October 15, 2026

Judicial Council of California
455 Golden Gate Avenue
San Francisco, CA 94102

RE: Language Access in California Courts

Dear Hon. Chief Justice Patricia Guerrero, Members, and Staff of the Judicial Council of California:

We submit these comments to the Judicial Council of California to highlight the critical need for a comprehensive evaluation of the current state of language access in the California courts. Language barriers deepen longstanding inequities based on race, language, and disability that must be addressed in order to realize a comprehensive vision of access to justice. Across the state, we continue to see incidents of inadequate access to services for court users with limited English proficiency (LEP)[1]:

- In a recent unlawful detainer case in Los Angeles, a Cantonese-speaking tenant with LEP was pressured by two different judicial officers to proceed without an interpreter; in one

[1] Language justice advocates disfavor the term "limited English proficient" or LEP for reinforcing a deficit view of those who do not use English as their primary language. Alternatives to LEP are terms such as "non-dominant language users" and "linguistically marginalized communities." LEP is still used widely and relevant, particularly with respect to legal mandates, so these terms will be used interchangeably throughout this letter.

instance, the tenant's own attorney, despite not speaking the same language as the tenant, was asked to interpret for her client. In another unlawful detainer case in Los Angeles, a judicial officer refused to wait for a Spanish language interpreter for a routine matter, deeming it an inefficient use of resources. The hearing proceeded, leaving the litigant completely in the dark about what had occurred until after it had concluded.

- Calaveras and Tehama Superior Court websites on small claims proceedings both explicitly state: "If you are not fluent in the English language, you must bring an interpreter with you. Small Claims courts do not provide interpreters."[2]
- In Fresno County, court-ordered child custody mediation requires parties to bring their own interpreters: "If you do not speak English, you must bring your own interpreter to your mediation appointment."[3]
- In San Luis Obispo County, a Spanish-speaking client was unable to obtain information about her Unlawful Detainer case because she could not access court services by phone or in-person due to the lack of Spanish-speaking staff and interpreters as well as phone recordings and signage provided only in English.
- At least 32 county courts at various points from approximately 2020 to 2026 relied on machine translation for services outside the courtroom at counters, clerk's windows, and self-help centers. The machine-based translation program consistently rendered nonsensical messages such as "*Sting the judge to reduce a fever,"* and translated DUI as IUD. In many instances, these errors led public users to walk away with incorrect or incomplete information from the court regarding their legal cases.
- Language access services remain absent or inadequate in many court programs, services, and points of public interaction, including the following:
    - In Yuba County, a self-help and family law facilitator office that routinely assists court users in completing Domestic Violence Restraining Order (DVRO) filings handed a Dari-speaking domestic violence survivor the DVRO packet in English and directed her to use Google Translate to complete it.
    - In Santa Barbara County, court staff at the self-help center inform Mixteco-speaking individuals that they should bring their own interpreters when seeking assistance at the self-help center.
    - The Los Angeles Superior Court's Family Law Facilitator page advises "non-English speakers" to "bring someone who can assist with interpreting."[4]
    - The Merced County self-help services staff say they cannot guarantee the availability of Spanish-speaking staff for appointments and ask individuals to

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[2] Superior Court of California, County of Calaveras, *What to Expect in Small Claims Court*, https://www.calaveras.courts.ca.gov/divisions/small-claims-division/what-expect-small-claims-court (accessed October 14, 2026); Superior Court of California, County of Tehama, *Small Claims*, https://www.tehama.courts.ca.gov/divisions/small-claims (accessed October 14, 2026).

[3] Superior Court of California, County of Fresno, *Family Court Services*, https://www.fresno.courts.ca.gov/divisions/family-law/family-court-services, https://www.fresno.courts.ca.gov/system/files/forms-and-filings/pfc-15i-fcs-tier-1-information-packet.pdf (accessed October 14, 2026).

[4] Superior Court of California, County of Los Angeles, *Family Law Facilitator*, available at https://www.lacourt.ca.gov/pages/lp/family-law/tp/child-support/cp/family-law-facilitator (accessed October 14, 2026).

make their own arrangements to have a friend or relative to assist with the appointment.
  - In Ventura County, court staff claim they are not required to provide interpreters for self-help services.
  - The San Benito County website states, "Interpreter services are not available at the Self-Help Center, if needed, please bring your own interpreter to help you."[5]
  - In Trinity County, the website for the Family Law Facilitator's office states, "If you require an interpreter, you must bring one with you when you see the Family Law Facilitator."[6]
  - In Monterey County, a Spanish interpreter was not provided for a recent Unlawful Detainer trial despite being requested in advance, and the court refused to continue the trial to allow for the provision of language access for the court user.
  - In Napa County, even if an interpreter is requested in advance, court staff say that an interpreter is not guaranteed in civil matters and will only be provided if available. Court staff at times advise individuals to bring a family member or friend to interpret, and recently a pro tem judge suggested that an attorney should be able to interpret for their own client.

- With respect to remote court hearings, court users and interpreters consistently report missed information, confusion, and delays due to poor audio quality, cumbersome dual-device requirements, and inadequate tech support.

Given these continued experiences and numerous similar incidents, we specifically request a thorough review on the efficacy and impact of the Strategic Plan for Language Access in the California Courts (LAP) along with the accompanying and subsequent legislation, policies, rules, and funding allocations. This assessment should evaluate access for court users who use non-English spoken languages and for those who are Deaf or Hard of Hearing. In light of the Judicial Council's dedication to improving access to the judicial system, fairness in the state courts, diversity in the judicial branch, and court services for self-represented parties, the Council should conduct a rigorous assessment to bridge the gap between the efforts and promises made in 2015 and the daily realities of court users today. We provide these comments within the context of our experiences serving court users with LEP in family, probate, unlawful detainer, small claims, and other civil matters. Many of the clients we serve are low-income individuals of color from linguistically marginalized communities for whom language access is inseparable from access to justice.

I. Federal & State Legal Obligations Require Comprehensive & Meaningful Language Access

California courts, as recipients of federal and state funding, are bound by an extensive framework of federal and state laws, regulations, policies, and guidance requiring meaningful language access for court users with LEP. Title VI of the Civil Rights Act of 1964 requires

[5] Superior Court of California, County of San Benito, *Self-Help Center*, https://www.sanbenito.courts.ca.gov/self-help/self-help-center (accessed October 14, 2026).
[6] Superior Court of California, County of Trinity, *Self-Help Family Law Facilitator*, https://www.trinity.courts.ca.gov/self-help/family-law-facilitator (accessed October 14, 2026).

federally funded programs to provide equal access to individuals with LEP.[7] Under Title VI and its implementing regulations, recipients of federal funds must provide meaningful access to their services for individuals with LEP.[8]

As federal funding recipients through the Department of Justice (DOJ), the California courts are also subject to the DOJ guidance on enforcement of Title VI, which instructs recipients of federal funding to "take reasonable steps to ensure 'meaningful' access to the information and services they provide."[9] Reasonable steps recommended under Title VI guidance and enforcement agreements include, but are not limited to, the following examples:

- Create a formal plan for providing language services;
- Implement a system for early and accurate identification of language needs;
- Provide free interpreting services in proceedings and during any interaction where court staff provide important information;
- Provide language services at counters and other public areas;
- Provide written translation of vital documents and other materials using qualified human translators;
- Post signs notifying users of the availability of language services;
- Translate key content on court websites;
- Provide language access training to staff;
- Engage in oversight and monitor complaints.

Notably, these steps extend beyond judicial proceedings and include all court programs, activities, services, and benefits. The DOJ has defined "meaningful access" as: "Language assistance that results in accurate, timely, and effective communication at no cost to the individual with LEP needing assistance. Meaningful access denotes access that is not significantly restricted, delayed, or inferior as compared to programs or activities provided to English-proficient individuals."[10] The guidance makes clear that meaningful access requires courts to provide language services at all points of contact between court users and the court, not solely during formal legal proceedings.

Federal Title VI regulations and guidance state that vital written materials must be translated for frequently-encountered language groups likely to be affected by a recipient's program or in the eligible service population.[11] Whether a document is "vital" depends on the importance of the program, information or service involved, and the consequence to the non-dominant language

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[7] 42 U.S.C. § 2000d; 28 C.F.R. § 42.405(d)(1). *See Almendares v. Palmer,* 284 F. Supp. 2d 799, 808 (N.D. Ohio 2003) (holding that a food stamp program's failure to provide bilingual translation of materials could constitute intentional discrimination on the basis of national origin under Title VI); *Lau v. Nichols*, 414 U.S. 563, 568 (1974) (establishing the denial of services to non-English speaking groups as national origin discrimination under Title VI).
[8] Other federal statutes with language rights obligations include, but are not limited to, the Omnibus Crime Control and Safe Streets Act of 1968, Section 504 of the 1973 Rehabilitation Act, and the Americans with Disabilities Act.
[9] Enforcement of Title VI of the Civil Rights Act of 1964-National Origin Discrimination Against Persons with Limited English Proficiency, 65 Fed. Reg. 50123, 50124 (Aug. 16, 2000).
[10] U.S Department of Justice, Office of Justice Programs Language Access Plan, Revised January 2025.
[11] 28 C.F.R. § 42.405(d)(1) ("Where a significant number or proportion of the population eligible to be served or likely to be directly affected by a federally assisted program . . . needs service or information in a language other than English in order effectively to be informed of or to participate in the program, the recipient shall take reasonable steps, considering the scope of the program and the size and concentration of such population, to provide information in appropriate languages to such persons.")

user if the information in question is not provided accurately or in a timely manner.[12] Examples include but are not limited to written notices of rights, benefits, services, and proceedings, and written notices advising persons with LEP of free language assistance. The lack of translated documents remained an issue of concern at the closure of the Department of Justice's language access investigation into the Superior Court of California, Los Angeles County in 2020, specifically mentioning the need for accurate forms and documents.[13] The DOJ recommended that the courts continue their ongoing process of "determining what materials will be translated by qualified linguists and to continue to conduct outreach to local organizations and legal aid offices to help identify vital information in need of translation." These recommendations underscore the principle that translations of vital documents completed by qualified human translators are a key component of meaningful access.

Designed to be even more expansive than its Title VI federal counterpart, California Government Code § 11135 also requires state courts to provide meaningful access to court users with LEP. CA Government Code § 11135 provides in pertinent part that "[n]o person in the State of California shall, on the basis of . . . national origin [or] ethnic group identification . . . be unlawfully denied full and equal access to the benefits of, or be unlawfully subjected to discrimination under, any program or activity that is conducted, operated, or administered by the state or by any state agency, is funded directly by the state, or receives any financial assistance from the state." Accompanying regulations at Title 2, Sections 14100 and 14101 of the California Code of Regulations state that it is discriminatory not to take appropriate steps to provide "alternative communication services" for individuals based on their national origin or ethnic group identification, which includes linguistic characteristics. These alternative communication services can include "the provision of the services of a multilingual employee or an interpreter for the benefit of an ultimate beneficiary" and "the provision of written materials in a language other than English."[14] Thus, under CA Government Code § 11135, state courts must provide interpreting and translation services necessary to ensure meaningful access for Californians with LEP. Nothing in the statute limits these obligations to formal legal proceedings.

II. The Promises of the 2015 Strategic Plan for Language Access in the California Courts Remain Unrealized

The Judicial Council's adoption of the Strategic Plan for Language Access in the California Courts (Language Access Plan or LAP) in 2015 marked a significant milestone in advancing language access, but its full promise has yet to be realized. The LAP sought to ensure meaningful and comprehensive language access for all court users, not only to court proceedings themselves, but all points of contact, programs, and activities outside the courtroom. Statutory enhancements accompanied these changes, such as California Government Code 68092.1 "declar[ing] that it is imperative that courts provide interpreters to all parties who require one, and that both the legislative and judicial branches of government continue in their joint commitment to carry out this shared goal," and California Evidence Code § 756, stating that as "required by other state or federal laws, the Judicial Council shall reimburse courts for court interpreter services provided in civil actions and proceedings to any party who is present in court and who does not proficiently

[12] *Id.*
[13] U.S. Department of Justice, Civil Rights Division, Closure Letter, Complaint No. 171-12C-31, (June 19, 2020), https://www.justice.gov/crt/page/file/1309441/download (accessed October 14, 2026).
[14] 2 C.C.R. §§ 14100; 14101.

speak or understand the English language for the purpose of interpreting the proceedings in a language the party understands, and assisting communications between the party, the party's attorney, and the court." Codified in 2015, Evidence Code § 756 recognized that language access expansion to all proceedings would take time and therefore put a priority system in place as resources and funding could be secured for full implementation.[15]

While the LAP and Evidence Code § 756 established a roadmap for expanding language access, inconsistent implementation and varying interpretations of the requirements have limited their effectiveness. The LAP called for a three phase implementation, which included creating efficiencies in existing court operations, improved deployment of current resources, promulgation of court rules, legislation, new funding allocations, and a set of 75 comprehensive recommendations, to be completed in 2020. The Judicial Council Language Access Plan Implementation Task Force, established in 2015, was charged with implementing many of these changes and sunset in March 2019, with the Language Access Subcommittee of the Advisory Committee on Providing Access and Fairness taking over "to ensure the continuation of efforts to achieve and maintain access to justice for California's LEP, deaf, and hard of hearing court users, including efforts to support the goals and remaining ongoing recommendations of the LAP for the branch." The California Court of Appeals has recognized the importance of the LAP, citing to the plan and the efforts of the Judicial Council in a published decision, which found that judicial operations should function "keeping with the spirit" of the recommendations.[16] Despite this recognition, serious challenges remain. Eleven years later, with all three phases of the LAP completed, broad oversight efforts in place, increased resource allocations, and innovations in interpreter deployment, courts across the state still claim that they lack the resources necessary to provide meaningful and comprehensive language access for all court users, while simultaneously maintaining that they have no obligation to do so.

III. <u>Machine Translation & AI-Generated Language Services Are Not in Compliance with Legal Obligations and Must Be Subject to Appropriate Safeguards</u>

With regard to technological advancements, it is important to note that government agencies have rejected the use of machine translation tools as a method of complying with federal civil rights mandates.[17] Industry best practices, extensive research, and federal guidance have established that the use of machine translation must be reviewed by a qualified human translator to ensure accuracy.[18] For example, the Department of Justice Office of Justice Programs (DOJ

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[15] *Strategic Plan for Language Access in the California Courts,* Judicial Council of California, 2015, at 16.
[16] *In re J.P.* (2017) 14 Cal. App. 5th 616, 627.
[17] *See e.g.,* Nondiscrimination in Health Programs or Activities, 45 C.F.R. Part 92; Settlement Agreement Between the United States of America and Cherry Creek School District No. 5, May 23, 2024; Memorandum of Agreement between the United States of America and Fort Bend County (FBC), Department of Justice No. 171-76-19.
[18] S.A. Rodríguez, M.A. Jiménez-Crespo, *Machine translation for language access in government settings | A comparative study of LLM-based, NMT-based, and human translations of vital documents*, Digital Translation: International Journal of Translation and Localization, July 2026; American Translators Association, *Think AI Should Replace Interpreters? Think Again.*, June 23, 2025; American Bar Association (ABA) Standards for the Provisions of Civil Legal Aid, revised in August 2021; Interpreting Into the Future: How Technology Shaped the Interpreting Industry, Sean Patrick Hopwood, National Association of Judiciary Interpreters and Translators, May 2, 2022; American Society of Public Administration, The Language Wall, Paris Vinzant, June 20, 2021; Richmond Times-Dispatch, Sabrina Moreno, Virginia uses Google Translate for COVID vaccine information. Here's how that magnifies language barriers, misinformation, January 14, 2021; LAist, Josie Huang, New Complaint Says State Missteps—Including Bad Translations—Block Access to CA Pandemic Rent Relief, July 9, 2021.

OJP) Language Access Plan states that, "OJP will ensure that all translations are completed by qualified translators. OJP will avoid using translation applications or web resources alone without a review by a human translator and the use of other quality control measures."[19] Federal regulations[20] and DOJ compliance agreements[21] also do not condone the use of machine translation without qualified human review. Last year, the National Center for State Courts also published guidance, *Machine Translation: Considerations and Cautions for Courts*, similarly calling for appropriate safeguards and considerations.[22] A recent federal guide from December 2025 states that machine translation should not be used without qualified human review.[23] In May 2026, the U.S. Commission on Civil Rights issued a bipartisan report, *Language Access for Individuals with Limited English Proficiency*, which states that human reviewers are needed whenever machine translation and AI is utilized, and that translations should undergo a two-step process of being reviewed by stakeholders or a qualified proofreader "to ensure accuracy and appropriateness (i.e., neither too colloquial, not overly formal)."[24] Across agencies and institutions, the guidance is clear: unreviewed machine translation should not be used as a substitute for qualified human translation.

