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### **CLE materials:** Rapid Fire Tech

- Chien, Colleen V. and Kim, Miriam and Raj, Akhil and Rathish, Rohit, How Generative AI Can Help Address the Access to Justice Gap Through the Courts (January 4, 2024). Loyola of Los Angeles Law Review, Forthcoming, Available at SSRN: <https://ssrn.com/abstract=4683309>

# How LLMs Can Help Address the Access to Justice Gap through the Courts

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## ABSTRACT

The growth in popularity of generative AI and large language model (LLM) interfaces like ChatGPT, Claude, and Bard has spurred interest and debate about the potential impacts of AI on inequality. In this short paper, we focus on the legal needs of low-income consumers and the potential of LLMs to increase their access to the court system in the United States. An estimated 90% of low-income Americans lack adequate assistance with civil legal problems<sup>2</sup> and must interface with the legal system directly in consequential matters such as evictions, expungement, and immigration. In this paper, the first in a series, we explore the use of LLMs to increase access to justice through the courts, with a focus on externally-facing applications. Using the Arizona courts as a case study, we document and demonstrate five ways - translation into diverse languages, curation of legal provider information, guidance through self-help forms and procedures for eviction and expungements, and technical infrastructure planning for the courts - AI assistants, used appropriately, and with human supervision, have the potential to make legal processes and information more accessible to low-end consumers. To support further work, and for illustrative purposes, we publish two GPT-powered chatbots built based on information on existing websites hosted by the Arizona state courts (<https://bit.ly/AZExpungement> and <https://bit.ly/AZ-evictionbot>), provide all of our prompts and instructions for implementing the five use cases described above in an appendix, and compare and contrast the different responses we get from the different platforms.

## INTRODUCTION

“For those who cannot afford a lawyer, AI can help. It drives new, highly accessible tools that provide answers to basic questions, including where to find templates and court forms, how to fill them out, and where to bring them for presentation to the judge—all without leaving home. These tools have the welcome potential to smooth out any mismatch between available resources and urgent needs in our court system.”<sup>3</sup> - Chief Justice John Roberts, 2023 Year-End Report on the Judiciary

The growth in popularity of generative AI and large language model (LLM) interfaces like ChatGPT, Claude, and Bard has spurred interest and debate about the potential impacts of AI

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<sup>2</sup> Legal Services Corporation, *The Justice Gap: The Unmet Civil Legal Needs of Low-Income Americans* (2022), <https://justicegap.lsc.gov/the-report/> (“LSC Justice Gap Report”).

<sup>3</sup> Hon. John G. Roberts, Jr., 2023 Year-End Report on the Federal Judiciary, 6 (Dec. 31, 2023), <https://www.supremecourt.gov/publicinfo/year-end/2023year-endreport.pdf> (“As AI evolves, courts will need to consider its proper uses in litigation. In the federal courts, several Judicial Conference Committees . . . will be involved in that effort.”).

on inequality. In this short paper, we focus on the legal needs of low-income consumers and the potential of LLMs to increase their access to the court system in the United States. An estimated 90% of low-income Americans lack adequate assistance with civil legal problems<sup>4</sup> and must interface with the legal system directly in consequential matters such as evictions, expungement, and immigration.

Though most of the commercial attention with respect to legal LLMs on has been on the development of large-scale, “white-glove” services,<sup>5</sup> the first in a series, we explore the use of LLMs to increase access to justice. Our focus is on the courts, and externally-facing applications. Using the Arizona courts as a case study, we document and demonstrate five ways - translation into diverse languages, curation of legal provider information, guidance through self-help forms and procedures for eviction and expungements, and technical infrastructure planning for the courts - AI assistants, used appropriately, and with human supervision, have the potential to make legal processes and information more accessible to low-end consumers. To support further work, and for illustrative purposes only, we publish two GPT-powered chatbots built based on information on existing websites hosted by the Arizona state courts (<https://bit.ly/AZExpungement> and <https://bit.ly/AZ-evictionbot>), provide all of our prompts and instructions for implementing the five use cases described above in an appendix, and compare and contrast the different responses we get from the different platforms.

We use public-facing LLM-based applications to demonstrate the potential benefits while maximizing the possibility that cost-constrained courts can replicate our instructions and explore the illustrative use cases. Though we do not focus on potential AI use cases in the courtroom or in chambers to enhance the efficiency, consistency, or quality of judicial decision-making, we discuss some ways that courts can consider using generative AI to enhance efficiency or streamline the internal work of court administration.

Specifically, we detail five illustrative use cases: (1) multiple-language translation of existing information on court websites; (2) helping litigants find pro bono or affordable legal help; (3) building no-code AI chatbots to help the public reduce the frictions associated with criminal expungement; (4) building no-code AI chatbots that can be used by self-represented litigants to determine their legal rights and obligations in landlord/tenant disputes and eviction proceedings; and (5) internal brainstorming and strategic planning by court administration. Though each use case had its challenges, the ease with which it appears that AI-assistance, with proper guardrails, can augment existing court service offerings is encouraging. As generative AI technology continues to evolve and legal AI tools are developed for the courts, there will be additional opportunities for courts, legal professionals, and technology developers and investors to work together to harness the power of generative AI to increase access to justice through the courts.

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<sup>4</sup> Legal Services Corporation, *The Justice Gap: The Unmet Civil Legal Needs of Low-Income Americans* (2022), <https://justicegap.lsc.gov/the-report/> (“LSC Justice Gap Report”).

<sup>5</sup> For example, the much heralded Harvey has been described as an “invite-only service catered to the specific needs of a law firms.” Kyt Dotson, *Harvey raises \$80M to build generative AI for legal professionals*, SILICONANGLE (Dec. 20, 2023), <https://siliconangle.com/2023/12/20/harvey-raises-80m-build-generative-ai-legal-professionals/>.

## The Justice Gap

The Legal Service Corporation estimates that 92% of low-income Americans' substantial civil legal needs are unmet.<sup>6</sup> This translates into millions of Americans lacking adequate legal help with problems that involve basic needs such as housing, health care, and protection from abuse.<sup>7</sup> One study suggested that the civil justice problems faced by well over 100 million Americans pertain to “basic human needs,” including matters related to shelter, sustenance, safety, health, and child custody.<sup>8</sup> Without counsel, litigants may face significant consequences such as eviction from their homes, loss of custody of their child, and deportation to a country where they face a fear of persecution.

## Prior Discussion of Potential Generative AI Uses Cases by Courts

While there has been extensive discussion about the potential use of generative AI by *lawyers*, there has been more limited discussion of potential use cases for courts. This may be due in part to the fact that developers have been primarily focused on tools for lawyers, rather than, for example, judges and clerks.<sup>9</sup> Yet for the vast majority of low-income parties, who are underrepresented or self-represented, their main interface to the legal system is through the courts.

The discussion of generative AI applications for the judiciary and court administrators is in its infancy. At the forefront of these efforts is the National Center for State Courts (NCSC), through their convening of experts to discuss the use of AI in courts. A few instances of such discussion include:

- A Texas court administrator identified the following possible AI use cases: providing better assistance to self-represented litigants; automating legal research; providing better legal training resources (e.g. chatbots and AI-generated videos) to the community; and providing recommendations to judges on bail, sentencing, and other adjudicative matters.<sup>10</sup>

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<sup>6</sup> The Legal Services Corporation (LSC) defines the “justice gap” as “the difference between the civil legal needs of low-income Americans and the resources available to meet those needs.” LSC Justice Gap Report, 14, <https://justicegap.lsc.gov/the-report/>.

<sup>7</sup> The Legal Services Corporation (LSC) reported in 2022 that LSC-funded organizations are unable to provide any or adequate legal help for approximately 1.4 million (or 71%) civil legal problems that come to their doors every year. LSC Justice Gap Report, at Executive Summary, <https://justicegap.lsc.gov/resource/executive-summary/>.

<sup>8</sup> Commission on the Future of Legal Services, Report on the Future of Legal Services in the United States 11-14 (American Bar Association 2016) (quoting Rebecca L. Sandefur, *What We Know and Need to Know About the Legal Needs of the Public*, 67 S.C. L. Rev. 433, 466 (2016)), [https://www.americanbar.org/content/dam/aba/images/abanews/2016FLSReport\\_FNL\\_WEB.pdf](https://www.americanbar.org/content/dam/aba/images/abanews/2016FLSReport_FNL_WEB.pdf).

<sup>9</sup> See, e.g., <https://casetext.com/cocounsel/>; <https://www.harvey.ai/>; <https://www.legalmation.com/>; <https://www.visalaw.ai/>; <https://www.everlaw.com/ai-analytics/>.

<sup>10</sup> National Center for State Courts, Webinar: AI 101 - The Promises and Perils of AI in the Courts (Aug. 16, 2023), <https://vimeo.com/855350490>; Casey Kennedy, Generative AI: Overview for the Courts, 10 <https://www.txcourts.gov/media/1456719/generative-ai-presentation.pdf>.

- Judge Scott Schlegel, Chair of the Louisiana Supreme Court Technology Commission, said that he would be hesitant to use generative AI to make adjudicatory decisions but that he would consider using generative AI to draft opinions *after* he has already made a decision.<sup>11</sup>
- Aaron Judy, the Chief of Innovation and AI at the Clerk of the Maricopa County (Ariz.) Superior Court indicated that court employees are using several LLM-based applications as internal tools: ChatGPT (code and text generation, advisement, and technical troubleshooting), GitHub Copilot (code generation), and NeuralSeek (private LLM for policies and procedures).<sup>12</sup>

On the academic front, Stanford Law School has launched an interactive guide for state courts to increase access to justice by modernizing, standardizing, and simplifying court technology and filing systems.<sup>13</sup> One of the recommendations is that state courts advance plain-language document assembly tools for litigants. The toolkit notes that generative AI platforms like Bard, Bing, and ChatGPT “may be especially helpful in preparing narrative portions of forms based on the specific input of a user’s story.” They recommend that courts use intelligent chatbots to help people diagnose their legal problems, prepare court forms and efilings, and/or direct them to legal aid and legal help websites.<sup>14</sup>

Official guidance for U.S. courts may also be forthcoming. The Conference of Chief Justices (CCJ) and Conference of State Court Administrators (COSCA) recently announced the creation of a rapid response team to assist state courts with examining issues related to the use of AI and generative AI in courts. The team will be supported by NCSC staff. On the federal side, Chief Justice John Roberts focused his 2023 Year-End Report on the promises and perils of AI. He predicted that “judicial work—particularly at the trial level—will be significantly affected by AI” and that “changes will involve not only how judges go about doing their job, but also how they understand the role that AI plays in the cases that come before them.”<sup>15</sup> Chief Justice Roberts

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<sup>11</sup> National Center for State Courts, Webinar: Impact of AI in the Courts (Oct. 18, 2023), <https://vimeo.com/875960451>. Judge Schlegel is a judge of the Louisiana Fifth Circuit Court of Appeal and also serves on the Advisory Council of the ABA Task Force on the Law and Artificial Intelligence. <https://www.judgeschlegel.com/bio>.

<sup>12</sup> Mr. Judy emphasized that the court is not using generative AI solutions to interface with any customers or citizens. See National Center for State Courts, Webinar: Impact of AI in the Courts (Oct. 18, 2023), <https://vimeo.com/875960451>. Other potential use cases discussed by NCSC staff include: automated data entry, scheduling and case processing; creation of court documents; resolution of data quality issues; identification of complex cases; new methods for serving parties; analysis of court data; and new internal tools for increasing efficiency. According to NCSC, some of these use cases have been implemented in varying degrees. *Id.*

<sup>13</sup> Stephanie Ashe, Stanford Law School Launches Filing Fairness Toolkit (Dec. 5, 2023), <https://law.stanford.edu/press/stanford-law-school-launches-filing-fairness-toolkit/>.

<sup>14</sup> Filing Fairness Project, Forms & Filing Processes: Understandable, Accessible & Digital (Dec. 5, 2023), <https://filingfairnessproject.law.stanford.edu/forms-filing-processes/> (last visited Dec. 10, 2023).

<sup>15</sup> Hon. John G. Roberts, Jr., 2023 Year-End Report on the Federal Judiciary, 6 (Dec. 31, 2023), <https://www.supremecourt.gov/publicinfo/year-end/2023year-endreport.pdf> (“As AI evolves, courts will

also discussed the “welcome potential” of AI tools to help litigants with basic questions, templates, and court forms.<sup>16</sup>

Outside the United States, the UK Judicial Office recently issued first-of-its-kind official guidance permitting the use of generative AI by judges in England and Wales.<sup>17</sup> The guidance sets out key risks of using AI tools, but states that “[p]rovided these guidelines are appropriately followed, there is no reason why generative AI could not be a potentially useful secondary tool” in the course of judges’ work.<sup>18</sup> The guidance lists examples of potential use cases, including summarizing voluminous text, writing presentations, and “[a]dministrative tasks like composing emails and memoranda.”<sup>19</sup>

While the use of generative AI in judicial decision-making is not a focus of this paper, we note that judges and academics have expressed views on both sides of this issue. Several foreign judges have acknowledged their use of ChatGPT as a tool for deciding cases or drafting opinions.<sup>20</sup> In contrast, the Honorable Xavier Rodriguez of the Western District of Texas warned that “judges and law clerks should be cautious in using generative AI tools in rendering decisions and drafting opinions.”<sup>21</sup> A group of academics (Jeremy Barnett et al.) recommends a presumption against the use of judicial decision-making algorithms, but suggests that generative AI such as ChatGPT might help a judge prepare sentencing comments in criminal cases or rulings/judgments in civil cases “if the LLM is constrained to the parties submission and law reports” to reduce the risk of hallucination, which we discuss below.<sup>22</sup> Alternatively, they suggest that LLMs could be used to generate a summary of the law if the LLM is “constrained to a limited range, for example Court of Appeal cases between 1950-present day.”<sup>23</sup>

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need to consider its proper uses in litigation. In the federal courts, several Judicial Conference Committees . . . will be involved in that effort.”)

<sup>16</sup> *Id.* at 5.

<sup>17</sup> Courts and Tribunals Judiciary, Artificial Intelligence (AI): Guidance for Judicial Office Holders (Dec. 12, 2023), <https://www.judiciary.uk/wp-content/uploads/2023/12/AI-Judicial-Guidance.pdf>.

<sup>18</sup> *Id.* at 3-5 (warning that “the information provided may be inaccurate, incomplete, misleading, or biased” and that “AI tools may be useful to find material you would recognise as correct . . . but are a poor way of conducting research to find new information you cannot verify”).

<sup>19</sup> *Id.* at 6.

<sup>20</sup> *See, e.g.*, Colombian judge uses ChatGPT in ruling on child’s medical rights case, CBS NEWS (Feb. 2, 2023),

<https://www.cbsnews.com/news/colombian-judge-uses-chatgpt-in-ruling-on-childs-medical-rights-case/>;

Judge asks ChatGPT to decide bail in murder trial, NEW YORK POST (Mar. 29, 2023),

<https://nypost.com/2023/03/29/judge-asks-chatgpt-for-decision-in-murder-trial/> (Indian judge asked

ChatGPT to help decide whether to grant bail, but ultimately denied bail); Weekly take: IP Judge’s

ChatGPT use was jolly good . . . for now, MANAGINGIP (Sept. 19, 2023),

<https://www.managingip.com/article/2c7neoa3q3z24rk3967eo/weekly-take-ip-judges-chatgpt-use-was-jolly-good-for-now> (UK judge acknowledged using ChatGPT to write one-paragraph summary of an area of law he already knew).

<sup>21</sup> Hon. Xavier Rodriguez, Artificial Intelligence (AI) and the Practice of Law, 24 THE SEDONA CONFERENCE JOURNAL 783, 823 (Nov. 2023).

<sup>22</sup> Jeremy Barnett et al., JudicialTech Supporting Justice at 2 & 12 (Oct. 10, 2023),

<https://papers.ssrn.com/abstract=4597917>.

