JUDICIAL COUNCIL *of* CALIFORNIA

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December 22, 2023

Ms. Cara L. Jenkins
Legislative Counsel
1021 O Street, Suite 3210
Sacramento, California 95814

Ms. Erika Contreras
Secretary of the Senate
State Capitol, Room 305
Sacramento, California 95814

Ms. Sue Parker
Chief Clerk of the Assembly
State Capitol, Room 319
Sacramento, California 95814

Re: *Report on the Use of Remote Technology in Civil Actions by the Trial Courts*, as required under Code of Civil Procedure section 367.8

Dear Ms. Jenkins, Ms. Contreras, and Ms. Parker:

Attached is the Judicial Council report required under Code of Civil Procedure section 367.8 on the use of remote technology in proceedings by the trial courts.

If you have any questions related to this report, please contact Mr. Joseph Carozza, Senior Analyst, Executive Office, at 415-865-4627 or joseph.carozza@jud.ca.gov.

Sincerely,

Millicent A. Tidwell

Millicent Tidwell
Acting Administrative Director
Judicial Council

MT/JC/dl
Enclosures
cc: Eric Dang, Counsel, Office of Senate President pro Tempore Toni G. Atkins
Emelyn Rodriguez, General Counsel, Office of Assembly Speaker Robert Rivas
Anita Lee, Principal Fiscal and Policy Analyst, Legislative Analyst's Office
Gabriel Petek, Legislative Analyst, Legislative Analyst's Office
Mark Jimenez, Principal Program Budget Analyst, Department of Finance
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Margie Estrada, Chief Counsel, Senate Judiciary Committee
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Hans Hemann, Principal Consultant, Joint Legislative Budget Committee
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Report Title: *Report on the Use of Remote Technology in Civil Actions by the Trial Courts*

Statutory citation: Code of Civil Procedure section 367.8

Date of report: December 14, 2023

The Judicial Council has submitted a report to the Legislature in accordance with Code of Civil Procedure section 367.8. The following summary of the report is provided under the requirements of Government Code section 9795.

Code of Civil Procedure section 367.8 requires the Judicial Council to submit a report to the Legislature on or before December 31, 2023, on the use of remote technology in civil actions by the trial courts. The report provides county-specific data that includes (1) the number of proceedings conducted with the use of remote technology; (2) any superior court in which technology issues or problems occurred; (3) the superior courts in which remote technology was used; (4) the types of trial court conferences, hearings, or proceedings in which remote technology was used; (5) the cost of purchasing, leasing, or upgrading remote technology; (6) the types of technology and equipment purchased or leased; and (7) any other information necessary to evaluate the use of remote proceedings by the courts.

Data in the attached report, responsive to section 367.8, was collected from the trial courts, relying on multiple data sources to fulfill the specified requirements, including:

- Survey data,
- Trial court case management system data, and
- Judicial Branch Statistical Information System data.

The full report is available at www.courts.ca.gov/7466.htm. A printed copy of the report may be obtained by calling 415-865-4627.

December 14, 2023

Report on the Use of Remote Technology in Civil Actions by the Trial Courts

Report to the Legislature Required Under Code of Civil Procedure Section 367.8

Judicial Council *of* California

JUDICIAL COUNCIL OF CALIFORNIA

Hon. Patricia Guerrero
Chief Justice of California and
Chair of the Judicial Council

Millicent Tidwell
Acting Administrative Director
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Executive Summary

Senate Bill 133 (Stats. 2023, ch. 34, § 5) requires the Judicial Council to submit a report to the Legislature on or before December 31, 2023, on the use of remote technology in civil actions in the trial courts. The report provides county-specific data that includes (1) the number of proceedings conducted with the use of remote technology; (2) any superior court in which technology issues or problems occurred; (3) the superior courts in which remote technology was used; (4) the types of trial court conferences, hearings, or proceedings in which remote technology was used; (5) the cost of purchasing, leasing, or upgrading remote technology; (6) the type of technology and equipment purchased or leased; and (7) any other information necessary to evaluate the use of remote proceedings by the courts. This report fulfills these legislative reporting requirements.

This report includes data on remote appearances in civil cases for a 12-month period, from September 1, 2022, through August 31, 2023.