The same risks that prompted California to adopt safeguards for generative artificial intelligence in court operations warrant comparable protections governing the use of machine translation and AI-based language translation tools. California promulgated court rules applying AI safeguards to court staff and judicial officers. Rule 10.430 and Standard 10.80 prohibit the entry of confidential information into a public GenAI system, preclude the use of GenAI that would discriminate on the basis of protected classifications, direct court staff and judicial officers to verify accuracy and correct errors/hallucinations, and require the removal of any bias and offensive or harmful content. The risks and dangers inherent in AI must be applied with equal force to machine translation and AI-based language translation tools that increasingly dominate the market.

Machine translation and generative AI tools are prone to errors that not only undermine accuracy but often go undetected, with serious consequences in a judicial setting. Tools such as Google Translate, DeepL, and Microsoft Translator have relied on neural machine translation algorithms that may produce text that sounds fluent but frequently contains errors in meaning, grammar,

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[19] U.S. Department of Justice, Office of Justice Programs Language Access Plan, October 2024, Revised January 2025.

[20] Nondiscrimination in Health Programs or Activities, 45 C.F.R. Part 92 ("If a covered entity uses machine translation when the underlying text is critical to the rights, benefits, or meaningful access of a limited English proficient individual, when accuracy is essential, or when the source documents or materials contain complex, non-literal or technical language, the translation must be reviewed by a qualified human translator.").

[21] Settlement Agreement Between the United States of America and Cherry Creek School District No. 5, May 23, 2024 ("Translation means the replacement of written text from one language (source language) into an equivalent written text in another language (target language) using a human translator (i.e., not automated translation software such as Google Translate or Pocketalk)"); Memorandum of Agreement between the United States of America and Fort Bend County (FBC), Department of Justice No. 171-76-19 (stating that the FBC "will not rely solely on the use of online or automatic translation services" to translate written materials).

[22] G. Spulak. Machine Translation: Considerations and Cautions for Courts, [Williamsburg, VA: National Center for State Courts, 2025].

[23] U.S. General Services Administration, Professional Services and Human Capital Categories, Translation and Interpretation Services Ordering Guide, Prepared by Members of the Language Services, Procurement Committee, Updated December 2025.

[24] U.S. Commission on Civil Rights (USCCR), Language Access for Individuals with Limited English Proficiency, 2025 Briefing Report (May 18, 2026).

register, and cultural context. Generative AI tools such as ChatGPT, Claude, and Gemini compound these risks further—they can produce polished, well-rendered content that sounds authoritative but is factually or linguistically fabricated. All these tools are advertised as capable of delivering translations with "native fluency" at a fraction of the time and cost of working with qualified human translators. The lines between these tools are progressively blurring; for example, Google Translate recently announced a series of updates around the integration of Gemini's translation capabilities into its platform.[25] Erroneous automated translations often go entirely undetected, *i.e.*, neither party realizes a miscommunication has occurred, and both walk away believing accurate information has been exchanged. In a judicial context, this not only misleads and harms court users—costing them vital services, benefits, and legal remedies—but also raises severe ethical and potential malpractice concerns.[26]

IV. Several Broad Areas of Concern Must Be Addressed to Achieve Equitable and Fair Access to the California Courts

The issues outlined herein demonstrate that the promise of meaningful and equitable language access for all has not been realized. These failures continue despite the obligations to follow the LAP,[27] local court plans,[28] and numerous other civil rights mandates.[29] California courts' failure to provide meaningful language services to court users with LEP constitutes discrimination on the basis of national origin and ethnic group identification. Linguistically marginalized court users have not been provided with timely or equal access to information regarding critical services and benefits and are not afforded the same opportunity to prepare for or participate in their hearings, in contrast to English-speaking court users. The lack of meaningful access for the nearly six and a half million residents of California who do not use English as their primary language[30] has impacted our communities in significant ways, including the inability or delay in seeking critical legal relief and putting forth their claims. Now, with over a decade since the LAP and accompanying legislation, rules, and policies have been adopted, we call upon the Judicial Council to conduct a thorough examination, investigation, and evaluation of the effectiveness of implementation and enforcement efforts.

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[25] *Get more context and understand translations more deeply with new AI-powered updates in Translate*, February 2026, https://blog.google/products-and-platforms/products/translate/translation-context-ai-update/ (accessed October 14, 2026); *Bringing state-of-the-art Gemini translation capabilities to Google Translate*, December 2025, https://blog.google/products-and-platforms/products/search/gemini-capabilities-translation-upgrades/ (accessed October 14, 2026).

[26] J. Lee, C. Llop, A. Uliasz, *Machine Translation & AI-Generated Language Services: Not "Good Enough" for Justice*, MIE Journal, Summer 2026 (accessed October 14, 2026).

[27] Strategic Plan for Language Access in the California Courts, Judicial Council of California, 2015 (https://www.courts.ca.gov/documents/CLASP_report_060514.pdf) (accessed October 14, 2026).

[28] *See*, *e.g.*, Superior Court of California, Los Angeles County, Limited English Proficiency Plan, 2026 LEP Plan Revisions (https://lascpubstorage.blob.core.windows.net/cts-webgrouppublic/LIBSVCCourtroomSupport/Language%20Access%20Services/Court%20Interpreters/LEP%20Plan/LEPPlan.pdf) (accessed October 14, 2026).

[29] *See* Title VI of the Civil Rights Act of 1964 and its implementing regulations (42 U.S.C. § 2000d et seq.; 28 C.F.R. Part 42, Subpart C); California Constitution; California Evidence Code § 756; Cal. Gov't Code § 68092.1; Cal. Gov't Code § 7290 *et seq*; Cal. Gov't Code § 11135 *et seq*.

[30] U.S. Census Bureau, 2024 American Community Survey, Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over, California.

Access to the courts is a fundamental, sacred right in our justice system. It is also too often denied to those most in need of the guarantee. In this section, we identify four key areas of concern that must be addressed to ensure equitable and fair access to California's state courts:

- Language Access in Judicial Proceedings
- Language Access Outside Judicial Proceedings
- Use of Machine Translation
- Other Uses of Technology & Remote Court Access

We explore each of the priorities listed above in more detail below.

A. Language Access in Judicial Proceedings

The promise of meaningful language access in all judicial proceedings under Goal 2 of the LAP (Recommendations 8–24) remains unrealized, with the reality being one of delays, pressure, and improvised workarounds that put fundamental legal rights at risk. Californians with LEP continue to experience extended delays and continuances in cases involving interpreters, and face persistent pressure from judges and court staff to proceed without interpreters or to secure their own. In a recent unlawful detainer (UD) case in Los Angeles, a Spanish-speaking tenant appeared for an Order to Show Cause hearing, which had significant consequences, including a possible lockout order. The judicial officer refused to wait for the interpreter, deeming it a waste of resources, and proceeded with his ruling. It was only when the interpreter arrived after the hearing had concluded that the court user was able to understand what transpired. In another recent UD matter, a Cantonese-speaking tenant was pressured by two different judicial officers to proceed without an interpreter; in one instance, the tenant's own attorney was asked to interpret for her client. The attorney was compelled to inform the court that, despite both being ethnically Chinese, she and her client did not share a common language. One judicial officer went further, advising the attorney that insisting on an interpreter would adversely affect the tenant's position in settlement negotiations because the landlord would be accruing additional attorney's fees while waiting. The fact that this tenant had an attorney to intervene on her behalf was the only safeguard against a fundamentally unfair proceeding. Those appearing without counsel are far more likely to succumb to this type of pressure, placing critical legal rights and relief at risk.

These barriers extend to "lower priority" matters ordered in Evidence Code § 756, such as small claims proceedings, where court users are routinely told to bring their own interpreters on the basis that interpreter resources are unavailable — notwithstanding that the LAP's phased implementation of interpreter services across all court-ordered and court-operated programs was intended to be fully completed by 2020.[31] Specifically, LAP Recommendation 10 states

[31] The LAP explains: "The branch is constantly aware of the need to build in efficiencies and cost savings. The plan therefore recommends a strategy for phasing in the expansion of spoken language interpreter services in all court matters consistent with new Evidence Code § 756, where existing resources prohibit immediate expansion to all cases; and it recommends the creation of scheduling protocols to ensure the most efficient use of interpreters. The plan also proposes the thoughtful and responsible deployment of technological solutions, such as appropriate use of video remote technology and multilingual audiovisual tools, which provide language access while ensuring due process and high quality language services. The recommendations in the plan also set the framework for identifying the additional funding that will be needed to enable the courts to meet the increased demand on court resources that will arise from the branch's commitment to language access without sacrificing any other court services."

"Beginning immediately, as resources are available, but in any event **no later than 2020**, courts will provide qualified court interpreters in **all court-ordered, court-operated programs, services and events**, to all LEP litigants, witnesses, and persons with a significant interest in the case (Phases 1, 2, and 3)" (emphasis added). In complete misalignment with this recommendation, Calaveras and Tehama Superior Court websites on small claims proceedings explicitly state: "If you are not fluent in the English language, you must bring an interpreter with you. Small Claims courts do not provide interpreters."[32] As a result of these practices, court users with LEP are often left to navigate these proceedings with the assistance of bilingual family members who may have limited knowledge of legal terminology, court procedures, and the ethical and professional standards governing interpreting. Moreover, we have observed that judicial officers frequently fail to qualify these bilingual support people as provisional interpreters as mandated by California Rule of Court 2.893, further eroding the procedural safeguards that are supposed to protect court users with LEP.

B. Language Access Outside Judicial Proceedings

LAP Goal 3, which calls for providing language access services at all points of contact outside of judicial proceedings (Recommendations 25–35), also remains largely unimplemented in practice. Court users with LEP face profound and systemic barriers when attempting to access court self-help services, family law facilitator offices, child support services, and other critical court programs. Rather than proactively providing language access, many courts shift the burden entirely onto the court user, for example, the Los Angeles Superior Court's Family Law Facilitator page advises "non-English speakers" to "bring someone who can assist with interpreting."[33] This burden-shifting forces vulnerable court users to rely on untrained friends or family members for high-stakes legal matters, raising serious concerns about accuracy, confidentiality, and coercion.

Despite their critical role in helping unrepresented court users address legal problems, Self-Help Centers frequently fail to provide language access, often due to staff confusion about applicable requirements. In Ventura County, for example, court staff have claimed they are not required to provide interpreters because self-help services are not specifically enumerated in Evidence Code § 756 — a misreading of the law that leaves non-dominant language users without assistance to which they are entitled under the LAP and broader constitutional and statutory frameworks. In Yuba County, a self-help and family law facilitator office that routinely assists court users in completing Domestic Violence Restraining Order (DVRO) filings handed a Dari-speaking domestic violence survivor the DVRO packet in English and directed her to use Google Translate to complete it — an approach wholly inadequate for documents with serious legal consequences. At the Pasadena Courthouse, self-help staff routinely turn individuals with LEP away entirely when bilingual staff are unavailable, rather than offering telephonic or remote interpreter services as an alternative. Further illustrating how pervasive the issue is, Merced County self-help services staff say they cannot guarantee the availability of Spanish-speaking

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[32] Superior Court of California, County of Calaveras, *What to Expect in Small Claims Court*, https://www.calaveras.courts.ca.gov/divisions/small-claims-division/what-expect-small-claims-court (accessed October 14, 2026); Superior Court of California, County of Tehama, *Small Claims*, https://www.tehama.courts.ca.gov/divisions/small-claims (accessed October 14, 2026).

[33] Superior Court of California, County of Los Angeles, *Family Law Facilitator*, available at https://www.lacourt.ca.gov/pages/lp/family-law/tp/child-support/cp/family-law-facilitator (accessed October 14, 2026).

staff for appointments and for individuals to make their own arrangements to have a friend or relative to assist with the appointment; the San Benito County website states, "Interpreter services are not available at the Self-Help Center, if needed, please bring your own interpreter to help you;"[34] Trinity County Superior Court's Family Law Facilitator page states: "If you require an interpreter, you must bring one with you when you see the Family Law Facilitator;"[35] and Santa Barbara County staff at the self-help center inform Mixteco-speaking individuals that they should bring their own interpreters when seeking services at the center.

Mandatory court programs are equally inaccessible. For example, Our Children First,[36] a Los Angeles Superior Court program required for all custody matters, is offered only in English and Spanish, with no guidance or accommodations for speakers of other languages. In Fresno County, mandatory court-ordered child custody mediation requires parties to bring their own interpreters: "If you do not speak English, you must bring your own interpreter to your mediation appointment."[37]

Lastly, even basic informational access by phone is compromised, as court staff across the state routinely fail to utilize available telephonic interpreter services when fielding calls from callers with LEP, effectively cutting off a critical channel through which self-represented court users might otherwise obtain guidance.

C. Use of Machine Translation

In or about 2020, the Judicial Council launched the CA Court Translator, a Voice-to-Text translation application (VTT)[38] that "provides real-time transcription and translation" for court users with LEP.[39] The VTT app was used outside the courtroom at counters, clerk's windows, and self-help centers.[40] Although the machine-based translation program was purportedly a pilot program, it was used in at least 32 courts across the state.[41]

Court staff reported concerning feedback about the VTT. Staff concerns included that the VTT did not hear users correctly; did not translate complex legal terms correctly; did not translate correctly when the court user used improper Spanish; and it picked up surrounding voices, presumably impacting its ability to properly transcribe/translate.[42] Furthermore, staff reported the

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[34] Superior Court of California, County of San Benito - Self-Help Center, https://www.sanbenito.courts.ca.gov/self-help/self-help-center (accessed October 14, 2026).
[35] Superior Court of California, County of Trinity, *Self-Help Family Law Facilitator*, https://www.trinity.courts.ca.gov/self-help/family-law-facilitator (accessed October 14, 2026).
[36] Superior Court of California, County of Los Angeles, *Our Children First (Online Parent Education and Mediation Orientation Program)*, https://www.lacourt.ca.gov/ourchildrenfirst/ui/index.aspx (accessed October 14, 2026).
[37] Superior Court of California, County of Fresno, *Family Court Services*, https://www.fresno.courts.ca.gov/divisions/family-law/family-court-services, https://www.fresno.courts.ca.gov/system/files/forms-and-filings/pfc-15i-fcs-tier-1-information-packet.pdf (accessed October 14, 2026).
[38] In this letter we use "VTT" to refer to the CA Courts Translator program.
[39] Exhibit A - Public Records Act (PRA) Disclosure 2, pg. 2.
[40] *Id*.
[41] Exhibit B - PRA Disclosure 8, pg. 280.
[42] *See* Exhibit C - PRA Disclosure 7, pgs. 61-63.

VTT translation often lacked context; technical terms were not translated correctly; and that some languages have better translation than others.[43]

A review of the VTT's transcriptions and translations support these concerns.[44] In the examples below, we compare the VTT translation with translations by qualified human translators. First, we share an example where a court user appears to use the VTT microphone feature to ask for the final paperwork regarding their DUI due to their immigration proceedings, using the common Spanish phrase "trámite de papeles" to refer to immigration-related paperwork.

VTT Transcription of Court User Statement:	"*Sí este yo tengo un DIU hay y mi abogado por trámite de papeles está pidiendo el final*".[45]
VTT Automated Translation:	"*Yes, I have an IUD, and my lawyer is asking for an end to the paperwork due to paperwork*."[46]
Qualified Human Translator Translation:	"*Yes, um, I have a DUI, and my attorney is requesting the final document for paperwork purposes*."

