="checkbox"/> Develop Leaders for Tomorrow's Challenge <input type="checkbox"/> Utilize Technology to Promote Best Practices <input type="checkbox"/> Enhance Public Perceptions of the Courts
<i>Briefly Describe the Technology Solution you are nominating (feel free to attach URL's, screenshots, etc. to assist the judges with evaluating your solution).</i>	

Please explain how this Technology Solution will help advance the NACM National Agenda.

Send Nominations by April 13 to nacm@ncsc.org

For questions regarding the NACM Court Technology Solutions Awards, please contact Kevin J. Bowling at kbowling@miottawa.org

2018 Court Technology Solutions Awards

Briefly Describe the Technology Solution you are nominating (feel free to attach URL's, screenshots, etc. to assist the judges with evaluating your solution).

The Ninth Judicial Circuit of Florida modestly implemented Virtual Remote Interpreting (VRI) in 2007 to cover the three branch courthouses. Today, VRI has expanded in the Ninth Circuit to include coverage for all seven court facilities located throughout the Circuit. Because of VRI, eight staff interpreters are able to cover over 22,000 annual events for a Circuit that covers over 2,300 square miles.

We currently handle on-demand requests for Spanish from 13 of our high volume courtrooms located in the Orange and Osceola County Courthouses through a pool of two interpreters. The Judge requests the interpreter by simply pushing a button on the bench, titled Interpreter (see attached picture). An Interpreter remotely appears within 30 seconds to provide simultaneous interpreting. We still have the option of covering these courtrooms for languages other than Spanish, but need to schedule the events or allow more than 5 minutes for an ad-hoc request.

We also cover the Juvenile Justice Center, the three branch courthouses, and the Jail courtrooms through scheduled events where the interpreter initiates the call. We generally front or rear load the events in these venues for greater efficiencies. Please note that we also cover ad hoc requests from these venues.

With VRI, Court Certified Interpreters are able to provide simultaneous interpretation from a remote location because they can control the audio in the courtroom. This is the technical hurdle that makes VRI work. For more information, please visit our VRI web page at

<https://www.ninthcircuit.org/about/programs/virtual-remote-interpreting>.

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Please explain how this Technology Solution will help advance the NACM National Agenda.

Advance Excellence in Court Management - The Ninth Circuit is a large and rapidly growing urban court with high demand for interpreting services. Through VRI, the Ninth Circuit is able to spread limited resources to provide certified interpreters to all seven of the court facilities throughout Orange and Osceola Counties in a highly efficient manner. From a workstation, an interpreter can immediately appear in a Jail courtroom, a courtroom in Osceola County, then a courtroom in a branch courthouse without ever leaving their workstation. Such coverage, without VRI, would require 3 interpreters with multiple hours of downtime due to travel. We are able to provide an on-demand mission critical due process service with minimal/no delay.

Promote Fair and Accessible Justice - VRI expands the Circuit's ability to provide court-certified interpreters to non-English speaking litigants and contributes to efficient case management. Because Judges can request and receive an interpreter on demand, delay is reduced in many due process hearings/events and interpreters are freed up to meet the ever growing demand.

Utilize Technology to Promote Best Practices - In 2007, the Ninth Circuit committed to VRI because we did not have enough certified interpreters to serve our clientele. The evolution of VRI in the Ninth Circuit now includes the blend of the following three models: 1) on-demand/pool of interpreters where the Judge initiates the request from the courtroom; 2) ad-hoc requests that are provided outside the pool; and 3) scheduled events. In January of 2018, the Court established a pool of VR interpreters to provide on-demand service for 13 high demand courtrooms, located in Orange and Osceola County Courthouses. The Judges, in those 13 courtrooms, initiate the request for an interpreter by pressing a button on the bench. An interpreter then appears remotely within 30 seconds. Additionally, on the weekends, the on-call interpreter provides remote service from the comfort and convenience of their home, utilizing a laptop, webcam, headset, and Internet access. The Ninth Circuit is the only court in the country that provides on-demand simultaneous interpreting from a remote location.

Please visit <https://www.ninthcircuit.org/about/programs/virtual-remote-interpreting> for more detailed information.





Interpreter
Request
Button





NORMAL
AUDIO



TELE-
CONFERENCE



INTERPRETER



ON THE
RECORD



ALL
MUTE



BENCH
CONFERENCE



REMOTE
MUTE



OFF THE
RECORD

**Courtroom
Apopka**



**Interpreter
Orlando**