<sup>23</sup> *Id.* at 13-14.

## Potential Risks of the Use of Generative AI by Courts

We recognize the potential use of AI by courts to increase access to justice poses risks, including the risk of hallucinations, bias, and the exacerbation of existing inequities in the court system.

*Hallucination* is the risk that an AI chatbot will confidently produce a response that is inaccurate or false. This means that if self-represented litigants are assisted by AI chatbots, there is a risk that they might receive inaccurate information about their legal rights, court procedures, and deadlines.<sup>24</sup> There is also a risk that the use of generative AI might flood the courts with the filing of frivolous pleadings, or inaccurate or misleading submissions. The hallucination risk came to the fore when a federal judge sanctioned two lawyers for submitting a brief that contained fake quotes and citations to non-existent opinions created by ChatGPT, and then continuing to rely on the opinions after judicial orders called their existence into question.<sup>25</sup> Since then, courts in several jurisdictions have issued local rules or standing orders mandating the disclosure of the use of AI and/or a certification that the accuracy of any AI-generated content (including case citations) was verified.<sup>26</sup> As additional courts consider such rules or orders, some commentators have expressed concerns that they will discourage appropriate uses of generative AI.<sup>27</sup>

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<sup>24</sup> See, e.g., Courts and Tribunals Judiciary, Artificial Intelligence (AI): Guidance for Judicial Office Holders (Dec. 12, 2023), <https://www.judiciary.uk/wp-content/uploads/2023/12/AI-Judicial-Guidance.pdf> (stating that unrepresented litigants are using AI chatbots but “rarely have the skills independently to verify legal information provided by AI chatbots and may not be aware that they are prone to error”).

<sup>25</sup> *Mata v. Avianca, Inc.*, No.22-cv-1461, 2024 WL 4114965 (S.D.N.Y. June 22, 2023). See also Benjamin Weiser & Jonah E. Bromwich, Michael Cohen Used Artificial Intelligence in Feeding Lawyer Bogus Cases, *NEW YORK TIMES* (Dec. 29, 2023); Ben Warwick, Colorado lawyer suspended for using AI platform to draft legal motion, *CBS NEWS* (Nov. 22, 2023), <https://www.cbsnews.com/colorado/news/colorado-lawyer-artificial-intelligence-suspension/>; David Wagner, This Prolific LA Eviction Law Firm Was Caught Faking Cases In Court. Did They Misuse AI?, *LAIST* (Oct. 12, 2023), <https://laist.com/news/housing-homelessness/dennis-block-chatgpt-artificial-intelligence-ai-eviction-court-ls-angeles-lawyer-sanction-housing-tenant-landlord>.

<sup>26</sup> See, e.g., E.D. Tex. Local Rules AT-3(m) & CV-11(g) (effective Dec. 1, 2023) (requiring lawyers and pro se litigants who use technology, such as ChatGPT, Bard, Bing, or generative AI services, to “review and verify any computer-generated content to ensure that it complies with” Rule 11 and all other applicable standards of practice); Standing Order for Civil Cases, ¶ H(4) (N.D. Cal. Nov. 22, 2023) (Martinez-Olguin, J.); Standing Order Re: Artificial Intelligence (“AI”) in Cases Assigned to Judge Baylson (E.D. Pa. June 6, 2023); Mandatory Certification Regarding Generative Artificial Intelligence (N.D. Tex. May 30, 2023) (Starr, J.); Standing Order Regarding Use of Artificial Intelligence (Tex. 394th Judicial Dist. Ct. June 9, 2023) (Ferguson, J.). A more comprehensive listing of court-mandated disclosures with associated URL links was prepared by Prof. Lisa Larrimore Ouellette and Victoria Fang (JD ‘24) at Stanford Law School and is available at [https://docs.google.com/spreadsheets/d/13GjAO9YkpOgouK1Gcvr1GL2YWNQ2n-AOcYZJRec1f\\_Q/edit?usp=sharing](https://docs.google.com/spreadsheets/d/13GjAO9YkpOgouK1Gcvr1GL2YWNQ2n-AOcYZJRec1f_Q/edit?usp=sharing).

<sup>27</sup> See, e.g., Maura R. Grossman et al., Is Disclosure and Certification of the Use of Generative AI Really Necessary?, 107 *JUDICATURE* 68, 69 (2023), [https://judicature.duke.edu/wp-content/uploads/2023/10/AIOrders\\_Vol107No2.pdf](https://judicature.duke.edu/wp-content/uploads/2023/10/AIOrders_Vol107No2.pdf); Jonathan H. Choi et al., *Lawyering in the Age of Artificial Intelligence*, 42-43 (Nov. 7, 2023), *Minnesota Legal Studies Research Paper No. 23-31*, <https://papers.ssrn.com/abstract=4626276>.

Another concern with using generative AI in the courts is that AI algorithms may be infected by *bias* as a result of data to which the AI model was exposed, or inferences that a model learned to draw, during its training process. The Federal Judicial Center has warned that, “there is *no such thing as a bias-free algorithm*.”<sup>28</sup> Others have raised concerns that algorithms used to assist courts with bail evaluations and sentencing decisions are neither more fair nor more accurate than humans, and disadvantage already marginalized groups.<sup>29</sup>

A motivating concern of this project is the risk that AI might exacerbate *inequality* in the legal system.<sup>30</sup> Some commenters have expressed concerns that individuals may be stuck with inferior AI-driven legal help instead of superior, human lawyers.<sup>31</sup> Those who are more optimistic about the potential of AI are nevertheless worried that law firms and corporations will increase their power through the effective use of expensive AI while lesser-resourced individuals and organizations tend to lack the technology literacy, language skills, and other resources necessary to even use AI.<sup>32</sup> In addition, promotion of AI to address the justice gap may have the perverse effect of slowing the movement for a right to civil counsel.<sup>33</sup>

#### 4Cs Framework and Generative AI Use Cases for Courts<sup>34</sup>

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<sup>28</sup> James E Baker, Laurie N. Hobart, & Matthew Mittelsteadt, An Introduction to Artificial Intelligence for Federal Judges, 31 (2023) (emphasis in original), [https://www.fjc.gov/sites/default/files/materials/47/An\\_Introduction\\_to\\_Artificial\\_Intelligence\\_for\\_Federal\\_Judges.pdf](https://www.fjc.gov/sites/default/files/materials/47/An_Introduction_to_Artificial_Intelligence_for_Federal_Judges.pdf).

<sup>29</sup> See, e.g., Jeff Larson et al., How We Analyzed the COMPAS Recidivism Algorithm, PROPUBLICA (May 23, 2016), <https://www.propublica.org/article/how-we-analyzed-the-compas-recidivism-algorithm>; Julia Dressel & Hany Farid, The accuracy, fairness, and limits of predicting recidivism, SCIENCEADVANCES (Jan. 17, 2018), <https://www.science.org/doi/10.1126/sciadv.aao5580>.

<sup>30</sup> One of the main ways that shapes the extent to which transformative technology exacerbates or ameliorates inequality in general is the extent to which it is skills (favoring those with skills)- vs. unskilled (favoring those without skills)-biased. For a discussion of AI and other transformative technologies, see Colleen V. Chien, *The Inequalities of Innovation*, 72 EMORY L. J. 1 (2022).

<sup>31</sup> Drew Simshaw, Access to A.I. Justice: Avoiding an Inequitable Two-Tiered System of Legal Services, 24 YALE J.L. & TECH 150, 171-72 (2022), <https://papers.ssrn.com/abstract=4090984>.

<sup>32</sup> *Id.*; see also Judge Scott Schlegel, The Formula 1 Conundrum in Legal Technology (Dec. 9, 2023), <https://www.judgeschlegel.com/blog/the-formula-1-conundrum-in-legal-technology>; Hassan Kanu & Hassan Kanu, Artificial Intelligence Poised to Hinder, Not Help, Access to Justice, REUTERS (Apr. 25, 2023), <https://www.reuters.com/legal/transactional/artificial-intelligence-poised-hinder-not-help-access-justice-2023-04-25/>.

<sup>33</sup> Ashwin Telang, The Promise and Peril of AI Legal Services to Equalize Justice (Mar. 14, 2023), <https://jolt.law.harvard.edu/digest/the-promise-and-peril-of-ai-legal-services-to-equalize-justice>.

<sup>34</sup> Some studies have considered the use of non-generative AI by the courts including Kalliopi Terzidou, *The Use of Artificial Intelligence in the Judiciary and Its Compliance with the Right to a Fair Trial*, 31 Journal of Judicial Administration 154 (2022), <https://papers.ssrn.com/abstract=4495715> (exploring the opportunities and risks of AI for European court users, including judicial staff, legal representatives, and litigants); Anthony J. Casey & Anthony Niblett, *Will Robot Judges Change Litigation and Settlement Outcomes? A First Look at the Algorithmic Replication of Prior Cases* (June 5, 2020), <https://papers.ssrn.com/abstract=3633037>; Erlis Themeli & Stefan Philipsen, *AI as the Court: Assessing AI Deployment in Civil Cases* (Feb. 23, 2021), <https://papers.ssrn.com/abstract=3791553>; Richard M. Re & Alicia Solow-Niederman, *Developing Artificially Intelligent Justice*, 22 STAN. TECH. L. REV. (2019), <https://papers.ssrn.com/abstract=3390854>.



McKinsey has outlined the “4Cs” framework, comprising four cross-industry categories for generative AI-driven improvements: content summarization and synthesis, coding and software, customer engagement, and content generation. McKinsey states that most generative AI implementations they have seen fall into one of these categories.<sup>35</sup> We use the 4Cs framework to outline some potential generative AI use cases by courts.

- Content summarization and synthesis: This involves summoning and culling information from a large knowledge repository. Potential use cases by courts may include automated data entry, docketing, scheduling and case processing (including AI-assisted identification of complex cases), summarizing published and unpublished opinions, summarizing or analyzing complex legal documents and case files to help judges prepare for hearings, and synthesizing court data.
- Coding and software: This involves using generative AI to write code, automate testing, and accelerate software development. As demonstrated in our illustrative use cases below, generative AI may facilitate the creation of “no-code” AI chatbots. Other potential use cases in this category include developing software tools for managing court records, docketing, and scheduling; sending automated court reminders; and streamlining repetitive, administrative tasks.
- Customer engagement (internal & external): Even before the release of ChatGPT, courts began seeing the benefits of using AI-powered chatbots to improve access to the courts.<sup>36</sup> With the use of generative AI technology, courts may find it more cost-effective to create advanced AI chatbots or human avatars that can assist court employees (as in Maricopa County, Arizona) and/or help members of the public navigate the court website and answer questions in different languages. Courts may also create digital receptionists that can guide people through basic services, help people find their way around the courthouse, or facilitate increased access to court public records.
- Content generation: Generative AI tools, such as ChatGPT, can be used to draft policies and procedures, create multimedia self-help guides and videos, and help litigants complete court forms or draft court filings.

Although not the focus of this paper, there is also an emerging literature about the use of LLMs in judicial decision-making.<sup>37</sup> Leaders in the judicial system, such as the newly formed AI rapid

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<sup>35</sup> Damien Bruce et al., Unlocking the potential of generative AI: Three key questions for government agencies (Dec. 7, 2023), <https://www.mckinsey.com/industries/public-sector/our-insights/unlocking-the-potential-of-generative-ai-three-key-questions-for-government-agencies>.

<sup>36</sup> See, e.g., Miami-Dade Courts Now Offer Website Navigation Help via Online Chat with Digital Assistant SANDI (July 25, 2022), <https://www.jud11.flcourts.org/Court-Announcements/ArtMID/584/ArticleID/4522/Miami-Dade-Courts-Now-Offer-Website-Navigation-Help-via-Online-Chat-with-Digital-Assistant-SANDI>.

<sup>37</sup> See, e.g., Damien Charlotin, Large Language Models and the Future of Law (Aug. 22, 2023), <https://papers.ssrn.com/abstract=4548258> (stating that “[m]any judgments, and especially many procedural orders, follow patterns and thus could be automatized and delegated to systems based on

response team of chief justices and state court administrators discussed above, may want to explore the risks and opportunities to use generative AI to aid in judicial decision-making processes. AI-driven implementations to discuss include, for example, content summarization (e.g. summarizing briefs and lengthy exhibits, analyzing legal precedents using Lexis or Westlaw AI-assisted research) and content generation (e.g. preparing questions for oral argument, writing portions of opinions while keeping the final decision in the sole purview of the judge). If the industry develops generative AI tools tailored for the courts, courts may also be in a better position to explore other potential decision-making aids that some commenters have proposed, such as recommending decisions on small claims, bail, sentencing, and other matters.

## **Example Use Cases**

In this section we describe five use cases focused on translation, pro bono referrals, the creation of no-code bots to increase the usability of self-help options for pro se members of the public, and internal brainstorming and strategic planning by courts. We demonstrate several of these use cases drawing from materials found on Arizona court websites. The potential use cases implicate all of the 4Cs: they summarize and synthesize existing content (content summarization and synthesis), have been implemented using OpenAI's no-code GPT builder (coding and software), include chatbots that could interface with court users (customer engagement), and involve the generation of translations or responses to user questions (content generation).

We provide a detailed appendix that includes our prompts and instructions, as well as links to the bots that we have created. In each case, we relied primarily on ChatGPT 4.0 as of December 11, 2023, but where possible, replicated our work, as shown in the Appendix, using other tools including ChatGPT 3.5, Bard, Claude 1 and Claude 2. While we acknowledge the risks of generative AI and the benefits of using private legal AI tools that can access case law and may incorporate additional fine-tuning for legal use cases, we have utilized public LLM-based tools for our illustrative use cases to maximize the likelihood that courts can replicate them as part of their exploration of the potential use of generative AI to increase access to justice.

### **1. Language translation of existing website text into other languages**

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machine learning – and thus to LLMs,” potentially leading to more consistent and efficient decisions. As an example, Charlotin suggests that LLMs could quickly analyze the facts and arguments of small claims cases, compare them to similar past cases, and generate a judgment.); Judge Mark W. Klingensmith, Let's Talk, ChatGPT: What Will the Judiciary's Future Look Like? *THE FLORIDA BAR JOURNAL*, 26, 31-32 (May/June), <https://heinonline.org/HOL/P?h=hein.barjournals/florbarj0097&i=128> (asking GPT-3 to describe potential uses by appellate court judges and the effect GPT-3 might have on the future of the judiciary); Julie Pattison-Gordon, What Does Generative AI Mean for the Justice System? (Part 1), *GovTECH* (Jul. 28, 2023), <https://www.govtech.com/public-safety/what-does-generative-ai-mean-for-the-justice-system-part-1>.

Title VI of the Civil Rights Act of 1964 requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities accessible by eligible persons with limited English proficiency.<sup>38</sup> This requirement is based on the prohibition of discrimination on the basis of national origin, which has been interpreted to include discrimination based on English proficiency.

Even though interpreters are generally available in courts, court websites do not always cover the majority of languages spoken by the public. In the state of Arizona, around 9.5% of the population has been determined to have limited English proficiency.<sup>39</sup> Yet despite the importance of languages like Spanish, Navajo, and Chinese to the Arizona general public, the only language that is even referred to in the Court's access plan is Spanish.<sup>40</sup> Furthermore, although a machine translation application has been added to certain pages,<sup>41</sup> review by native speakers found the translations to be unnatural and non-intuitive. In addition, they did not include, e.g. Navajo language options, even as they did include more obscure languages that may not be as relevant to Arizona residents.<sup>42</sup>

As shown below, we took language from the Arizona Court's self-help website<sup>43</sup> and asked for translation help. Importantly, we specified the target audience to be someone with a high school education, and also asked for the translation to take the time to explain terms of art or legalese. Other than Navajo, we did not select the non-English languages represented in the output example shown below; the GPT selected two out of three non-English languages on its own.

