

Use of Video Remote Interpreting



Designing a VRI Pilot

- Courts with high ASL usage
- Courts which did not have a certified court interpreter w/in 30 minutes
- Courts with sufficient technical connectivity and savvy

The ASL VRI Pilot

- Tested draft guidelines
- Gauged judicial officer satisfaction
- Identified likely cost savings
- Explored effectiveness of available technology

Technology

- Centralized equipment allowing for safe firewall traversal
- Portable solutions
- Secured system with access by anyone from anywhere
- Interoperable with any standards based system (SIP) endpoint & H.323

Pilot highlights

- High Judicial officer satisfaction
- Most money saved with shared resources
- Significant travel expenses eliminated



Tools for Success

- Support materials
- Regular meetings with decreasing frequency
- Centralized calendaring



Centralized availability

The screenshot shows a Google Calendar interface for the week of April 22-28, 2012. The calendar is set to GMT-08. The left sidebar shows the calendar navigation and a list of calendars: Anne Marx, cavriplot, Tasks, Contacts' birthdays a..., do not use, and US Holidays. The main calendar area shows a grid of days and times. Key events include:

- Earth Day** (brown bar) on Sun 4/22 from 5am to 7am.
- 8:30 - 4:30p Holly Available - full day: 8:30 Riverside** (orange bar) on Mon 4/23 from 8:30am to 4:30pm.
- 1:30p - 4:30p Cindy Avail** (cyan bar) on Mon 4/23 from 1:30pm to 4:30pm.
- 8:30 - 4:30p Cindy Avail** (cyan bar) on Tue 4/24 from 8:30am to 4:30pm.
- 8:30 - 4:30p Holly Available Full Day** (orange bar) on Wed 4/25 from 8:30am to 4:30pm.
- 8:30 - 4:30p Holly Available full day** (orange bar) on Thu 4/26 from 8:30am to 4:30pm.

The URL at the bottom left is <http://www.google.com/imghp?hl=en&tab=ci>.

Being Ready

- Day 1- when a custody stipulation falls apart
- Microphones on, please!

Specifics

- 30% - 88% of all reported ASL events were VRI appropriate
- Average savings per half day: \$209
- **34% of costs were travel related**

Applying VRI to OTS

- OTS is like ASL
- Scarce interpreting resources
- Occasional need
- High travel expenses

