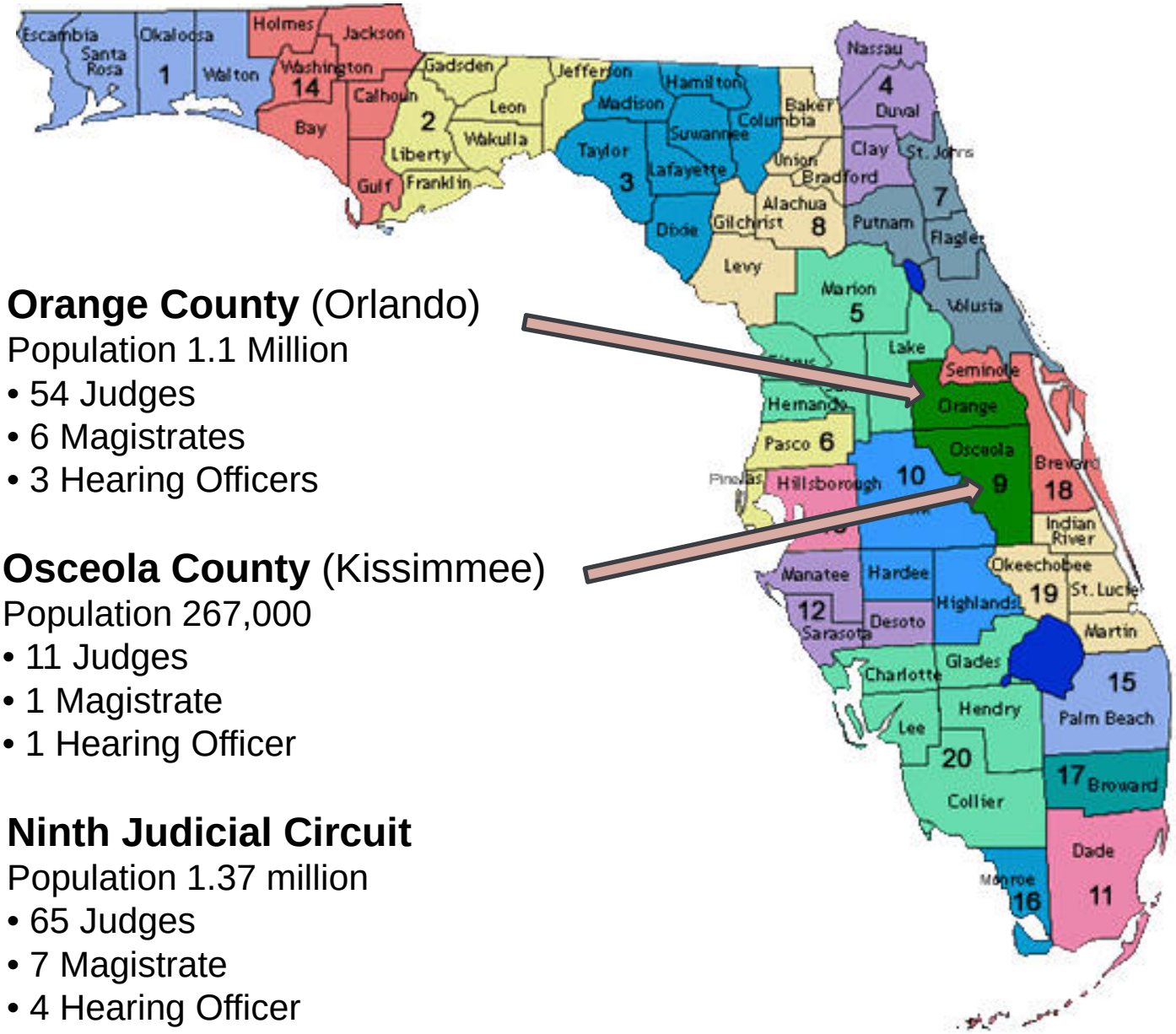
Virtual Remote Interpreting

2013 Court Affiliates Conference
April 19, 2013
New Orleans, LA

Background

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA



Orange County (Orlando)
Population 1.1 Million
- 54 Judges
- 6 Magistrates
- 3 Hearing Officers