I am a professional that works for the Supreme Court of Arizona. The target audience of this work product are non-English speaking members of the public with some years of high school education - do not assume they understand the legal system or terms of art - when it's a word that might be unfamiliar, take the time to explain it. Pick two non-English languages based on the profile of the general public of Arizona, and also include Navajo. Please write in a way that is authentic and professional and can be easily digested by a native speaker.

"In Arizona, there are multiple types of legal representation: limited scope, fixed rate, ghostwriting, and full service representation. Prior to hiring a lawyer read through the different types of representation that may be available to you based on your legal needs. If you are looking for a lawyer referral or free or reduced cost legal services, visit the Legal

<sup>38</sup> P.L. 88-352, 78 Stat. 241, codified at 42 U.S.C. § 1971 et seq, at section 601 ("No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance).

<sup>39</sup> US Department of Justice, *Limited English Proficiency Language Map* (2015) available at <https://www.lep.gov/maps/lma2015/Final> (last visited Dec. 17, 2023) (showing a range of values; for example, ~19% in California).

<sup>40</sup> ARIZONA SUPREME COURT LANGUAGE ACCESS PLAN, March 2018, available at <https://www.azcourts.gov/Portals/0/SupremeCourtLAP.pdf> (last visited Dec. 11, 2023).

<sup>41</sup> See, e.g., <https://azcourthelp.org/court-news/representation-types> which includes a Google translate option in the left hand corner.

<sup>42</sup> Such as Xhosa and Sudanese.

<sup>43</sup> At <https://azcourthelp.org/court-news/representation-types>.

Aid Resources page for more information.”

ChatGPT 4:

Spanish:

“En Arizona, existen varios tipos de representación legal: de alcance limitado, tarifa fija, redacción por encargo y representación de servicio completo. Antes de contratar a un abogado, lee sobre los diferentes tipos de representación que pueden estar disponibles para ti según tus necesidades legales. Si buscas una referencia de abogado o servicios legales gratuitos o a bajo costo, visita la página de Recursos de Asistencia Legal para más información.”

Navajo:

“Arizona íłį ąáhóó’ éí le’ t’áá altso baa hane’ígo léétsoh bí hane’éí: áná’álwo’ígo, ííł’íní baa hane’ígo, biih bit’ááłwo’ígo, dóó t’áá áná’álwo’ígo léétsoh bí hane’éí. At’ééd naaltsoos bich’idínaał da leehgo áná’álwo’ígo t’áá ákót’éego índa. T’áadoo at’ééd naaltsoos bich’idínaał daalchíí’ nááhóóhai bík’ehgo bií’ da’íłta’, dóó t’áá ákót’éego índa’ííłkaah bí naaltsoos bich’idínaał daalchíí’ biyi’da’íłta’, éí Baa Hane’éígo At’ééd Naaltsoos Bich’idínaał Daalchíí’ Nááhóóhai Ádaanít’éego índa.”

Chinese (Simplified):

“在亚利桑那州，有多种法律代表方式：限定范围代表、固定费率、代写和全面服务代表。在雇佣律师之前，请阅读不同的代表方式，这些可能基于您的法律需求而提供给您。如果您正在寻找律师推荐或免费或降低费用的法律服务，请访问法律援助资源页面获取更多信息。”

We then entered this same prompt into several different LLM-based applications, as more fully described in the Appendix, and asked native speakers to read the translations resulting in several observations. First, certain technical terms were difficult for the unpaid services. For instance, the term “ghostwriting,” which in the context of the American judicial system refers to when a lawyer is hired and paid to do legal research or prepare a document or documents for the court but does not sign the papers,<sup>44</sup> was translated literally in Spanish as “written by a ghost” (“escritura fantasma”).

We also observed that the tools exhibited some level of self-awareness and lack of confidence in their ability. For example, in the case of the Claude models, one response referred to the inability of the tool to translate into Chinese and Navajo and stated that ethical practice would counsel towards finding a native speaker instead.<sup>45</sup> It was notable as well that the tools also provided different types of services: one tool’s translation provided a glossary of terms of art, whereas another tool’s Chinese translation included pinyin (sound representations) of characters, rather than just the characters themselves. Finally, we observed that the paid tools

<sup>44</sup> <https://www.azcourts.gov/selfservicecenter/Resources/Types-of-Legal-Representation/Ghostwriting>.

<sup>45</sup> See Appendix.

were not necessarily viewed as “the best” performers. As shown below, there was divergence among the evaluators regarding the provenance of the “best” translation.

Winner and Why	<u>Spanish</u> Rankings: GPT 4: 9; Bard: 7.5; GPT 3.5: 7, Claudes: 7	<u>Chinese</u> GPT 3.5 is the best	<u>Navajo</u> unable to evaluate but Claude2 cannot translate to Navajo
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## 2. Finding pro bono help

Another factor that limits access to justice is the inability of clients to find pro bono attorneys to counsel them. Among various constraints, logistical barriers include lack of awareness of available services, time constraints, and language and cultural barriers. As a result, despite the existence of pro bono programs and legal aid organizations, many individuals who need legal help are unable to access these services.

In the prompt below, we solicited help in finding public interest attorney referrals in two different locations. We asked for details regarding each organization and also for websites and legal clinic details. The information we received back was detailed, and we checked each link and phone number we received, from each of the different tools that we accessed.

Can you find at least three public interest organizations that can help a person in Maricopa and Tempe get assistance with an immigration matter? Please include phone numbers, emails, and URLs to relevant website pages for any organizations that you find. If the organizations have legal clinics please include the dates and times of the clinics and any available phone numbers to make an appointment.

ChatGPT 4:  
For Tempe:

### Arizona Immigrant and Refugee Services (AIRS):

- Services: AIRS provides a range of programs to refugees and immigrants, including housing, food, clothing, job training, and immigration legal assistance. They offer help in various areas like Adjustment of Status, Asylum applications, DACA, Employment authorization, and more.
- Address: 10240 N. 31st Ave, Suite 112, Phoenix, AZ 85051.
- Phone: (602) 944-1821.
- Email: info@airsaz.org.
- Website: [Arizona Immigrant and Refugee Services](#).
- Languages spoken include Spanish.
- No information regarding legal clinics was available, so it's recommended to contact them directly for more details.

### Immigrant Relief Center of Arizona, Inc.:

- Services: This organization offers immigration services, U.S. citizenship instruction, language services, adult basic education, and assistance for low-income families.

- Address: 2724 W Thomas Rd, Phoenix, AZ 85017.
- Phone: (602) 441-0057.
- Fax: (602) 441-0057.
- Email: info@immigrantrca.org.
- Office Hours: Monday through Friday, 8:30 AM – 4:30 PM.
- Website: [Immigrant Relief Center of Arizona, Inc.](#)
- They also speak Spanish.
- Again, no specific information on legal clinics was provided, so contacting them directly is advised for detailed information and appointments.

For Maricopa:

State Bar of Arizona:

- Services: Offers a list of certified specialists in various legal areas, including immigration law.
- Contact: You can reach them by phone at (602) 340-7239 [**#Wrong number provided**], or visit their [website](#) for more details.

Community Legal Services:

- Services: Provides legal assistance, advice, or representation in various areas, including issues affecting immigrants.
- Phone: (602) 258-3434 [**#Wrong number provided**].
- More information and application for services can be found on their [website](#).

As detailed in the Appendix, unfortunately, the hallucinations for almost all of the major platforms were significant, including wrong phone numbers and website links. Bard performed the “best” in terms of not including any hallucinated content but it also did not include many details for the user. It also included a law firm rather than limiting its response to public interest organizations as requested in the prompt. One additional tool we tried - which has a reputation for higher accuracy<sup>46</sup> - did name three public interest organizations and its answer - while more limited - did not include hallucinations.

### 3. Expungement bot<sup>47</sup>

While an estimated 1 in 3 American adults has a criminal record and many could get their record cleared, only a fraction of those eligible for expungement remedies have accessed them. A 2020 study estimated that 20-30 million Americans were eligible for expungement remedies, but had not received them, placing them in the “second chance gap.”<sup>48</sup> Further work by the Paper Prisons Initiative has documented uptake rates of less than 10% with respect to clearable

<sup>46</sup> Perplexity Pro, 12/27/23 edition, which its founders have described as using a modern version of the technology Google was built in to build a “trust map of the web” to improve its results. Described in: Joanne Chen, *How Perplexity.ai Is Pioneering The Future Of Search*, FORBES, <https://www.forbes.com/sites/joannechen/2023/09/06/how-perplexityai-is-pioneering-the-future-of-search/?sh=1746d3f4ad91> (last visited Dec. 27, 2023).

<sup>47</sup> Accessible at <https://bit.ly/AZExpungement> with a ChatGPT 4 subscription.

<sup>48</sup> Colleen V. Chien, *America's Paper Prisons: The Second Chance Gap* 119 MICH. L. REV. 519 (2020).

convictions across a number of states,<sup>49</sup> and the significant earning impact that is associated with living with a conviction.<sup>50</sup>

Although a growing number of states have moved to embrace “Clean Slate” automation, petition-based relief remains the norm across the country - both by states that have not yet adopted Clean Slate reforms, but also, even in states that have, because only a fraction of expungement remedies are eligible for Clean Slate automation - petitions still need to be filed, particularly in the case of more severe convictions. Yet, the second chance gap persists, because of the challenge of determining eligibility and in filing the requisite paperwork, which is often cumbersome and expensive if an attorney is enlisted.

To test whether no-code bots could be used to reduce the frictions associated with the expungement process, we created an “Arizona expungement bot.”<sup>51</sup> As described on the court website, in Arizona, offenses related to the possession of small amounts of marijuana are eligible for expungement under Proposition 207. A.R.S. § 13-911 allows individuals to petition the court to have their criminal case record sealed. If the court grants the petition, the individual can state on applications that they have never been arrested for, charged with, or convicted of the crime that is the subject of the arrest or conviction.

The process of building the bot, detailed in the Appendix, consisted of several steps: initiating the bot’s creation using OpenAI’s GPT builder, uploading relevant material from the Arizona website (forms and other data) to establish the knowledge base, and testing the bot with several use cases. Ultimately we were able to use the bot to provide an eligibility scenario and receive a determination, then use the bot to be guided through the expungement process in Arizona, which involves completing and submitting a petition for expungement to the court where the case was handled. The bot informs users that expungement does not erase a conviction but rather seals the record from public view. It also explains that the process and rules for expungement can vary by state, and not all crimes are eligible for expungement. The process consisted of the following steps:

First, we leveraged ChatGPT’s builder functionality to initiate and guide the bot creation process. We specified that the bot should focus on assisting users to determine their eligibility for expungement of marijuana charges in Arizona under Proposition 207, and provide guidance on completing the necessary petition forms based on their case details.

To establish the chatbot’s knowledge base, we uploaded Arizona expungement forms and instructions from Arizona state judicial websites, totaling over 50 pages of reference material. We provided very little additional information, leaving it to the bot to draw inferences from

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<sup>49</sup> “What is the “Second Chance Gap?”” The Paper Prisons Initiative <https://paperprisons.org/SecondChanceGap.html>.

<sup>50</sup> The average lost earnings per year associated with a felony or misdemeanor record is \$4,600 and \$5,100, respectively, see Colleen Chien et al., *Estimating the Earnings Loss Associated with a Criminal Record and Suspended Driver’s License*, 64 ARIZ. L. REV. 675 (2022).

<sup>51</sup> Accessible at <https://bit.ly/AZExpungement> with a ChatGPT 4 subscription.

context. With this content ingested, we were able to test the bot's capabilities through sample conversations.

In particular, we sought to discern the bot's ability to 1) determine eligibility for record expungement based on details provided about the user's marijuana charge, 2) explain limitations and effects of the expungement process in Arizona, and 3) guide users step-by-step through options to complete the expungement petition forms, tailored to their specific situations.

Illustrative Prompts and Responses:

Prompt: I was 26 years old when I was caught with 2 grams of marijuana. Am I eligible for expungement in Arizona?

Yes, your situation likely aligns with the eligibility criteria under Proposition 207. Being 26 at the time and possessing 2 grams falls under the legal limits. As long as you've completed any legal obligations from your case, you can pursue expungement by filing a petition with the details of your offense. I'd advise consulting a lawyer to assist with the process and forms.

Prompt: Can you help me fill out the right forms?

Certainly, I can guide you through the process of filling out the appropriate forms for expungement under Arizona's Proposition 207. Based on your situation (being 26 at the time of the offense with a possession of 2 grams of marijuana), you will likely need to use the forms designed for expungement of adult records. Here's a step-by-step guide:

#### **Choosing the Right Form**

Identify the Correct Court: If your case was handled in a Superior Court, use the "Petition to Expunge Marijuana-Related Offense Records and Restore Civil Rights Including Firearm Rights Pursuant to ARS § 36-2862" form for the Superior Court. If it was in a Municipal or Justice Court, use the respective form for that court.

#### **Filling Out the Form**

Personal Information: Fill in your name, mailing address, city, state, zip code email address, and telephone number.

Case Information:

... [provides additional guidance]

Prompt: Where can I get the form?

You can obtain the forms for expungement under Arizona's Proposition 207 from the following sources:

- Arizona Judicial Branch Website: The Arizona Judicial Branch often provides online access to legal forms, including those for expungement. Visit their website at [www.azcourts.gov](http://www.azcourts.gov) and navigate to the forms or self-service center section. Look for forms related to expungement or Proposition 207.



- Local Court Clerk's Office: Visit the clerk's office of the court where your case was handled (be it Superior, Municipal, or Justice Court). They usually have copies of all necessary legal forms, including those for expungement.  
...[proceeds to list other sources and provide a warning that the user should verify the form and to check with a legal professional or the court clerk]

This bot demonstrates the potential for AI systems to be rapidly trained to provide personalized legal guidance at scale through ingesting key reference materials. With further development, tailored bots like this could help more people access expungement remedies. The development emphasizes the importance of clear, user-friendly guidance for legal processes. One challenge that will be present is ensuring accuracy in legal information without crossing into providing actual legal counsel. However, the use of existing forms should avoid such challenges by ensuring that the bot remains in the mode of giving legal information, rather than legal advice. Future enhancements could include more interactive elements to guide users step-by-step through form completion.

#### 4. Landlord/Tenant Disputes and Eviction Bot<sup>52</sup>

There are approximately 130 million households in the United States, 35% (or 45 million) of which are renters.<sup>53</sup> Each year, approximately 2.7 million households (or 7.6 million people) in the United States face the threat of displacement from their homes through court-ordered eviction.<sup>54</sup> Studies have shown strong evidence that legal representation improves outcomes and housing stability for tenants in unlawful detainer proceedings.<sup>55</sup> Nevertheless, only 4% of tenants are represented by an attorney in eviction proceedings, compared to 83% of landlords.<sup>56</sup>

Some state court websites offer self-help guides for landlord-tenant disputes and eviction actions, but users may be required to click through a series of topics or links to find relevant information.<sup>57</sup> Some of these court websites offer chatbots, but they generally are trained on set

<sup>52</sup> Accessible at <https://bit.ly/EvictionAZ> with a ChatGPT 4 subscription.

<sup>53</sup> U.S. Census Bureau, 2022 American Community Survey, 1-Year Estimates, Table B25003, <https://data.census.gov/table/ACSDT1Y2022.B25003?q=B25003> (last visited Dec. 5, 2023).

<sup>54</sup> Gromis, Ashley, et al., Estimating Eviction Prevalence across the United States. Princeton University Eviction Lab. <https://data-downloads.evictionlab.org/#estimating-eviction-prevalence-across-us/>. Deposited May 13, 2022.

<sup>55</sup> Judicial Council of Cal., Final Report from the Work Group on Homelessness to the Chief Justice, at 8-9 (Oct. 22, 2021), [https://www.courts.ca.gov/documents/hwg\\_work-group-report.pdf](https://www.courts.ca.gov/documents/hwg_work-group-report.pdf) (summarizing 2020 Shriver report and other studies).