The VTT translation resulted in the court staffer's apparent confusion, possibly due to both the nonsensical reference to an IUD and the vague translation about paperwork. The staffer responds "*What paperwork are you asking for? Is this for a new case or old?*"[47] The court user then tries to explain the situation again using the VTT's microphone feature:

VTT Transcription of Court User Statement:	"*Es para un caso nuevo de que mi abogado quiere al final de El DIU* [sic] *hay para que conste Conste* [sic] *que he pagado y para trabajar porque estoy en trámite de papeles y con eso Costa* [sic] *que estoy legal.*"[48]
VTT Automated Translation:	"*It is for a new case that my lawyer wants at the end of The IUD* [sic] *there is for the record that I have paid and to work because I am in the process of paperwork and with that it means that I am legal*."[49]
Qualified Human Translator Translation:	*"It's for a new case for which my attorney wants the final DUI document so that there's proof, proof that I have paid and to be able to work because I am in the process of getting my papers and that will show I'm here legally."*

[43] *Id.*
[44] In December 2023, based on concerns related to language access issues generally, including VTT and its deployment, legal aid advocates initiated the submission of a series of public access requests for judicial administrative records to the Judicial Council and 13 county courts, pursuant to Rule 10.500. The examples referenced herein are taken from responses to the records produced.
[45] Exhibit D - PRA Disclosure 3, pg. 58.
[46] *Id.*
[47] *Id*.
[48] *Id.*
[49] *Id.*

In this example, the VTT translates the phrase "*estoy en trámite de papeles*" as "*I am in the process of paperwork.*"[50] While "*papeles*" literally translates to "*papers*," in this context the term more than likely means "*immigration proceedings*." However, the automated translation of "the process of paperwork" does not suggest that the court user is referring to an immigration context. While a qualified human interpreter could have intervened to clarify the ambiguity, reliance solely on machine translation appears to have resulted in a misunderstanding.

The VTT errors likely resulted in the court user obtaining incorrect information from court staff. In the above example, the court staffer responded asking if the court user wanted copies of their records and told them that the court did not have any cases for them."[51] Evidently, the court staffer misunderstood the court user was referring to an immigration matter when referring to a "new case" and, as a result, the staff member tells the court user that the court does not have a new case for them. Moreover, it is unclear if the staffer was able to surmise that the user's inquiry concerned a DUI and, one wonders, whether that may have required different guidance to obtain the relevant records.

In a similar exchange on or about December 2021, a court user, using the keyboard feature of the VTT, tried to explain to the court staffer that they do not have their license because of a DUI:

VTT Transcription of Court User Statement:	"*Es q* [sic] *no puedo tramitarla x* [sic]. *Q* [sic] *tengo un diguay* [sic]. *Asta* [sic] *después de 3 meses.*"[52]
VTT Automated Translation:	"*It is that I cannot process it x* [sic]. *I have a diguay. Up after 3 months.*"[53]
Qualified Human Translator Translation:	*"The thing is, I cannot process it because I have a DUI. Not until after 3 months."*[54]

Although in writing "*diguay*" does not resemble "DUI", the spoken pronunciation of "*diguay*" does, which a qualified human interpreter or translator would have recognized immediately. As a result of the VTT errors, the court staffer does not realize the question is related to a DUI and states "*You need to get me your driver's license by 1:17 this date,"* and *"Can you get me your license by* [redacted]."[55] The VTT translates "*by 1:17 this date*" as "*antes de la 1:17 de esta fecha.*"[56] The date is translated as if it was a time and may have resulted in the court user's misunderstanding the exact date they needed to provide their license.

To contextualize the significance of the above exchange, the court user appeared to be seeking assistance because they had been cited for driving without a license. The user appeared to try to explain that they could not provide a license because of a prior DUI and that they would not be able to do so for at least three more months. However, as shown above, the court staffer completely missed that this court user had a DUI. As such, they incorrectly told the court user

[50] *Id.*
[51] *Id.*
[52] *See* Exhibit E - PRA Disclosure 12, pg. 39.
[53] *Id.*
[54] *Id.*
[55] *Id.*
[56] *Id.*

that the court would give them an extension to procure their driver's license and likely erred in further suggesting that the citation could be resolved once the court user provided their license.[57]

Rather than facilitating communication, VTT errors routinely left court users more confused about legal processes after interacting with court staff. For example, in an exchange related to Form TR-320, a court staffer appears to explain to the court user that the form is an opportunity for the individual to explain their financial situation to the judge in order to reduce or cancel the citation amount. The VTT transcribes the court staffer's message as "*Complete this form, the paper. And the Saddles check, if your address is, correct. Okay. Sting the judge to reduce a fever.*" [58] Although the message is clearly full of transcription errors, the VTT renders a literal translation of the nonsensical message into Spanish.[59] Had a qualified human interpreter been present, the court staff's original message would likely have been understood and, if not, the interpreter would have requested clarification before providing an interpretation. The court user in this exchange faced a $700 fine because they were late to pay.[60] The court user stated they could not afford a $700 citation fee.[61] The TR-320 form is oftentimes the only opportunity an individual who is experiencing financial hardship has to request a fee reduction, cancellation, or some other relief to a judge. Despite its importance, the instructions provided to this court user were incomprehensible as result of unreviewed machine transcription and translation errors.

Machine translation is often unable to recognize the context and setting of the communication taking place and thereby routinely renders translations that are incorrect in the particular setting or context. The VTT was no exception. In a November 2023 communication between a court user and court staffer, the VTT failed to properly translate legal terminology where a court staffer explained that the cost of the traffic ticket would be reduced if the court user filed a plea of no contest. The VTT improperly translated "no contest" as "no competition."

VTT Transcription of Court Staffer Statement:	*"It's a plea offer means no contest."*[62]
VTT Automated Translation:	*"Significa que no hay competencia."*[63]
Back Translation of the VTT Automated Translation:	*"It means there is no competition."*
Qualified Human Translator Translation:	"*Es una oferta para declararse sin impugnar los cargos.*"

The VTT failed to properly translate "no contest" as a legal term and instead translated it as "no competition." Whereas this translation may be correct in a different context (e.g., *there will be no contest between the two teams*), in this setting the translation is completely wrong. In a setting where terms, and particularly legal terms, have serious consequences for court users, the VTT's context-specific errors are extremely troublesome.

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[57] *Id*.
[58] Exhibit G - PRA Disclosure 12, pg. 132.
[59] [In Spanish] "*Complete este formulario, el papel. Y la verificación de Saddles, si su dirección es correcta. Bueno. Picar al juez para bajar la fiebre*." *Id*.
[60] *Id*.
[61] *Id*.
[62] Exhibit K - PRA Disclosure 3, pg. 40
[63] *Id.*

The VTT also fails to properly account for unique language-specific speech patterns. In a September 2021 exchange, a court user sought guidance to obtain a restraining order against someone they feared. The VTT was unable to decipher the object of the court user's statement when the court user expressed fear they could be harmed while they waited for a restraining order to be filed and processed.

VTT Transcription of Court User Statement:	*"Pero tendré miedo Si [sic] me hace algo."* [64]
VTT Automated Translation:	*"But I'll be scared If you do something to me."*[65]
Qualified Human Translator Translation:	"*But I'm afraid she/he/they might do something to me.*"

In Spanish, "si me hace algo" could be translated as "if **you** do something to me," "if **he** does something to me," "if **she** does something to me," or "if **they** do something to me." The correct translation will depend on the context of the conversation. Here, the VTT is unable to understand what the court user actually meant. In contrast, a qualified human interpreter would have been able to determine the right interpretation given the court user's previous statements or, in the alternative, would have asked for clarification.

In an example involving a Korean-speaking court user in August 2022, issues with transcription and translation were compounded, leading to confusing and nonsensical messages.

VTT Transcription of Court Staffer Statement:	*"If you want to appear before the judge, there are two ways to do it. You can have an arraignment Which means you plead guilty or not guilty, and the judge will set the date for a phone trial, where you in the office? Or we'll both testify. Or we can bypass the arraignment and schedule, the phone trial ourselves. If we do that, you have to pay the phone $238 in advance and you get it back. If you're found, not guilty, if we go by way of the arraignment, you don't have to put up any money in advance."*[66]
VTT Automated Translation:	"판사 앞에 출두하려면 두 가지 방법이 있습니다. 귀하는 기소를 할 수 있습니다. 즉 귀하가 유죄 또는 무죄를 인정하고 판사가 전화 재판 날짜를 정할 것입니다. 아니면 우리 둘 다 증언할 것입니다. 또는 우리가 직접 재판과 전화 재판을 건너뛸 수 있습니다. 그렇게 하면 미리 전화 요금 $238을 지불해야 하고 다시 돌려받습니다. 무죄로 판명되면 우리가 기소장으로 간다면 미리 돈을 낼 필요가 없습니다."
Back Translation of the VTT Automated Translation:	*"There are two ways to appear in front of a judge. You can file charges. That is, you admit guilt or non-guilt, and the judge will set a date for a phone hearing. Or we'll both testify. Or we can bypass the trial and the phone trial ourselves. That way, you have to pay the $238 phone bill in advance and get it refunded back. If you are found not guilty, if we go*

[64] Exhibit L - PRA Disclosure 11, pg. 50
[65] *Id.*
[66] Exhibit M, PRA Disclosure 16, pg. 62.

	by the way of the charging document, there is no need to pay money in advance."
Qualified Human Translator Translation of Court Staffer's Intended Statement:	"판사 앞에 출두하고 싶으시다면 두 가지 방법이 있습니다. 첫 번째는 기소인부절차를 거치는 것인데, 이때 귀하가 유죄 또는 무죄를 인정하면 판사가 정식 재판 날짜를 정해줍니다. 아니면 기소인부절차를 건너뛰고 직접 정식 재판 일정을 잡을 수도 있습니다. 그렇게 할 경우, 238달러 전액을 미리 납부해야 하는데, 무죄 판결을 받으시면 돌려받을 수 있습니다. 반면 기소인부절차를 거치는 경우에는 비용을 미리 낼 필요가 없습니다."

The VTT mistranscribed the term "full" as "phone" on three occasions in the statement above, implying that the "trial" could take place over the phone and characterizing the monetary fine associated with the legal matter a *phone bill* (전화 요금).

The VTT also consistently mistranslated the legal term "arraignment" in the above example. The term "arraignment" was used three times in the court staffer's statement. The first time, the VTT translated it as "기소하다" which means "prosecute" or "files charges" in English. As a result, "*You can have an arraignment*" became "*you can file charges*." It would be very confusing for the court user to be told that they can file charges when they know they do not have the authority to do so. The Korean term "기소하다" (file charges) is specifically used to refer to a prosecutor's act of requesting a court to adjudicate a specific criminal case. It is usually not used in any other context. The court staffer was trying to explain the court procedures to the court user, but the mistranslation hindered that effort and misled the court user.

The second reference to "arraignment" was translated by the VTT as "재판", which means "trial" in English. As a result, compounded with the transcription errors, "*Or we can bypass the arraignment and schedule the full trial ourselves*" becomes "*Or we can bypass the trial and the phone trial ourselves*." The same problem noted above persisted, and there was no opportunity to correct it. Another issue that exacerbated the court user's confusion was the fact the VTT seemed to have picked up surrounding voices ("*where you in the office? Or we'll both testify*") and transcribed them as well. The VTT did not capture "*where you in the office?*" in its translation. However, it did capture "*Or we'll both testify*" right before "*Or we can bypass the trial…*" which was out of context. The court user would not know who "we" was referring to and why they would need to testify and would be extremely confused as to what they should do to resolve their case.

The third time the term "arraignment" was used, the VTT translated it as "기소장", which means "charging document" in English. This translation became nonsensical: "*If you are found not guilty, if we go by the way of the charging document, there is no need to pay money in advance.*" It jumbled up the original message, which was that the court user can receive the $238 back if they are found not guilty at their trial. Circling back to the "full" vs "phone" issue, the VTT characterized this $238 amount as a "phone bill" (전화 요금), making it unclear to what this fee referred and reinforced the misleading idea that the trial would proceed by phone. In subsequent entries not shown above, the court staffer's attempts to correct the "full" vs. "phone" mistake were also mistranscribed and mistranslated so the errors were never properly explained to the court user.

Overall, the above example demonstrates how highly problematic the VTT's mistranslation of mistranscribed content can be. The output here completely fails in providing the information the court user needed to make an important decision for their court case.

The VTT records are rife with similar examples. In an exchange involving a Punjabi-speaking court user, the VTT app translated the court user's message of "*I do not have so much money*" to "*I have so much money*."[67] In another exchange involving an Arabic-speaking court user seeking assistance with a restraining order, the court staff's message to the user was, "*I need you to fill out this sheet with the name of the person who's getting the restraining order phone number and address,*" but the VTT translated it as "*I want you to fill out this sheet with the name of the person who receives the phone number, and address of the restraining order.*"[68] These errors may have directly undermined court users' ability to exercise their legal rights and obtain critical remedies, including protection from unsafe situations.

In one egregious instance resulting from vast VTT errors, a court staffer appeared to become so frustrated with the VTT's nonsensical translations that they refused to further assist the court user. The VTT transcribed the court user's message as "*Honda navi*" which is nonsensical.[69] The VTT merely renders the exact same message as the English translation *"Honda navi*".[70] The VTT then transcribes the court user's next message as "*No vivos handanovic*" and translates it as "*Not alive handanovic*."[71] As the VTT struggles to transcribe the court user's messages, the staffer appears to grow frustrated and states, "*I don't understand*".[72] And when the court user asks why, the staffer states, "*Because you don't make sense*" and then simply states "*We're done.*"[73] It is unclear what help the court user needed and whether it was urgent or critical. What is clear is that they did not receive further assistance from this staffer as result of the staffer's complete reliance on the VTT.

The Judicial Council's own commissioned report exposes a profound disconnect between how the VTT was designed to be used and how it was actually deployed. In June 2025, the National Center on State Courts presented survey findings and recommendations on the VTT to the Judicial Council Advisory Committee on Providing Access and Fairness' (PAF) Language Access Subcommittee.[74] The presentation explained that the VTT was intended as a last resort when no other language access was reasonably available, to be utilized for short, non-complex interactions. While some Spanish communications were reviewed, no such oversight occurred or was in place for other languages. Survey results found that the VTT "should not be used in complex interactions or where a public user is looking for more complicated information," that there was "public user resistance and/or confusion with using the Translator App," and that technological challenges resulted in "awkward set-up options" and "pairing issues between devices and application timing out." The presentation included broad findings acknowledging

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[67] Exhibit H - PRA Disclosure 11, pg. 89.
[68] *See* Exhibit I - PRA Disclosure 11, pg. 67.
[69] Exhibit J - PRA Disclosure 11, pg. 20. It's likely the VTT erroneously misidentified the speaker's language and thus was unable to correctly decipher the court user's message.
[70] *Id*.
[71] *Id*.
[72] *Id*.
[73] *Id*.
[74] Advisory Committee on Providing Access and Fairness Language Access Subcommittee - Notice and Agenda of Open Meeting, June 17, 2025, https://courts.ca.gov/system/files/file/paf-20250617-lasc-materials_0.pdf (accessed October 14, 2026).

limited national guidance on VTT-type tools and noted longstanding federal guidance and recommendations from other industries cautioning against reliance solely on machine translation without professional human review. As illustrated in the examples above, these findings and recommendations are in stark contrast to how VTT has been utilized, demonstrating the need for enforceable safeguards that ensure that no machine translation content reaches a court user without qualified human review and appropriate revision.

We understand that the use of the VTT was discontinued as of April 2026 of this year, nearly six years after its initiation. We are gravely concerned about all the communication errors that likely occurred and likely remained uncorrected during its use. As explained in greater detail above, industry best practices, extensive research, and federal guidance have established that the use of machine translation must be reviewed by a qualified human translator to ensure accuracy.

For these reasons, we are profoundly alarmed and disappointed that, on August 24, 2026, the Judicial Council published a Request for Proposal (RFP) seeking an outside vendor to deliver an expanded, "next-generation" version of the Voice-To-Text Translation Program.[75] As a matter of first impression, we are deeply troubled by the apparent lack of strong guardrails that would prevent the types of errors and harm described in this section. We are further disturbed by an apparent desire to eliminate a default process for maintaining records of the translation and transcription rendered by the VTT, which could only undermine efforts to ensure accountability and any improvements to the program's functions.We urge the Judicial Council to pause this solicitation process and closely examine whether adequate quality controls exist to ensure that court users with LEP would not be receiving unequal services from the courts through this "next-generation" version of the VTT.

