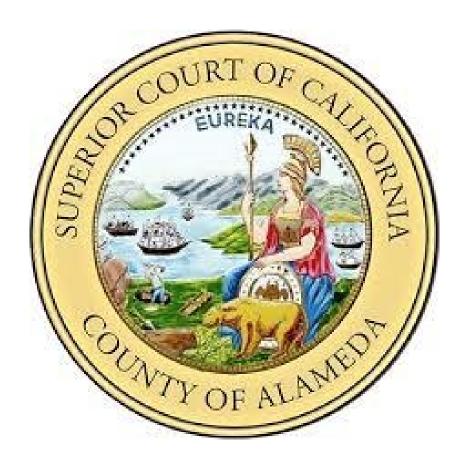
Implementation of Signage and Technology Projects

Adam Byer Superior Court of California, County of Alameda July 22, 2021



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

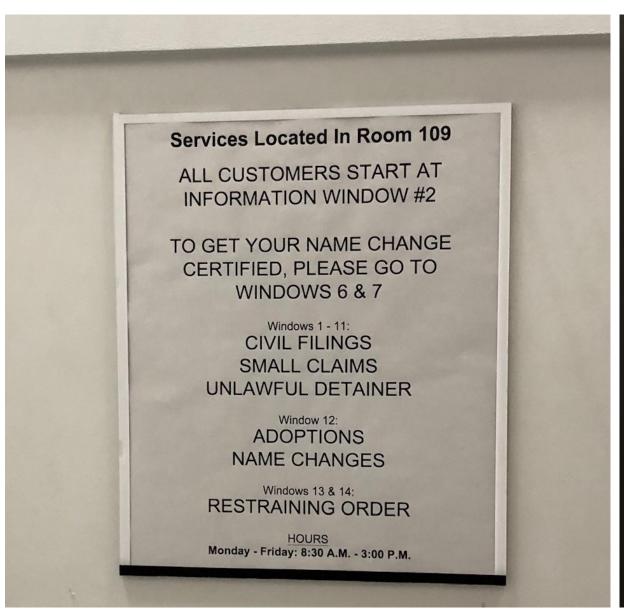


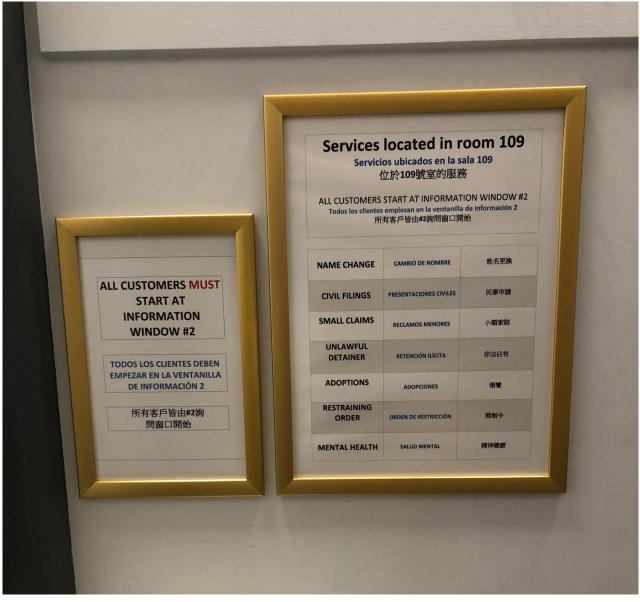


Building Directory - Before/After



Civil Clerk's Office - Before/After





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

Contact:

Adam Byer

Alameda County Superior Court

abyer@alameda.courts.ca.gov