Background

On April 6, 2020, in response to the COVID-19 pandemic, the Judicial Council of California adopted emergency rule 3 of the California Rules of Court, which generally permitted courts to require that judicial proceedings and court operations be conducted remotely.[1]

Subsequently, Senate Bill 241 (Stats. 2021, ch. 214) authorized a party to appear remotely for a court conference, hearing, proceeding, or trial in civil cases through the use of remote technology until July 1, 2023. Assembly Bill 177 (Stats. 2021, ch. 257) required the Judicial Council to submit a report to the Legislature and the Governor by January 1, 2023, regarding the use of remote technology in civil actions by trial courts. The report was submitted by the Judicial Council on December 15, 2022, and is available on the "Legislative Reports" web page of the California Courts website at *www.courts.ca.gov/7466.htm*.

On June 30, 2023, Governor Newsom signed Senate Bill 133 to extend statutory authorization for a party to appear remotely for a court conference, hearing, proceeding, or trial using remote technology in civil cases. These provisions sunset January 1, 2026. The bill also added Code of Civil Procedure section 367.8, which requires the Judicial Council to submit a report to the Legislature on or before December 31, 2023, and annually thereafter, to assess the impact of technology issues or problems affecting remote proceedings, as included under Code of Civil Procedure sections 367.75 and 367.76, and section 679.5 of the Welfare and Institutions Code. The statute also requires that the report include all purchases and leases of technology or equipment to facilitate remote conferences, hearings, or proceedings.

[1] Emergency rule 3 has since been rescinded.

Reporting Requirements

Code of Civil Procedure section 367.8 requires the Judicial Council to provide county-specific data that includes the following:

> (1) The number of proceedings conducted with the use of remote technology.
>
> (2) Any superior court in which technology issues or problems occurred.
>
> (3) The superior courts in which remote technology was used.
>
> (4) The types of trial court conferences, hearings, or proceedings in which remote technology was used.
>
> (5) The cost of purchasing, leasing, or upgrading remote technology.
>
> (6) The type of technology and equipment purchased or leased.
>
> (7) Any other information necessary to evaluate the use of remote proceedings by the courts.

For the purposes of this reporting requirement, the operational definition of remote technology is as follows: Video, telephone, and/or audio technology used to connect at least one user to a proceeding. Any combination of in-person and remote appearances by parties is treated as a remote proceeding (i.e., both entirely remote and hybrid proceedings are considered remote proceedings).

Requirement 1: The number of proceedings conducted with the use of remote technology

A total of 53 courts submitted data regarding remote proceedings in civil cases.[2] Table 1 (below) displays the count of remote proceedings by reporting courts. It shows the total count of proceedings, specifies the number of months a court submitted data, and calculates the monthly average of civil remote proceedings based on the total count of proceedings and the number of months reported. The final column displays the percentage of civil filings that each court represents of the total statewide filings, based on three-year average data (fiscal years 2019–20, 2020–21, and 2021–22). The reporting courts represent approximately 93.8 percent of total statewide civil filings.

Table 1. Count of Civil Remote Proceedings by Reporting Courts

Court	Total Remote Civil Proceedings Reported	Number of Months Reported	Monthly Average of Remote Civil Proceedings Reported	Percentage of Statewide Civil Filings
Alameda	23,057	12	1,921	3.1%
Alpine	62	12	5	0.0

[2] Civil limited, civil unlimited, civil mental health, family law, juvenile delinquency, juvenile dependency, landlord-tenant, probate, and small claims matters.