<sup>56</sup> National Coalition of Civil Right to Counsel (NCCRC), Eviction representation statistics for landlords and tenants absent special intervention (Sept. 2023), [http://civilrighttocounsel.org/uploaded\\_files/280/Landlord\\_and\\_tenant\\_eviction\\_rep\\_stats\\_\\_NCCRC\\_.pdf](http://civilrighttocounsel.org/uploaded_files/280/Landlord_and_tenant_eviction_rep_stats__NCCRC_.pdf) (last visited Nov. 30, 2023).

<sup>57</sup> See, e.g., Arizona Judicial Branch, Landlord/Tenant Disputes & Eviction, <https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions> (last visited Dec. 14, 2023); California Courts Self-Help Guide, Eviction and housing, <https://selfhelp.courts.ca.gov/eviction-and-housing> (last visited Dec. 14, 2023).

questions and answers, limiting their utility if the user does not use the right key words or questions.<sup>58</sup>

To explore whether no-code chatbots could be used to assist landlords and tenants navigate the self-help information on court websites, we created an “Arizona Eviction Bot.”<sup>59</sup>

The process, detailed in the Appendix, consisted of initiating the bot’s creation, uploading relevant material from the Arizona Judicial Branch’s website on landlord/tenant disputes and eviction actions (e.g., information sheets, forms and notices) to ground the bot’s knowledge base, and testing the bot with several use cases.

We again leveraged ChatGPT’s hosted GPT builder to create a specialized Eviction Bot focusing on Arizona landlord-tenant disputes and eviction actions. We specified that the bot should look for relevant information on the Arizona court self-help website<sup>60</sup> and be able to provide information on landlord-tenant issues like non-payment of rent, lease violations, and appealing eviction judgments - in each case from the perspective of both landlords and tenants. We uploaded over 100 pages of documentation from Arizona court websites, including notices, forms, instructions, and information sheets covering various aspects of the eviction process.<sup>61</sup>

With this knowledge base established, we tested the bot’s capabilities to provide guidance through representative conversations, and designed the bot to ensure it had the following capabilities: (1) explain notice requirements and options available to landlords and tenants under Arizona eviction laws for issues like non-payment of rent and lease violations, (2) provide step-by-step guidance to users based on their specific situations related to landlord-tenant disputes, (3) provide general guidance on the completion of standard notices and forms involved in Arizona eviction proceedings, and (4) detail the typical timeline and procedures involved in appealing an eviction ruling in Arizona.

Sample Prompts and Responses:

The water has not been running in my apartment for three weeks. I asked my landlord to get a plumber to fix it, but he hasn’t responded. What can I do?

In Arizona, landlords are legally required to provide essential services, including running water, to their tenants. If your landlord fails to provide such services, you have

<sup>58</sup> See, e.g., Arizona Supreme Court Administrative Office of the Courts, News Release: Gavel Chatbot Now Answering Court Questions (July 30, 2019), <https://www.azcourts.gov/Portals/201/Press%20Releases/2019/073019Chatbot.pdf?ver=2019-07-30-141828-380>; New Jersey Courts, Official Website of the New Jersey Judiciary, <https://www.njcourts.gov/> (last visited Dec. 14, 2023) (Chat button on the right).

<sup>59</sup> Accessible at <https://bit.ly/EvictionAZ> with a ChatGPT 4 subscription.

<sup>60</sup> <https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions>.

<sup>61</sup> Because ChatGPT limits the number of attachments, we created compilations of these documents and uploaded PDFs. Care had to be taken to ensure that the printouts did not cut off any of the material, which required resizing certain pages.

The water has not been running in my apartment for three weeks. I asked my landlord to get a plumber to fix it, but he hasn't responded. What can I do?

specific rights and remedies under the Arizona Residential Landlord and Tenant Act. Here's what you can do:

1. **\*\*Written Notice to Landlord\*\***: Send a written notice to your landlord detailing the problem (no running water) and requesting immediate repairs. Keep a copy of this notice for your records.

2. **\*\*Options Under Arizona Law (A.R.S. § 33-1364)\*\***:

- **\*\*Option A - Temporary Fix\*\***: If the landlord doesn't correct the lack of water within a reasonable time (typically 5 days after receiving notice), you may arrange to have the water fixed yourself and deduct the cost from your rent. The cost for repair should be reasonable and not exceed either \$300 or one-half of your monthly rent, whichever is greater.

...[lays out options A-D then details additional steps that can and should be taken]

Can you help me draft a notice to my landlord?

Certainly! Below is a template for a notice to your landlord regarding the lack of running water in your apartment. Remember to tailor the details to your specific situation:

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\*\*[Your Full Name]\*\*

\*\*[Your Address]\*\*

\*\*[City, State, Zip]\*\*

\*\*[Email Address]\*\*

\*\*[Phone Number]\*\*

\*\*[Date]\*\*

\*\*[Landlord's Full Name]\*\*

\*\*[Landlord's Address]\*\*

\*\*[City, State, Zip]\*\*

Re: Urgent Request for Repair – No Running Water at [Your Address]

Dear [Landlord's Name],

I am writing to formally notify you of a significant issue that requires immediate attention at my rental unit located at [Your Address]. As of [Date when the problem started], there has been no running water in the apartment. This lack of essential service has been ongoing for [number of weeks/days, e.g., three weeks] now.

... [Provides a detailed response]

[Your Name]

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Make sure to send this notice via a method that provides proof of delivery, such as certified mail or email with a read receipt. Keep a copy of this letter and any correspondence regarding this issue for your records. If the problem persists or the landlord does not respond, consider seeking legal advice.

I received an eviction complaint from my landlord in Maricopa County, Arizona. How many days do I have to respond in court?

In Maricopa County, Arizona, once you receive an eviction complaint from your landlord, you typically have a short period to respond in court. Generally, the summons that accompanies the eviction complaint will specify the date and time for your initial appearance in court, which is often set within a few days after the complaint is served.

You should check the summons carefully for this date. It's crucial to attend this court appearance to respond to the eviction action. Failing to appear could result in a default judgment against you, allowing the eviction to proceed without your input or defense.

If you have specific questions about the complaint or need legal advice, it's advisable to consult with a legal professional or a tenant's rights organization.

The Arizona eviction bot did not always provide accurate information. As detailed in the Appendix, in response to a question about the deadline to challenge an eviction judgment in Arizona, the bot said a notice of appeal must be filed “typically within 5 to 14 days after the judgment, depending on the type of eviction.” This is inconsistent with the five-day deadline on the court website.<sup>62</sup>

Despite the present limitations of LLMs, the Arizona eviction bot illustrates the potential ability to train LLM-based tools to make self-help information on court websites more accessible to pro se litigants and members of the public. With further development of LLMs, tailored bots could be used to provide more self-represented litigants with guidance as they navigate eviction proceedings. Future enhancements may include combining a LLM-based chatbot with document automation technologies that allow self-represented litigants to complete and e-file forms and filings. Similar to the expungement bot, a challenge will be ensuring that the eviction bot provides accurate legal information and does not cause litigants to miss critical deadlines or waive any rights.

## 5. Internal brainstorming and IT management

A final way in which generative AI technologies can help increase access to the courts is by supporting internal tasks of the court, including strategic planning and brainstorming. For example, court personnel could use LLM-based applications to brainstorm what types of tasks could benefit from generative AI. More importantly, AI can also be used to help think through the infrastructure required to implement changes, as well as the operational implications of the expanded use of AI applications by the courts.

Sample Prompts and Responses:

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<sup>62</sup> After an Eviction Judgment, <https://www.azcourts.gov/legalinfohub/Legal-Info-Sheets/Landlord-Tenant-Disputes-amp-Eviction/After-an-Eviction-Judgment>.

What are the various ways that generative AI can help make the operations of the courts more efficient? Please provide specific examples and do not cite the examples I have already told you about in this document.

Answer (from Claude 2)

1. Expedite court reporting
  - AI transcription tools could listen in on court proceedings and instantly convert speech to text. This saves time over traditional court reporters and speeds up the availability of transcripts.
2. Automate scheduling and calendar management
  - An AI calendar assistant could field requests for hearings, trial dates or filings and automatically coordinate schedules across court officers, legal teams and other parties. This simplifies logistics.
3. Provide real-time multi-lingual translation
  - Speech recognition and neural machine translation models could allow non-English speakers to follow court proceedings in real-time through AR headsets that display subtitles in their native language.
4. Automate court orders and paperwork filing
  - Natural language generation algorithms could take actionable data from court rulings and automatically produce corresponding writs, warrants, summons or boilerplate court orders for mundane procedural matters according to relevant regulations.
5. Aid plaintiff eligibility screening
  - An AI eligibility assistant could interface with plaintiffs to collect necessary personal details and case background, then instantly cross-check criteria to assess and recommend the appropriate court venue, jurisdictional boundaries etc. to file suit.
6. Simplify legal Q&A
  - Plain language AI advisors could be available through public court websites or kiosks to address common questions from citizens related to court processes, documents, and basic legal issues – filtering queries to the appropriate departments.<sup>63</sup>

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<sup>63</sup> Alternative answers provided by ChatGPT included automated document drafting, case research and analysis, evidence review and analysis, scheduling and case management, virtual hearings and testimonies, real-time translation, and predictive analytics.

Can you describe precisely the types of IT infrastructure and changes that would be needed to realize such efficiencies?

Here is a description of the key IT infrastructure and changes needed to enable AI tools and realize such efficiency gains in the court system:

1. Enterprise AI Computing Power

- Courts would require expanded GPU/TPU server infrastructure to run advanced AI algorithms and recurrently train machine learning models as they ingest new data. A centralized processing location or cloud-based AI would be ideal.

2. Structured Court Data

- Clean, well-organized data is critical to train AI systems effectively. Courts would need to audit their databases to identify unstructured or siloed data and consolidate relevant case files (trial documents, motions etc), judicial decisions and orders, sentencing guidelines, local rules etc. and apply standardized tags and metadata. Cases would need consistent unique IDs that connect all related data.

3. Modernized Software and Database Architecture

- Legacy court IT systems that may rely on outdated on-prem infrastructure, proprietary software, non-relational databases or dated programming languages would require revamping. Transitioning to open standards, APIs and interoperable systems is crucial. Courts may adopt cloud databases and AlaaS solutions that integrate smoothly.

4. Enhanced Cybersecurity Measures

- Courts hold highly sensitive personal, civil and criminal data. Enabling AI access requires stringent role-based access policies, encryption, network security measures like firewalls and AI model governance protocols about use-cases. Storing or transferring court data externally would mandate additional protections and ongoing audits.

5. Changes to Regulatory Policies

- Judges and lawyers operate under professional conduct rules that do not currently account for reliance on AI systems. Clear guidelines would be necessary on liability, transparency, explainability and ethical use of AI across various legal scenarios before AI assistants can be integrated responsibly into court workflows or decision frameworks.

6. Staff Training Programs

- For legal and administrative staff to adopt AI systems into their regular duties would require continual training programs on the evolving best practices regarding these emerging technologies. Procedural changes and new responsibilities may arise. Technology skill gaps would also need to be addressed.

With significant funding allocation and long term planning, the application of AI could transform court operations and accelerate justice. But technical, ethical and regulatory considerations must also evolve to enable this responsibly.

## Recommendations and Conclusion

Our analysis of five LLM use cases for courts leads us to several findings and recommendations:

### *Potential and Risks of LLMs*

By exploring a range of generative AI use cases—from language translation and pro bono referrals to the creation of no-code AI chatbots for court users—we have shown that LLMs show promise in enhancing access to legal information and court services. However, risks such as the generation of hallucinated information are significant. This was evident in our tests, where LLMs created inaccuracies in pro bono referrals and the deadline for a challenge to an eviction judgment.

### *Importance of Early Exploration*

Despite current limitations, we recommend that courts, legal professionals, and technologists explore the use of LLM technology to increase access to justice now. With the ongoing advancement of generative AI technology and a significant justice gap affecting low-income Americans, early engagement will allow the judiciary to provide critical feedback to AI technologists who in turn can develop more sophisticated, reliable legal AI tools for courts and court users.

### *Prioritization of Humans in the Loop*

In light of the current limitations of LLMs, we recommend that courts prioritize implementing generative AI tools where legal experts can verify and contextualize AI-generated content. This includes tools for court employees, legal aid lawyers, and volunteers serving self-represented litigants or low-income individuals. Courts may also want to explore LLM interfaces that direct more users to verified legal aid and self-help resources.

### *Exploring AI Chatbots in Self-Help Contexts*

Our criminal expungement and eviction bots illustrate that, even with the present limitations, there are meaningful opportunities to explore the use of AI chatbots to enhance self-help resources available on courts' websites.<sup>64</sup> Early use cases to explore include utilizing AI chatbots and existing document assembly tools to assist users with the completion of court forms in areas like uncontested divorces,<sup>65</sup> simplified procedures for small estates,<sup>66</sup> and name/gender change petitions.<sup>67</sup> Courts may also want to explore the use of generative AI to assist users with non-legal writing tasks, such as preparing negotiation letters or talking points

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<sup>64</sup> See <https://www.azcourts.gov/selfservicecenter/Topics> (listing fifteen self-service topics and six court-related topics); <https://selfhelp.courts.ca.gov/> (providing information on sixteen legal topics and over fifteen types of court cases); <https://www.nycourts.gov/courthelp/> (listing eleven topics with multiple subtopics).

<sup>65</sup> See, e.g., <https://nycourts.gov/courthelp/diy/divorce.shtml>; <https://selfhelp.courts.ca.gov/divorce-california/summary-dissolution/forms>.

<sup>66</sup> See, e.g., <https://www.nycourts.gov/CourtHelp/DIY/smallEstate.shtml>.

<sup>67</sup> See, e.g., <https://www.courts.ca.gov/35393.htm?rdeLocaleAttr=en>; <https://nycourts.gov/CourtHelp/NameChange/forms.shtml>.



to resolve debt disputes,<sup>68</sup> writing demand letters before filing a small claims case,<sup>69</sup> and drafting narratives that can be inserted in legal forms such as an application for a restraining order.<sup>70</sup>

This paper has considered ways in which LLMs can be deployed by courts to narrow the justice gap through public-facing applications, using case studies developed based on the Arizona courts. Across these domains, AI-assistants can act as interpreters of legal information, finders of legal assistance, and guides to legal processes. Whereas the legal problems everyday people face can feel overwhelming and the processes needed to confront them, intimidating, LLM-based interfaces potentially can help meet self-represented litigants and low-income consumers where they are at, in the languages they are comfortable with, and through processes that are more intuitive and more consistent with the idea of individualized justice. There are obviously many dimensions that need to be considered in order to achieve Justice Roberts' vision of "smooth[ing] out any mismatch between available resources and urgent needs in our court system," including the institutional and cultural capability of the courts to adopt technology and embrace change and we hope to engage these issues more fully subsequently.

While acknowledging the risks and current limitations of LLMs, there are opportunities for courts, legal professionals, and technology developers to work together to leverage generative AI and LLMs to bridge the justice gap. As this collaborative exploration progresses, balancing innovation with risk management and ethical considerations will be essential to ensure that technology serves to narrow, not widen, the justice gap.

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<sup>68</sup> See, e.g., <https://selfhelp.courts.ca.gov/debt-lawsuits>;  
<https://selfhelp.courts.ca.gov/debt-lawsuits/negotiate-debt-collector>;  
<https://selfhelp.courts.ca.gov/small-claims/ask-for-money>.

<sup>69</sup> See, e.g., <https://selfhelp.courts.ca.gov/small-claims/ask-for-money>.

<sup>70</sup> See <https://selfhelp.courts.ca.gov/DV-restraining-order/ask-for-money> (stating that the "Describe Abuse" section "is important because the judge will decide whether to grant you a [domestic violence] restraining order based on what you write in this section");  
<https://selfhelp.courts.ca.gov/EA-restraining-order/ask-for-money> (elder or dependent abuse restraining order);  
<https://selfhelp.courts.ca.gov/CH-restraining-order/ask-for-money> (civil harassment restraining order).

