



Superior Court of California County of Orange ***News Release***

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Court Reinstates Call Center to Assist the Public with Criminal and Traffic Cases



David Yamasaki, Court Executive Officer; Hon. Kirk Nakamura, Assistant Presiding Judge; and Hon. Richard Lee, Supervising Judge of the West Justice Center open the new call center.

Westminster, CA – The Superior Court of Orange County has opened a new call center to assist the public with services and information regarding criminal and traffic cases. Assistance is available in English, Spanish, and Vietnamese by calling **657-622-8459**. An automated phone system is available 24 hours per day, 7 days per week and customer service representatives are available from 8:00 a.m. to 4:00 p.m., Monday through Friday, except Court holidays. Since the center’s “soft launch” on January 11, representatives have assisted an average of 145 customers per day.

Due to severe budget cuts, the Court closed its prior call center in 2013 to redeploy staff to fill vacancies in more critical areas. Although the Court is still in a precarious financial situation, it was able to allocate funds to open a smaller center by maintaining a high employee vacancy rate and automating services.

The call center provides resources such as general criminal and traffic information, processing extensions on fines or traffic school enrollment, and reserving a date to appear in front of a judicial officer to enter a plea in response to charges. Also, callers may request to have automated reminders sent to their home or mobile phone with payment due dates and/or court hearing information.

Information and additional resources are also available online at www.occourts.org. For expedited service and information regarding individual criminal and traffic cases, the Court uses an “OC Pay Number” which is printed on the front of the violation information notice to the right of the citation number and on other Court-generated forms and notices. The “OC Pay Number” is used to access information specific to a particular case or citation online or via the automated phone system.