D. Other Uses of Technology & Remote Court Access

LAP Goal 2, subsection titled "Use of Technology for Providing Access in Courtroom Proceedings" (Recommendations 12–18), takes a cautious, quality-first approach, emphasizing that technology is a supplement to — not a replacement for — qualified in-person interpreters. Similar to subsequently codified statutes,[76] LAP Recommendations 12–18 reflect the core principle that in-person certified and registered court interpreters are the preferred method of providing court interpreting services. Technology-based options, particularly remote interpreting, may only be used where they allow court users with LEP to "fully and meaningfully participate" in the proceedings and must never compromise the quality or accuracy of interpretation. Throughout, the LAP emphasizes that any use of technology must be accompanied by comprehensive training for judicial officers, interpreter coordinators, and court staff on both the capabilities and the limitations of remote tools — including the earlier onset of interpreter fatigue,[77] potential loss of visual and nonverbal cues, and the risk of disconnection — so that problems can be anticipated and resolved quickly or remote interpretation terminated when necessary.

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[75] Judicial Branch of California, Request for Proposal, Voice-To-Text Translation Program, https://courts.ca.gov/request/rfp-it-2026-212-rb/rfp/voice-text-translation-program (accessed October 14, 2026).
[76] *See* Welfare & Institutions Code § 679.5(n), Code of Civil Procedure § 367.76(o), Penal Code § 977(j).
[77] Braun, S. (2013). Keep your distance? Remote interpreting in legal proceedings: A critical assessment of a growing practice. *Interpreting* 15 (2), 200-228.

Despite LAP guidelines, many state courts have turned to remote interpreters in an effort to address interpreter shortages, a practice accompanied by new challenges. For interpreters, remote interpreting is associated with increased cognitive load, faster onset of fatigue[78], and an elevated risk of hearing-related injuries.[79] For court users appearing in person, we have observed that court users are often forced to access remote interpreter services through their own personal cell phones — an approach that is problematic on multiple fronts. Court users should not be required to furnish their own equipment to receive language services to which they are legally entitled; the quality and accessibility of interpreting should not depend on an individual's phone model, battery life, access to headphones, or available cellular data. It also prevents court users from using their phones for other legitimate purposes during proceedings, such as retrieving documents, conducting research, accessing notes, or receiving communications. Moreover, requiring a court user to use and potentially expose their personal phone number in open court implicates serious privacy concerns, which are especially acute in matters involving domestic violence, sexual assault, and stalking, where disclosure of personal contact information can pose safety risks. Beyond privacy, the audio limitations of standard cell phones present a serious barrier to comprehension for both court users and interpreters due to the way that cell phone audio compresses and narrows sound frequency range, causing profound listening fatigue and often requiring users to dangerously increase volume to understand speech. In the precision-demanding environment of a courtroom, these technical limitations pose a direct risk to both comprehension and auditory health. Court users further report that these phone-based interpreter connections are frequently dropped, and they are unable to interrupt proceedings to notify the court that interpretation has ceased. These failures are not merely procedural — they have real and concrete consequences for court users.

Since 2020, state courts have significantly expanded the use of remote and hybrid hearings, in which court users participate remotely, initially in response to the COVID-19 pandemic. Court users who use non-dominant spoken and sign languages face pervasive barriers to accessing court hearings remotely due to language and tech barriers. We consistently hear feedback from court users and interpreters that remote/hybrid hearings have poor quality audio that leads to missed information, confusion, and delays. We have also heard reports that poor video quality from onsite cameras are a problem for both interpreters and court users, as well as the failure to consistently follow essential protocols for hybrid meetings with interpreting, such as onsite participants always speaking into a dedicated handheld or delegate microphone. Furthermore, the courts' frequent use of a complicated dual device set-up for remote proceedings is a barrier to access. Court users are often unable to navigate audio and video formats simultaneously in order to meaningfully participate in proceedings. The use of dual devices makes consecutive interpreting the most appropriate mode to ensure meaningful access; however, judicial officers often express frustration with the additional time required for consecutive interpreting and instead direct interpreters to interpret simultaneously, even when the technology is not well suited to that mode. Despite being disfavored by interpreters and court users alike, the Judicial

[78] Moser-Mercer, B. (2003) Remote interpreting: assessment of human factors and performance parameters. Communicate! Summer 2003.
[79] Andrew Warner, *Canadian Interpreter's Workplace Injury Highlights On-the-Job Health Risks*, MultiLingual (Nov. 14, 2022), https://multilingual.com/interpreter-health-risks/ (accessed October 14, 2026).

Council encourages the use of dual devices, funding cell phones for interpreters for this purpose and creating confusing instructional materials on the practice.[80]

Challenges related to technology and remote court hearings disproportionately impact court users who use non-dominant languages. Californians with LEP frequently have limited tech access and fluency, with census data showing they lack access to computers at rates nearly 2.5 times of those proficient in English and lack complete access to the internet at rates more than twice of those proficient in English. As a result, court users with LEP often have no access to the limited multilingual information available on the Judicial Council website and cannot navigate the court's tech requirements for accessing remote court proceedings. This disproportionate impact must be taken into account in any use of technology by courts that affects public participation.

V. Recommendations

The gaps documented above are not isolated failures; they are systemic and require immediate and sustained action. California's courts are falling short of their legal and ethical obligations to linguistically marginalized communities. We urge the Judicial Council to conduct a comprehensive evaluation of language access across California's courts and to use the following recommendations as a guide for ensuring that no Californian is denied access to justice because of the language they use.

1. **Ensure Meaningful Language Access for All Court Users in All Judicial Proceedings**: In accordance with LAP Goal 2: Provide Qualified Language Access Services in All Judicial Proceedings, Recommendations 8 - 24, strengthen resources and training to judicial officers and court staff to ensure meaningful language access is provided to all court users in all proceedings. Evaluate legislation passed in conjunction with the LAP intended to account for phased implementation, including Evidence Code § 756, to ensure policies are adequate to achieve the goals determined by the LAP.

2. **Ensure Meaningful Language Access at Points of Contact Outside the Courtroom:** In accordance with LAP Goal 3: Provide Language Access Services at All Points of Contact Outside Judicial Proceedings, Recommendations 25-35, strengthen resources and training to court staff working with court users outside of the courtroom, such as at self-help centers, family law facilitators, phone services and information, traffic and other windows, clerks' offices, information desks, and other public contact areas.

3. **Develop Safeguards for a Just and Equitable Machine Translation Framework**: Taking into account LAP Goal 2, subsection titled "Use of Technology for Providing Access in Courtroom Proceedings" (Recommendations 12–18), Rule 10.430 and Standard 10.80, any use of machine translation must incorporate detailed safeguards and qualified human review as integral parts of the process, culminating in final approval prior to reaching the end user.

4. **Improve Minimum Tech Standards and Reporting on Remote Proceedings and Make the Standards Enforceable:** Minimum Technology Standards for Remote

[80]Judicial Council of California, How to Connect to a Remote Court Proceeding With Interpretation—Two Devices, https://selfhelp.courts.ca.gov/sites/default/files/2022-10/VRI_G_Interpretation_Two%20Devices-2022-EN.pdf (accessed October 14, 2026).

Proceedings[81] referenced in statutes[82] must be improved and made enforceable. These statutes, along with LAP Goal 2, in the section titled "Use of Technology for Providing Access in Courtroom Proceedings" (Recommendations 12–18), already require appropriate tech to ensure that interpreters and court users can see and hear everyone and fully and meaningfully participate in the proceedings. The current standards, however, lack specificity and do not reflect best practices to ensure effective compliance. Our recommendations to improve the standards are below.

a. **Strengthen the protections in the *Minimum Technology Standards for Remote Proceedings*:**

   i. Absent appropriate circumstances,[83] best practices dictate that all parties and interpreters be present in-person. Current applicable statutes already require that interpreters shall be physically present in the courtroom upon request.

   ii. During remote and hybrid proceedings, in order for all parties to effectively hear each other and to protect interpreter auditory safety, all onsite participants must always speak into a microphone, such as a handheld or delegate mic, and no ambient microphone systems should be used.

   iii. No interpreters or court users should be required to use dual devices. If dual devices have to be used or if other safety and tech requirements are not met, interpreting for the entire proceeding must be in the consecutive mode. There are effective options for integrated simultaneous interpreting for hybrid environments that are much more effective than the dual device approach, but they require trained and dedicated staff managing the audiovisual equipment and other technology components onsite and the provision of tech support to all parties.

   iv. Allocated funding for technology improvements and court staff training must prioritize interpreting equipment, interpreter health and safety, and effective remote participation by court users with LEP or who are Deaf or Hard of Hearing. To ensure funds are used effectively, court interpreters should be meaningfully consulted in decisions regarding technology upgrades and the development of training for court staff on managing remote proceedings.

b. **Expand & Enforce Reporting on Remote Court Proceedings with Interpreters:** There must be proper implementation of the existing reporting requirements and provisions. So far, the Judicial Council annual reports have not

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[81] Judicial Council of California, *Minimum Technology Standards for Remote Proceedings*, https://courts.ca.gov/system/files/file/minimum-technology-standards-20240401.pdf (accessed October 14, 2026).
[82] See Welfare & Institutions Code section 679.5(n), Code of Civil Procedure section 367.76(o), and Penal Code section 977(j).
[83] Appropriate circumstances include but are not limited to public health crises, states of emergencies, disasters, immigration enforcement activities, safety concerns, and other statutory rights to appear remotely (such as under Fam. Code § 6308, Code. Civ. Proc. §§ 367.75-367.76; W&I Code § 679.5; Pen. Code § 977).

addressed any aspects of remote proceedings conducted with interpreters.[84] Reporting about remote court hearings should include the number of appearances with interpreting, languages provided, whether the interpreters were remote or in-person, effectiveness of interpreter equipment, and other aspects of whether court interpreters "can appropriately see and hear remote participants, as well as to ensure that remote participants can appropriately see and hear the judicial officer and other courtroom participants" (as required by applicable statutes).

5. **Designate Judicial Council Statewide Technical Assistance Coordinator & Staff** to ensure equitable court access for individuals with LEP and those who are Deaf or Hard of Hearing: The coordinator would work with courts to identify needs, coordinate resources, and streamline the implementation of language access best practices. The coordinator would also provide training and technical assistance for interpreters and court staff and would provide oversight to ensure accountability with the standards and protocols required for equitable court access. Research shows that it is a best practice for state agencies to centralize language access services.[85]

VI. Conclusion

We urge the Judicial Council to conduct a thorough evaluation of the implementation and impact of the Strategic Plan for Language Access in the California Courts and to subsequently adopt the measures necessary to ensure true and meaningful access for all. Appropriate and consistently followed policies, protocols, and safeguards must be put in place to ensure equal access at all points of contact and for all court users. To act otherwise would deepen the devastating and disparate impact on linguistically marginalized communities, including immigrant, Indigenous, and Deaf and Hard of Hearing communities, and undermine ongoing efforts to advance equity and inclusion. The Judicial Council must do and demand more to ensure that all our diverse communities seeking to utilize the courts have access to justice.

If you have any questions, please do not hesitate to reach out to Norma Ventura, California Rural Legal Assistance, Inc. (CRLA) Indigenous Justice Program Director, at nventura@crla.org. We look forward to working with you on these important issues affecting communities across California. Thank you in advance for your time and consideration.

Respectfully,

Alton Wang, Legal Counsel, Director of Government Affairs
AAPI Equity Alliance

Mouneissa Wangara, Community Building Specialist and Administration Assistant
African Advocacy Network

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[84] Judicial Council of California, *Report to the Legislature: Use of Remote Technology in Civil and Criminal Actions by the Trial Courts*, https://jcc.legistar.com/View.ashx?M=F&ID=15260726&GUID=8C1557EB-57E1-4519-BA20-11E4AFBFF0E2 (accessed October 14, 2026).

[85] *See* Jacob Hofstetter, *New Frameworks for Language Access: Tracking the Expansion & Features of State & Local Laws & Policies,* Migration Policy Institute, January 2026, https://www.migrationpolicy.org/research/language-access-state-local-expansion (accessed October 14, 2026).

Jenny Seon, Legal Service Director
Ahri Center

Lara Kiswani, Executive Director
AROC Action

Benjamin Tran, Associate Legislative Director
Asian Americans Advancing Justice Southern California

Carole Vigne, Legal Director
Asian Law Caucus

Doreena Wong, Policy Director
Asian Resources, Inc.

Orchid Pusey, Executive Director
Asian Women's Shelter

Ariella Hyman, Director of Program & Advocacy
Bay Area Legal Aid

Maura Gibney, Executive Director
California Advocates for Nursing Home Reform

Norma Ventura, Indigenous Justice Program Director
Alena Uliasz, Language Justice Initiative Manager
California Rural Legal Assistance, Inc.

Elizabeth Kristen, Legal Director
California Women's Law Center

Stephanie Blumberg, Research Attorney
Center for Access to QDROs

Patima Komolamit, Executive Director
Center for the Pacific Asian Family

Gabriela Castellanos, Latine Health and Policy Advocate
Central American Resource Center (CARACEN) San Francisco

Andrea Diaz, Senior Programs Manager
Centro Binacional para el Desarrollo Indígena Oaxaqueño

Laurie Furstenfeld, Director of Programs
Child Care Law Center

Anisha Hingorani, Policy Manager
Chinese for Affirmative Action

Stephen Goldberg, Executive Director
Coalition of California Welfare Rights Organizations

Erica Ettinger, Senior Attorney
Community Legal Aid SoCal

Josephine Buchwald, Attorney
Community Legal Services in East Palo Alto

Luis Lopez Resendiz
Comunidades Indígenas en Liderazgo (CIELO)

Noe Páramo, Legislative Advocate
CRLA Foundation

Michelle Uzeta, Executive Director
Disability Rights Education and Defense Fund

Jennafer Dorfman Wagner, Director of Programs
Family Violence Appellate Project

Shane Henson, Public Policy Advocate
Inner City Law Center

Cynthia Chagolla, Chief Program Officer
Law Foundation of Silicon Valley

Zachary Newman, Directing Attorney
Legal Aid Association of California

Pilar Gonzalez Morales, Vice President of Programs & Litigation
Legal Aid at Work

Joann H. Lee, Special Counsel on Language Justice
Legal Aid Foundation of Los Angeles

Nnennaya Amuchie, Supervising Attorney
Legal Services for Prisoners with Children

Angélica M. Millán, Regional Counsel for Civil Rights
Legal Services of Northern California

Takao Suzuki, Co-Executive Director
Little Tokyo Service Center

Liz Logsdon, Executive Director
Mental Health Advocacy Services

Vanessa Terán, Policy Director
Mixteco/Indígena Community Organizing Project

Leigh Ferrin, California Project Director
National Consumer Law Center

Deborah Thrope, Chief Program Officer
National Housing Law Project

Yvonne Mariajimenez, President & CEO
Neighborhood Legal Services of Los Angeles County

Dana Richardson, Program Director
OneJustice

Virginia Cheung, Chief Advancement Officer
Open Door Legal

Myron Dean Quon, Chief Executive Officer
Pacific Asian Counseling Services

Antonio Díaz, Organizational Director
PODER

Ritu Mahajan, Directing Attorney
Public Counsel

Payal Sawhney, Founding Executive Director
SAAHAS for Cause

Angela Chan, Assistant Chief
San Francisco Public Defender's Office

Hannah Brady, Executive Director
Senior Advocacy Network

Carmen McDonald, Executive Director
Survivor Justice Center

Chanchanit Martorell, Executive Director
Thai Community Development Center

Lindsay Nako, Executive Director
The Impact Fund

Paula Pearlman, Legal Director
The Wage Justice Center

Hilda Chan, Senior Attorney
Western Center for Law and Poverty

Stephen Knight, co-Executive Director
Worksafe

Exhibit A - Public Records Act (PRA)
Disclosure 2, pg. 2

Program Overview

CA Courts Translator provides real-time voice-to-text transcription and translation for limited English proficiency court users in California and is designed for use outside the courtroom at counters, clerk's windows, and self-help centers.

31 Courts participating

- Appellate Court - 2DCA
- Alameda
- Del Norte
- Lassen
- Mendocino
- Mono
- Napa
- Placer
- San Benito
- Sacramento
- San Diego
- San Joaquin
- San Luis Obispo
- San Mateo
- Santa Barbara
- Solano
- Sonoma
- Merced
- Sutter
- Tulare
- Yolo
- Kings
- Imperial
- Siskiyou
- Modoc
- Humboldt
- Orange
- Inyo
- Kern
- Riverside
- Santa Clara

Exhibit B - PRA Disclosure 8, pg. 280

Program Overview

CA Courts Translator provides real-time voice-to-text transcription and translation for limited English proficiency court users in California and is designed for use outside the courtroom at counters, clerk's windows, and self-help centers.