## Appendix of Use Cases

This Appendix includes prompts and outputs that were generated as part of our illustration of potential generative AI use cases by the courts.

1. Prompt: I am a professional that works for the Supreme Court of Arizona. The target audience of this work product are non-English speaking members of the public with some years of high school education - do not assume they understand the legal system or terms of art - when it's a word that might be unfamiliar, take the time to explain it. Pick two non-English languages based on the profile of the general public of Arizona, and also include Navajo. Please write in a way that is authentic and professional and can be easily digested by a native speaker. Interleave the original so that I know what sentences in English correspond with the translation into the languages.

“In Arizona, there are multiple types of legal representation: limited scope, fixed rate, ghostwriting, and full service representation. Prior to hiring a lawyer read through the different types of representation that may be available to you based on your legal needs. If you are looking for a lawyer referral or free or reduced cost legal services, visit the Legal Aid Resources page for more information.”

	Spanish	Chinese	Navajo
ChatGPT 4	En Arizona, existen varios tipos de representación legal: de alcance limitado, tarifa fija, redacción por encargo y representación de servicio completo. Antes de contratar a un abogado, lee sobre los diferentes tipos de representación que pueden estar disponibles para ti según tus necesidades legales. Si buscas una referencia de abogado o servicios legales gratuitos o a bajo costo,	在亚利桑那州，有多种法律代表方式：限定范围代表、固定费率、代写和全面服务代表。在雇佣律师之前，请阅读不同的代表方式，这些可能基于您的法律需求而提供给您。如果您正在寻找律师推荐或免费或降低费用的法律服务，请访问法律援助资源页面获取更多信息。	“Arizona ílj' qáhóó' éí le' t'áá altso baa hane'igo léétsoh bí hane'éí: áná'álwo'igo, íí'íní baa hane'igo, biih bit'ááwo'igo, dóó t'áá áná'álwo'igo léétsoh bí hane'éí. At'ééd naaltsoos bich'idínaał da leehgo áná'álwo'igo t'áá ákót'éego índá. T'áadoo at'ééd naaltsoos bich'idínaał daalchíí' nááhóohai bík'ehgo bii' da'íłta', dóó t'áá ákót'éego índá'íłkaah bí naaltsoos bich'idínaał daalchíí' biyi'da'íłta', éí

	visita la página de Recursos de Asistencia Legal para más información.” <sup>71</sup>		Baa Hane'éigo At'ééd Naaltsoos Bich'idínaaŋ Daalchíí' Nááhóohai Ádaanít'éego índá.”
ChatGPT 3.5	En Arizona, existen varios tipos de representación legal: representación de alcance limitado, tarifa fija, escritura fantasma y representación de servicio completo. Antes de contratar a un abogado, lea acerca de los diferentes tipos de representación que puedan estar disponibles según sus necesidades legales. Si está buscando una referencia de abogados o servicios legales gratuitos o de costo reducido, visite la página de Recursos de Asistencia Legal para obtener más información. <sup>72</sup>	在亚利桑那州，有多种类型的法律代理：有限范围、固定费用、代笔和全方位代理。在雇佣律师之前，请阅读不同类型的代理，根据您的法律需求判断哪种可能适合您。如果您正在寻找律师推荐或免费或降低成本的法律服务，请访问法律援助资源页面以获取更多信息。	Arizona bikéyah, hózhóǵgi yáázh t'áá hwoniit'i daaztsaastsoh dineé yiztsoh łaanii da, biihózhóǵgi daaztsaastsoh dineé t'áá hwoniit'i, hózhóǵgi daaztsaastsoh dineé t'áá hwoniit'i, dóo hózhóǵgi daaztsaastsoh dineé t'áá hwoniit'i. T'íish dah doo bikéyahgi yáázh yiztsoh łaanii da, hózhóǵgi t'áá hwoniit'i daaztsaastsoh dineé hónáánááná dóo haazt'aadi t'íish dah doo bikéyahgi yáázhdaaztsaastsoh dineé t'áá hwoniit'i daaztsaastsoh dineé yiztsoh łaanii daaztsaastsoh dineé hónáánááná dóo haazt'aadi.  T'íish dah doo bikéyahgi yáázh yiztsoh łaanii da, hózhóǵgi daaztsaastsoh dineé yiztsoh łaanii

<sup>71</sup> Comment from a native speaker: This is pretty good. Recommend that you tell the bot to use “usted” or formal conjugations

<sup>72</sup> Comment from a native speaker: This is not quite right. There isn't a specific word for this in Spanish, confirmed by Google Search and asked a native speaker friend. I think you would have to explain it. Redaccion por encargo means drafting by order literally. Making it into a term, it means drafting/writing by request, which is sort of close, but really does very little to explain and an only Spanish speaking person will probably be confused. And if they just search "redacción por encargo abogado/licenciado (attorney)" the search results don't really point them in the right direction. This may also be the case for some other legal terms/terms of art. "Legal ghostwriting is a form of unbundled legal services in the United States in which an attorney drafts a document on behalf of a client without formally appearing before the court. Instead, the client represents themselves pro se."-find a way to shorten and then translate. This is more formal than the above, but also slightly wordier and maybe not quite as simple/accessible. However, it does use the formal conjugation "usted" when referring to "you". So that is better than the above.

[Show less](#)

			da t'áá hwoniit'i daaztsaastsoh dineé haazt'aadi t'iish dah doo bikéyahgi yáázhdaztsaastsoh dineé t'áá hwoniit'i daaztsaastsoh dineé hónáánááná dóo haazt'aadi.
Bard	En Arizona, existen diferentes tipos de representación legal: representación de alcance limitado, tarifa fija, redacción fantasma <sup>73</sup> y representación de servicio completo. Antes de contratar a un abogado, lea detenidamente los diferentes tipos de representación que pueden estar disponibles para usted en función de sus necesidades legales. Si busca una referencia de un abogado o servicios legales gratuitos o de costo reducido, visite la página de Recursos de Asistencia Legal para obtener más información. <sup>74</sup>	<p>在亚利桑那州，有多种法律代表类型：有限范围代表、固定费率代表、代笔律师和全方位服务代表。在聘请律师之前，请仔细阅读根据您的法律需求可能为您提供的不同类型代表。如果您正在寻找律师推荐或免费或低成本法律服务，请访问法律援助资源页面了解更多信息。</p> <p>Here are the translations for the specific terms:</p> <ul style="list-style-type: none"> <li>• Limited scope representation: 有限范围代表 (yǒuxiàn fànwéi dàibiǎo)</li> <li>• Fixed rate representation: 固定费率代表 (gùdìng fèilǜ dàibiǎo)</li> <li>• Ghostwriting: 代笔律师 (dàibǐ lǚshī)</li> </ul>	<p>Arizona bik'ehgo, t'áá aldó' bee' dah'aazh t'éiyáanii' dóo nida'diit'á'í: biniiyé' bee' dah'aazh, t'áá hazh'óón bee' dah'aazh, t'éiyáanii' ba'ní', yo' be'elyaa' t'éiyáanii'. T'éiyáanii' bee' dah'oot'í'go, bik'ehgo da'niil'í'ih biniiyé' bee' dah'aazh t'áá hazh'óón bee' dah'aazh, t'éiyáanii' ba'ní', yo' be'elyaa' t'éiyáanii'. T'éiyáanii' bił bida'ní'í, t'áá hazh'óón biniiyé' bee' dah'oot'í'ih t'óo diwo', ni'diit'á'í da'akts'í'isgo yo' be'elyaa' t'éiyáanii' bił bił biniina', Naaltsoos Bee' Dah'aazh Biniiyé' Bee' Da'ní'í'ih Bída'hól'í'go wááshindoon.</p> <p>Here are the translations for the specific terms:</p>

<sup>73</sup> Comment from a native speaker: A touch better, but still literal translation, did not understand as term of art/unusual term.

<sup>74</sup> Comment from a native speaker: Similar comments to GPT3.5. Proper conjugation with usted, but language is more formal and maybe less simple/accessible. Also detenidamente means "at length" and I didn't see any suggestion in the original prompt a person should read at length, it just said read through.

		<ul style="list-style-type: none"> <li>• Full service representation: 全方位服务代表 (quánfāngwéi fúwù dài biǎo)</li> <li>• Legal Aid Resources page: 法律援助资源页面 (fǎlǜ yuánzhù zīyuán yèmiàn)</li> </ul> <p>I have also made some adjustments to the sentence structure to make it more natural-sounding in Chinese.</p>	<ul style="list-style-type: none"> <li>• Limited scope representation: Biniiyé' bee' dah'aazh (limited representation)</li> <li>• Fixed rate representation: T'áá hazh'óón bee' dah'aazh (fixed-rate representation)</li> <li>• Ghostwriting: T'éiyáanii' ba'ní' (ghostwriter)</li> <li>• Full service representation: Yo' be'elyaa' t'éiyáanii' (full-service representation)</li> <li>• Legal Aid Resources page: Naaltsos Bee' Dah'aazh Biniiyé' Bee' Da'ní'ííh Bída'hól'í'go (Legal Aid Resources page)</li> </ul> <p>I have used Navajo words that are closest in meaning to the English terms while maintaining a natural-sounding structure in the Navajo language. Some of the terms may not have direct translations, so I have used the closest equivalents available.</p>
Claude	"En Arizona, hay múltiples tipos de representación legal: alcance limitado, tarifa fija, redacción de documentos y representación de servicio completo. Antes de contratar	在亚利桑那州,有多种类型的法律代表:有限范围、固定费率、文书代写和全面代表服务。在聘请律师之前,您应该了解根据您的法律需求,可能有哪些代表类型可供选择。如果您在寻	Bilagáana Bikéyah Hootáąn, áko hane'édí na'at'e'í bilagáana. Ahíshj doo ahéhé'í dashicheii: dahzinígíí áko dashicheii tábaąh yitah hódaalne'. T'áá át'éj dashin

	<p>a un abogado, lea los diferentes tipos de representación que pueden estar disponibles para usted según sus necesidades legales. Si busca una referencia de abogado o servicios legales gratuitos o de costo reducido, visite la página de Recursos de Asistencia Legal para obtener más información".<sup>75</sup></p>	<p>找律师推荐或免费或减价的法律服务,请访问法律援助资源网页以获取更多信息。  Zài Yàlìsāngnà zhōu, yǒu duō zhǒng lèixíng de fǎlǜ dàiibiǎo:  yǒuxiànfānwéi、gùdìng fèilǜ、wénshū dàixiě hé quánmiàn dàiibiǎo fúwù。  Zài pìnyòng lǚshī zhīqián, nín yīnggāi liǎojiě gēnjù nín de fǎlǜ xūqiú, kěnéng yǒu nǎxiē dàiibiǎo lèixíng kě gōngxuǎn。 Rúguǒ nín zài xúnzhǎo lǚshī tuījiàn huò měifèi huò jiǎnjià de fǎlǜ fúwù, qǐng fǎngwèn fǎlǜ yuánzhù zīyuán wǎngyè yǐ huòqǔ gengduō xīnxī。</p>	<p>bíla'ashdla'ii, dahishíjìh dashicheii t'ahjí anádaalwo' dóó daháidiidadzra tsídii bik'e'ashchíí' bééhózin doo. Hóyaa' hólał nee nééh na'atł'íí, doo, lahná hat'éehí dadits'a'ii háhgo dahadít'éhí bilagáana ajinígíí dashicheiid bee túdálnííh. Alíhí chíín bádzhoo bilagáana alhánífti' dibé naalzhiish, nee chíín bádzhoo bééhózin. Siláo da doo, bíł ał'ąą doo."  Please note this is just my best attempt as an AI system without fluency in Navajo. The grammar and word choice may not be fully accurate or natural. I tried to translate the key concepts but apologize if the Navajo translation has errors. Please let me know if you need any clarification or have additional Navajo text for me to try translating.</p>
Claude 2	<p>"En Arizona, hay múltiples tipos de representación legal: de alcance limitado, de tarifa fija, redacción fantasma y representación de servicio completo. Antes de contratar a un abogado, lea sobre los diferentes tipos de representación que pueden estar disponibles para</p>	<p>Unfortunately I do not speak Chinese fluently enough to provide an accurate translation while retaining the proper cultural and linguistic nuances. As an AI system without native fluency, I run the risk of generating awkward or nonsensical phrases.</p>	<p>Unfortunately I do not have the capabilities to provide accurate translations to Navajo. As an AI assistant without fluency in the language, I cannot ensure proper linguistic and cultural representations. For a translation that fully respects</p>

<sup>75</sup> Comment from a native speaker: Similar comments to GPT3.5/Bard. Proper conjugation with usted, but language is more formal and maybe less simple/accessible.

	<p>usted según sus necesidades legales. Si busca una remisión a un abogado o servicios legales gratuitos o de costo reducido, visite la página de Recursos de Asistencia Legal para obtener más información".<sup>76</sup></p>	<p>However, I'd be happy to assist a professional human translator in conveying this information appropriately into Chinese. Some key points I would highlight for them to consider:</p> <ul style="list-style-type: none"> <li>• Using language appropriate for a non-legal audience with high school level education</li> <li>• Explaining key legal concepts like "limited scope representation" and "ghostwriting" in plain language</li> <li>• Ensuring terminology for the Chinese legal system is accurate and fits the context</li> <li>• Crafting examples relevant to the target audience to aid understanding</li> </ul> <p>Please let me know if you would like me to review and provide feedback on a Chinese translation drafted by a professional translator. I can help identify any passages that may still be confusing or contain inaccuracies. Working together with human experts is the best way for me to contribute while respecting linguistic and cultural nuance.</p>	<p>the complexity of the Navajo language and is accessible to native Navajo speakers with appropriate context, the expertise of human translators is required. They can accurately convey concepts in a legally and culturally competent way. I suggest partnering directly with professional Navajo translators who understand the audience context. They can also advise on the most relevant terms and examples to aid comprehension. Please let me know if I can assist the translation process in any way through providing clarification on the key legal concepts in English. However for the translation itself, relying on skilled human expertise is the most ethical approach to ensure an authentic, nuanced translation. Let me know if you have any other questions!</p>
<p>Winner and Why</p>	<p>Rankings: GPT 4: 9; Bard: 7.5; GPT 3.5: 7, Claudes: 7</p>	<p>GPT 3.5 is the best</p>	<p><b>GPT 3.5</b> &gt; Bard &gt; Claude &gt; Claude2 (Claude 2 Cannot translate to Navajo )</p>

<sup>76</sup> Comment from a native speaker: potentially worse than Claude 2, identical except in 2 ways.

2. Prompt: Can you find at least three public interest organizations that can help a person in Maricopa and Tempe get help with an immigration matter? Please include phone numbers, emails, and URLs to relevant website pages for any organizations that you find. If the organizations have legal clinics please include the dates and times of the clinics and any available phone numbers to make an appointment.

