

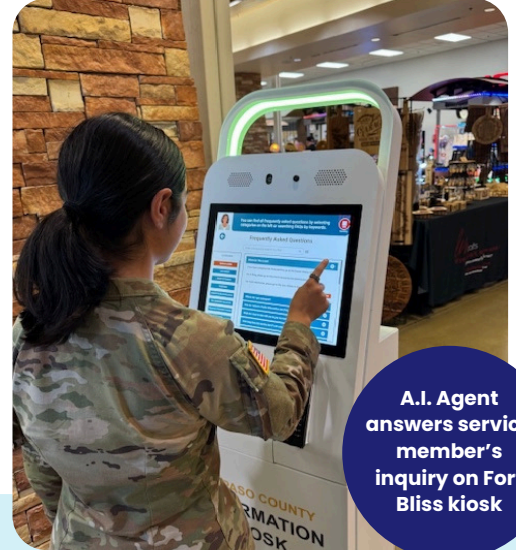
# Self-Service Kiosks Improve Government Services Across El Paso County

## THE CHALLENGE: PROVIDING ACCESSIBILITY AND EFFICIENCY

El Paso County, Texas, faced significant challenges in providing equal access to legal and government services for its diverse population of over 865,000 residents. With a large, rural geographic area including remote colonias (small southwestern towns), an isolated military installation, and limited public transportation, many residents struggled to access county and court services during regular business hours. A solution in English and Spanish was critical.

## THE SOLUTION: A SELF-SERVICE KIOSK NETWORK

To address these challenges, El Paso County partnered with Advanced Robot Solutions (ARS) to deploy self-service kiosks throughout the region including at the El Paso Law Library, two county annexes, Fort Bliss Military Base, and a local Native American Reservation. Powered by A.I., this multilingual network of kiosks allows El Paso residents and service members greater access to public information and resources.



## ➔ BENEFITS AND OUTCOMES

### Improved Accessibility

The kiosks support equal access to government services for all residents, regardless of age, socio-economic status, primary language, legal expertise, or location within the county.

### Efficiency Gains through Verbal Requests

By handling over 50,000+ routine tasks since launch, the kiosks are reducing the workload on county personnel, allowing staff to focus on more complex tasks.

### 24/7 Availability

Residents & service members can access services outside of regular business hours, particularly beneficial for those with work conflicts or transportation limitations.

### Access When Weather Gets Wild

During emergencies like the 2021 Texas ice storm, kiosks in locations with backup power could provide critical information to residents.

## Future Expansion

In late 2025, El Paso County will deploy tourist kiosks throughout the county in high-traffic areas, enabling county residents and visitors to access information and resources from various new locations.

**Conclusion:** The implementation of A.I.-powered kiosks in El Paso County represents a significant advancement in enhancing government service accessibility and efficiency. By utilizing technology to address geographical and socioeconomic challenges, the county is establishing a new benchmark for equitable access to legal and municipal services.



## 2024 NACo Achievement Award Recipient

Since 1970, the National Association of Counties (NACo) Achievement Awards have recognized outstanding county government programs and services.

## At a Glance

El Paso County deployed the ARS Connect artificial intelligence platform to deliver a wide range of services, including:

- Multilingual verbal and text conversations with A.I. agents
- Access to legal and county information
- Download and print forms
- Credit and Debit card payments for child support and gov't fines/service fees
- Access to video chat with county staff
- Answer common questions (FAQ)
- Wayfinding
- Live information on legal proceedings



The A.I. technology improves over time, offering more detailed and accurate information as it processes more inquiries.

## Advanced Robot Solutions

*Pioneering A.I. Self-Service*



A.I. Self-Service Kiosks



A.I. Web Chatbots (SANDI)



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