



JUDICIAL COUNCIL of CALIFORNIA

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HON. PATRICIA GUERRERO

*Chief Justice of California
Chair of the Judicial Council*

HON. BRAD R. HILL

Chair, Executive and Planning Committee

HON. ANN C. MOORMAN

*Chair, Judicial Branch Budget Committee
Chair, Litigation Management Committee*

HON. STACY BOULWARE

EURIE
Chair, Legislation Committee

HON. CARIN T. FUJISAKI

Chair, Rules Committee

HON. KYLE S. BRODIE

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May 6, 2025

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: Revised 2023 and 2024 editions of the *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:

The 2023 and 2024 editions of 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 have been updated to reflect revised data and correct technical errors.

Specifically, Requirement 1 in the 2023 *Report on the Use of Remote Technology in Civil Actions by the Trial Courts* has been updated to reflect revised data provided by the Superior Court of Los Angeles County. Requirements 4, 5, and 6 in the 2024 *Report on the Use of Remote Technology in Civil Actions by the Trial Courts* have also been updated to correct minor errors found after publication. (For the 2023 and 2024 reports, see Attachments A and B respectively.) Explanations for the revisions are provided in the footnotes of the attached reports.

MS. MICHELLE CURRAN

*Administrative Director
Judicial Council*

Ms. Cara L. Jenkins
Ms. Erika Contreras
Ms. Sue Parker
May 6, 2025
Page 2

If you have any questions related to this report, please contact Principal Advisor Jessica Devencenzi, Policy and Research, at Jessica.Devencenzi@jud.ca.gov.

Sincerely,



Michelle Curran
Administrative Director
Judicial Council

MC/JD/dl/cm

Enclosures

cc: Eric Dang, Counsel, Office of Senate President pro Tempore Mike McGuire
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Shaun Naidu, Policy Consultant, Office of Assembly Speaker Robert Rivas
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MS. MILLICENT TIDWELL
Acting Administrative Director
Judicial Council

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*

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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, 2024, on the use of remote technology in civil actions in the trial courts. This report provides county-specific data mandated by the bill, which 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, 2023, through August 31, 2024.

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.

On June 30, 2023, Governor Newsom signed Senate Bill 133 (Stats. 2023, ch. 34) to extend statutory authorization for a party to appear remotely for a court conference, hearing, proceeding, or trial using remote technology in civil cases until 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.

On July 2, 2024, Governor Newsom signed Assembly Bill 170 to extend the sunset date on existing statutory authorization for remote proceedings under, among other statutes, Code of

¹ Emergency rule 3 has since been rescinded.

Civil Procedure sections 367.75 and 367.76 and Welfare and Institutions Code section 679.5 to January 1, 2027. In the same way that superior courts already must report specified data regarding civil remote proceedings, the bill also requires courts to annually report the same data concerning criminal remote proceedings to the Judicial Council by October 1, 2025, and requires the council to annually report this data to the Legislature by December 31, 2025.

Reports for previous reporting periods are available on the “Legislative Reports” webpage of the California Courts website at www.courts.ca.gov/7466.htm.

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 56 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 for each county and the percentage of total civil remote proceedings statewide that those counts represent. The table’s 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

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

2020–21, 2021–22, and 2022–23). The reporting courts represent approximately 99.9 percent of total statewide civil filings.