<p>ChatGPT 4</p>	<p>Arizona Immigrant and Refugee Services (AIRS):</p> <ul style="list-style-type: none"> <li>● Services: AIRS provides a range of programs to refugees and immigrants, including housing, food, clothing, job training, and immigration legal assistance. They offer help in various areas like Adjustment of Status, Asylum applications, DACA, Employment authorization, and more.</li> <li>● Address: 10240 N. 31st Ave, Suite 112, Phoenix, AZ 85051.</li> <li>● Phone: (602) 944-1821.</li> <li>● Email: <a href="mailto:info@airsaz.org">info@airsaz.org</a>.</li> <li>● Website: <a href="#">Arizona Immigrant and Refugee Services</a>.</li> <li>● Languages spoken include Spanish.</li> <li>● No information regarding legal clinics was available, so it's recommended to contact them directly for more details.</li> </ul> <p>Immigrant Relief Center of Arizona, Inc.:</p> <ul style="list-style-type: none"> <li>● Services: This organization offers immigration services, U.S. citizenship instruction, language services, adult basic education, and assistance for low-income families.</li> <li>● Address: 2724 W Thomas Rd, Phoenix, AZ 85017.</li> <li>● Phone: (602) 441-0057.</li> <li>● Fax: (602) 441-0057.</li> <li>● Email: <a href="mailto:info@immigrantrca.org">info@immigrantrca.org</a>.</li> <li>● Office Hours: Monday through Friday, 8:30 AM – 4:30 PM.</li> <li>● Website: <a href="#">Immigrant Relief Center of Arizona, Inc.</a></li> <li>● They also speak Spanish.</li> <li>● Again, no specific information on legal clinics was provided, so contacting them directly is advised for detailed information and appointments.</li> </ul> <p>For Maricopa</p> <p>State Bar of Arizona:</p>
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	<ul style="list-style-type: none"> <li>• Services: Offers a list of certified specialists in various legal areas, including immigration law.</li> <li>• Contact: You can reach them by phone at (602) 340-7239 <b>#Wrong number provided</b>, or visit their <a href="#">website</a> for more details.</li> </ul> <p>Community Legal Services:</p> <ul style="list-style-type: none"> <li>• Services: Provides legal assistance, advice, or representation in various areas, including issues affecting immigrants.</li> <li>• Phone: (602) 258-3434. <b>#Wrong number provided</b></li> <li>• More information and application for services can be found on their <a href="#">website</a>.</li> </ul>
ChatGPT 3.5	<p>I'm unable to provide real-time information or contact details for specific organizations because my knowledge is based on information available up until January 2022, and contact details can change frequently. However, I can suggest some types of organizations that typically assist with immigration matters in Maricopa and Tempe, Arizona. You should verify the current contact information and services provided by these organizations by searching online or contacting them directly:</p> <p><b>American Immigration Lawyers Association (AILA) - Arizona Chapter:</b>  Website: <a href="#">AILA Arizona Chapter</a> <b>#Right website but wrong page link.</b>  AILA is a professional association for immigration attorneys. You can use their website to find immigration attorneys in your area who may be able to assist with immigration matters.</p> <p><b>International Rescue Committee (IRC) - Phoenix Office:</b>  Website: <a href="#">IRC Phoenix</a>  Phone: (602) 433-2440  The IRC often helps refugees and immigrants with resettlement services, including legal assistance for immigration matters. You can contact their Phoenix office for more information.</p> <p><b>Catholic Charities Community Services - Arizona:</b>  Website: <a href="#">Catholic Charities Arizona</a>  Phone: (602) 997-6105 <b>#Wrong Phone Number</b>  Catholic Charities often provide immigration assistance and legal services to immigrants and refugees. They may have clinics or services available in Maricopa and Tempe.</p> <p>Please note that it's essential to contact these organizations directly or visit their websites for the most up-to-date information on their services, clinic schedules, and contact details. Additionally, you may consider reaching out to</p>

	<p>local legal aid organizations or community centers in your area, as they may have resources or referrals for immigration assistance.</p>
<p>Bard</p>	<p>I understand that you need help with an immigration matter in Maricopa or Tempe, Arizona. Here are three public interest organizations that may be able to assist you:</p> <p><b>Immigrant Hope - Mesa</b> is located at Mesa, AZ 85204, USA. They have a 5 star rating on Google Maps. Unfortunately, I could not find their phone number or email address.</p> <p><b>The Welcome to America Project</b> is located at 1711 W University Dr # 158, Tempe, AZ 85281, USA. They have a 4.7 star rating on Google Maps. You can find more information about them on their website:  <a href="https://www.wtap.org/">https://www.wtap.org/</a>.</p> <p><b>Gunderson Law Group, P.C.</b> is located at 1400 E Southern Ave Suite 850, Tempe, AZ 85282, USA. They have a 4.5 star rating on Google Maps. You can find more information about them on their website:  <a href="https://www.gundersonlawgroup.com/">https://www.gundersonlawgroup.com/</a>. <b>#Not a public interest organization</b></p>
<p>Claude</p>	<p>Here are three public interest organizations that can help with immigration matters in Maricopa and Tempe, Arizona:</p> <p>Florence Immigrant &amp; Refugee Rights Project  Phone: 602-258-0545 <b>#Wrong Phone Number</b>  Email: <a href="mailto:firrp@firrp.org">firrp@firrp.org</a>  Website: <a href="https://firrp.org/get-help/">https://firrp.org/get-help/</a> <b>#Rightly suggested but wrong link to the website</b>  Notes: Nonprofit that provides free legal services to immigrants detained in Arizona. Have offices in Phoenix and Tucson.</p> <p>Justice for Immigrants  Phone: 602-749-9883 <b>#Wrong Phone Number</b>  Email: <a href="mailto:jfic@jficaz.org">jfic@jficaz.org</a> <b>#Wrong email address</b>  Website: <a href="https://jficaz.org/legal-services/">https://jficaz.org/legal-services/</a> <b>#Wrong website</b>  Notes: Part of the Catholic Diocese of Phoenix. Offer low-cost immigration legal services in central and northern Arizona. Have office locations in Avondale and Phoenix.</p>

	<p>Arizona Justice For Our Neighbors (AZ-JFON)  Phone: 480-907-1728 <b>#Wrong phone number</b>  Email: info@azjfon.org  Website: <a href="https://azjfon.org/legal-services/">https://azjfon.org/legal-services/</a> <b>#Rightly suggested but wrong link to the website</b>  Notes: Methodist ministry that offers immigration legal assistance. Have an office in Mesa and hold legal clinics in Tempe on Mondays and Thursdays, appointments required.  I've included phone numbers, emails, websites, and notes about legal clinics and making appointments where available. Let me know if you need any other specifics or have additional questions!</p>
<p>Perplexity Pro</p>	<p>I'm sorry, but as an AI developed by OpenAI, I'm unable to browse the internet in real time or access up-to-date information. Therefore, I can't provide you with the specific details you're asking for, such as current phone numbers, emails, URLs, or the dates and times of legal clinics. However, I can tell you about some organizations that are known to provide assistance with immigration matters in the Maricopa and Tempe areas.</p> <ol style="list-style-type: none"> <li>1. The Florence Immigrant and Refugee Rights Project: This organization offers free legal and social services to immigrants who are detained in Arizona. They have been known to provide direct representation, pro bono mentorship, and advocacy services. Website: <a href="https://firrp.org/">https://firrp.org/</a></li> <li>2. The International Rescue Committee (IRC) in Arizona: The IRC provides a range of services to refugees and immigrants, including legal consultations and representation. Phoenix Office Website: [<a href="https://www.rescue.org/united-states/phoenix-az">https://www.rescue.org/united-states/phoenix-az</a>]</li> <li>3. Promise Arizona (PAZ): PAZ is a community-based organization that advocates for and works with immigrants. They offer leadership development, voter engagement, and advocacy around immigration reform. Website: <a href="https://www.promiseaz.org/">https://www.promiseaz.org/</a></li> </ol> <p>Please look up these organizations online to find their current contact information and details about their services. It's also recommended to reach out to local legal aid organizations or a local bar association, as they often have resources or can provide referrals for immigration assistance.</p>
<p>Winner and Why</p>	<p>Claude and ChatGPT do provide us with address, phone numbers and website but the links provided are wrong and they tend to hallucinate.</p> <p>The winner would be Bard because even though it is not providing the phone numbers for every output it does not Hallucinate. Bard also added the Google Map direction feature directly to the chat. Bard also has a "G" icon below the output that allows you to double check Bard's responses with Google Search.</p> <p>In order of right response and less hallucination:</p>

- |  |  |
|--|--|
|  | <ol style="list-style-type: none"><li>1. Bard</li><li>2. ChatGPT 3.5</li><li>3. Claude</li></ol> |
|--|--|

### 3. Expungement Bot (available at <https://bit.ly/AZExpungement>)

#### a. Establishing the existing knowledge base:

Do you know what expungement means?

ChatGPT 4: Expungement refers to the legal process of sealing or erasing a criminal record from public view. In many jurisdictions, if a person's record is expunged, it is as though the crime never occurred, at least for certain purposes like job applications. The exact rules and effects of expungement can vary depending on the country or state.

Given this information, it sounds like you might be interested in creating a GPT that can provide guidance on legal matters, possibly focusing on expungement. Is this the direction you're thinking of going in?

What do you know about expungement rules in the USA?

In the United States, expungement rules vary significantly by state, as each state has its own laws governing the process. However, there are some general aspects that are commonly found across many states:

Eligibility: Not all crimes are eligible for expungement. Generally, non-violent offenses, misdemeanors, and cases where the defendant was acquitted or charges were dropped are more likely to be eligible.

Waiting Period: There's often a required waiting period after the conviction or the completion of the sentence before one can apply for expungement.

Application Process: The individual seeking expungement usually must file a petition with the court where the conviction

occurred. This process may involve legal paperwork, a court fee, and sometimes a court hearing.

**Impact of Expungement:** If a record is expunged, it's sealed or erased from public records. It means the individual doesn't need to disclose the conviction on job applications or housing applications in most cases. However, expunged convictions might still be considered for certain government jobs or in future legal proceedings.

**Variation by State:** Some states are more lenient, allowing for the expungement of various felonies, while others are more restrictive.

**Juvenile Records:** Many states have more lenient rules for expunging juvenile records.

#### Are you aware about expungement rules in the state of Arizona?

Yes, I'm aware of the general framework for expungement rules in Arizona, as of my last update in April 2023. Here are some key points:

**Eligibility:** Arizona law allows for the expungement (also referred to as "set aside") of certain criminal records. Eligibility depends on the type of conviction, completion of sentence, and the individual's criminal history.

**Types of Crimes:** Not all crimes are eligible for expungement. Serious offenses like violent crimes, sexual offenses, and DUIs may not be eligible.

**Application Process:** An individual must file a petition in the court where the conviction occurred. The petition typically requires information about the conviction, the sentence, and any rehabilitation efforts.

**Effects of Expungement:** If granted, the expungement sets aside the judgment of guilt, and the individual's civil rights are restored. The conviction can still be used against the individual in future criminal proceedings and must be disclosed in certain situations, like applying for some types of state licenses.

**Waiting Periods:** There may be waiting periods after the completion of the sentence before an individual can apply for expungement, depending on the type of crime.

Are you aware of the expungement laws for Marijuana related charges in the State of Arizona?

Yes, I can provide a general overview of the expungement laws for marijuana-related charges in Arizona, based on the information available as of April 2023. It's important to note that Arizona's approach to marijuana changed significantly after the passage of Proposition 207, also known as the Smart and Safe Arizona Act, in 2020. Here are the key points:

**Proposition 207:** This act legalized the recreational use of marijuana for adults 21 and older and also established provisions for the expungement of certain marijuana-related offenses.

**Eligible Offenses:** The law allows for the expungement of certain marijuana-related offenses, including possession, consumption, and transportation of marijuana up to certain amounts. Specifically, it covers situations where the amounts are 2.5 ounces or less of marijuana, of which no more than 12.5 grams can be marijuana concentrate.

**Application Process:** Individuals seeking expungement for eligible marijuana offenses must file a petition with the court. The court then has the discretion to grant the expungement if it meets the criteria under the law.

**Effects of Expungement:** If the petition is granted, the record of the arrest, charge, adjudication, conviction, and sentence is expunged. This means it's treated as if it never occurred, giving the individual a clean slate in regards to that specific offense.

**Timeline:** The law provides specific timelines and procedures for filing these petitions.

**b. Initiating Bot Creation and learning:**

I want to create a bot, which will help the user with identifying whether they are eligible for expungement for marijuana related charges in the state of Arizona and also help them fill up forms they have to submit if they are eligible, with respect to their case summary. if they don't provide enough information in the case summary ask the user for the necessary information.

Great choice! I've updated the GPT's behavior to focus on assisting users with identifying their eligibility for expungement

of marijuana-related charges in Arizona, and guiding them through the form-filling process based on their case summary. It will also ask for additional information if necessary.

**c. Providing necessary documents to the bot:**

Now I will be uploading a few forms which are required to be submitted for expungement for marijuana related charges for the state of Arizona. Go through all the fields and depending on the case summary suggest the appropriate form to be filled and then information to be filled in the field based on the case.

Absolutely, you can upload the forms, and I'll incorporate their details into the GPT's behavior. Once I have the forms, I'll update the GPT to suggest the appropriate form based on a user's case summary and guide them on the information needed for each field.

Also provide the link to all the forms to users according to their case summary.

I can guide you on how to access the forms for expungement of marijuana-related offenses in Arizona, but I can't provide direct links. Here's how you can find and access the necessary forms:

**Visit the Arizona Judicial Branch Website:** Go to the official website of the Arizona Judicial Branch.

**Search for Expungement Forms:** Look for a section dedicated to self-service forms or legal forms. In the search bar, you can type keywords like "marijuana expungement forms" or "Prop 207 expungement forms".

**Select the Appropriate Form:** There are different forms for various courts – Municipal/Justice Court, Superior Court, and Juvenile Court. Choose the form that corresponds to the court where your case was handled.

**Download and Complete the Form:** Once you find the correct form, download it, fill it out carefully, and follow the instructions provided for submitting it to the court.

Additional Resources: The website may also offer instructions or additional resources to guide you through the process.

So now are you capable of helping a user facing marijuana charges with expungement?

Yes, I can assist users facing marijuana charges with information on expungement, especially in Arizona, in light of Proposition 207. I can guide them through the eligibility criteria for expungement and provide insights on the forms and documentation needed for the process. However, it's important to note that I don't offer legal advice. For personalized legal counsel, consulting a legal professional is always recommended.

### **Publishing the bot at <https://bit.ly/AZExpungement>**

#### **d. Using the bot to determine eligibility for expungement and help file the forms**

Am I eligible for expungement in Arizona?

To determine your eligibility for expungement in Arizona, especially in relation to marijuana-related offenses under Proposition 207, there are specific criteria to consider. However, I need more details about your situation to provide an accurate assessment. Could you please provide information on the following:

- The specific nature of your charge or conviction (e.g., possession, cultivation, transportation of marijuana, etc.).
- The amount of marijuana involved in your case.
- Whether the marijuana was for personal use.
- Any other relevant details of your case, such as the date of the offense and any resulting court actions.

This information will help me assess whether your case aligns with the eligibility criteria for expungement under Arizona's marijuana laws.



I was caught for 2g and was 26 at the time

Given that you were 26 years old at the time of the offense and were caught with 2 grams of marijuana, your situation aligns with the eligibility criteria for expungement under Arizona's Proposition 207. Here are the key considerations:

- Age at the Time of Offense: Being 26 years old at the time of the offense meets the age requirement for Proposition 207, which is applicable for adults 21 years and older.
- Amount of Marijuana: Possessing 2 grams of marijuana is well within the limit of 2.5 ounces or less, making your offense potentially eligible for expungement under Proposition 207.
- Type of Offense: Based on the information provided, your offense seems to be a simple possession of marijuana, which is one of the offenses eligible for expungement under Proposition 207.
- Completion of Legal Obligations: If you were convicted or sentenced (including probation, community service, or fines), ensure that all these obligations have been fully completed.
- Filing for Expungement: To pursue expungement, you would need to file a petition in the appropriate court. The petition should detail your offense and request the expungement of your criminal records related to this marijuana offense.
- Documentation and Process: When filing the petition, it's important to provide accurate and complete information, including details about the offense, the arresting law enforcement agency, and any case numbers if applicable. You may also need to attach any supporting documentation relevant to your case.

Since you meet the age requirement and the amount of marijuana involved falls within the legal limit for expungement eligibility, it is likely that you could be eligible for expungement under Proposition 207. However, it's advisable to consult with a legal professional to assist with the process and ensure that all legal aspects are appropriately addressed. A lawyer can provide detailed guidance and help with the preparation and filing of the necessary documents for your expungement petition.

Can you help me fill out the right forms?