32 Courts participating

27 Courts — Using app

- Appellate Court - 2DCA
- Alameda
- Del Norte
- Lassen
- Mendocino
- Mono
- Napa
- Placer
- San Benito
- Sacramento
- San Diego
- San Joaquin
- San Luis Obispo
- San Mateo
- Santa Barbara
- Solano
- Sonoma
- Merced

5 Courts — Onboarding

- Sutter
- Tulare
- Yolo
- Kings
- Imperial
- Siskiyou
- Modoc
- Humboldt
- Orange
- Riverside
- Kern
- Santa Clara
- Yuba
- Inyo

Exhibit C - PRA Disclosure 7, pgs. 61-63

What court are you from?	Where is your court using the Translator app?	Please check topics your court uses Translator app for:	Rate the quality and accuracy of the translation by the app	Additional comments about quality and accuracy	What are the most frequent interactions using the Translator app?	Have you ever received a legal question through the Translator app where you needed a human interpreter to answer the question?	If you needed a human interpreter or are not sure, please provide some additional feedback on what went wrong.	Would you like to be contacted by the JCC team for the technical issues you faced while using the app?
San Luis Obispo Superior Court	Front Counters;Clerk Counters;	Family Law;Eviction;Small Claims;Name Change and Gender Recognition;Guardianship;Fee Waiver;Civil;General Court Information;Probate;	9	The two units working together has been advantageous to our Counter Clerks and great relief for our bilingual staff.	Forms and Filing;	Yes, I've needed a human interpreter.	The public user did not feel comfortable with the translation app.;	No
Orange County Superior Court	Self-help Centers;	Family Law;General Court Information;Name Change and Gender Recognition;Fee Waiver;Civil;	9		Forms and Filing;Procedural;Legal;	Maybe, I'm not sure.	I have not encountered this situation, so I cannot answer this question. ;	No
Kings	Self-help Centers;	Family Law;Guardianship;	10	The translation works great but it takes a while to connect and a couple of attempts. It also kicks you out pretty quick if you don't type again.	Legal;Forms and Filing;Procedural;	No, I only needed the translator app.		No
Solano Superior Court	Clerk Counters;	Civil;Name Change and Gender Recognition;Fee Waiver;Eviction;Small Claims;	8		Forms and Filing;	Maybe, I'm not sure.	The public user did not feel comfortable with the translation app.;	No
Placer	tablets present but not being used.;	don't know;	1	trained a few times, but hasn't been working, or on the 2 occasions it seemed to be working, I handed it to customer and person didn't know what to do with it.	none;	Maybe, I'm not sure.	The public user did not feel comfortable with the translation app.;	No
San Diego Superior Court	Front Counters;	Eviction;Small Claims;Civil;Name Change and Gender Recognition;	7		Procedural;	Maybe, I'm not sure.	I'm not sure.;	No
Lassen	Self-help Centers;Clerk Counters;Front Counters;	Family Law;Traffic;Eviction;Small Claims;Name Change and Gender Recognition;Guardianship;Fee Waiver;Civil;Criminal;General Court Information;	7	Most of the issues revolve around when the party is speaking into the translator. It hears something other than what is said and completely butchers the transcription/translation . Usually if they type it out, the translation is much better but there are still some struggles with legal term translation in both directions.	Forms and Filing;Procedural;	Yes, I've needed a human interpreter.	The app could not translate the complex legal terms correctly.;The translation was literally correct, but the context of the translation was not helpful.;The public user did not feel comfortable with the translation app.;	No
San Luis Obispo	Front Counters;	Family Law;Traffic;Eviction;Small Claims;Name Change and Gender Recognition;Fee Waiver;Civil;Criminal;General Court Information;	5		Procedural;	Yes, I've needed a human interpreter.	The translation was not correct. ;	No
Superior Court of California, County of Orange	Self-help Centers;	General Court Information;	3	technical terms are not translated accurately, multiple attempts made, not easy of use. folks can use google translate on their phones easier.	Legal;Forms and Filing;Procedural;	Yes, I've needed a human interpreter.	The translation was not correct. ;The app could not translate the complex legal terms correctly.;The translation was literally correct, but the context of the translation was not helpful.;	No
Sacramento Superior Court	Reception desk;	Family Law;Guardianship;Fee Waiver;General Court Information;Probate, domestic violence;	8		Procedural;Forms and Filing;Directional;	Maybe, I'm not sure.	I'm not sure.;	No
Alameda County	Self-help Centers;	Family Law;Eviction;Small Claims;Name Change and Gender Recognition;Guardianship;Fee Waiver;Civil;General Court Information;	7	Some languages have better translation than others. More common languages, such as Spanish and Chinese (both Mandarin and Cantonese) seem to be have the best translations.	Legal;Forms and Filing;Procedural;	Yes, I've needed a human interpreter.	The app could not translate the complex legal terms correctly.;The translation was literally correct, but the context of the translation was not helpful.;	No
Merced	Self-help Centers;	Family Law;Eviction;Small Claims;Name Change and Gender Recognition;Guardianship;Fee Waiver;Civil;General Court Information;	8	There have been some reports of inaccuracy. The hardest part is to speak slowly and clearly.	Procedural;Forms and Filing;	No, I only needed the translator app.		No
Modoc	Clerk Counters;Front Counters;	Traffic;General Court Information;Family Law;Eviction;Small Claims;Name Change and Gender Recognition;Guardianship;Fee Waiver;Civil;Criminal;	8		Generic (non legal);Traffic;	Maybe, I'm not sure.	I'm not sure.;	No
Santa Barbara County Superior Court	Self-help Centers;Clerk Counters;Front Counters;	Family Law;Traffic;Small Claims;Name Change and Gender Recognition;Guardianship;Fee Waiver;Civil;Criminal;Eviction;General Court Information;	7	Words are not accurate. Does not translate improper Spanish.	Legal;Forms and Filing;Procedural;Generic (non legal);	Yes, I've needed a human interpreter.	The translation was not correct. ;The app could not translate the complex legal terms correctly.;The translation was literally correct, but the context of the translation was not helpful.;The public user did not feel comfortable with the translation app.;	Maybe
Kings	Clerk Counters;	Not yet used;	10		We have not had the need to use this yet.;	Yes, I've needed a human interpreter.	We have not had the need to use this yet.;	No
San Joaquin County Courthouse Stockton	Front Counters;Clerk Counters;	Traffic;	5	When speaking into translator it picks up the voices around me from the other clerks speaking and that will mess up the translation to the customer.	Forms and Filing;explaination of citation and fine;	Yes, I've needed a human interpreter.	The public user did not feel comfortable with the translation app.;The translation was not correct. ;	Maybe
San Benito	Self-help Centers;Clerk Counters;Front Counters;courtroom for emergency use only;	All topics as needed;	7		Generic (non legal);	No, I only needed the translator app.		No
Yolo Superior Court	Front Counters;Self-help Centers;	Family Law;Traffic;Eviction;Small Claims;Name Change and Gender Recognition;Guardianship;Fee Waiver;Civil;Criminal;General Court Information;	8	Overall, it's accurate depending on the language, depending on the dialect and region of the language.	Forms and Filing;Procedural;	No, I only needed the translator app.		Maybe

Please rank the following features based on how important they are to you, with 1 being the most important and 5 being the least important, in terms of meeting your needs:	Are there any additional features or improvements you would like to see in the Translator app?	Are you using any other services/products for translation?	What other service did you use?	What is the easiest part about using VTT?	What is the hardest part about using VTT?	If you could change anything difficult about VTT, what would you change?	Why are you using another application instead of V	Why are you relying on this other translation service?	Why are you relying on this other translation service? 2	What percentage would you say you use the other translation software?	Rate the Quality and Accuracy of the Translation by the App2
Legal Glossary to increase translation accuracy;Smart reply suggestions;Access to Frequently Asked Questions (FAQs);Reports and Dashboards on app usage;Conversation History;	Unsure			Using Voice to Text to talk to the user	Connecting to a Kiosk device	Sometimes connecting to a Kiosk device is troublesome.					
Smart reply suggestions;Legal Glossary to increase translation accuracy;Access to Frequently Asked Questions (FAQs);Reports and Dashboards on app usage;Conversation History;	N/A			Talking to the public user	Connecting to a Kiosk device	I don't know					
Legal Glossary to increase translation accuracy;Conversation History;Smart reply suggestions;Access to Frequently Asked Questions (FAQs);Reports and Dashboards on app usage;	Easier connection to device. If the program can stay on a little longer without having to log back in.			Talking to the public user	Connecting to a Kiosk device	Connecting to the kiosk and the speech having to retap when completed					
Smart reply suggestions;Access to Frequently Asked Questions (FAQs);Conversation History;Legal Glossary to increase translation accuracy;Reports and Dashboards on app usage;	No			Connecting to a Kiosk device	Trying to explain the service to public users	Internet access in the building makes it hard to use the app.					
Smart reply suggestions;Legal Glossary to increase translation accuracy;Access to Frequently Asked Questions (FAQs);Reports and Dashboards on app usage;Conversation History;	yes easy to understand directions for both the clerk and the customer			NA	not working	written directions to the customer in their language					
Access to Frequently Asked Questions (FAQs);Legal Glossary to increase translation accuracy;Smart reply suggestions;Reports and Dashboards on app usage;Conversation History;	Unsure.			Rating the conversation and providing feedback	Trying to explain the service to public users	Unsure					
Legal Glossary to increase translation accuracy;Smart reply suggestions;Reports and Dashboards on app usage;Conversation History;Access to Frequently Asked Questions (FAQs);	See previous comment regarding kiosk IDs and connection, etc.			Rating the conversation and providing feedback	Trying to explain the service to public users	Have had some issues when trying to connect or setup a Kiosk device where they either don't appear in the dropdown or when we assign a number it says that number is already taken, but it does not appear as one setup for our court in the dropdown.					
Legal Glossary to increase translation accuracy;Smart reply suggestions;Access to Frequently Asked Questions (FAQs);Reports and Dashboards on app usage;Conversation History;	no			Do not need human interpreter	Trying to explain the service to public users	Easier connection					
Legal Glossary to increase translation accuracy;Conversation History;Smart reply suggestions;Access to Frequently Asked Questions (FAQs);Reports and Dashboards on app usage;	no			not easy	Trying to explain the service to public users	understanding language/cultural context					
Legal Glossary to increase translation accuracy;Access to Frequently Asked Questions (FAQs);Conversation History;Reports and Dashboards on app usage;Smart reply suggestions;	Nothing comes to mind.			Using Voice to Text to talk to the user	Internet access in the building makes it hard to use the app	Ability to work offline					
Legal Glossary to increase translation accuracy;Smart reply suggestions;Access to Frequently Asked Questions (FAQs);Conversation History;Reports and Dashboards on app usage;	None!			Connecting to a Kiosk device	Trying to explain the service to public users	It would be great if it was a bit easier for the public to use in terms of the delay when it is detecting the voice and translating. Often times, the public will have to repeat themselves.					
Legal Glossary to increase translation accuracy;Smart reply suggestions;Reports and Dashboards on app usage;Access to Frequently Asked Questions (FAQs);Conversation History;	I can't think of anything at this time.			Talking to the public user	Connecting to a Kiosk device	Continued connection with the public kiosk device - its hard to reconnect when disconnected.					
Legal Glossary to increase translation accuracy;Access to Frequently Asked Questions (FAQs);Smart reply suggestions;Conversation History;Reports and Dashboards on app usage;	Overall the VTT has worked for us. We do not use them frequently because we are a small court. When we do need to use them, they are not quick to setup on the fly. Having to click through all the pages to sign in and setup a kiosk is cumbersome if trying to do it quickly.			Using Voice to Text to talk to the user	Connecting to a Kiosk device	Not needing to connect to a kiosk session, and having a time limit for each session. Not needing to login to create the session.					
Access to Frequently Asked Questions (FAQs);Legal Glossary to increase translation accuracy;Smart reply suggestions;Conversation History;Reports and Dashboards on app usage;	Make and select our own FAQ's. Have a specific device have a specific number, since other numbers may be connected.			Talking to the public user	Connection management for kiosk devices	Making the connection process easier.					
Legal Glossary to increase translation accuracy;Conversation History;Smart reply suggestions;Reports and Dashboards on app usage;Access to Frequently Asked Questions (FAQs);	Not at this time			We have not had the need to use this yet.	We have not had the need to use this yet.	We have not had the need to use this yet.					
Legal Glossary to increase translation accuracy;Conversation History;Smart reply suggestions;Access to Frequently Asked Questions (FAQs);Reports and Dashboards on app usage;	None			Rating the conversation and providing feedback	Trying to explain the service to public users	Too sensitive					
Access to Frequently Asked Questions (FAQs);Conversation History;Smart reply suggestions;Legal Glossary to increase translation accuracy;Reports and Dashboards on app usage;	We were concerned the tablets would be stolen so we had to purchase cases that tethered the tablets to the clerks desks. With the cases, it makes the tables very heavy and difficult to hold.			Talking to the public user	Trying to explain the service to public users	My clerks would prefer something faster to connect and easier to explain to the public					
Legal Glossary to increase translation accuracy;Access to Frequently Asked Questions (FAQs);Smart reply suggestions;Reports and Dashboards on app usage;Conversation History;	Access to the Tagalog language.			Provide access to client's who we would not have normally been able to communicate with.	Connecting to a Kiosk device	Easier/quicker access to the kiosk device.					

Additional Comments about Quality and Accuracy 2	What type of questions do you answer everyday using the translation app? 2	Have you ever received a legal question through the translation app where you needed a real human interpreter to answer the question? 2	If you needed a human interpreter or are not sure, please provide some additional feedback on what went wrong.2	Are you using any other services/products for translation?2	What other service did you use?2	Why are you relying on this other translation service? 3	What percentage would you say you use the other translation software?2	Question
				No				
				Yes	Interpretation phone line;In House Interpreters;	More convenient	0-25%	
				No				
				Yes	Interpretation phone line;	Translation takes too long to process	0-25%	
				Yes	Interpretation phone line;customer communicated with their own phone program, also by court's full time interpreter;	not using tablet translation-need further training and for it to work and for customer to know how to use it.	0-25%	
				Yes	Interpretation phone line;	The technology is being piloted at a specific window, and at times the use of the telephone translation is easier.	50-75%	
				Yes	Interpretation phone line;	Better Accuracy	25-50%	
				No				
				Yes	Interpretation phone line;Other Translation applications (like Bing/Microsoft Translate, Google Translate, iPhone Translate);	Better Accuracy	75-100%	
				Yes	Interpretation phone line;Bilingual staff;	Translation takes too long to process	25-50%	
				Yes	Interpretation phone line;Other Translation applications (like Bing/Microsoft Translate, Google Translate, iPhone Translate);	Translation takes too long to process	50-75%	
				No				
				Yes	Interpretation phone line;on call interpreters by phone;	Overall Faster, better accuracy, and easier	25-50%	
				No				
				Yes	Clerk interpretations;	Clerk is already assisting party	0-25%	
				No				
				Yes	Interpretation phone line;	we use the translation line only in court when we don't have a live translator. The v-to-t is used in court as a last resort	0-25%	
				Yes	Customer's own downloaded translation apps.;	Customer's choice	0-25%	

Exhibit D - PRA Disclosure 3, pg. 58.

