

Expanding Public Access Across Rural Communities In El Paso County, Texas

THE CHALLENGE

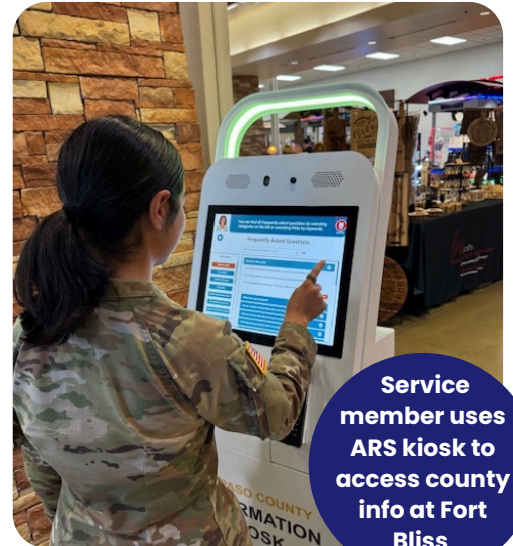
DELIVERING CONSISTENT PUBLIC ACCESS ACROSS EL PASO

El Paso County, Texas, serves a diverse population across urban and rural communities, military installations, and remote areas. Residents often faced long travel distances and multiple office visits to access routine county and court information.

THE SOLUTION

A MULTILINGUAL IN-BUILDING ACCESS NETWORK

ARS deployed a countywide network of multilingual public access points powered by ARS Connect. Installed across courts, law libraries, military facilities, and public locations, the solution gives residents direct access to public information, digital services, and guided self-service workflows.



Service member uses ARS kiosk to access county info at Fort Bliss

OPERATIONAL IMPACT

30%

of Sessions in Spanish

Multilingual access improved usability for LEP populations and increased engagement across the country.

3,645

Staff Hours Saved

Routine informational requests were shifted to self-service, free staff for higher-value work.

50,000+

Routine Tasks Completed

Residents completed common public access tasks independently through guided digital workflows.

30,000+

Members served at Fort Bliss

Military members, families, and veterans gained easier access to county and court resources.

EXPANSION & ADOPTION

Following initial success, El Paso County expanded the deployment into additional public destinations, including the El Paso County Zoo and Museum, increasing visitor engagement and attraction information.



2024 NACo Achievement Award Recipient

The National Association of Counties recognized El Paso County's modernization initiative for improving public access and service delivery.



FEATURES & SERVICES

- Multilingual talk & text communication
- Guided digital workflows
- Form & information access
- Payments for eligible county services
- FAQs & information delivery
- Wayfinding & navigation support
- Real-time hearing information

An ARS Connect Solution

The Modern Public Access Ecosystem for Courts and Local Government

Learn more: advancedrobotsolutions.com | Call: 1 (860) 845-1440 | Email: info@robotaisolutions.com