

Suburban Courts Expand Public Access to Justice In Chester County, PA

THE CHALLENGE – Provide Equal Access to Court Services

Chester County, Pennsylvania, Courts serve a growing and diverse population across suburban and rural communities. Many residents need help navigating court information, filing forms, and understanding procedures, but staff resources and counter availability are limited.

THE SOLUTION – Public Access Platform Delivered Through Self-Service Kiosks

Chester County launched ARS Connect, a unified platform delivered through 15 kiosks across eight county and court locations.



Guided Assistance

Step-by-step navigation, FAQs, and multilingual support help users complete tasks with confidence.



Public Access Kiosks

Placed in key locations to let visitors look up case information, check court dates, and access guides in English and Spanish.



Connected Ecosystem

ARS Connect platform integrates with existing systems and remote appearances for a seamless citizen experience.



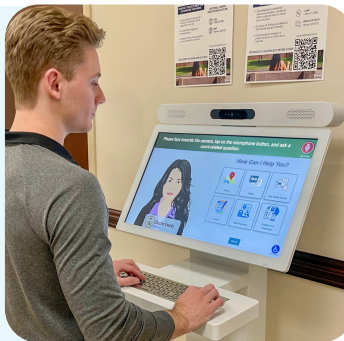
OPERATIONAL IMPACT

Improved Accessibility: Self-represented litigants can easily access court information and services in English and Spanish.

Reduced Wait Times: Kiosks distribute visitor traffic and streamline processes

Extended Service Hours: Some services are available beyond standard court hours.

Enhanced User Experience: Intuitive interfaces with avatar guidance for navigation and FAQs.



HOW IT WORKS:

Chester's in-building access solutions create a comprehensive, efficient, and user-centric service ecosystem.

Hearing Look-Up

Litigants can easily access daily hearing schedules on accessible lobby kiosks, reducing repetitive questions for staff.

Wayfinding Assistance

Interactive maps guide visitors to courtrooms, departments, and public services.

Frequently Asked Questions

Users can ask common questions by voice or text and receive instant answers.

Guided eFiling

Guided workflows help users complete and submit court forms correctly.

Telepresence Capabilities

When human intervention is required, users can connect with staff or attend remote court appearances.

An ARS Connect Solution

The Modern Public Access Ecosystem for Courts and Local Government