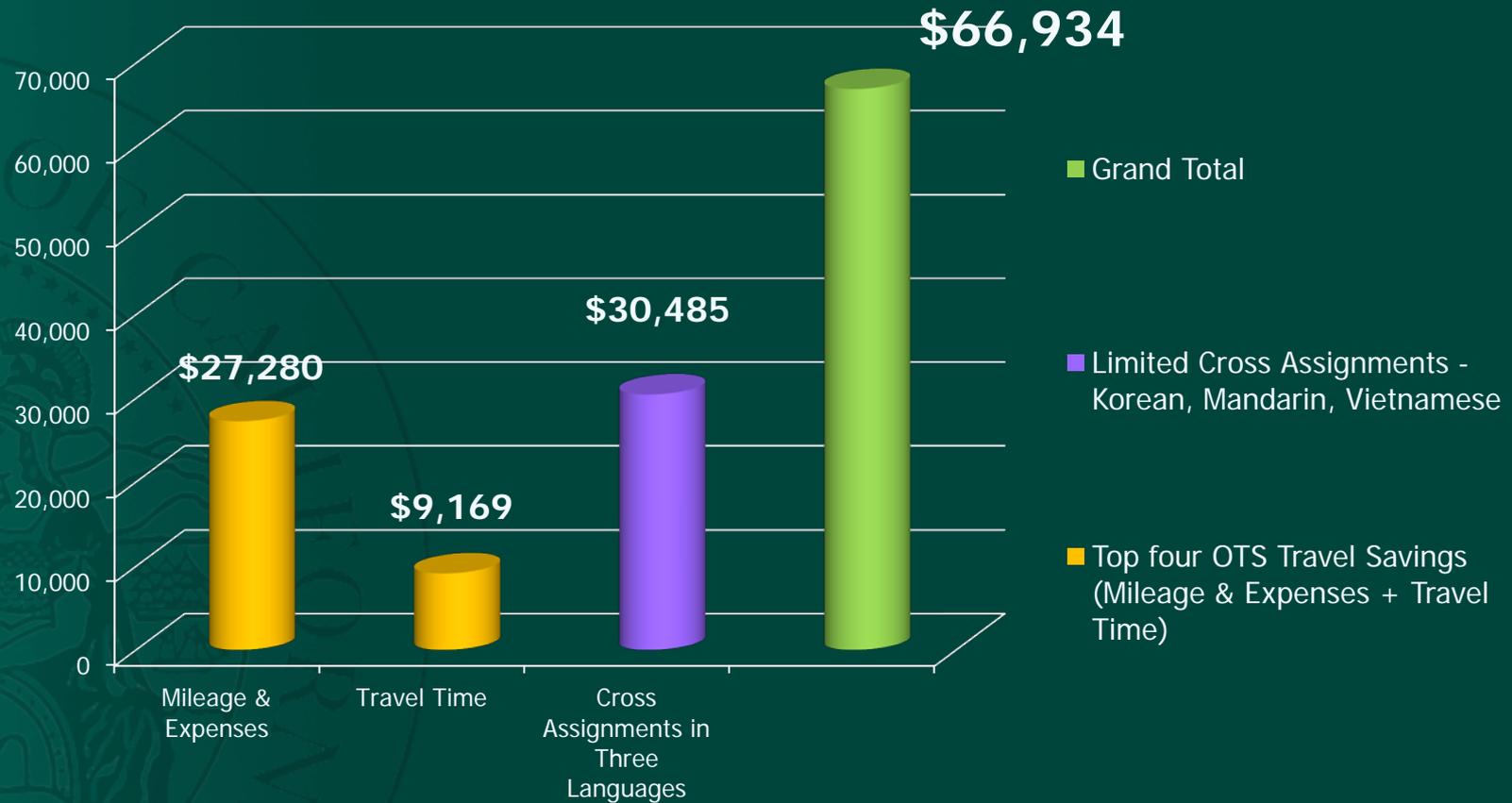
Large Court

- 2,200,000 population
- 15 courthouses
- \$1,007,250 total interpreting budget annually

Large Court- Projecting OTS Savings

- 850 Other Than Spanish (OTS) service days used in 2011
- Travel related savings for top 4 languages: \$36K
- Cross-Assignment savings in Korean, Mandarin and Vietnamese: \$30K

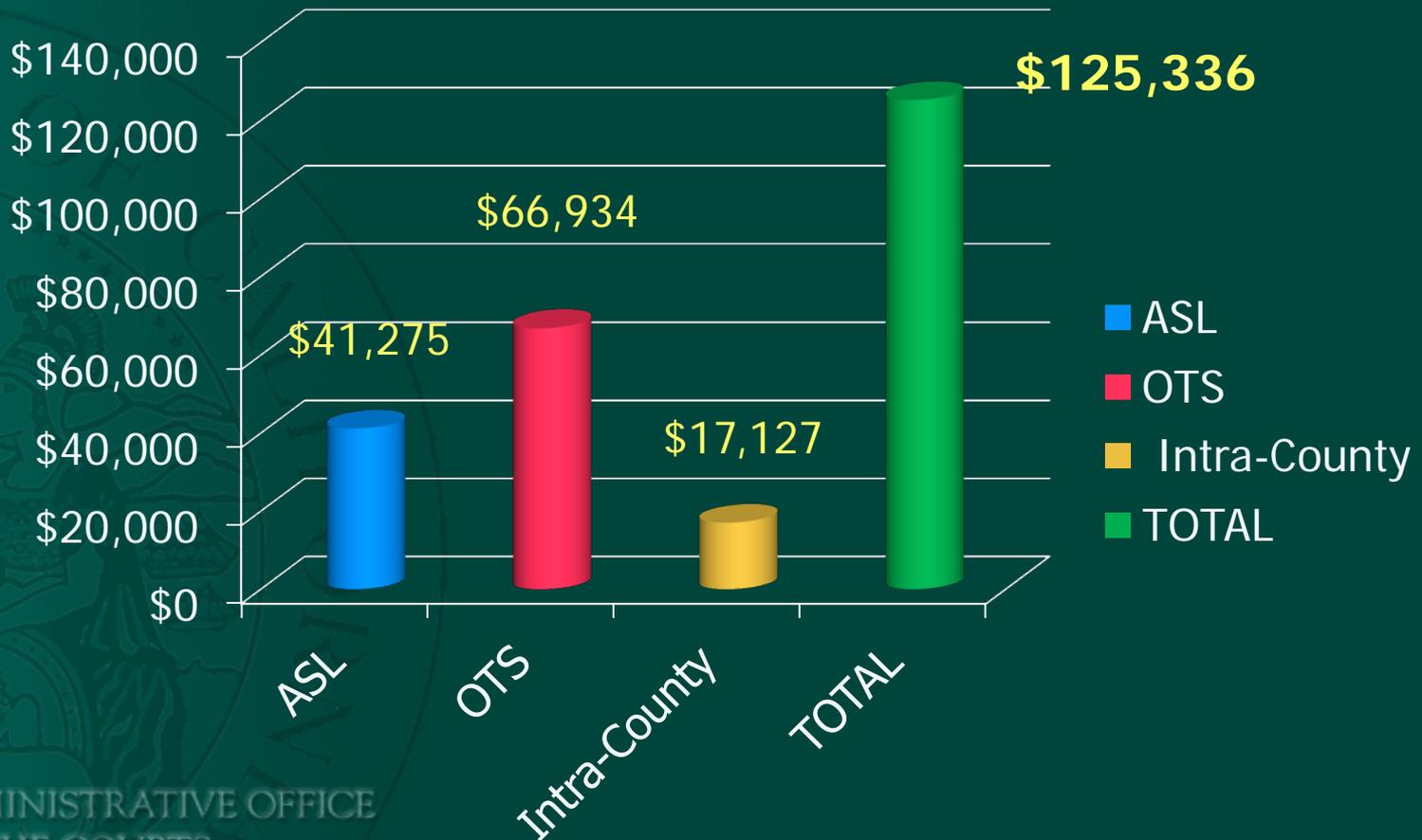
1 year projected OTS savings for the Court