Spanish (United States)	11/09/2023 10:21:14 AM	Keyboard	Court	es el código postal [redacted]	is the zip code [redacted]
Spanish (United States)	11/09/2023 10:24:01 AM	Keyboard	Court	estas listo. tienes cancha el lunes [redacted] a las [redacted] am en el departamento [redacted]	you are all set. you have court monday [redacted] at [redacted] in department [redacted]
Spanish (Mexico)	11/8/23 9:40	Keyboard	Court	Hola. ¿Tiene la licencia de conducir de California?	Hi. Do you the California drivers license?
Spanish (Mexico)	11/08/2023 9:41:45 AM	Keyboard	Court	pagas $25.00	you pay $25.00
Spanish (Mexico)	11/08/2023 9:41:56 AM	Keyboard	Court	tarjeta de crédito	credit card
Spanish (Mexico)	11/08/2023 9:43:35 AM	Keyboard	Court	caso cerrado	case closed
Spanish (United States)	11/8/23 8:53	Keyboard	Court	Hola	hello
Spanish (United States)	11/08/2023 8:54:14 AM	Microphone	Public	anses my Case number	anses mi número de caso
Spanish (United States)	11/08/2023 8:59:10 AM	Microphone	Public	La corte hace mamárselo [redacted] y más que no sé en qué sala pasar.	The court makes [redacted] suck it up and more than that I don't know which room to go to.
Spanish (United States)	11/08/2023 8:59:43 AM	Keyboard	Court	TIENE TRIBUNAL [redacted] EN EL DEPARTAMENTO [redacted]	HE HAS COURT [redacted] IN DEPARTMENT [redacted]
Spanish (United States)	11/08/2023 9:43:48 AM	Keyboard	Court	¿LE PUEDO AYUDAR EN ALGO?	HOW CAN I HELP YOU?
Spanish (United States)	11/08/2023 12:56:56 PM	Keyboard	Court	¿Le puedo ayudar en algo?	How can i help you?
Spanish (United States)	11/08/2023 12:57:08 PM	Microphone	Public	Sí este yo tengo un DIU hay y mi abogado por trámite de papeles está pidiendo el final.	Yes, I have an IUD and my lawyer is asking for an end to the paperwork due to paperwork.
Spanish (United States)	11/08/2023 12:57:30 PM	Keyboard	Court	¿Tienes tu número de caso?	do you have your case number?
Spanish (United States)	11/08/2023 12:57:39 PM	Microphone	Public	no	No
Spanish (United States)	11/08/2023 12:57:50 PM	Keyboard	Court	¿Tienes identificación contigo?	do you have identification on you?
Spanish (United States)	11/08/2023 12:58:43 PM	Keyboard	Court	¿Qué papeleo pides? ¿Esto es para un caso nuevo o viejo?	what paperwork are you asking for? is this for a new case or old?
Spanish (United States)	11/08/2023 12:59:06 PM	Microphone	Public	Es para un caso nuevo de que mi abogado quiere al final de El DIU hay para que conste Conste que he pagado y para trabajar porque estoy en trámite de papeles y con eso Costa que estoy legal.	It is for a new case that my lawyer wants at the end of The IUD there is for the record that I have paid and to work because I am in the process of paperwork and with that it means that I am legal.
Spanish (United States)	11/08/2023 12:59:59 PM	Keyboard	Court	¿Quiere obtener copias de sus registros?	are you wanting to get copies of your records?
Spanish (United States)	11/08/2023 1:00:36 PM	Microphone	Public	Va a costar que ya pagué y que no sería todo aceite no sería fecha por fecha de noche una una un solo, díctame una constancia, que ya pagué para con todos mis datos, digo yo que hace un me dijo el abogado, que ya que no tenga pendiente aquí, o sea, un solo documento si me pudieran ayudar a dármelo es mejor.	It's going to cost that I already paid and that it wouldn't be all oil it wouldn't be date by date of night one one one, give me a record, that I already paid for with all my data, I say that a ago the lawyer told me, since Don't have anything pending here, that is, just one document, if you could help me give it to me, it would be better.
Spanish (United States)	11/08/2023 1:02:21 PM	Keyboard	Court	Parece que necesitas copias de tu registro. No tenemos ningún caso nuevo para usted. Solo muestro uno del [redacted] . Puedo darte el número de teléfono para registros.	it sounds like you need copies of your record. we dont have any new cases for you. i only show one from [redacted] . i can give you the phone number for records
Spanish (United States)	11/08/2023 1:02:51 PM	Microphone	Public	Necesito que hagas una constancia de mi final de Mi documento que finalice	I need you to make a record of my end of My document that ends
Spanish (United States)	11/08/2023 1:03:29 PM	Keyboard	Court	Aquí está el número de registros. puedes llamarlos y solicitar copias	here is the number for records. you can call them and request copies
Spanish (United States)	11/08/2023 1:03:40 PM	Microphone	Public	No me la podría dar al momento.	He couldn't give it to me right away.
Spanish (United States)	11/08/2023 1:03:54 PM	Keyboard	Court	No, están cerrados por hoy. cierran a las 12pm	no they are closed for today. they close at 12pm
Spanish (United States)	11/08/2023 1:04:03 PM	Microphone	Public	Google	Google
Spanish (United States)	11/8/23 8:07	Keyboard	Court	tu saldo es de $200. ¿Quieres pagar el total hoy?	your balance is $200 did you want to pay in full today?
Spanish (United States)	11/08/2023 8:07:23 AM	Microphone	Public	the 100	los 100
Spanish (United States)	11/08/2023 8:08:59 AM	Keyboard	Court	su próximo pago vence el [redacted] por $100	your next payment is due [redacted] for $100
Spanish (United States)	11/08/2023 8:15:58 AM	Microphone	Public	me dieron este número para tengo corte el día de [redacted] pero aquí en mí tú no me deja de mandar al departamento número [redacted] a [redacted] que tengo que registrarme otra vez no sé cómo le hago para [redacted]	They gave me this number so I have a cut [redacted] but here in me you won't stop sending me to department number [redacted] to [redacted] that I have to register again I don't know how I can do it for [redacted]
Spanish (United States)	11/08/2023 8:17:29 AM	Keyboard	Court	Ok, tendrás que ir al sitio web de nuestro tribunal.	ok you will need to go to our courts website

Exhibit E - PRA Disclosure 12, pg. 39

2021-12-10 17:17:55 UTC	English (US)	Spanish (MX)	Court	Microphone	The Monday is your driving test. Go ahead and do your driving test you. When you pass, you bring that paper to here and then we'll get we will take care of your citation.	El lunes es tu examen de conducir. Adelante, haz tu prueba de manejo. Cuando pase, traiga ese papel aquí y luego nos encargaremos de su citación.
2021-12-10 17:18:11 UTC	English (US)	Spanish (MX)	Court	Microphone	Bring the paper before the Redacted	Traiga el periódico antes del Redacted
2021-12-10 17:18:23 UTC	Spanish (MX)	English (US)	Public	Keyboard	Ok	Okay
2021-12-10 17:18:52 UTC	Spanish (MX)	English (US)	Public	Keyboard	Pero antes me dijeron q viniera oy si no la tenia	But before they told me to come or what if I didn't have it
2021-12-10 17:19:08 UTC	Spanish (MX)	English (US)	Public	Keyboard	Para q el jumes supiera	For the jumes to know
2021-12-10 17:19:19 UTC	English (US)	Spanish (MX)	Court	Microphone	If you don't have your driver's license or the entry paperwork after your test, or let's say you don't pass, then we'll have to give you an extension them, but they will be a $30 fee because you already got two free extension.	Si no tiene su licencia de conducir o la documentación de entrada después de su examen, o digamos que no aprueba, entonces tendremos que darle una extensión, pero serán una tarifa de $ 30 porque ya tiene dos. extensión libre.
2021-12-10 17:19:44 UTC	Spanish (MX)	English (US)	Public	Keyboard	Ok	Okay
2021-12-10 17:19:58 UTC	Spanish (MX)	English (US)	Public	Keyboard	Antes Redacted verdad	Before Redacted true
2021-12-10 18:06:09 UTC	English (US)	Spanish (US)	Court	Microphone	How may I may I help you with your citation? Do you have your driver's license?	¿Cómo puedo ayudarte con tu cita? ¿Tienes carnet de conducir?
2021-12-10 18:07:09 UTC	Spanish (US)	English (US)	Public	Keyboard	Redacted meló pusieron x no licencia	Redacted meló they put x no license
2021-12-10 18:07:35 UTC	Spanish (US)	English (US)	Public	Keyboard	Me dijeron que venga hoy	They told me come today
2021-12-10 18:07:51 UTC	English (US)	Spanish (US)	Court	Microphone	Do you have your driver's license?	¿Tienes carnet de conducir?
2021-12-10 18:08:02 UTC	English (US)	Spanish (US)	Court	Microphone	Can you get it anytime?	¿Puedes conseguirlo en cualquier momento?
2021-12-10 18:08:21 UTC	English (US)	Spanish (US)	Court	Microphone	I can give you an extension on your ticket if you need more time to get your driver's license.	Puedo darle una extensión de su multa si necesita más tiempo para obtener su licencia de conducir.
2021-12-10 18:09:07 UTC	Spanish (US)	English (US)	Public	Keyboard	Es q no puedo tramitarla x. Q tengo un diguay	It is that I cannot process it x. I have a diguay
2021-12-10 18:09:30 UTC	Spanish (US)	English (US)	Public	Keyboard	Asta después de 3 meses	Up after 3 months
2021-12-10 18:09:51 UTC	English (US)	Spanish (US)	Court	Microphone	You need to get me your driver's license by 1:17 this date.	Necesitas conseguirme tu licencia de conducir antes de la 1:17 de esta fecha.
2021-12-10 18:10:08 UTC	English (US)	Spanish (US)	Court	Microphone	Can you get me your license by Redacted Redacted	¿Puedes conseguirme tu licencia antes Redacted
2021-12-10 18:10:44 UTC	Spanish (US)	English (US)	Public	Keyboard	Si voy a tramitarla	If I am going to process it
2021-12-10 18:11:24 UTC	Spanish (US)	English (US)	Public	Keyboard	Pero si yo trataré de tenerla para esa fecha	But if I will try to have it for that date
2021-12-10 18:43:50 UTC	English (US)	Spanish (US)	Court	Microphone	We need to see your insurance and registration.	Necesitamos ver su seguro y registro.

Exhibit F - PRA Disclosure 12, pg. 65

2021-12-30 18:44:22 UTC	English (US)	Spanish (US)	Court	Microphone	Is this your current address where we can Google emailing you? The notice? Is this your address?	¿Es esta su dirección actual a la que podemos enviarle un correo electrónico en Google? ¿La noticia? ¿Esta es tu dirección?
2021-12-30 18:45:34 UTC	English (US)	Spanish (US)	Court	Microphone	Can you tell the reason why you relate in paying the ticket?	¿Puedes decir la razón por la que te relacionas al pagar el boleto?
2021-12-30 18:45:48 UTC	English (US)	Spanish (US)	Court	Microphone	Can you write it over here? Why you were late in paying the ticket in, right? Ear?	¿Puedes escribirlo aquí? ¿Por qué te retrasaste en pagar el boleto, verdad? ¿Oreja?
2021-12-30 18:46:06 UTC	Spanish (US)	English (US)	Public	Microphone	Ya está la razón, ahí está.	The reason is there, there it is.
2021-12-30 18:46:37 UTC	English (US)	Spanish (US)	Court	Microphone	You are telling the judge the finest. So high, you cannot pay. But can you tell the can we tell the judge why you are?	Le está diciendo al juez lo mejor. Tan alto que no puedes pagar. Pero, ¿puede decirle al juez por qué lo está?
2021-12-30 18:46:48 UTC	English (US)	Spanish (US)	Court	Microphone	I can we just let the judge know what? What happened that? Why you didn't pay the citation on time.	¿Puedo dejarle saber al juez qué? ¿Qué pasó eso? Por qué no pagó la citación a tiempo.
2021-12-30 18:46:59 UTC	English (US)	Spanish (US)	Court	Microphone	Do you want to let the judge know this?	¿Quiere que el juez sepa esto?
2021-12-30 18:47:06 UTC	English (US)	Spanish (US)	Court	Microphone	Or just what you wrote. That's it.	O simplemente lo que escribiste. Eso es.
2021-12-30 18:47:17 UTC	Spanish (US)	English (US)	Public	Microphone	Sí, quiero que el jueves ya para eso.	Yes, I want Thursday for that.
2021-12-30 18:47:44 UTC	English (US)	Spanish (US)	Court	Microphone	This is all you want to tell the judge. You cannot pay the fine. This all you want to let the judge now and nothing else.	Esto es todo lo que quiere decirle al juez. No puedes pagar la multa. Esto es todo lo que quiere que le deje el juez ahora y nada más.
2021-12-30 18:47:58 UTC	Spanish (US)	English (US)	Public	Microphone	no, solo te quiero decir yo, pues	no, I just want to tell you, well
2021-12-30 18:48:15 UTC	English (US)	Spanish (US)	Court	Microphone	Okay, give us at least 3 weeks, 3 weeks.	Bien, danos al menos 3 semanas, 3 semanas.
2021-12-30 18:48:25 UTC	English (US)	Spanish (US)	Court	Microphone	We will mail you his decision. Give us at least three weeks. Okay?	Le enviaremos su decisión por correo. Danos al menos tres semanas. ¿Okey?
2021-12-30 18:52:27 UTC	Spanish (MX)	English (US)	Public	Keyboard	Hola	Hello
2021-12-30 18:52:56 UTC	Spanish (MX)	English (US)	Public	Keyboard	Did the officer say to get a restraining order	Did the officer say to get a restraining order
2021-12-30 18:53:40 UTC	English (US)	Spanish (MX)	Court	Keyboard	did the officer say to get a restraining order	¿Dijo el oficial que obtuviera una orden de restricción?
2021-12-30 18:53:55 UTC	Spanish (MX)	English (US)	Public	Microphone	Buenos días	Hello
2021-12-30 18:54:24 UTC	English (US)	Spanish (MX)	Court	Keyboard	is there an emergency	hay una emergencia
2021-12-30 18:54:42 UTC	Spanish (MX)	English (US)	Public	Microphone	Sí la verdad quería modificar.	Yes the truth wanted to modify.
2021-12-30 18:55:25 UTC	Spanish (MX)	English (US)	Public	Microphone	Quisiera modificar las visitaciones de mis hijos con su papá.	I would like to modify my children's visitations with their dad.

Exhibit G - PRA Disclosure 12, pg. 132

2022-01-24 17:52:49 UTC	Spanish (US)	English (US)	Public	Microphone	Por esa razón no la cancele O sea no la pague a tiempo. Yo fui hasta Redacted con la intención de que si era una multa la iba a pagar, pero no aparecía nada, pensé que era una advertencia del oficial.	For that reason, do not cancel it. In other words, do not pay it on time. I went to Redacted with the intention that if it was a fine I was going to pay it, but nothing appeared, I thought it was a warning from the officer.
2022-01-24 17:52:49 UTC	Spanish (US)	English (US)	Public	Microphone	Por esa razón no la cancele O sea no la pague a tiempo. Yo fui hasta Redacted con la intención de que si era una multa la iba a pagar, pero no aparecía nada, pensé que era una advertencia del oficial.	For that reason, do not cancel it. In other words, do not pay it on time. I went to Redacted with the intention that if it was a fine I was going to pay it, but nothing appeared, I thought it was a warning from the officer.
2022-01-24 17:57:39 UTC	English (US)	Spanish (US)	Court	Microphone	Okay, complete that form saying that why you didn't pay on time? Okay, and then once done bring it over, I'll a	Bien, complete ese formulario diciendo por qué no pagó a tiempo. De acuerdo, y luego, una vez que termine, tráigalo, haré un
2022-01-24 17:58:01 UTC	English (US)	Spanish (US)	Court	Microphone	Make sure you change your address. Like you said, it's not correct. Change it in there. Okay, so we can send a note.	Asegúrate de cambiar tu dirección. Como dijiste, no es correcto. Cámbialo ahí. Bien, entonces podemos enviar una nota.
2022-01-24 18:01:03 UTC	English (US)	Spanish (US)	Court	Microphone	How can I help you today? I can see that you're didn't pay on time. You're late. So the fine went up to $700.	¿Cómo puedo ayudarte hoy? Veo que no le pagaron a tiempo. Llegas tarde. Así que la multa subió a $700.
2022-01-24 18:01:23 UTC	Spanish (US)	English (US)	Public	Microphone	Quiero ver si me pueden dar Quiero un plan de pago	I want to see if they can give me I want a payment plan
2022-01-24 18:01:47 UTC	English (US)	Spanish (US)	Court	Microphone	I can give you a phone to complete. It will reduce the fine. Do you have your driver's license?	Te puedo dar un teléfono para completar. Reducirá la multa. ¿Tienes tu licencia de conducir?
2022-01-24 18:02:08 UTC	Spanish (US)	English (US)	Public	Microphone	No tengo licencia, no?	I don't have a license, do I?
2022-01-24 18:04:12 UTC	English (US)	Spanish (US)	Court	Microphone	Complete this form, the paper. And the Saddles check, if your address is, correct. Okay. Sting the judge to reduce a fever.	Complete este formulario, el papel. Y la verificación de Saddles, si su dirección es correcta. Bueno. Picar al juez para bajar la fiebre.
2022-01-24 18:04:30 UTC	English (US)	Spanish (US)	Court	Microphone	Put your signature on page number 3 date, ask the judge to reduce the fine. Cancel your late fee and the reason.	Ponga su firma en la página número 3 fecha, pídale al juez que reduzca la multa. Cancele su recargo por pago atrasado y el motivo.
2022-01-24 18:16:36 UTC	German (DE)	English (US)	Public	Keyboard	Guten tag	Good day
2022-01-24 18:18:07 UTC	English (US)	German (DE)	Court	Keyboard	hello. what can i help you with?	Hallo. womit kann ich dir helfen?
2022-01-24 18:18:56 UTC	German (DE)	English (US)	Public	Keyboard	Ich muss wine strafe zahlen	I have to pay a fine