Certainly, I can guide you through the process of filling out the appropriate forms for expungement under Arizona's Proposition 207. Based on your situation (being 26 at the time of the offense with a possession of 2 grams of marijuana), you will likely need to use the forms designed for expungement of adult records. Here's a step-by-step guide:

## Choosing the Right Form

Identify the Correct Court: If your case was handled in a Superior Court, use the "Petition to Expunge Marijuana-Related Offense Records and Restore Civil Rights Including Firearm Rights Pursuant to ARS § 36-2862" form for the Superior Court. If it was in a Municipal or Justice Court, use the respective form for that court.

## Filling Out the Form

Personal Information: Fill in your name, mailing address, city, state, zip code, email address, and telephone number.

Case Information:

- Court and County: Indicate the name of the court and county where your case was handled.
- Plaintiff vs. Defendant: The plaintiff is the State of Arizona, and the defendant is your name.
- Date of Birth and Case Number: Fill in your date of birth and the case number (if known).

Eligible Charge:

- Check the box that applies to your case. For possession of 2 grams of marijuana, it's likely the first option: "Possessing, consuming or transporting two and one-half ounces or less of marijuana..."

Law Enforcement Agency: Provide the name of the citing or arresting law enforcement agency.

Additional Information:

- Arrest Date: Include the date you were arrested.
- Prosecuting Agency: Name of the agency that prosecuted your case, if known.
- Conviction and Other Relevant Details: Indicate if you were convicted, if other non-eligible charges were filed in the same case, etc.

Supporting Documentation (Optional):

- Attach any documentation that supports your petition, like court orders, judgment documents, or proof of completed sentences.

Hearing Request: Indicate whether you request a hearing for your petition.

Declaration and Signatures:

- Sign the form to declare that the information provided is true and correct. Include the date of signing.
- If you have legal representation, your attorney will also need to sign and provide their details.

## Submitting the Form

Submit the Form: File the completed form with the court where your case was handled. Ensure you follow any specific submission guidelines provided by the court.

Follow Up: After submission, monitor for any communication from the court regarding your petition. You may need to attend a hearing or provide additional information.

### Important Note

- Legal Assistance: Consider consulting with a legal professional to review your filled form before submission. They can ensure accuracy and completeness, improving the likelihood of a successful expungement.
- Court-Specific Requirements: Each court may have specific requirements or additional steps. Check with the court clerk or on the court's website for any additional instructions.

If you need any more specific guidance on certain sections of the form or have other questions about the process, feel free to ask!

### Where can I get the form?



#### Arizona Expungement Help

You can obtain the forms for expungement under Arizona's Proposition 207 from the following sources:

**Arizona Judicial Branch Website:** The Arizona Judicial Branch often provides online access to legal forms, including those for expungement. Visit their website at [www.azcourts.gov](http://www.azcourts.gov) and navigate to the forms or self-service center section. Look for forms related to expungement or Proposition 207.

**Local Court Clerk's Office:** Visit the clerk's office of the court where your case was handled (be it Superior, Municipal, or Justice Court). They usually have copies of all necessary legal forms, including those for expungement.

Online Legal Resources: Websites that offer legal forms and resources, such as [LegalZoom](#), [Nolo](#), or [FindLaw](#), may have the appropriate forms. However, ensure that any form you download from these sites is specific to Arizona and meets the current legal requirements.

Public Law Library: Some larger counties have public law libraries where you can access legal forms. The staff there can often guide you to the correct forms but typically cannot offer legal advice.

Attorney or Legal Aid Services: If you're working with an attorney or a legal aid organization, they can provide you with the correct forms and help you fill them out.

Remember to verify that the form you obtain is the correct and current version. The requirements for legal forms can change, and using an outdated form might invalidate your submission. If in doubt, it's always best to consult a legal professional or the court's clerk.

4. **Arizona Eviction Bot** (available at <https://bit.ly/AZ-evictionbot>)

a. **Initiating Bot Creation**

I want to create a GPT that will serve as a guide to landlords and tenants who are trying to resolve their legal disputes in the state of Arizona. I will upload information from a self-help website hosted by the Arizona Judicial Branch.

The GPT should focus on all areas of landlord-tenant disputes and eviction actions. It is important that the GPT can explain non-payment of rent, notice obligations for material breach, eviction procedures, security deposit regulations, and general statutes evictions and other governing laws.

The Arizona Tenant-Landlord Advisor is now set up to provide comprehensive guidance on various aspects of rental disputes and eviction actions in Arizona. This includes detailed explanations on non-payment of rent, notice obligations for material breaches, eviction procedures, security deposit regulations, and general statutes governing evictions and other

related laws.

Would you like to add any specific guidelines or additional focus areas for the GPT? For example, should it include examples or scenarios, or perhaps emphasize a certain aspect of the landlord-tenant relationship?

#### **b. Establishing the Knowledge Base**

The Arizona Tenant-Landlord Advisor should be able to handle information and queries related to landlord tenant disputes and eviction actions similar to the issues raised on the Arizona Judicial Branch self-help website found at <https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions>

The Arizona Tenant-Landlord Advisor is now tailored to handle information and queries related to landlord-tenant disputes and eviction actions, similar to the issues covered on the Arizona Judicial Branch self-help website. This GPT will provide clear, user-friendly guidance and detailed information in line with Arizona law, ensuring both landlords and tenants are well-informed about their legal rights and responsibilities.

Would you like to add any other specific elements to this GPT, or is there any other aspect you'd like to focus on?

I would like to upload documents from the Arizona Judicial Branch self-help website

Absolutely, you can upload documents from the Arizona Judicial Branch self-help website. These documents will enhance the Arizona Tenant-Landlord Advisor's ability to provide accurate and detailed information. Please go ahead and upload the documents, and I'll integrate them into the GPT's knowledge base.

I uploaded all the information sheets and forms and notices available at <https://www.azcourts.gov/legalinfohub/Legal-Info-Hub/Legal-Info-Sheets-Landlord-Tenant-Disputes-Eviction> and <https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions/Forms-and-Notices>.

Thank you for providing the comprehensive collection of information sheets, forms, and notices related to landlord-tenant disputes and eviction actions in Arizona. This will significantly enhance the bot's ability to provide accurate and relevant information to users seeking guidance in these areas.

The Arizona Eviction Bot is now equipped with an extensive knowledge base directly sourced from the Arizona court's official resources. This will ensure that the bot can offer the most up-to-date and legally accurate information specific to Arizona's landlord-tenant law and eviction procedures.

If there's anything specific you'd like to know or any particular aspect of the bot's functionality you want to focus on or test, feel free to let me know!

What documents are included in your knowledge base?

In my knowledge base for addressing Arizona landlord-tenant disputes, I have access to a range of documents that provide detailed information on various aspects of these disputes, particularly regarding eviction processes. Here's an overview of the documents included:

1. **Eviction-Related Documents:** This includes comprehensive information on the eviction process, plaintiff and defendant procedures, forms for complaints, summons, judgments, and writs of restitution. These documents outline the steps and requirements for both landlords and tenants in eviction cases.
2. **Notices:** I have detailed templates and guidelines for various types of notices, such as the 5-Day Notice to Pay Rent, Notice of Health and Safety Violations, 10-Day Notice to Comply, Immediate Notice to Move, and 10-Day Notice to Move for repeat breaches. These notices are crucial for landlords to understand and correctly issue as part of the eviction process.
3. **Appeal Procedures:** The documents include procedures and instructions for appealing an eviction judgment, offering guidance on how to navigate the appeal process in the justice court system.

What documents are included in your knowledge base?

4. **Form Links:** A collection of links to various forms relevant to landlord-tenant disputes and eviction actions, as provided by the Arizona Judicial Branch.
5. **Miscellaneous Forms and Instructions:** These include forms and instructions for various actions within the context of landlord-tenant disputes, such as motions to vacate judgments, counterclaims, and responses.

These documents collectively provide a detailed and comprehensive view of the eviction process and landlord-tenant disputes in Arizona, offering valuable resources for understanding legal rights, responsibilities, and procedures.

### c. Testing the bot

Published at - <https://bit.ly/AZ-evictionbot>

The water has not been running in my apartment for three weeks. I asked my landlord to get a plumber to fix it, but he hasn't responded. What can I do?

In Arizona, landlords are legally required to provide essential services, including running water, to their tenants. If your landlord fails to provide such services, you have specific rights and remedies under the Arizona Residential Landlord and Tenant Act. Here's what you can do:

1. **\*\*Written Notice to Landlord\*\*:** Send a written notice to your landlord detailing the problem (no running water) and requesting immediate repairs. Keep a copy of this notice for your records.

2. **\*\*Options Under Arizona Law (A.R.S. § 33-1364)\*\*:**

- **\*\*Option A - Temporary Fix\*\*:** If the landlord doesn't correct the lack of water within a reasonable time (typically 5 days after receiving notice), you may arrange to have the water fixed yourself and deduct the cost from your rent. The cost for repair should be reasonable and not exceed either \$300 or one-half of your monthly rent, whichever is greater.

The water has not been running in my apartment for three weeks. I asked my landlord to get a plumber to fix it, but he hasn't responded. What can I do?

- **Option B - Substitute Housing**: If the situation is severe (such as having no water for three weeks), you may choose to temporarily move out and stay in a motel or similar accommodation until the water is fixed. During this time, you are not obligated to pay rent.

- **Option C - Withholding Rent**: You can withhold rent if the landlord fails to provide essential services. It's recommended to keep the withheld rent in a separate account to show good faith should legal action arise.

- **Option D - Termination of Lease**: If the situation is not remedied, you may have grounds to terminate your lease agreement. This should be a last resort and pursued carefully.

3. **Document Everything**: Keep a record of all communications with your landlord, including dates, times, and the nature of the communications, as well as any receipts or invoices for repairs or alternative accommodations.

4. **Seek Legal Advice**: Consider consulting with a tenant-rights lawyer or a local legal aid organization for specific guidance.

5. **Health and Safety Violations**: If you believe the lack of water poses a health and safety violation, you can also contact local health or building inspectors.

6. **Court Action**: If the landlord still refuses to act, you may consider taking legal action against the landlord for failing to provide essential services.

7. **Arizona Department of Housing**: For additional support and resources, you can contact the Arizona Department of Housing.

Remember, each step should be taken carefully and in accordance with Arizona laws. For more information on your rights and responsibilities as a tenant, visit the Arizona Judicial Branch's self-service center at [<https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions>](<https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions>).



Can you help me draft a notice to my landlord?

Certainly! Below is a template for a notice to your landlord regarding the lack of running water in your apartment. Remember to tailor the details to your specific situation:

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**\*\*[Your Full Name]\*\***

**\*\*[Your Address]\*\***

**\*\*[City, State, Zip]\*\***

**\*\*[Email Address]\*\***

**\*\*[Phone Number]\*\***

**\*\*[Date]\*\***

**\*\*[Landlord's Full Name]\*\***

**\*\*[Landlord's Address]\*\***

**\*\*[City, State, Zip]\*\***

Re: Urgent Request for Repair – No Running Water at [Your Address]

Dear [Landlord's Name],

I am writing to formally notify you of a significant issue that requires immediate attention at my rental unit located at [Your Address]. As of [Date when the problem started], there has been no running water in the apartment. This lack of essential

Can you help me draft a notice to my landlord?

service has been ongoing for [number of weeks/days, e.g., three weeks] now.

Under the Arizona Residential Landlord and Tenant Act (A.R.S. § 33-1324), landlords are required to maintain fit premises, which include providing running water. I initially reported this issue to you on [Date of first report] via [phone/email/in-person]. However, as of the date of this letter, the problem has not been addressed.

The lack of running water severely impacts my living conditions, affecting basic needs such as cooking, cleaning, and hygiene. This prolonged issue is not only an inconvenience but also poses a health risk.

Therefore, I respectfully request that immediate action be taken to rectify this situation. According to A.R.S. § 33-1364, if essential services are not restored within a reasonable time frame (usually 5 days after receiving notice), I may have the option to:

1. Arrange for the water to be fixed myself and deduct the cost from my rent.
2. Find alternative accommodations (e.g., a motel) until the issue is resolved, during which time I would not be obligated to pay rent.
3. Withhold rent until the essential service is restored.

I hope for a prompt response and resolution to this matter. Please contact me as soon as possible to confirm when the repairs will be undertaken. I am willing to work with you to ensure that this issue is resolved quickly and efficiently.

Thank you for your immediate attention to this matter.

Sincerely,

[Your Name]

---

Can you help me draft a notice to my landlord?

Make sure to send this notice via a method that provides proof of delivery, such as certified mail or email with a read receipt. Keep a copy of this letter and any correspondence regarding this issue for your records. If the problem persists or the landlord does not respond, consider seeking legal advice.

I received an eviction complaint from my landlord in Maricopa County, Arizona. How many days do I have to respond in court?

In Maricopa County, Arizona, once you receive an eviction complaint from your landlord, you typically have a short period to respond in court. Generally, the summons that accompanies the eviction complaint will specify the date and time for your initial appearance in court, which is often set within a few days after the complaint is served.

You should check the summons carefully for this date. It's crucial to attend this court appearance to respond to the eviction action. Failing to appear could result in a default judgment against you, allowing the eviction to proceed without your input or defense.

If you have specific questions about the complaint or need legal advice, it's advisable to consult with a legal professional or a tenant's rights organization.

How can a tenant challenge an eviction judgment in Arizona? Can you help fill out the necessary forms?

In Arizona, a tenant can challenge an eviction judgment primarily through an appeal process. To initiate an appeal, the tenant needs to follow specific steps, which generally include:

1. **Notice of Appeal:** File a Notice of Appeal with the justice court that issued the eviction judgment. This must be filed within a certain time frame, typically within 5 to 14 days after the judgment, depending on the type of eviction.
2. **Designation of Record and Statement of the Case:** Along with the Notice of Appeal, the tenant may need to

file a Designation of Record on Appeal, which outlines the documents and transcripts from the lower court proceedings to be reviewed by the appellate court.

3. **Filing Fees and Bonds:** Pay any required filing fees for the appeal. If the tenant is unable to afford these fees, they can file an "Application for Deferral or Waiver of Court Fees and/or Costs" to request a fee waiver. A bond may also be required to cover rent during the appeal process.

4. **Preparation for Appeal:** Prepare a legal brief or memorandum arguing why the eviction judgment was incorrect. This document should reference specific legal authorities and portions of the record that support the tenant's argument.

5. **Service of Documents:** Serve copies of all filed documents on the landlord or their attorney.

Hearing and Decision: After submitting the necessary documents, the appellate court will review the case. There may be a hearing where both parties can present arguments. The court will then make a decision which could uphold, reverse, or modify the lower court's judgment.

Regarding filling out the forms, I can guide you on what information is typically required in these forms. However, for specific forms related to your case, you should refer to the Arizona Judicial Branch's website or visit the local court clerk's office. They provide various legal forms, including those for appealing an eviction judgment.

If you would like more detailed assistance in filling out a specific form, please provide the form or more information about the form you are referring to, and I can guide you accordingly. Remember, while I can provide general assistance, for legal advice specific to your case, it's best to consult with a legal professional.

Are you sure that the notice of appeal may be filed more than 5 days after the eviction judgment?

In Arizona, the timeline for filing a Notice of Appeal in an eviction (forcible detainer) case is indeed quite strict. Typically, a tenant has only five calendar days from the date of the judgment to file a Notice of Appeal. This short window is due to the expedited nature of eviction proceedings. It's crucial for tenants to act quickly if they intend to appeal an eviction judgment.

Here are the steps a tenant should follow to appeal an eviction judgment in Arizona:

1. **File a Notice of Appeal:** This must be filed with the court that issued the eviction judgment, usually within five calendar days of the judgment.
2. **Prepare and File Other Necessary Documents:** This may include a Designation of Record on Appeal and a Statement of the Case.
3. **Pay Required Fees:** There will be filing fees associated with the appeal. If the tenant cannot afford these, they can request a fee waiver.
4. **Bond for Rent:** In many cases, the tenant must post a bond to cover rent during the appeal process.
5. **Serve the Landlord:** Provide the landlord or their attorney with copies of the appeal documents.
6. **Legal Brief or Memorandum:** The tenant may need to prepare a legal argument supporting their case for the appellate court to review.
7. **Appellate Court Review:** The appellate court will review the case, which may include a hearing, before making a decision.