Osceola County (Kissimmee)
Population 267,000
- 11 Judges
- 1 Magistrate
- 1 Hearing Officer

Ninth Judicial Circuit
Population 1.37 million
- 65 Judges
- 7 Magistrate
- 4 Hearing Officer

Ninth Judicial Circuit

Coverage

3 Branch Courthouses
3 courtrooms

Orange County Courthouse
43 courtrooms

Juvenile Justice Center
6 Courtrooms

Osceola County Courthouse
12 courtrooms

7 Court Facilities
67 Courtrooms
2,229 Square Miles

Orange County Jail
3 courtrooms

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Workload

FY 2009-10

Language	Hearings	%
Spanish	20,910	91.9%
Haitian-Creole	918	4.1%
Other	590	2.6%
Sign	325	1.4%
Total	**22,743**	**100%**

Hearings per day requiring a court interpreter = 91
Hearings per hour requiring a court interpreter = 11

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Staff Resources

- One managing court interpreter
- Eight Spanish court interpreters *
- Contractual budget

* Since 2004, salary restrictions and hiring freezes have resulted in an actual employment of 6.2 full-time interpreters.

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Challenge

- Provide quality interpreter services for over 22,000 court hearings per year with eight staff interpreters, a hiring freeze, a declining contractual services budget, and an increase in demand for services.

- Provide quality interpreter services each day for sixty-seven courtrooms located in seven court facilities spread out among two counties covering 2,229 square miles.

Virtual Remote Interpreting

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Virtual Remote Interpreting

Provide on-demand interpreter services to multiple court facilities located throughout the Ninth Judicial Circuit from any interpreter workstation.

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Ninth Circuit Experience

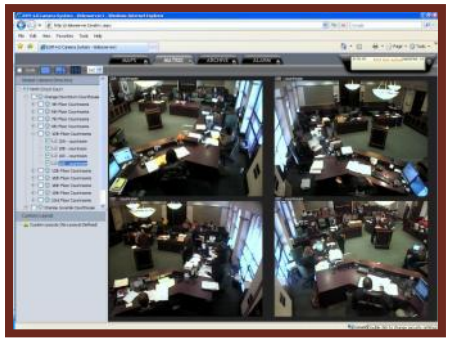
- Went “live” in October of 2007
- Designed, installed and maintained by the Ninth Circuit
  - Utilized existing digital court reporting infrastructure
- Nine remote workstations
  - 7 in the Orange County Courthouse
    - 1 designated for contractual interpreters
  - 2 in the Osceola County Courthouse
- Current coverage includes:
  - Initial appearances
  - Arraignments
  - VOPs
  - Dependency and delinquency hearings and trials
  - Traffic and misdemeanor cases
  - Felony pre-trial hearings

Initial Technologies & Strategies

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Video

- Captured through courtroom security cameras
- Video signals from all courtrooms are located on court servers
- “Live” video can be viewed through secured web browser – ESM software
- Interpreter can securely view any courtroom in the Circuit from any computer attached to the Court’s network
- The server based video system is also used by the court reporters to cover court proceedings



NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Audio

Hardware

- BIAMP AudiaFLEX Audio Platform (i.e. mixer)
  - Networked via Ethernet
    - Remote control and diagnostics
  - Acoustic echo cancellation
  - Telephone interface card
    - Remote control via touchtone phone
  - Mixer also used for digital court reporting, video conferencing, and teleconferencing

Software

- daVinci control screen software
  - Interface to control audio output

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Tieline Technology

FM quality audio over analog telephone line

Pros

- Excellent audio quality
- Stable
- Bi-directional communication - Simultaneous interpretation
- Integrated with the existing digital court reporting infrastructure
- Works with the mixer control software (i.e., daVinci)

Cons

- Expensive – Codec required on both ends
- Limited mobility – Must have codec to communicate with courtroom