Court	Total Remote Civil Proceedings Reported	Number of Months Reported	Monthly Average of Remote Civil Proceedings Reported	Percentage of Statewide Civil Filings
Amador	973	11	88	0.1
Butte	4,215	12	351	0.5
Calaveras	581	12	48	0.1
Colusa	63	12	5	0.0
Contra Costa	21,854	12	1,821	2.0
Del Norte*	—	—	—	0.1
El Dorado	4,878	12	407	0.4
Fresno	15,179	12	1,265	2.6
Glenn*	—	—	—	0.1
Humboldt	8,543	12	712	0.3
Imperial	1,539	12	128	0.4
Inyo	182	4	46	0.0
Kern	18,236	12	1,520	2.4
Kings	2,929	12	244	0.4
Lake	4,160	12	347	0.2
Lassen	614	12	51	0.1
Los Angeles	1,173,874	12	97,823	32.3
Madera	7,996	12	666	0.5
Marin*	—	—	—	0.4
Mariposa	276	5	55	0.0
Mendocino	656	12	55	0.2
Merced	13,361	12	1,113	0.7
Modoc	12	12	1	0.0
Mono	666	12	56	0.0
Monterey	9,531	12	794	0.8
Napa	5,344	12	445	0.3
Nevada	1,105	12	92	0.2
Orange	93,854	12	7,821	7.0
Placer	18,604	12	1,550	0.8
Plumas*	—	—	—	0.0
Riverside	38,410	12	3,201	6.1
Sacramento*	—	—	—	5.6
San Benito	1,443	12	120	0.1
San Bernardino	27,470	12	2,289	6.6
San Diego	72,875	12	6,073	7.3
San Francisco	13,540	12	1,128	2.1
San Joaquin	7,463	12	622	2.0
San Luis Obispo	11,431	12	953	0.5

Court	Total Remote Civil Proceedings Reported	Number of Months Reported	Monthly Average of Remote Civil Proceedings Reported	Percentage of Statewide Civil Filings
San Mateo	15,804	12	1,317	1.2
Santa Barbara	14,599	12	1,217	0.8
Santa Clara†	1,542	2	771	2.9
Santa Cruz	6,436	11	585	0.4
Shasta	3,803	11	346	0.5
Sierra	282	12	24	0.0
Siskiyou	1,377	12	115	0.1
Solano†	380	6	63	1.1
Sonoma	7,608	12	634	0.9
Stanislaus	7,130	12	594	1.4
Sutter	1,338	12	112	0.3
Tehama	1,661	12	138	0.2
Trinity	392	12	33	0.0
Tulare	6,461	12	538	1.2
Tuolumne	892	12	74	0.1
Ventura	9,688	12	807	1.7
Yolo	4,784	12	399	0.4
Yuba	2,126	12	177	0.2
Total	**1,691,279**	—	**141,762**	**100.0%‡**

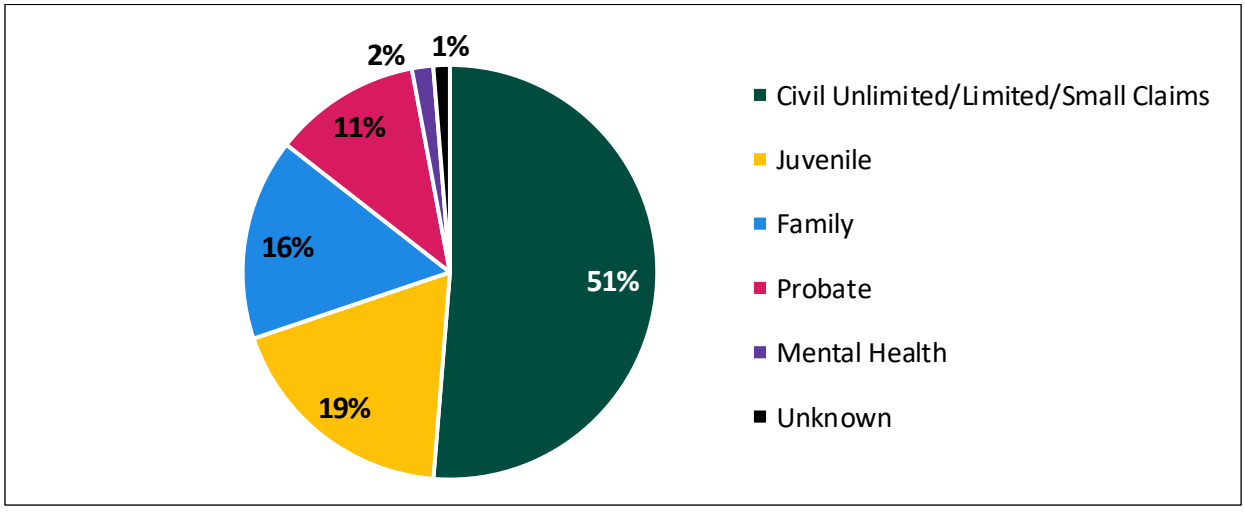
* Unable to report data.

