



Superior Court of California, County of Alameda
René C. Davidson Alameda County Courthouse
1225 Fallon Street
Oakland, California 94612

PRESS RELEASE

September 8, 2003

For Immediate Release

JUROR ACCESS 7 DAYS A WEEK / 24 HOURS A DAY

Oakland, CA – September 8, 2003 The Superior Court of California, County of Alameda introduces 24 hour a day telephone and web access for those summoned to jury duty. At any time day or night jurors now have the ability to confirm their jury information, reschedule their jury service, or obtain work certification documentation that can be provided to employers as needed. The Interactive Voice Response and Interactive Web Response systems, developed by Frank Solutions, Inc. of Englewood, Colorado, provide a convenient and direct method for jurors to obtain information about their jury service and to effectively communicate with the jury commissioner's office.

The impact of this innovative service to the public is expected to be profound, given that each year approximately 900,000 residents are summoned for jury duty to six locations across the county. The new system puts tools directly into the hands of the jurors to reschedule their service to a date of their choosing and to receive automatic confirmation of the new date. The easy-to-use system requires nothing more than a telephone or access to the World Wide Web in order to enter basic information contained on the juror's summons.

Jury Commissioner and Court Executive Officer Arthur Sims expressed his enthusiasm for the system by noting, "In an era where shrinking public resources often translates into reduced service to the public, I am pleased that we are able to increase access to the court in this way at this time." Mr. Sims also noted that the IVR and IWR systems will reduce the amount of staff time required to process a vast majority of the summons that are issued and will cause the jury operations of the court to function more efficiently by reducing the amount of paperwork that must be handled each day.

To view the IWR (web system): <http://ejuror.alameda.courts.ca.gov>

To use the IVR (phone system): (510) 625-7740

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