

Implementation of Signage and Technology Projects

Adam Byer
Superior Court of California,
County of Alameda
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Alameda County

- Area: 813 square miles
- Population: 1.5 million (2010 Census)
- 7th most populous in California
- Bay Area, much of the East Bay
- More than 40 percent of residents over the age of five speak a language other than English at home





Alameda Superior Court

- 9 courthouses
- Judicial Officers: 83
- Staff: About 700
- 19,400 interpretations in FY 2018-19 - Top 5:
 - Spanish
 - Mandarin
 - Cantonese
 - Mam (Mayan language spoken by the Mam people in Guatemala)
 - Vietnamese
- Technology platforms: BlueJeans and Zoom



Court's Strategic Plan and Goals

- “...the Court will improve signage visibility and translate verbiage into additional languages.”
- Alameda Superior identifies “improving wayfinding decisions at court locations” as a key outcome in the overall goal of improving communication and partnerships.



Signage Implementation Team

Guidance / Direction

- Judicial Access Committee – Hon. Dennis Hayashi, Chair
- Michele Minsuk – Language Access Representative

Implementation

- Adam Byer – Executive Office Projects & Programs (EOPP)
- Susan Kui – EOPP
- Kaetlyn Conolly – Judicial Fellow, EOPP

Signage and Technology Grant Program, FY 2019-20

Signage Project Goals and Outcomes

Upgrade multilingual signage so:

- LEP court users can more efficiently access resources
- Staff can save time and provide better service

Signage and Wayfinding Solutions

- 713 new/upgraded signs throughout all courthouses
- English, translated into Spanish and Chinese
- Universal symbols



Signage and Technology Grant Program, FY 2019-20

Courtroom Marquee - Before/After



No Photos - Before/After



PHOTOGRAPHING, RECORDING, AND BROADCASTING IS PROHIBITED WITHOUT PERMISSION

The use of electronic devices for photographing or recording in Court-occupied areas of a courthouse generally is prohibited under Superior Court of Alameda County Local Rule 1.7(c) without express permission of the Presiding Judge. **Violation of this rule may result in the confiscation of the electronic device and may be the basis for a citation for contempt of court or an order imposing monetary or other sanctions as provided by law.**

In addition, under rule 1.150(c) of the California Rules of Court, proceedings in a courtroom may not be **photographed, recorded, or broadcast** without advance permission from the judicial officer presiding in the department. Media coverage may be permitted only on written order of the judge as provided in rule 1.150(c), and use of personal recording devices in the courtroom requires advance permission from the judge under rule 1.150(d). (See also Superior Court of Alameda County Local Rule 1.7(c).)



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See Superior Court of Alameda County Local Rule 1.7(c) and rule 1.150 (c) of the California Rules of Court for more information.

SE PROHÍBE FOTOGAFIAR, FILMAR Y TRANSMITIR EN VIVO SIN PERMISO.

Si no se cumple esta regla, se podría confiscar el aparato electrónico y puede ser el fundamento de una multa por desacato o una orden que imponga sanciones monetarias u otras sanciones como lo establece la ley.

Remítase a Regla Local 1.7(c) de la Corte Superior del condado de Alameda y a la Regla 1.150 (c) de las Reglas de la Corte de California para obtener más información.

未經同意，禁止拍照、攝錄及傳播。

違反此規定可導致沒收電子裝置，並且可構成藐視法庭而收到罰單，或根據法律規定處以罰款或其他處罰的命令。

請參閱：阿拉米達縣最高法院地區規則：(Superior Court of Alameda County Local Rule 1.7(c) 和：加州法院規則：1.150 (c) 以查詢更多資訊。

Building Directory - Before/After



Civil Clerk's Office - Before/After

Services Located In Room 109

ALL CUSTOMERS START AT
INFORMATION WINDOW #2

TO GET YOUR NAME CHANGE
CERTIFIED, PLEASE GO TO
WINDOWS 6 & 7

Windows 1 - 11:
CIVIL FILINGS
SMALL CLAIMS
UNLAWFUL DETAINER

Window 12:
ADOPTIONS
NAME CHANGES

Windows 13 & 14:
RESTRAINING ORDER

HOURS
Monday - Friday: 8:30 A.M. - 3:00 P.M.

Services located in room 109

Servicios ubicados en la sala 109
位於109號室的服務

ALL CUSTOMERS START AT INFORMATION WINDOW #2
Todos los clientes empiezan en la ventanilla de información 2
所有客戶皆由#2詢問窗口開始

NAME CHANGE	CAMBIO DE NOMBRE	姓名更換
CIVIL FILINGS	PRESENTACIONES CIVILES	民事申請
SMALL CLAIMS	RECLAMOS MENORES	小額索賠
UNLAWFUL DETAINER	RETENCIÓN ILÍCITA	非法佔有
ADOPTIONS	ADOPCIONES	領養
RESTRAINING ORDER	ORDEN DE RESTRICCIÓN	禁制令
MENTAL HEALTH	SALUD MENTAL	精神健康

ALL CUSTOMERS MUST
START AT
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TODOS LOS CLIENTES DEBEN
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Signage Benefits & Lessons

Benefits

- ***More Languages***
- Less Clutter
- More Consistency
- More Professional Appearance
- Easier to Update

Lessons

- Don't expect perfection – maintain multilingual focus
- Hiccups will occur - give yourself time
- Get Organized
 - Sign Inventory
 - Schedules: Verbiage/Translation & Physical Characteristics

Technology Solutions

- Wireless interpreter equipment
- Telephonic non-courtroom interpretation infrastructure
- Case Management System integration to streamline interpreter scheduling in traffic cases (In-House)
- Multilingual smartphone application (Postponed)



Signage and Technology Grant Program, FY 2019-20



Questions

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