† Due to technical issues during data collection, counts underestimated.

‡ Due to rounding, percentages may not add up to the total.

Figure 1 displays the proportion of specific civil case types for reporting courts.

Figure 1. Types of Civil Remote Proceedings Heard



Requirement 2: Any superior court in which technology issues or problems occurred
Judicial Council staff collected survey feedback data from users of the Zoom virtual meeting platform for remote proceedings, which is widely used throughout California courts. To collect this data, all participants in proceedings using the Zoom platform received a short survey about their remote experience. An initial question asked if the user had a negative or positive experience. If the participants indicated a negative experience, they were encouraged to give more specific information about the issue.

Table 2 shows the percentage of respondents who reported either an audio or visual issue during the remote proceeding. Audio issues included participants who were unable to hear, others who were unable to hear the participant, disruptive noises (static noises, echoes, etc.), or sound cutting in and out. Visual issues included participants who were unable to see things on the screen, others who were unable to see the participant, frozen images, different views not working, and poor lighting.

Table 2. Percentage of Respondents Reporting an Audio or Visual Technical Issue

Court	Total Number of Responses	Percentage Reporting Audio Technical Issues	Percentage Reporting Visual Technical Issues
Alameda	12,509	1.7%	0.7%
Alpine	171	2.9	0.6
Amador	125	6.4	4.0
Butte	337	2.4	1.2
Calaveras	5	20.0	20.0
Colusa	14	14.3	0.0
Contra Costa	3,158	2.0	0.8
Del Norte	76	10.5	6.6
El Dorado	7	0.0	0.0
Fresno	33	0.0	0.0
Humboldt	167	0.6	0.6
Imperial	30	0.0	3.3
Inyo	50	6.0	0.0
Kern	659	3.6	1.7
Kings	24	4.2	0.0
Lake	280	0.0	0.0
Lassen	104	1.0	0.0
Madera	10	10.0	0.0
Marin	2,521	1.8	0.8
Mariposa	725	1.4	0.3
Mendocino	950	2.4	1.2
Merced	1,382	0.7	0.1
Modoc	19	0.0	0.0

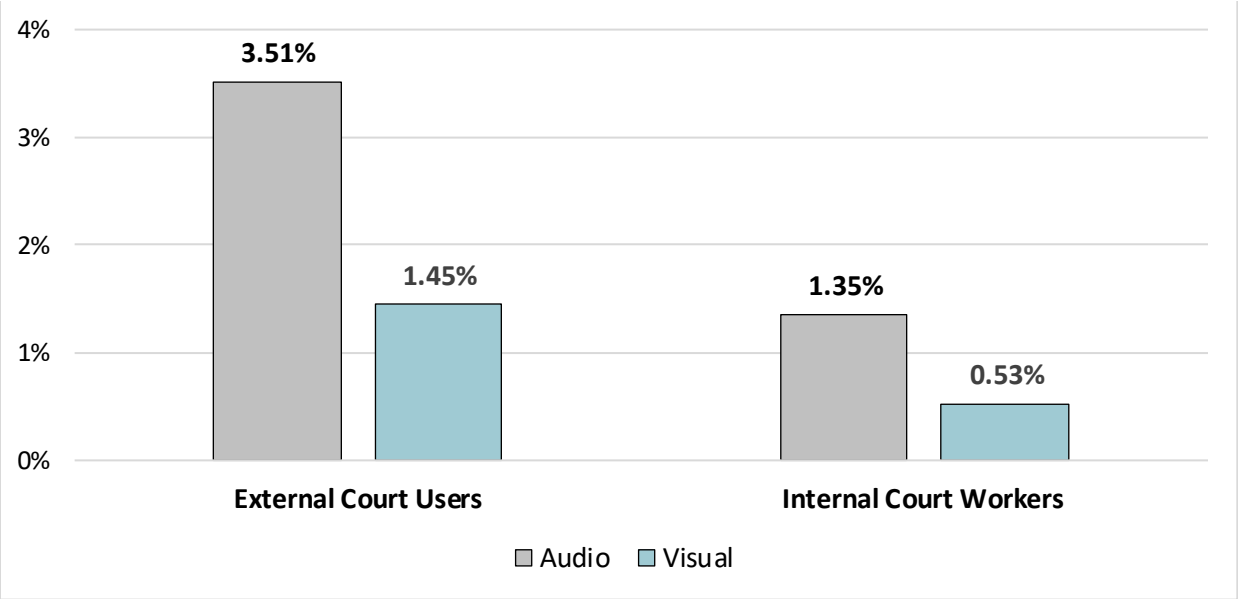
Court	Total Number of Responses	Percentage Reporting Audio Technical Issues	Percentage Reporting Visual Technical Issues
Mono	66	3.0	1.5
Monterey	2,140	2.5	0.9
Napa	111	2.7	0.0
Nevada	588	1.4	1.4
Orange	8,397	1.8	0.9
Placer	66	1.5	1.5
Plumas	15	0.0	0.0
Riverside	4,522	2.5	0.9
Sacramento	7,994	2.3	1.0
San Benito	14	0.0	0.0
San Bernardino	1,533	3.8	0.7
San Diego	23	0.0	0.0
San Francisco	1,226	6.4	2.7
San Joaquin	144	0.7	0.7
San Luis Obispo	1,814	1.3	0.3
San Mateo	2,267	0.7	0.4
Santa Barbara	2,649	0.5	0.4
Santa Clara	59	1.7	1.7
Santa Cruz	1,231	1.4	1.1
Sierra	284	0.7	0.4
Siskiyou	535	2.4	0.7
Solano	1,987	1.1	0.9
Sonoma	28	0.0	0.0
Stanislaus	1,021	1.4	0.8
Sutter	13	0.0	0.0
Tehama	1	0.0	0.0
Trinity	1	0.0	0.0
Tulare	1,180	1.0	0.8
Tuolumne	88	1.1	1.1
Yolo	8	0.0	0.0
Yuba	198	4.0	1.0
Unspecified Court	810	3.2	1.6
Total	**64,369**	**1.9%**	**0.8%**