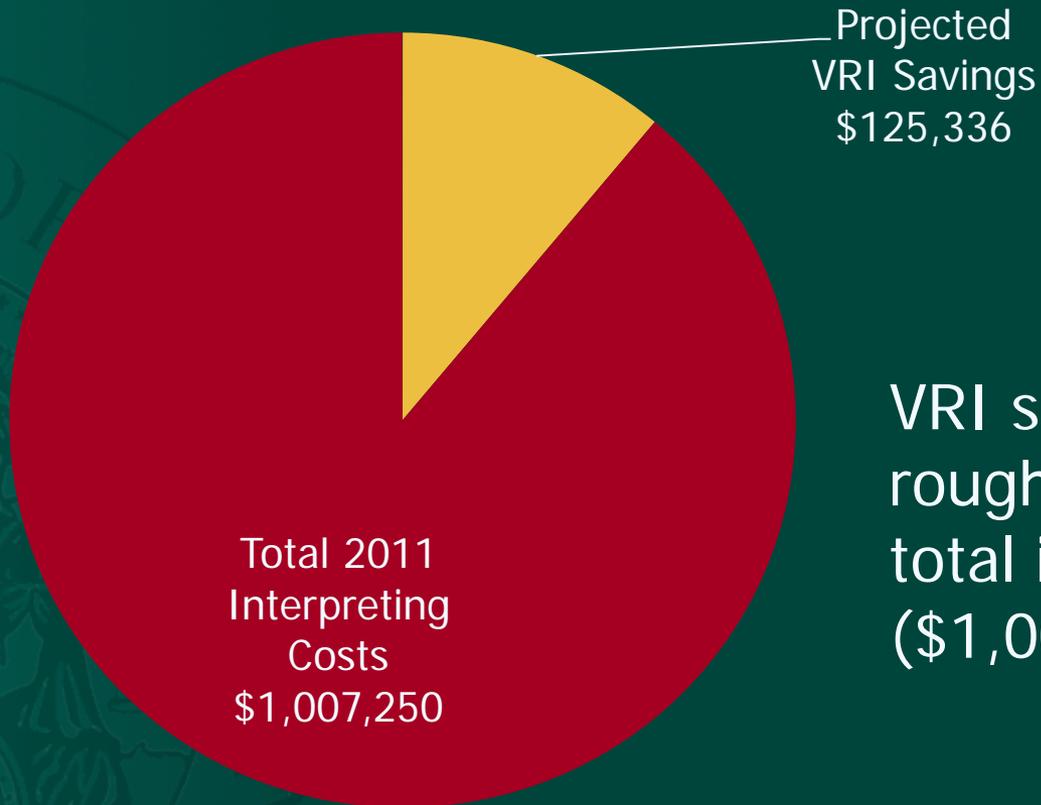
Intra-county usage

- Court has 3 courthouses with no assigned interpreters
- 276 Spanish service days could have gone to VRI during 2011
- Savings would have been \$17,127 in travel costs

1 year projected total savings



Impact of VRI Savings



VRI savings equate to roughly 12.4% of total interpreting budget (\$1,007,250)

Costs for VRI

- \$5 to \$7k for stand alone equipment
- \$0 to \$1200 for software points
- Annual Maintenance at 10% of equipment cost
- Operating Costs- negligible

Considerations

- A pilot can grow comfort
- VRI may be welcomed by interpreters
- Impacts to other court unions

Key points for courts

- Start with Guidelines
- Court training before starting
- Provide Tools

More key points

- Flexibility and Confidential Communications
- Scheduling- VRI up first!



Benefits

- Increases use of *court certified* interpreters
- Creates efficiencies in the use of interpreters
- Increases comfort around video participation in the courtroom

Questions and Discussion



ADMINISTRATIVE OFFICE
OF THE COURTS

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