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2021-10-29 21:10:05 UTC	English (US)	Punjabi (IN)	Court	Microphone	No, Community deaths.	ਨਹੀਂ, ਭਾਈਚਾਰਕ ਮੌਤਾਂ।
2021-10-29 21:10:18 UTC	English (US)	Punjabi (IN)	Court	Microphone	No, Community deps.	ਨਹੀਂ, ਭਾਈਚਾਰਕ ਵਿਭਾਗ।
2021-10-29 21:10:28 UTC	English (US)	Punjabi (IN)	Court	Microphone	No Community deck.	ਕੋਈ ਭਾਈਚਾਰਾ ਡੈੱਕ ਨਹੀਂ।
2021-10-29 21:10:46 UTC	English (US)	Punjabi (IN)	Court	Microphone	No, Community deaths.	ਨਹੀਂ, ਭਾਈਚਾਰਕ ਮੌਤਾਂ।
2021-10-29 21:11:00 UTC	English (US)	Punjabi (IN)	Court	Microphone	No Community debt.	ਕੋਈ ਭਾਈਚਾਰਕ ਕਰਜ਼ਾ ਨਹੀਂ।
2021-10-29 21:11:40 UTC	English (US)	Punjabi (IN)	Court	Microphone	No business opportunity.	ਕੋਈ ਕਾਰੋਬਾਰੀ ਮੌਕਾ ਨਹੀਂ।
2021-10-29 21:11:40 UTC	English (US)	Punjabi (IN)	Court	Microphone	No business opportunity.	ਕੋਈ ਕਾਰੋਬਾਰੀ ਮੌਕਾ ਨਹੀਂ।
2021-10-29 21:12:02 UTC	English (US)	Punjabi (IN)	Court	Microphone	No, business opportunities.	ਨਹੀਂ, ਕਾਰੋਬਾਰੀ ਮੌਕੇ।
2021-10-29 21:15:34 UTC	English (US)	Punjabi (IN)	Court	Microphone	How can I help you?	ਮੈਂ ਕਿਵੇਂ ਮਦਦ ਕਰ ਸਕਦਾ ਹਾਂ?
2021-10-29 21:15:55 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਤਲਾਕ ਲਈ ਪੇਪਰ ਛੱਡਣੇ ਹੈ	Leaving papers for divorce
2021-10-29 21:16:26 UTC	English (US)	Punjabi (IN)	Court	Microphone	Are you picking up copies?	ਕੀ ਤੁਸੀਂ ਕਾਪੀਆਂ ਚੁੱਕ ਰਹੇ ਹੋ?
2021-10-29 21:16:46 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਤਲਾਕ ਦੇ ਪੇਪਰ ਚੱਟਣੀਆਂ ਨਾਮ ਚੈਕ ਕੀਤਾ	Divorce paper licks name checked
2021-10-29 21:17:17 UTC	English (US)	Punjabi (IN)	Court	Microphone	I'm sorry what now?	ਮੈਨੂੰ ਅਫ਼ਸੋਸ ਹੈ ਹੁਣ ਕੀ?
2021-10-29 21:17:32 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਮੈਨੂੰ ਫੋਨ ਆਇਆ ਸੀ ਤੇ ਪਰਖਣ ਲਈ ਤਲਾਕ ਦੇ ਪੇਪਰ	I got the divorce papers on the phone
2021-10-29 21:17:46 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਮੈਨੂੰ ਫੋਨ ਆਇਆ ਸੀ	I got a call
2021-10-29 21:17:55 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਬਹੁਤੇ ਪੇਪਰ ਚ ਕੀ ਹੈ	What is in most papers
2021-10-29 21:17:56 UTC	English (US)	Punjabi (IN)	Court	Microphone	Divorce papers.	ਤਲਾਕ ਦੇ ਕਾਗਜ਼.
2021-10-29 21:18:06 UTC	English (US)	Punjabi (IN)	Court	Microphone	What is your name?	ਤੁਹਾਡਾ ਨਾਮ ਕੀ ਹੈ?
2021-10-29 21:18:15 UTC	Punjabi (IN)	English (US)	Public	Microphone	Redacted	Redacted
2021-10-29 21:18:38 UTC	English (US)	Punjabi (IN)	Court	Microphone	So, you could get a moment. Let me get those for you.	ਇਸ ਲਈ, ਤੁਸੀਂ ਇੱਕ ਪਲ ਪ੍ਰਾਪਤ ਕਰ ਸਕਦੇ ਹੋ. ਮੈਨੂੰ ਤੁਹਾਡੇ ਲਈ ਉਹ ਲੈਣ ਦਿਓ।
2021-10-29 21:18:49 UTC	Punjabi (IN)	English (US)	Public	Microphone	Redacted	Redacted
2021-10-29 21:19:03 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਕਿੰਨੇ ਪੈਸੇ ਲਗਨੇ ਹੈ	How much does it cost?
2021-10-29 21:19:38 UTC	English (US)	Punjabi (IN)	Court	Microphone	The Declaration of disclosure is now mailed. So you're going to mark that it's mailed today.	ਖੁਲਾਸੇ ਦੀ ਘੋਸ਼ਣਾ ਹੁਣ ਡਾਕ ਰਾਹੀਂ ਭੇਜੀ ਗਈ ਹੈ। ਇਸ ਲਈ ਤੁਸੀਂ ਮਾਰਕ ਕਰਨ ਜਾ ਰਹੇ ਹੋ ਕਿ ਇਹ ਅੱਜ ਮੇਲ ਕੀਤਾ ਗਿਆ ਹੈ।
2021-10-29 21:20:07 UTC	English (US)	Punjabi (IN)	Court	Microphone	$2,000.	$2,000।
2021-10-29 21:20:16 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਮੇਰੇ ਕੋਲ ਇੰਨੇ ਪੈਸੇ ਹੈਨੀ	I have so much money
2021-10-29 21:20:30 UTC	English (US)	Punjabi (IN)	Court	Microphone	Not much money.	ਬਹੁਤਾ ਪੈਸਾ ਨਹੀਂ।
2021-10-29 21:20:42 UTC	English (US)	Punjabi (IN)	Court	Microphone	How do you want to pay?	ਤੁਸੀਂ ਕਿਵੇਂ ਭੁਗਤਾਨ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ?
2021-10-29 21:20:50 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਮੇਰੇ ਕੋਲ ਪੈਸੇ ਹੈਨੀ	I have no money
2021-10-29 21:20:59 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਕੋਈ ਸਹਾਇਤਾ ਮਿਲ ਸਕਦੀ ਹੈ	Any help can be found
2021-10-29 21:21:16 UTC	English (US)	Punjabi (IN)	Court	Microphone	Any help I can get cuz I don't have that much money. Do you need this for immigration?	ਮੈਨੂੰ ਕੋਈ ਵੀ ਮਦਦ ਮਿਲ ਸਕਦੀ ਹੈ ਕਿਉਂਕਿ ਮੇਰੇ ਕੋਲ ਇੰਨੇ ਪੈਸੇ ਨਹੀਂ ਹਨ। ਕੀ ਤੁਹਾਨੂੰ ਇਮੀਗ੍ਰੇਸ਼ਨ ਲਈ ਇਸਦੀ ਲੋੜ ਹੈ?
2021-10-29 21:21:42 UTC	Punjabi (IN)	English (US)	Public	Microphone	ਨਹੀਂ ਮੈਂ ਆਪਣਾ ਨਾਮ ਸੇ ਕਰਨਾ	No, I do it in my own name

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2021-10-13 18:22:09 UTC	English (US)	Chinese	Court	Microphone	We can serve on the other party for $15 charge.	我们可以为另一方服务，收费 15 美元。
2021-10-13 18:22:41 UTC	Chinese	English (US)	Public	Microphone	不可以。	Can not.
2021-10-13 18:22:58 UTC	Chinese	English (US)	Public	Microphone	再说一遍可以可以可以。	Say it again, okay, okay.
2021-10-13 18:23:28 UTC	Chinese	English (US)	Public	Microphone	可以可以。	Ok, Ok.
2021-10-13 18:23:44 UTC	English (US)	Chinese	Court	Microphone	+ 15 is $90, charge is $90.	+ 15 是 90 美元， 收费是 90 美元。
2021-10-13 18:24:00 UTC	Chinese	English (US)	Public	Microphone	可以。	Can.
2021-10-13 18:24:45 UTC	English (US)	Arabic (DZ)	Court	Microphone	Do you want to ask the court for him to stay away from your house? And if so for how many yards?	هل تريد أن تطلب من المحكمة أن يبتعد عن منزلك؟ وإذا كان الأمر كذلك ، فما عدد الياردات؟
2021-10-13 18:25:10 UTC	English (US)	Arabic (DZ)	Court	Microphone	Do you want him to stay away at all, or just not contact you or harassed you?	هل تريده أن يبتعد عنك إطلاقاً أم فقط لا يتصل بك أو يضايقك؟
2021-10-13 18:25:20 UTC	English (US)	Chinese	Court	Microphone	I'm like, you just talked to him. He keeps everything, hold onto.	我想， 你刚刚和他谈过。他保留一切，坚持下去。
2021-10-13 18:25:49 UTC	English (US)	Chinese	Court	Microphone	Hearing is Redacted .	听证会Redacted
2021-10-13 18:26:07 UTC	English (US)	Chinese	Court	Microphone	Bring all of your paperwork to the hearing.	将您所有的文书工作带到听证会。
2021-10-13 18:26:34 UTC	Chinese	English (US)	Public	Microphone	好的， 谢谢我再去，谢谢。	Okay, thank you for going again, thank you.
2021-10-13 18:26:35 UTC	English (US)	Arabic (DZ)	Court	Microphone	Where did you write down the police report number?	أين كتبت رقم محضر الشرطة؟
2021-10-13 18:26:45 UTC	English (US)	Chinese	Court	Microphone	You are very welcome.	不客气。
2021-10-13 18:26:51 UTC	English (US)	Chinese	Court	Microphone	We will mail this to the other side.	我们将把它邮寄给另一方。
2021-10-13 18:26:52 UTC	English (US)	Arabic (DZ)	Court	Microphone	When did you have the police come out?	متى خرجت الشرطة؟
2021-10-13 18:27:11 UTC	Chinese	English (US)	Public	Microphone	Thank you Thank you so much。	Thank you Thank you so much.
2021-10-13 18:27:35 UTC	English (US)	Arabic (DZ)	Court	Microphone	I just wrote down on here. Police were called two weeks ago and put the report number.	لقد كتبت هنا للتو. تم استدعاء الشرطة قبل أسبوعين ووضعوا رقم المحضر.
2021-10-13 18:28:09 UTC	English (US)	Arabic (DZ)	Court	Microphone	Do you have any guess on his height and weight?	هل لديك أي تخمين حول طوله ووزنه؟
2021-10-13 18:28:58 UTC	English (US)	Arabic (DZ)	Court	Microphone	Do you know his height and weight or have a guess?	هل تعرف طوله ووزنه أم لديك تخمين؟
2021-10-13 18:32:01 UTC	English (US)	Arabic (DZ)	Court	Microphone	I'm going to go make copies and we'll come right back.	سأذهب لعمل نسخ وسنعود فورًا.
2021-10-13 18:32:14 UTC	English (US)	Arabic (DZ)	Court	Microphone	I need you to fill out this sheet with the name of the person who's getting the restraining order phone number and address.	أريدك أن تملأ هذه الورقة باسم الشخص الذي يحصل على رقم هاتف وعنوان الأمر التقييدي.
2021-10-13 18:36:08 UTC	English (US)	Arabic (DZ)	Court	Microphone	You can place these in the Civil filings box, which has the yellow sheet of paper on the front.	يمكنك وضعها في صندوق الإيداعات المدنية ، الذي يحتوي على الورقة الصفراء في المقدمة.

Exhibit J - PRA Disclosure 11, pg. 20

2021-08-12 15:24:28 UTC	English (US)	Spanish (US)	Court	Microphone	What's your date of birth?	¿Cuál es tu fecha de nacimiento?
2021-08-12 15:24:43 UTC	Spanish (US)	English (US)	Public	Microphone	Redacted	Redacted
2021-08-12 15:25:13 UTC	English (US)	Spanish (US)	Court	Microphone	Was this a criminal case or traffic criminal or traffic?	¿Fue este un caso penal o un delito de tráfico o tráfico?
2021-08-12 15:25:37 UTC	English (US)	Spanish (US)	Court	Microphone	What was the ticket for?	¿Para qué era el boleto?
2021-08-12 18:38:43 UTC	Spanish (US)	English (US)	Public	Microphone	Cuánto cuestan?	How much they cost?
2021-08-12 18:39:05 UTC	English (US)	Spanish (US)	Court	Microphone	Bored. And it looks pretty straightforward, but I don't, I'm not really too sure like hot.	Aburrido. Y parece bastante sencillo, pero no lo hago, no estoy muy seguro de que sea sexy.
2021-08-12 19:59:45 UTC	Spanish (US)	English (US)	Public	Microphone	Hola	Hello
2021-08-12 19:59:47 UTC	English (US)	Spanish (US)	Court	Microphone	Hi, how can I help you?	¿Hola, como puedo ayudarte?
2021-08-12 20:20:21 UTC	English (US)	Spanish (US)	Court	Microphone	Hi, how can I help you?	¿Hola, como puedo ayudarte?
2021-08-12 20:21:02 UTC	Spanish (US)	English (US)	Public	Microphone	Honda navi	Honda navi
2021-08-12 20:21:25 UTC	Spanish (US)	English (US)	Public	Microphone	No vivos handanovic.	Not alive handanovic.
2021-08-12 20:21:32 UTC	English (US)	Spanish (US)	Court	Microphone	I don't understand.	No entiendo.
2021-08-12 20:21:54 UTC	Spanish (US)	English (US)	Public	Microphone	porque	why
2021-08-12 20:22:00 UTC	English (US)	Spanish (US)	Court	Microphone	Because you don't make sense.	Porque no tiene sentido.
2021-08-12 20:22:11 UTC	Spanish (US)	English (US)	Public	Microphone	porque señora	why ma'am
2021-08-12 20:22:27 UTC	English (US)	Spanish (US)	Court	Microphone	We're done.	Hemos terminado.
2021-08-12 22:55:48 UTC	English (US)	Spanish (US)	Court	Microphone	To tell me how I can help you today.	Para decirme cómo puedo ayudarte hoy.
2021-08-12 22:56:02 UTC	English (US)	Spanish (US)	Court	Microphone	So if you need an attorney, you will have to hire one on your own. You can try talking to the California State Bar.	Entonces, si necesita un abogado, tendrá que contratar uno por su cuenta. Puede intentar hablar con el Colegio de Abogados de California.
2021-08-12 22:56:29 UTC	English (US)	Spanish (US)	Court	Microphone	We have a self-help center here where we can help you with your case, but if you want an attorney to represent.	Tenemos un centro de autoayuda aquí donde podemos ayudarlo con su caso, pero si desea que un abogado lo represente.
2021-08-12 22:56:50 UTC	English (US)	Spanish (US)	Court	Microphone	What type of case do you have?	Que tipo de caso tienes tu?
2021-08-13 15:34:38 UTC	Spanish (US)	English (US)	Public	Microphone	Habla español.	Speak Spanish.
2021-08-13 15:35:29 UTC	English (US)	Spanish (US)	Court	Microphone	What form do you need?	¿Qué forma necesitas?
2021-08-13 16:12:50 UTC	English (US)	Chinese	Court	Microphone	How can I help you?	我怎么帮你？
2021-08-13 16:14:20 UTC	Chinese	English (US)	Public	Microphone	昨天我去了。	I went yesterday.
2021-08-13 16:14:51 UTC	Chinese	English (US)	Public	Microphone	小虎老虎。	Little tiger tiger.