Of the 64,369 responses to the Zoom experience survey, 28,332 (44 percent) were responses from external court users, and 36,037 (56 percent) were from court workers.[3] Figure 2 displays the percentage of external court users and internal court workers who experienced audio

[3] Court workers are any individuals with a court email address, including court clerks and judicial officers.

technical issues and visual technical issues. Overall, only 1.9 and 0.8 percent of total respondents reported experiencing an audio or visual technical issue, respectively. External court users reported audio issues 3.51 percent of the time and visual issues 1.45 percent of the time.

Figure 2. Prevalence of Audio and Visual Technical Issues—External Court Users Compared to Internal Court Workers



Requirement 3: The superior courts in which remote technology was used

Fifty-seven courts reported using remote technology between September 1, 2022, and August 31, 2023. This total was reached by combing the responses from Requirement 1 and Requirement 4.

Table 3. Remote Technology Use by Court

County	Used Remote Technology
Alameda	✓
Alpine	✓
Amador	✓
Butte	✓
Calaveras	✓
Colusa	✓
Contra Costa	✓
Del Norte	✓
El Dorado	✓
Fresno	✓
Glenn	✓
Humboldt	✓
Imperial	✓
Inyo	✓

County	Used Remote Technology
Kern	✓
Kings	✓
Lake	✓
Lassen	✓
Los Angeles	✓
Madera	✓
Marin	✓
Mariposa	✓
Mendocino	✓
Merced	✓
Modoc	✓
Mono	✓
Monterey	✓
Napa	✓
Nevada	✓
Orange	✓
Placer	✓
Plumas*	—
Riverside	✓
Sacramento	✓
San Benito	✓
San Bernardino	✓
San Diego	✓
San Francisco	✓
San Joaquin	✓
San Luis Obispo	✓
San Mateo	✓
Santa Barbara	✓
Santa Clara	✓
Santa Cruz	✓
Shasta	✓
Sierra	✓
Siskiyou	✓
Solano	✓
Sonoma	✓
Stanislaus	✓
Sutter	✓
Tehama	✓
Trinity	✓
Tulare	✓

County	Used Remote Technology
Tuolumne	✓
Ventura	✓
Yolo	✓
Yuba	✓
Number of Courts	**57**

✓ Used remote technology.