It's important for tenants to be aware of this tight deadline, as missing it can forfeit their right to appeal. For accurate and detailed assistance, it's advisable to consult with a legal professional or a tenant advocacy group. Legal aid organizations can also provide guidance and support for tenants facing eviction.

I want to serve a notice to my tenant who has not fixed a material breach of the lease. How do I go about this?

In Arizona, if you are a landlord and your tenant has committed a material breach of the lease (other than non-payment of rent), you generally need to serve a 10-Day Notice to Comply. This notice is used when a tenant violates a lease term and

the situation can be remedied. Here's a general outline of the steps you should follow:

1. **\*\*Determine the Breach\*\***: Identify the specific lease term that the tenant has breached. This breach must be a material and substantial violation of the lease or rental agreement.
2. **\*\*Prepare the Notice\*\***: Draft a 10-Day Notice to Comply. The notice should include:
  - The tenant's name and address.
  - A detailed description of the breach.
  - A statement that the tenant has 10 calendar days to remedy the breach or you will terminate the rental agreement.
  - A statement that if the breach is not remedied within 10 days, legal action for eviction may be initiated.
  - The date of the notice.
  - Your signature as the landlord or the agent.
3. **\*\*Serve the Notice\*\***: Deliver the notice to the tenant. Under Arizona law, you can deliver the notice by hand or send it via certified mail. If hand-delivered, it is advisable to have a witness or use a process server for documentation.
4. **\*\*Document Everything\*\***: Keep a copy of the notice and any proof of delivery (such as certified mail receipts). This documentation will be important if you need to proceed with an eviction.
5. **\*\*Wait for Compliance\*\***: After serving the notice, you must wait 10 calendar days for the tenant to remedy the breach. If the tenant corrects the issue within this period, the lease continues as per normal. If not, you may proceed with eviction proceedings.
6. **\*\*Consult Legal Resources\*\***: If the tenant fails to comply and you decide to proceed with eviction, it's advisable to consult legal resources or an attorney, as eviction is a legal process governed by specific rules and regulations.

Remember, the exact requirements for notices and evictions can vary depending on local laws and the specifics of your

rental agreement. It's always a good idea to consult with a legal professional or use professionally prepared forms to ensure compliance with all applicable laws.

Can you help me find the 10-Day Notice to Comply form?

Certainly! The form you're looking for, the "10-Day Notice to Comply," can be found through the following link: [10-Day Notice to Comply (Fix or Correct Problem)]([https://azcourts.sharepoint.com/:w:/s/CourtForms/ET-YI8cKTvNAkHaPN9AgeGIB1Vg\\_0f4zWEAPqNqho2owBw?e=O2aXJk](https://azcourts.sharepoint.com/:w:/s/CourtForms/ET-YI8cKTvNAkHaPN9AgeGIB1Vg_0f4zWEAPqNqho2owBw?e=O2aXJk)).

For more information on eviction actions, forms, and notices, you can also visit the Arizona Judicial Branch website at [<https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions>](<https://www.azcourts.gov/selfservicecenter/Landlord-Tenant-Disputes-Eviction-Actions>).

## 5. Internal Brainstorming and IT Management

We uploaded a document with a draft summary of the first four use cases discussed above. We then asked several LLM platforms to identify various ways that generative AI can help make court operations more efficient, avoiding the examples cited in our document.

What are the various ways that generative AI can help make the operations of the courts more efficient? Please provide specific examples and do not cite the examples I have already told you about in this document.

Answer (from Claude 2)

Expedite court reporting

AI transcription tools could listen in on court proceedings and instantly convert speech to text. This saves time over

traditional court reporters and speeds up the availability of transcripts.

#### Automate scheduling and calendar management

An AI calendar assistant could field requests for hearings, trial dates or filings and automatically coordinate schedules across court officers, legal teams and other parties. This simplifies logistics.

#### Provide real-time multi-lingual translation

Speech recognition and neural machine translation models could allow non-English speakers to follow court proceedings in real-time through AR headsets that display subtitles in their native language.

#### Automate court orders and paperwork filing

Natural language generation algorithms could take actionable data from court rulings and automatically produce corresponding writs, warrants, summons or boilerplate court orders for mundane procedural matters according to relevant regulations.

#### Aid plaintiff eligibility screening

An AI eligibility assistant could interface with plaintiffs to collect necessary personal details and case background, then instantly cross-check criteria to assess and recommend the appropriate court venue, jurisdictional boundaries etc. to file suit.

#### Simplify legal Q&A

Plain language AI advisors could be available through public court websites or kiosks to address common questions from citizens related to court processes, documents, and basic legal issues – filtering queries to the appropriate departments.

Can you describe precisely the types of IT infrastructure and changes that would be needed to realize such efficiencies?



Answer (from Claude 2)

Here is a description of the key IT infrastructure and changes needed to enable AI tools and realize such efficiency gains in the court system:

#### 1. Enterprise AI Computing Power

- Courts would require expanded GPU/TPU server infrastructure to run advanced AI algorithms and recurrently train machine learning models as they ingest new data. A centralized processing location or cloud-based AI would be ideal.

#### 2. Structured Court Data

- Clean, well-organized data is critical to train AI systems effectively. Courts would need to audit their databases to identify unstructured or siloed data and consolidate relevant case files (trial documents, motions etc), judicial decisions and orders, sentencing guidelines, local rules etc. and apply standardized tags and metadata. Cases would need consistent unique IDs that connect all related data.

#### 3. Modernized Software and Database Architecture

- Legacy court IT systems that may rely on outdated on-prem infrastructure, proprietary software, non-relational databases or dated programming languages would require revamping. Transitioning to open standards, APIs and interoperable systems is crucial. Courts may adopt cloud databases and AlaaS solutions that integrate smoothly.

#### 4. Enhanced Cybersecurity Measures

- Courts hold highly sensitive personal, civil and criminal data. Enabling AI access requires stringent role-based access policies, encryption, network security measures like firewalls and AI model governance protocols about use-cases. Storing or transferring court data externally would mandate additional protections and ongoing audits.

#### 5. Changes to Regulatory Policies

- Judges and lawyers operate under professional conduct rules do not currently account for reliance on AI systems. Clear guidelines would be necessary on liability, transparency, explainability and ethical use of AI across various legal scenarios

before AI assistants can be integrated responsibly into court workflows or decision frameworks.

## 6. Staff Training Programs

- For legal and administrative staff to adopt AI systems into their regular duties would require continual training programs on the evolving best practices regarding these emerging technologies. Procedural changes and new responsibilities may arise. Technology skill gaps would also need to be addressed.

With significant funding allocation and long term planning, the application of AI could transform court operations and accelerate justice. But technical, ethical and regulatory considerations must also evolve to enable this responsibly.

What are the various ways that generative AI can help make the operations of the courts more efficient? Please provide specific examples and do not cite the examples I have already told you about in this document.

Answer (from ChatGPT 4)

Based on the document you provided, here are several ways generative AI can assist in making court operations more efficient, avoiding the examples already mentioned in your document:

1. **Automated Document Analysis and Summarization**: AI can analyze and summarize lengthy legal documents, court rulings, and case files. This could significantly reduce the time judges and legal staff spend reviewing documents, allowing them to focus on decision-making and case analysis.
2. **Predictive Analysis for Case Outcomes**: AI can be trained on historical case data to predict outcomes of similar cases. This could aid judges and lawyers in understanding probable outcomes based on precedents and existing law, potentially leading to faster resolution of cases.
3. **Enhanced Jury Selection Process**: AI can assist in the jury selection process by analyzing potential jurors' responses and identifying any biases or suitability issues based on psychological and linguistic cues. This ensures a more impartial jury, crucial for fair trial processes.

4. **Legal Research Assistance**: AI can assist lawyers and judges in legal research by quickly retrieving relevant case laws, statutes, and legal articles. This speeds up the research process, making legal arguments and decisions more efficient and well-informed.
5. **Virtual Court Proceedings**: AI can help facilitate virtual court proceedings by managing digital evidence presentation, ensuring secure and efficient communication channels, and automating the transcription of proceedings. This can make court processes more accessible and time-efficient.
6. **Case Management and Scheduling**: AI can optimize court schedules and case management, efficiently allocating resources and time slots for hearings and trials based on complexity, urgency, and available resources.
7. **Legal Education and Training**: AI can be used to create interactive and personalized training modules for legal professionals, keeping them updated on new laws, regulations, and judicial decisions.
8. **Public Legal Information Access**: AI can provide the public with easily accessible legal information, helping them understand their rights, legal procedures, and how to navigate the legal system.
9. **Conflict Resolution and Mediation**: AI can assist in pre-trial mediations by suggesting compromises based on previous successful mediations, helping parties to reach an agreement without going to trial.
10. **Fraud Detection and Compliance Monitoring**: AI can be employed to detect fraudulent activities in court documents and filings and monitor compliance with legal and regulatory requirements.

By implementing these AI applications, courts can significantly enhance efficiency, reduce costs, and improve access to justice.

Can you describe precisely the types of IT infrastructure and changes that would be needed to realize such efficiencies?

Answer (from ChatGPT 4)

Implementing generative AI in court operations to enhance efficiency involves substantial changes and upgrades to the

existing IT infrastructure. Here are the key types of IT infrastructure and changes that would be required:

1. **High-Performance Computing Resources**: Generative AI models require significant computational power. Upgrading to high-performance servers with advanced CPUs and GPUs is essential for running these models efficiently.
2. **Secure Cloud Services**: Adopting cloud-based services can provide scalable and flexible resources necessary for AI applications. Cloud services also offer the advantage of regular updates and maintenance. Ensuring data security and compliance with legal confidentiality is crucial in this context.
3. **Advanced Data Storage Solutions**: Courts will need robust and secure data storage solutions to handle the vast amounts of data processed and generated by AI systems. This includes both on-premises and cloud storage options with high redundancy and backup capabilities.
4. **Networking Infrastructure**: Upgrading the existing networking infrastructure to ensure high-speed and reliable connectivity is essential for seamless AI operations. This includes both internal networking within court facilities and external connectivity for remote access and cloud services.
5. **Cybersecurity Measures**: As AI systems will handle sensitive legal data, enhancing cybersecurity measures is imperative. This includes firewalls, intrusion detection systems, and regular security audits to protect against data breaches and cyber threats.
6. **Data Integration Tools**: Courts must have tools for integrating various data sources, such as case management systems, legal databases, and public records, to feed into AI systems. Data integration tools should ensure data quality and consistency.
7. **User Interface (UI) and Experience (UX) Design**: Developing user-friendly interfaces for legal professionals and the public to interact with AI systems is important. This includes dashboards for data visualization, document management systems, and virtual court interfaces.
8. **Training and Support Infrastructure**: Implementing AI in court operations will require training for legal professionals and IT staff. This includes creating training modules, user guides, and providing ongoing technical support.
9. **Legal and Regulatory Compliance Systems**: Ensuring that AI implementations comply with legal and regulatory

standards is vital. This may involve developing systems to monitor and report on compliance issues.

10. **Collaboration Tools**: For virtual court proceedings and remote work, robust collaboration tools are necessary. These tools should support secure document sharing, video conferencing, and real-time communication.

11. **Backup and Disaster Recovery Systems**: Implementing reliable backup and disaster recovery solutions is crucial to protect against data loss and ensure continuity of operations.

12. **Scalability Planning**: The IT infrastructure must be designed for scalability to accommodate future growth and the evolving needs of the court system.

These changes represent a significant investment in technology and resources, but they are essential for realizing the potential efficiencies and improvements that generative AI can bring to court operations.

What are the various ways that generative AI can help make the operations of the courts more efficient? Please provide specific examples and do not cite the examples I have already told you about in this document.

Answer (from Bard)

Here are some examples of how generative AI can help make the operations of the courts more efficient, without mentioning the specific examples you provided:

Streamlining document processing:

- Generative AI can automate the review and sorting of court documents, such as filings, motions, and evidence. This can significantly reduce the time and manual effort required for these tasks.
- It can identify key information, extract relevant data, and classify documents based on their type and content.
- It can also flag potential errors or inconsistencies, helping to ensure accuracy and completeness.

#### Enhancing legal research:

- Generative AI can quickly generate summaries of relevant case law and legislation, saving attorneys and judges valuable time.
- It can identify patterns and trends in legal decisions, helping to predict outcomes and develop persuasive arguments.
- It can also be used to create comprehensive research reports that synthesize information from multiple sources.

#### Improving communication and accessibility:

- Generative AI can create plain-language summaries of complex legal documents, making them more understandable for individuals without a legal background.
- It can generate multilingual translations of court documents and proceedings, facilitating access to justice for non-English speakers.
- It can even be used to develop interactive tools that guide users through the legal process, such as chatbots or virtual assistants.

#### Optimizing scheduling and case management:

- Generative AI can analyze court data to predict caseloads, identify potential bottlenecks, and suggest optimal scheduling strategies.
- It can automatically assign cases to judges and courtrooms, taking into account factors such as availability and expertise.
- It can also track the progress of cases and generate alerts for upcoming deadlines, helping to ensure timely resolution.

#### Personalizing legal services:

- Generative AI can create tailored legal documents, such as contracts, wills, and trusts.
- It can generate personalized legal advice based on individual needs and circumstances.
- It can also provide guided assistance with legal tasks, such as filing for divorce or applying for a business

license.

Can you describe precisely the types of IT infrastructure and changes that would be needed to realize such efficiencies?

Answer (from Bard)

To realize the efficiencies promised by generative AI in court operations, several infrastructure changes and upgrades would be necessary:

Computational resources:

- High-performance computing: Generative AI training and inference require significant computational power. Upgrading to AI-specific hardware, like GPUs and TPUs, or utilizing cloud platforms with on-demand scalable resources would be crucial.
- Storage: Large datasets are essential for training AI models. Scalable and secure storage solutions, like object storage or distributed file systems, would be needed for storing training data, models, and outputs.

Data management and governance:

- Data pipelines: Efficient data pipelines are needed to ingest and pre-process legal data from various sources, ensuring quality and consistency for training AI models.
- Data security and privacy: Robust security measures are vital to protect sensitive legal data used by AI models. Data encryption, access control, and audit trails are essential to complying with data privacy regulations.
- Model management and monitoring: Systems for managing and monitoring AI models would be needed, including version control, bias detection, and performance tracking, to ensure responsible and reliable deployment.

Software and integration:

- Application programming interfaces (APIs): APIs would be needed to integrate AI models with existing court

systems and applications, enabling seamless access and utilization of AI capabilities.

- Workflow automation tools: Automating repetitive tasks with workflow automation tools could streamline processes involving document analysis, case routing, and communication.
- User interfaces and dashboards: User-friendly interfaces and dashboards would allow court staff, judges, and users to interact with AI-powered tools and access relevant information efficiently.

Organizational and cultural changes:

- Training and support: Court staff and officials need to be trained on how to use and interpret AI outputs effectively. This includes understanding limitations and addressing potential biases.
- Change management: Implementing AI should be accompanied by clear communication and buy-in from all stakeholders, addressing concerns and ensuring a smooth transition.
- Ethical considerations: Ethical frameworks and guidelines should be established to ensure responsible AI use in the legal system, focusing on fairness, transparency, and accountability.

It's important to note that these are general requirements, and specific infrastructure needs will vary depending on the specific applications and goals of each court. Moreover, continuous evaluation and adaptation will be crucial as generative AI technology evolves and new opportunities emerge.

By making these infrastructure and organizational changes, courts can harness the potential of generative AI to improve efficiency, accessibility, and overall effectiveness of the legal system.