



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

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Court Adds Collections of Fines and Fees for Traffic and Criminal Matters to Counter Service Self-Scheduling App

Santa Ana, CA – The Superior Court of California, County of Orange, recently launched a new online scheduling tool to allow members of the public to self-schedule an in-person appointment at the public counters and has now added the functionality for the collection of fines and fees for traffic and criminal matters as well.

During the current phase of the gradual reopening of the Court, members of the public have only limited access to Court facilities and are not allowed to enter unless they have been notified by the Court that they have a hearing, or an appointment scheduled.

This phased approach will enable the Court to slowly increase the caseload and visitor level at each courthouse, while at the same time ensuring health protocols are being followed.

In an effort, to accommodate members of the public with questions or payments related to the collection of fines and fees for traffic and criminal matters, the Collection Call Center is now open Monday through Friday, 8:00 a.m. to 4:00 p.m., excluding Holidays (657 – 622-8459). The Court understands that the COVID-19 pandemic may have impacted the ability of members of the public to pay court ordered obligations. For that reason, some cases may be eligible for several temporary Payment Relief Programs that have been developed to provide assistance.

Additionally, for those wishing to schedule an in-person appointment, Collections has now implemented its Counter Service Self-Scheduling Application for appointments at several local Orange County Justice Centers. This phased approach will enable the Court to slowly increase the caseload and visitor level at each courthouse, while at the same time ensuring health protocols are being followed.

This [new online app](https://www.occourts.org/media-relations/CourtCalendarAppointments.html) (<https://www.occourts.org/media-relations/CourtCalendarAppointments.html>) will support the needs of the public for services offered at the public kiosks and counters inside the courthouse.

At this time, the Court is offering online appointments for the following areas:

- Criminal
- Civil
- Juvenile
- Probate
- Appeals
- Court Records and Exhibits
- Collections of fines and fees for traffic and criminal matters

This app was created to assist parties on an in-person basis, but the Court will continue to provide various means to file documents, such as drop boxes, email, eFiling, etc.

The Court will be strictly enforcing health protocols. The use of facemasks or face coverings is mandatory for anyone entering a courthouse. Social distancing rules will also be strictly enforced in all facilities; thus, the number of individuals entering public courtrooms and elevators will be subject to space limitations. Persons displaying possible coronavirus symptoms will not be allowed in Court facilities.

The Court recommends all persons consult the Court's coronavirus website (<https://www.occourts.org/mediarelations/CoronaVirusUpdate.html>) for more details and the most up-to-date information regarding their case type.

The public is encouraged to visit the OC Health Care Agency website for up-to-date information about COVID-19 symptoms:

http://www.ochealthinfo.com/phs/about/epidasmt/epi/dip/prevention/novel_coronavirus

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