* Data unreported.

Requirement 4: The types of trial court conferences, hearings, or proceedings in which remote technology was used

The Judicial Council administered a survey to collect data for Requirement 4. Fifty-one courts reported using remote technology in seven civil case types: family, juvenile dependency, juvenile delinquency, limited civil, probate, small claims, and unlimited civil. Courts also reported using remote technology in any proceedings in matters identified in Code of Civil Procedure section 367.76(a)(1). Fifty-one courts reported using remote technology in family and unlimited civil cases, 50 courts reported using remote technology in limited civil and juvenile dependency cases, 49 courts in probate, 43 courts in juvenile delinquency, 42 courts in small claims, and 36 courts for other matters.[4] Tables 4 and 5 display the case types for which remote technology was used for each responding court.

Table 4. Case Types for Which Remote Technology Was Used: Family, Juvenile Dependency, Juvenile Delinquency, and Limited Civil

County	Family	Juvenile Dependency	Juvenile Delinquency	Limited Civil
Alameda	✓	✓		✓
Alpine	✓	✓		✓
Amador	✓	✓	✓	✓
Butte	✓	✓		✓
Calaveras	✓	✓	✓	✓
Colusa	✓	✓		✓
Contra Costa	✓	✓		✓
Del Norte*	—	—	—	—
El Dorado*	—	—	—	—
Fresno	✓	✓	✓	✓
Glenn*	—	—	—	—
Humboldt*	—	—	—	—
Imperial	✓	✓	✓	✓
Inyo	✓			✓

[4] Proceedings in matters identified in Code of Civil Procedure section 367.76(a)(1).

County	Family	Juvenile Dependency	Juvenile Delinquency	Limited Civil
Kern	✓	✓	✓	✓
Kings	✓	✓	✓	✓
Lake	✓	✓	✓	✓
Lassen	✓	✓	✓	✓
Los Angeles	✓	✓		✓
Madera	✓	✓	✓	✓
Marin	✓	✓	✓	✓
Mariposa	✓	✓	✓	✓
Mendocino	✓	✓	✓	✓
Merced	✓	✓	✓	✓
Modoc	✓	✓	✓	✓
Mono	✓	✓		✓
Monterey	✓	✓	✓	✓
Napa	✓	✓	✓	✓
Nevada	✓	✓	✓	✓
Orange	✓	✓	✓	✓
Placer	✓	✓	✓	✓
Plumas*	—	—	—	—
Riverside	✓	✓	✓	✓
Sacramento	✓	✓	✓	✓
San Benito	✓	✓	✓	✓
San Bernardino	✓	✓	✓	✓
San Diego	✓	✓	✓	✓
San Francisco	✓	✓	✓	✓
San Joaquin	✓	✓	✓	✓
San Luis Obispo*	—	—	—	—
San Mateo	✓	✓	✓	✓
Santa Barbara	✓	✓	✓	✓
Santa Clara*	—	—	—	—
Santa Cruz	✓	✓	✓	✓
Shasta	✓	✓	✓	✓
Sierra	✓	✓	✓	✓
Siskiyou	✓	✓	✓	✓
Solano	✓	✓	✓	✓
Sonoma	✓	✓	✓	✓
Stanislaus	✓	✓	✓	✓
Sutter	✓	✓	✓	✓
Tehama	✓	✓	✓	
Trinity	✓	✓	✓	✓

County	Family	Juvenile Dependency	Juvenile Delinquency	Limited Civil
Tulare	✓	✓	✓	✓
Tuolumne	✓	✓	✓	✓
Ventura	✓	✓	✓	✓
Yolo	✓	✓	✓	✓
Yuba	✓	✓	✓	✓
Number of Courts	**51**	**50**	**43**	**50**

✓ Used remote technology. All blank cells indicate remote technology was not used.

* Data unreported.