Status

- Active


Tieline
CODEC SOLUTIONS
SEND
RETURN
VOLUME
INPUT
ON / OFF
1
2
ENTER DIAL
CLEAR
ANSWER
HANG UP
F1
MEMORY
F2
STORE
1
2
3
4
5
6
7
8
9
*
0
#
COMMANDER G3
[IP1 Enter#
IP2 Enter#
Aud Profile Wiz Menu
REV
FWD
UP
DOWN
MENU SELECTOR

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Telephone Interface System

Audio over analog telephone line utilizing mixer interface card

Pros

- Utilizes existing network mixer (BIAMP)
- Stable
- Lowest cost – Only requires telephone interface card
- Integrated with the existing digital court reporting infrastructure
- Works with the mixer control software (i.e., daVinci)
- Remote access with cell phone

Cons

- Performance subject to quality of analog telephone lines
  - Inconsistent bi-directional communication

Status

- Active

ESM 4.0 Camera System - Videoserver1 - Windows Internet Explorer

http://videoserver1/matrix.aspx

File Edit View Favorites Tools Help

ESM 4.0 Camera System - Videoserver1

MAPS MATRIX ARCHIVE ALARM

10:05 AM RSS Not Active September 14

Cycle 2x2

Global Camera Directory

- Ninth Circuit Court
  - Orange Downtown Courthouse
    - 4th Floor Courtrooms
    - 6th Floor Courtrooms
    - 7th Floor Courtrooms
    - 9th Floor Courtrooms
    - 10th Floor Courtrooms
      - 10A - courtroom
      - 10B - courtroom
      - 10C - courtroom
      - 10D - courtroom
    - 12th Floor Courtrooms
    - 16th Floor Courtrooms
    - 18th Floor Courtrooms
    - 19th Floor Courtrooms
    - 23rd Floor Courtrooms
  - Orange Juvenile Courthouse

Custom Layout

- Custom Layouts (*No Layouts Defined*)