Exhibit K - PRA Disclosure 3, pg. 40

Spanish (Mexico)	11/21/2023 12:16:59 PM	Microphone	Court	Así que ahora el precio es $234. Si quieres te puedo pasar un papel para que lo llenes rellenándolo. Usted aceptará no acudir a los tribunales y, a cambio, podríamos reducir esa cantidad a 121 dólares.	So right now the price is $234. If you want I can give you a paper to fill out by filling it out. You'll be agreeing not to go to court and in return we could lower that down to $121.
Spanish (Mexico)	11/21/2023 12:18:00 PM	Microphone	Court	¿Completó ese documento? Puede pagar hoy o puedo darle otros 45 días para pagar. ¿Quieres pagar ahora o recibirlos en 45 días?	Did you fill out that paper you can either pay today or I can give you another 45 days to pay. Do you want to pay now or get them 45 days?
Portuguese (Brazil)	11/21/23 10:25	Keyboard	Court	Olá, se quiser fazer um julgamento em tribunal, terá de pagar fiança de $234. Será colocado na conta fiduciária.	Hi if you want to do court trial, you will need to post bail $234. It will be put in the trust account.
Portuguese (Brazil)	11/21/23 10:26	Keyboard	Court	Apelo significa que você não está contestando	Plea means you are not contesting
Spanish (Mexico)	11/21/23 10:18	Keyboard	Court	Hola, como puedo ayudarte	Hi how can i help you
Spanish (Mexico)	11/21/2023 10:19:09 AM	Microphone	Public	Vengo a ver este este ticket no sé si me todavía me pueden dar chance todavía no he podido poner aseguranza y estoy terminando.	I come to see this this ticket, I don't know if they can still give me a chance, I still haven't been able to put up insurance and I'm finishing up.
Spanish (Mexico)	11/21/2023 10:20:15 AM	Keyboard	Court	Puedo darte más tiempo para obtener tu licencia de conducir. ¿Quieres más tiempo?	I can give you more time to go get your driver's license. Do you want more time ?
Spanish (Mexico)	11/21/2023 10:21:36 AM	Keyboard	Court	Te di más tiempo hasta el [redacted] de 2024 para que regreses con tu licencia de conducir o tan pronto como la obtengas.	I gave you more time till [redacted] ,2024 to come back with your drivers license or as soon you get it
Spanish (Mexico)	11/21/23 9:19	Keyboard	Court	Hola. ¿Estás pagando $200 hoy?	Hi. Are you,paying $200 today?
Spanish (Mexico)	11/21/2023 9:20:23 AM	Microphone	Public	Quisiera que me revisara el registro para ver si al pagar esto ya no debo máscara, no tengo ningún ticket.	I would like you to check my registry to see if by paying this I no longer owe a mask, I don't have any ticket.
Spanish (Mexico)	11/21/2023 9:21:35 AM	Keyboard	Court	un billete mas	One more ticket
Spanish (Mexico)	11/21/2023 9:22:18 AM	Microphone	Public	Si es mi nombre, pero no sé por qué yo la última vez que vine aquí solamente tenías explique pendiente y porque me va a parecer otro.	Yes, it's my name, but I don't know why the last time I came here you only had to explain and why it's going to look like something else to me.
Spanish (Mexico)	11/21/2023 9:23:10 AM	Microphone	Public	Creo que ese sí que es el mismo este que yo lo hablé con el juez para que me pudiera hacer una rebaja y poder pagarlo.	I think that this is the same one that I talked about with the judge so that he could give me a discount and be able to pay it.
Spanish (Mexico)	11/21/2023 9:23:37 AM	Microphone	Public	Si podría hablar con alguien español.	If I could talk to someone Spanish.
Spanish (United States)	11/21/23 8:57	Keyboard	Court	¿Le puedo ayudar en algo?	How can i help you?
Spanish (United States)	11/21/2023 8:58:15 AM	Microphone	Public	Disculpe venía ver sobre un reporte de qué me hizo un policía este Tuve un accidente en la verdad me hace bien pero me importa gracias No sé en la tarjeta de Red Red	Excuse me, I was coming to see about a report about what a police officer did to me. I had an accident. The truth is, it's good for me, but I care. Thank you. I don't know about the Red Red card.
Spanish (United States)	11/21/2023 8:58:43 AM	Keyboard	Court	¿Estás buscando el informe policial?	Are you looking for the police report?
Spanish (United States)	11/21/2023 8:59:20 AM	Keyboard	Court	Ese es el chp, llamaría al número que figura en la tarjeta y les preguntaría sobre el informe. No tenemos eso aquí en los tribunales.	That is the chp , i would call the number on the card and ask them about the report. We don't have that here at the courts
Spanish (United States)	11/21/23 8:49	Keyboard	Court	Hola te hago descuento	Hi i will give you discount
Spanish (United States)	11/21/2023 8:49:37 AM	Keyboard	Court	Pagas $146	You pay $146
Spanish (United States)	11/21/2023 8:49:53 AM	Keyboard	Court	¿Cómo estás pagando hoy?	How are you paying today
Spanish (United States)	11/21/2023 8:50:27 AM	Keyboard	Court	Te daré un formulario para que lo firmes. Es una oferta de declaración de culpabilidad significa que no hay competencia.	I will give you a form to sign. Its a plea offer means no contest
Spanish (United States)	11/21/2023 8:50:56 AM	Keyboard	Public	Pero tengo quevo	But I have to
Spanish (United States)	11/21/2023 8:51:30 AM	Keyboard	Public	Tendria que Volver y eso implica algo mas con El formulario	I would have to go back and that implies something else with the form
Spanish (United States)	11/21/2023 8:52:10 AM	Keyboard	Court	Este es solo un formulario de declaración para obtener un descuento y que usted no está impugnando.	This is just a plea form to get discount and that you are not contesting
Spanish (United States)	11/21/2023 8:52:14 AM	Keyboard	Public	Eso es lo minimo que Debo pagar	That's the minimum I have to pay
Spanish (United States)	11/21/2023 8:52:42 AM	Keyboard	Court	El formulario es para darte descuento.	Form is to give you discount
Spanish (United States)	11/21/2023 8:54:58 AM	Keyboard	Court	Imprimir	Print
Spanish (United States)	11/21/2023 8:59:08 AM	Keyboard	Court	Se cobraron $25 por la licencia.	$25 was charged for the license
Spanish (United States)	11/21/23 8:03	Keyboard	Court	¿Le puedo ayudar en algo?	How can i help you?
Spanish (United States)	11/21/2023 8:03:28 AM	Microphone	Public	Vengo a pedir información sobre un preso	I come to ask for information about a prisoner
Spanish (United States)	11/21/2023 8:03:51 AM	Keyboard	Court	Ok, ¿cuál es el nombre y la fecha de nacimiento?	Ok what is the name and date of birth?
Spanish (United States)	11/21/2023 8:04:07 AM	Microphone	Public	En su nombre es [redacted] y su fecha de nacimiento es del [redacted]	His name is [redacted] and his date of birth is [redacted]
Spanish (United States)	11/21/2023 8:04:37 AM	Keyboard	Court	¿Está bajo custodia?	Is he in custody?

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2021-09-28 21:14:45 UTC	Spanish (US)	English (US)	Public	Microphone	Venía por la respuesta de mi caso lo puedes parar.	I was coming for the answer to my case, you can stop it.
2021-09-28 21:14:56 UTC	English (US)	Spanish (US)	Court	Microphone	Did you file a restraining order?	¿Presentó una orden de restricción?
2021-09-28 21:15:04 UTC	Spanish (US)	English (US)	Public	Microphone	sí	Yes
2021-09-28 21:15:09 UTC	English (US)	Spanish (US)	Court	Microphone	What is your name?	¿Cómo te llamas?
2021-09-28 21:15:13 UTC	Spanish (US)	English (US)	Public	Microphone	Redacted	Redacted
2021-09-28 21:15:29 UTC	English (US)	Spanish (US)	Court	Microphone	Okay, so the judge denied your paperwork because it was filed on the wrong forms.	Bien, entonces el juez denegó su documentación porque se presentó en los formularios incorrectos.
2021-09-28 21:17:16 UTC	English (US)	Spanish (US)	Court	Microphone	Okay, so if you're going to want to file a new one, you're going to have to go back downstairs to do the process all over again.	De acuerdo, si va a querer presentar una nueva, tendrá que volver a bajar para hacer el proceso de nuevo.
2021-09-28 21:17:37 UTC	Spanish (US)	English (US)	Public	Microphone	Fue mi culpa o culpa y Redacted	It was my fault or fault and Redacted.
2021-09-28 21:19:28 UTC	English (US)	Spanish (US)	Court	Microphone	Okay, so you can go back downstairs and then they're going to help you with the new paperwork you need. The only thing is you won't be able to file today. It'll have to be for tomorrow.	Bien, entonces puedes volver abajo y luego te ayudarán con el nuevo papeleo que necesitas. Lo único es que no podrá presentar su solicitud hoy. Tendrá que ser para mañana.
2021-09-28 21:19:55 UTC	Spanish (US)	English (US)	Public	Microphone	Pero tendré miedo Si me hace algo.	But I'll be scared If you do something to me.
2021-09-28 21:20:06 UTC	English (US)	Spanish (US)	Court	Microphone	So you will have to contact law enforcement.	Por lo tanto, tendrá que ponerse en contacto con la policía.
2021-09-28 21:51:26 UTC	English (US)	Spanish (MX)	Court	Microphone	Hello, how can I help you?	¿Hola, como puedo ayudarte?
2021-09-28 21:51:44 UTC	Spanish (MX)	English (US)	Public	Microphone	Aquí aquí.	Here here.
2021-09-28 21:52:00 UTC	English (US)	Spanish (MX)	Court	Microphone	No, you're fine with downstairs.	No, estás bien con abajo.
2021-09-29 18:38:39 UTC	Lao (LA)	English (US)	Public	Microphone	ສະມາຊິກພັກ	Party members
2021-09-29 18:38:51 UTC	Lao (LA)	English (US)	Public	Microphone	ເຈົ້າມາເທັກແລັດ	Come on in, take a look
2021-09-29 18:39:05 UTC	Lao (LA)	English (US)	Public	Microphone	ຂ້ອຍຊ່ວຍຈະໄດ້	I can help
2021-09-29 18:39:19 UTC	Lao (LA)	English (US)	Public	Microphone	ຂ້ອຍຢາກໄດ້ຈື່	I want to remember
2021-09-29 18:39:45 UTC	Lao (LA)	English (US)	Public	Microphone	ຂ້ອຍຢາກກິນເຂົ່າ	I want to eat my knees
2021-09-29 18:40:00 UTC	Lao (LA)	English (US)	Public	Microphone	ຂ້ອຍຢາກເຖິງເຂົ່າ	I want to get on my knees
2021-09-29 18:40:57 UTC	Lao (LA)	English (US)	Public	Microphone	ສາວຊ່ວຍຄອຍ	The girl is waiting
2021-09-29 18:41:10 UTC	Lao (LA)	English (US)	Public	Microphone	ຈອງໄປໃສ່	Book to enter
2021-09-29 18:41:36 UTC	Lao (LA)	English (US)	Public	Microphone	ໄອນີ	Ini
2021-09-29 18:42:32 UTC	Lao (LA)	English (US)	Public	Microphone	ຂໍໂທດ	Sorry
2021-09-29 18:43:03 UTC	Lao (LA)	English (US)	Public	Microphone	ທ່ຽວປຽງໄທ	Tour Thailand
2021-09-29 18:43:19 UTC	Lao (LA)	English (US)	Public	Microphone	ຂ້ອຍຢາກໄປບ້ານ	I want to go home
2021-09-29 18:43:31 UTC	Lao (LA)	English (US)	Public	Microphone	ບານໃຈຢູ່ໃສ	Where is the heart ball?
2021-09-29 18:43:47 UTC	Lao (LA)	English (US)	Public	Microphone	ບ້ານເຈົ້າຢູ່ໃສ	Where is your home?

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2022-08-17 18:07:46 UTC	English (US)	Vietnamese (VN)	Court	Microphone	You're going to fill out this card while you're waiting for them to call your number. Yes. And you're going to go straight. You're going to room 102.	Bạn sẽ điền vào thẻ này trong khi chờ họ gọi đến số của bạn. Đúng. Và bạn sẽ đi thẳng. Bạn đang đi đến phòng 102.
2022-08-17 19:06:47 UTC	English (US)	Spanish (US)	Court	Keyboard	We do not have the ticket in the system yet. The officer needs to turn it in to the court	Aún no tenemos el ticket en el sistema. El oficial necesita entregarlo a la corte.
2022-08-17 19:08:36 UTC	English (US)	Spanish (US)	Court	Keyboard	The court will send a notice to this address and then you can pay for the ticket	El tribunal enviará un aviso a esta dirección y luego podrá pagar la multa.
2022-08-17 19:17:19 UTC	English (US)	Spanish (US)	Court	Keyboard	Do you have your ticket or drivers license?	¿Tienes tu boleto o licencia de conducir?
2022-08-17 19:17:36 UTC	Spanish (US)	English (US)	Public	Microphone	Buenas tardes, es que vine acá para pedir una extensión para pagar un ticket.	Good afternoon, I came here to request an extension to pay a ticket.
2022-08-17 19:18:33 UTC	English (US)	Spanish (US)	Court	Keyboard	Do you have a drivers license?	¿Tienes carnet de conducir?
2022-08-17 19:18:58 UTC	English (US)	Spanish (US)	Court	Keyboard	We can give you forms that you can request the judge reduce the fine	Podemos darle formularios para que pueda solicitar que el juez reduzca la multa
2022-08-17 19:21:11 UTC	English (US)	Spanish (US)	Court	Keyboard	Do you have insurance for the vehicle?	¿Tiene seguro para el vehículo?
2022-08-17 19:21:23 UTC	Spanish (US)	English (US)	Public	Microphone	sí	Yes
2022-08-17 19:22:17 UTC	English (US)	Spanish (US)	Court	Keyboard	I will give you these forms. Attach a copy of your insurance and bring these forms back here or mail them to the court	Te daré estos formularios. Adjunte una copia de su seguro y traiga estos formularios aquí o envíelos por correo a la corte
2022-08-17 20:13:24 UTC	English (US)	Korean (KR)	Court	Microphone	If you want to appear before the judge, there are two ways to do it. You can have an arraignment Which means you plead guilty or not guilty, and the judge will set the date for a phone trial, where you in the office? Or we'll both testify. Or we can bypass the arraignment and schedule, the phone trial ourselves. If we do that, you have to pay the phone $238 in advance and you get it back. If you're found, not guilty, if we go by way of the arraignment, you don't have to put up any money in advance.	판사 앞에 출두하려면 두 가지 방법이 있습니다. 귀하는 기소를 할 수 있습니다. 즉 귀하가 유죄 또는 무죄를 인정하고 판사가 전화 재판 날짜를 정할 것입니다. 아니면 우리 둘 다 증언할 것입니다. 또는 우리가 직접 재판과 전화 재판을 건너뛸 수 있습니다. 그렇게 하면 미리 전화 요금 $238을 지불해야 하고 다시 돌려받습니다. 무죄로 판명되면 우리가 기소장으로 간다면 미리 돈을 낼 필요가 없습니다.
2022-08-17 20:13:58 UTC	English (US)	Korean (KR)	Court	Microphone	It keeps translating the word full as phone. I did not add any points a phone.	전체 단어를 전화로 계속 번역합니다. 전화 포인트를 추가하지 않았습니다.
2022-08-17 20:14:20 UTC	English (US)	Korean (KR)	Court	Microphone	And it missed translates that also, I did not at any point, say phone.	그리고 그것은 또한 번역을 놓쳤습니다. 나는 어느 시점에서 전화를 말하지 않았습니다.