Table 5. Case Types for Which Remote Technology Was Used: Probate, Small Claims, Unlimited Civil, and Other Matters[5]

County	Probate	Small Claims	Unlimited Civil	Other Matters
Alameda	✓	✓	✓	
Alpine	✓	✓	✓	✓
Amador	✓	✓	✓	✓
Butte	✓	✓	✓	✓
Calaveras	✓		✓	
Colusa			✓	
Contra Costa	✓	✓	✓	✓
Del Norte*	—	—	—	—
El Dorado*	—	—	—	—
Fresno	✓	✓	✓	✓
Glenn*	—	—	—	—
Humboldt*	—	—	—	—
Imperial	✓	✓	✓	
Inyo			✓	
Kern	✓	✓	✓	✓
Kings	✓	✓	✓	
Lake	✓	✓	✓	✓
Lassen	✓	✓	✓	✓
Los Angeles	✓	✓	✓	✓
Madera	✓	✓	✓	✓
Marin	✓	✓	✓	✓
Mariposa	✓	✓	✓	
Mendocino	✓	✓	✓	✓

[5] Proceedings in matters identified in Code of Civil Procedure section 367.76(a)(1).

County	Probate	Small Claims	Unlimited Civil	Other Matters
Merced	✓	✓	✓	✓
Modoc	✓		✓	
Mono	✓	✓	✓	✓
Monterey	✓	✓	✓	✓
Napa	✓	✓	✓	✓
Nevada	✓	✓	✓	✓
Orange	✓	✓	✓	
Placer	✓	✓	✓	✓
Plumas*	—	—	—	—
Riverside	✓	✓	✓	✓
Sacramento	✓	✓	✓	✓
San Benito	✓	✓	✓	✓
San Bernardino	✓	✓	✓	✓
San Diego	✓	✓	✓	
San Francisco	✓		✓	✓
San Joaquin	✓		✓	✓
San Luis Obispo*	—	—	—	—
San Mateo	✓	✓	✓	
Santa Barbara	✓	✓	✓	✓
Santa Clara*	—	—	—	—
Santa Cruz	✓	✓	✓	✓
Shasta	✓	✓	✓	✓
Sierra	✓	✓	✓	✓
Siskiyou	✓	✓	✓	✓
Solano	✓	✓	✓	✓
Sonoma	✓	✓	✓	✓
Stanislaus	✓	✓	✓	✓
Sutter	✓	✓	✓	✓
Tehama	✓		✓	
Trinity	✓		✓	
Tulare	✓		✓	
Tuolumne	✓	✓	✓	✓
Ventura	✓	✓	✓	✓
Yolo	✓	✓	✓	✓
Yuba	✓	✓	✓	
Number of Courts	**49**	**42**	**51**	**36**

✓ Used remote technology. All blank cells indicate remote technology was not used.

* Data unreported.

Requirement 5: The cost of purchasing, leasing, or upgrading remote technology
The Judicial Council administered a survey to collect the cost to purchase, lease, and upgrade remote technology. Collectively, courts reported spending $14,588,633.70 to purchase, lease, or upgrade remote technology between September 1, 2022, and August 31, 2023. Eleven of the 51 responding courts reported no expenditures for remote technology during this reporting period. Table 6 displays the amount each court spent to purchase, lease, or upgrade remote technology in the reporting period.

Table 6. Amount Spent by Courts to Purchase, Lease, or Upgrade Remote Technology

County	Amount Spent
Alameda	$673,413.00
Alpine	0.00
Amador	0.00
Butte	129,072.45
Calaveras	0.00
Colusa	0.00
Contra Costa	303,333.07
Del Norte*	—
El Dorado*	—
Fresno	85,769.08
Glenn*	—
Humboldt*	—
Imperial	453,000.00
Inyo	30,000.00
Kern	329,953.73
Kings	0.00
Lake	0.00
Lassen	143,061.13
Los Angeles	5,376,495.00
Madera	0.00
Marin	25,590.62
Mariposa	0.00
Mendocino	8,774.65
Merced	500,426.94
Modoc	38,644.62
Mono	13,704.00
Monterey	300,000.00
Napa	25,000.00
Nevada	0.00
Orange	0.00
Placer	86,000.00
Plumas*	—

County	Amount Spent
Riverside	650,631.00
Sacramento	75,277.00
San Benito	9,126.06
San Bernardino	1,560,000.00
San Diego	69,748.68
San Francisco	450,000.00
San Joaquin	300,000.00
San Luis Obispo*	—
San Mateo	15,000.00
Santa Barbara	119,112.05
Santa Clara*	—
Santa Cruz	908,126.09
Shasta	7,500.00
Sierra	5,000.00
Siskiyou	165,660.65
Solano	146,157.65
Sonoma	55,666.85
Stanislaus	76,500.00
Sutter	319,288.91
Tehama	2,235.00
Trinity	370.00
Tulare	92,000.00
Tuolumne	10,000.00
Ventura	75,716.31
Yolo	953,279.16
Yuba	0.00
Total	**$14,588,633.70**
* Data unreported.	