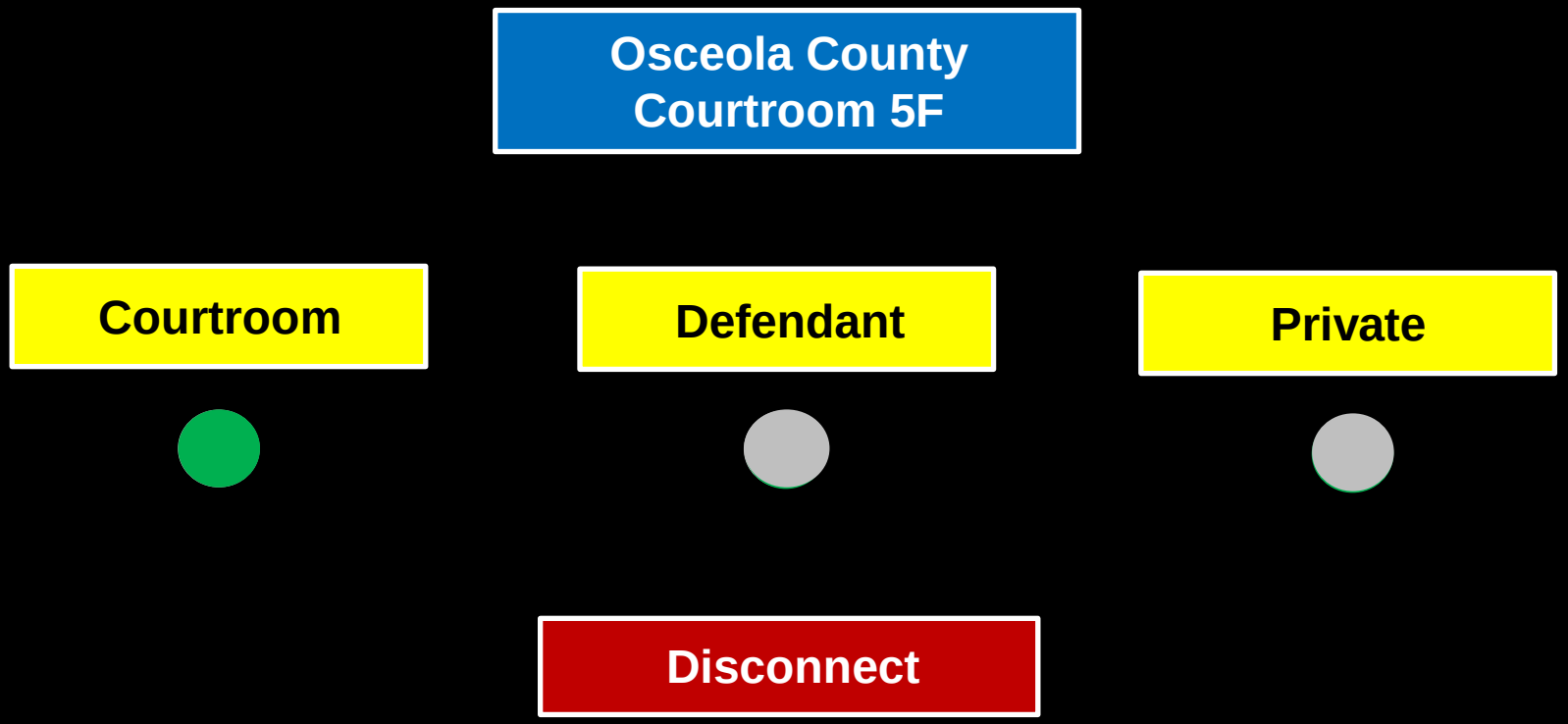
10A - courtroom

10B - courtroom

10C - courtroom

10D - courtroom

Local intranet | Double click to change security settings


Osceola County
Courtroom 5F
Courtroom
Defendant
Private
Disconnect


NICOLE KIDMAN
SEAN PENN
THE INTERPRETER

Current Technologies & Strategies

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Cisco + Biamp Solution

Two-way video conferencing system integrated into the court audio system

Pros

- Excellent audio and video – Digital quality over network
- Stable
- Includes two-way video - Courtroom can see the interpreter
- Integrated with the existing digital court reporting infrastructure
- Works with the mixer control software (i.e., daVinci)
- Works concurrently with the telephone interface system
- Potential video conferencing expansion
- Includes sign language service

Cons

- Beta technology
- Mixer dependent
- Not scalable outside of Circuit

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Sign Language

Remote sign language interpreter service provided by a contractual vendor through IP-based video conference system

- On-demand scheduling
- Portable
- Multiple languages
- Matches resources with demand
- Charges applied per minute – No two-hour minimum
- Contractual expenditure is substantially lower

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

"Very" Remote Interpreting

Provide interpreting services from anywhere

Requirements

- Laptop
- Headset and microphone
- Internet connection
- Web camera
- Cisco Jabber Video client software
- Cell phone

Results

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

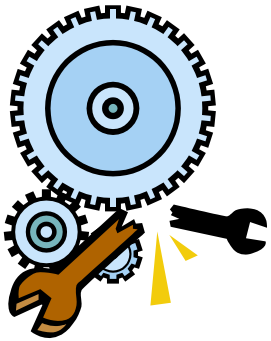
Benefits

- Provides qualified interpreters to more litigants over a much broader geographical area
- Reduces the need for contract interpreters
- Reduces travel for staff interpreters
- More cost effective use of contract interpreters
- FY 2011/12 – $114,000 under budget allotment

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Operational Efficiencies

- Interpreters can cover more hearings
- Reduces courtroom wait times for interpreters
- Improves courtroom flow - Judge gets an interpreter when Judge needs interpreter
- Resources match demand – Cost avoidance



NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Biamp Tesira Mixer

- Modular scalable I/Os, DSPs and networked end-points
- A scalable digital media backbone (AVB)
- Up to 8 DSP cards in a single chassis
- Up to 420 x 420 digital audio channels
- Acoustic echo cancellation algorithm has less noise to process and can better filter out acoustic echo
- Bottom Line – Enhanced simultaneous interpretation

What’s Next?

