

Removing Wait Times from the Court Experience At The Kansas City Municipal Court

THE CHALLENGE

Reducing Roadblocks to Court Services

Kansas City Municipal Court faced growing service demand, limited counter capacity, and language barriers that made it difficult for residents to access court services.

Routine interactions such as finding a courtroom, paying fines, or completing forms created long lines and delays for staff and citizens.

The goal: expand access while improving service efficiency for both staff and public.

THE SOLUTION

One Platform. Three Courthouse Experiences

Kansas City deployed the ARS Connect public access platform, introducing self-service kiosks at three locations in the courthouse.

This multilingual solution helps visitors quickly find information, complete transactions, and access court services, without waiting in line or requesting staff assistance.

A simpler experience. Better outcomes.

THE IMPACT

Better Access. Less Friction. Stronger Operations.

- ✓ 11,000+ lifetime interactions
- ✓ Reduced lines and pressure on staff
- ✓ Improved navigation and confidence
- ✓ More efficiency use of staff time
- ✓ Expanded access to services across multiple locations

Future Expansion

Plans are underway to deploy kiosks across Kansas City, making court services more accessible to the public and allowing citizens to complete e-filings and other court-related tasks from their nearest neighborhood kiosk.



HOW IT WORKS:

Designed Around the Citizen Journey



FIND YOUR WAY

Wayfinding maps provide instant access to courtroom locations and schedules, helping visitors navigate the courthouse with confidence.



TAKE ACTION

Payment access allow users to resolve citations and fees independently, reducing wait times and reliance on staff.



COMPLETE FILINGS

E-filing solutions simplify document submission, enabling users to complete and submit forms without manual processing.

All touchpoints are connected in real-time to the court's case management system, ensuring accurate, up-to-date information at every step.

An ARS Connect Solution

The Modern Public Access Ecosystem for Courts and Local Government

Learn more: advancedrobotsolutions.com | Call: 1 (866) 845-1440 | Email: info@robotaisolutions.com