Requirement 6: The type of technology and equipment purchased or leased

Fifty-one courts reported purchasing or leasing hardware, software, and licenses to support remote hearings. Thirty-six courts reported purchasing or leasing hardware, such as computers, televisions, cameras, microphones, speakers, cables, video and audio control systems. Twenty courts percent reported purchasing or leasing software, and 22 courts reported purchasing or leasing licenses. Table 7 displays the types of technology and equipment purchased or leased by the trial courts during the reporting period.

Table 7. Types of Technology and Equipment Purchased or Leased

County	Hardware	Software	Licenses
Alameda	✓	✓	✓
Alpine			
Amador			
Butte	✓	✓	✓
Calaveras			
Colusa			
Contra Costa	✓	✓	✓
Del Norte*	—	—	—
El Dorado*	—	—	—
Fresno	✓		✓
Glenn*	—	—	—
Humboldt*	—	—	—
Imperial	✓	✓	✓
Inyo	✓		
Kern	✓		
Kings			
Lake			
Lassen	✓	✓	✓
Los Angeles	✓	✓	✓
Madera			
Marin	✓		
Mariposa			
Mendocino	✓		
Merced	✓		
Modoc	✓	✓	
Mono	✓		
Monterey	✓	✓	✓
Napa	✓	✓	✓
Nevada			
Orange			
Placer		✓	
Plumas*	—	—	—
Riverside	✓	✓	✓
Sacramento	✓		
San Benito	✓	✓	✓
San Bernardino	✓	✓	
San Diego	✓	✓	✓
San Francisco	✓	✓	
San Joaquin	✓	✓	✓

County	Hardware	Software	Licenses
San Luis Obispo*	—	—	—
San Mateo	✓	✓	✓
Santa Barbara	✓		
Santa Clara*			
Santa Cruz	✓		
Shasta	✓		
Sierra			
Siskiyou	✓		
Solano	✓		
Sonoma	✓		✓
Stanislaus	✓	✓	✓
Sutter	✓	✓	✓
Tehama			✓
Trinity			✓
Tulare	✓		
Tuolumne	✓		✓
Ventura	✓	✓	✓
Yolo	✓		✓
Yuba			
Number of Courts	**36**	**20**	**22**

✓ Purchased or leased technology and equipment type. All blank cells indicate remote technology and equipment were not purchased or leased for that technology type.

* Data unreported.

Requirement 7: Any other information necessary to evaluate the use of remote proceedings by courts

The Judicial Council collects data regarding overall user experience of the Zoom remote technology platform. Between September 1, 2022, and August 31, 2023, the Judicial Council collected 64,369 responses from court users and court workers. Forty-four percent of respondents were court users, and 56 percent were court workers. Respondents were asked whether their experience using remote technology was positive or negative. Those who provided negative feedback were asked to give additional information about their experience. Table 8 displays the total feedback data collected for courts throughout the state using the Zoom platform.

Table 8. Count and Percentages of Positive vs. Negative Remote Proceedings Experiences

Remote Proceedings Experience Response	Court Users	Court Workers	Total
Positive	25,632 (90.5%)	35,418 (98.3%)	61,050 (94.8%)
Negative	2,700 (9.5%)	619 (1.7%)	3,319 (5.2%)
Total	**28,332**	**36,037**	**64,369**

Figure 3 visually depicts the proportion of positive to negative experiences for both court users and court workers. Almost 10 percent of court users surveyed reported a negative experience with their remote proceedings; more than 90 percent reported a positive experience. Similarly, almost 2 percent of internal court workers surveyed reported a negative experience with their remote proceedings; more than 98 percent reported a positive experience.

Figure 3. Positive vs. Negative Experiences Reported by Court Users and Court Workers