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Cisco Solution

Two-way video conferencing system integrated into the court audio system with the ability to control audio across circuits

Pros

- Includes two-way video - Courtroom can see the interpreter
- IP Phone - Supports 2nd audio channel for simultaneous and "private sidebar" mode
- Contact center/call manager connects thousands of venues
- Ad hoc/on-demand scheduling logic
- Potential video conferencing expansion
- Scalable to multiple circuits - Mixer "agnostic"

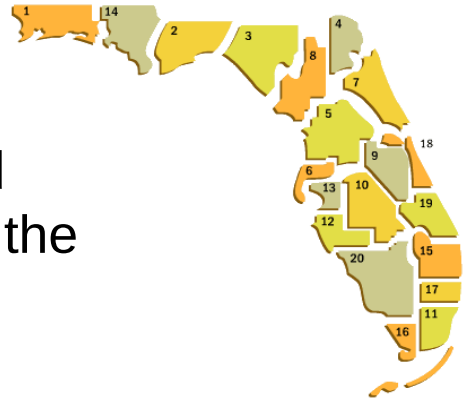
Cons

- Beta Technology
- Un-tested business plan

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Regional\Statewide Network

- Phase I Pilot Project – 7th and 9th Circuits - Completed
  - Proof of concept
  - Three participating counties
  - Connecting county networks
- Phase II Pilot Project – 9th and 15th Circuits – Planned
  - Two participating Counties
  - State network
- Office of the State Courts Administrator has submitted a "Request for Information" document for a Statewide solution for FY 2013/14
  - Pooling interpreters
  - On-demand scheduling
- Economies of scale – The more Circuits and courtrooms added to the network, the lower the unit cost and greater the savings



NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

On-Demand Scheduling

- On-demand service
- No cancellations
- Works with the Court's inherent scheduling challenges
- Court does not have to wait for an interpreter
- Interpreter can cover many venues in multiple locations on demand
- Limited to languages provided by pool
- Sign language included in pool
- Management reports – Determine resource allocation

Select the following language

Spanish
Creole
Portuguese
Russian
Vietnamese
Sign
Other

Spanish
Spanish
Spanish
Creole
Spanish
Vietnamese
Creole
Russian
Portuguese
Spanish
Creole
Escambia
Santa Rosa
Okaloosa
Walton
Holmes
Washington
Jackson
Calhoun
Gadsden
Leon
Wakulla
Liberty
Franklin
Gulf
Bay
Jefferson
Madison
Taylor
Lafayette
Hamilton
Suwannee
Columbia
Baker
Union
Bradford
Alachua
Gilchrist
Dixie
Levy
Nassau
Duval
Clay
St. Johns
Putnam
Flagler
Volusia
Lake
Seminole
Orange
Osceola
Brevard
Sumter
Hernando
Pasco
Pinellas
Hillsborough
Polk
Indian River
Okeechobee
St. Lucie
Martin
Manatee
Hardee
Desoto
Sarasota
Highlands
Charlotte
Glades
Hendry
Lee
Collier
Palm Beach
Broward
Dade
Monroe
1
2
3
4
7
8
9
10
11
12
13
14
15
16
17
18
19
20

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Challenges

- **Initial Budget Allocation** – The current fiscal environment requires the Court to experience 100% return on investment within the first or second budget cycle
- **Governance** – Centralization vs Decentralization
- **Business Plan** – Consumer vs provider courts, cost recovery model, resource sharing, etc.
- **Outsourcing vs In-House Support** – Management, cloud services, installation, endpoints, etc.
- **Certification** - Requirement vs Guideline
- **Staff Interpreter Pay** – Certification requirements and growing demand will require competitive salaries

NINTH JUDICIAL CIRCUIT COURT OF FLORIDA

Resources

- Ninth Judicial Circuit website
  - www.ninthcircuit.org
  - Dedicated centralized remote interpreting web page
  - Video demonstrations
  - PowerPoint presentation
- Site visits and “live” demonstrations
- Video conferences and teleconference calls

Questions