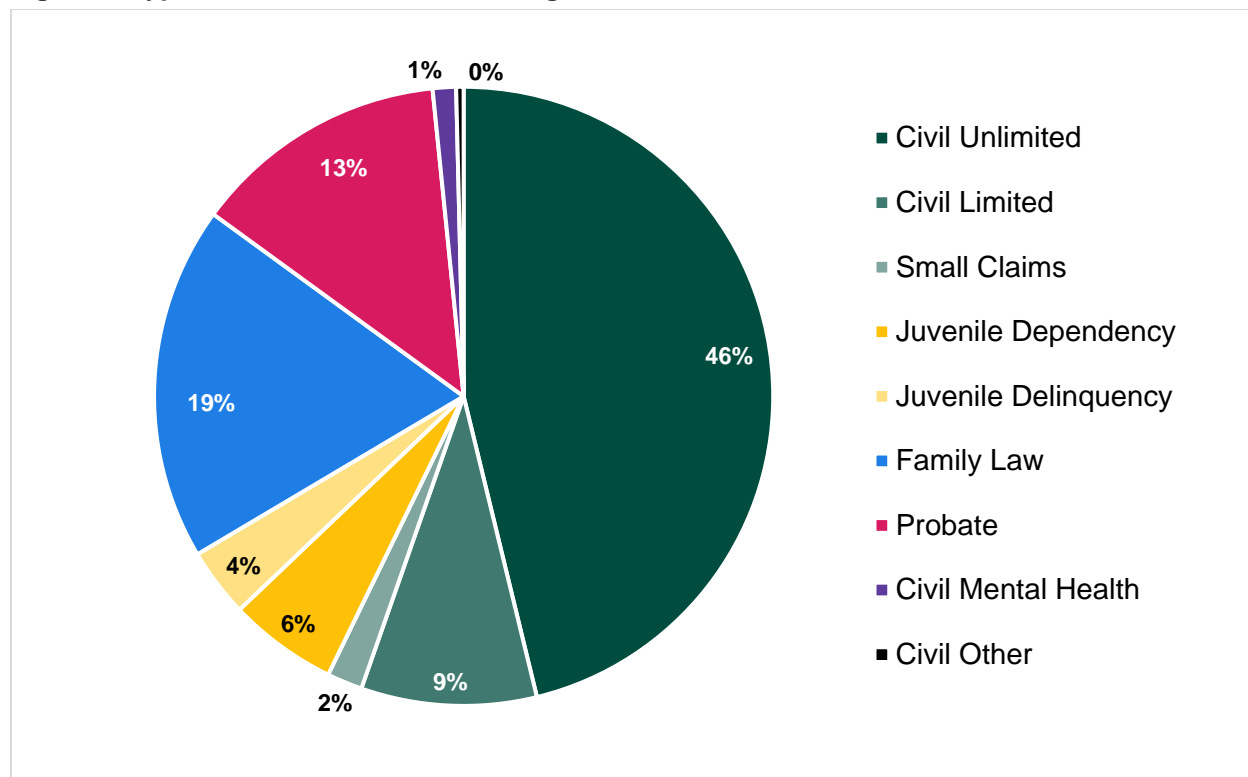
Table 1. Count of Civil Remote Proceedings by Reporting Courts

| County | Total | Percentage of Total Civil Remote Proceedings Statewide | Percentage of Statewide Civil Filings |
|--------------|---------|--|---------------------------------------|
| Alameda | 26,845 | 2.3% | 3.1% |
| Alpine | 62 | 0.0 | 0.0 |
| Amador | 1,144 | 0.1 | 0.1 |
| Butte | 3,690 | 0.3 | 0.5 |
| Calaveras | 464 | 0.0 | 0.1 |
| Colusa | 208 | 0.0 | 0.0 |
| Contra Costa | 22,013 | 1.9 | 2.1 |
| Del Norte* | — | — | 0.1 |
| El Dorado | 4,528 | 0.4 | 0.4 |
| Fresno | 13,994 | 1.2 | 2.4 |
| Glenn | 2 | 0.0 | 0.1 |
| Humboldt | 6,244 | 0.5 | 0.4 |
| Imperial | 2,378 | 0.2 | 0.4 |
| Inyo | 591 | 0.1 | 0.0 |
| Kern | 18,934 | 1.7 | 2.3 |
| Kings | 3,163 | 0.3 | 0.4 |
| Lake | 4,644 | 0.4 | 0.2 |
| Lassen | 677 | 0.1 | 0.1 |
| Los Angeles | 531,793 | 46.4 | 32.0 |
| Madera | 11,178 | 1.0 | 0.4 |
| Marin† | 2,293 | 0.2 | 0.4 |
| Mariposa | 748 | 0.1 | 0.0 |
| Mendocino | 712 | 0.1 | 0.2 |
| Merced | 12,369 | 1.1 | 0.7 |
| Modoc | 545 | 0.0 | 0.0 |
| Mono | 851 | 0.1 | 0.0 |
| Monterey | 12,919 | 1.1 | 0.8 |
| Napa | 4,910 | 0.4 | 0.3 |
| Nevada | 1,510 | 0.1 | 0.2 |
| Orange | 94,947 | 8.3 | 6.9 |
| Placer | 10,848 | 0.9 | 0.8 |
| Plumas* | — | — | 0.0 |
| Riverside | 44,087 | 3.8 | 6.2 |
| Sacramento† | 26,592 | 2.3 | 5.9 |

| County | Total | Percentage of Total Civil Remote Proceedings Statewide | Percentage of Statewide Civil Filings |
|--|------------------|--|---------------------------------------|
| San Benito | 718 | 0.1 | 0.1 |
| San Bernardino | 30,654 | 2.7 | 6.6 |
| San Diego† | 80,715 | 7.0 | 7.5 |
| San Francisco | 32,031 | 2.8 | 2.0 |
| San Joaquin | 8,266 | 0.7 | 2.0 |
| San Luis Obispo | 12,480 | 1.1 | 0.5 |
| San Mateo | 8,431 | 0.7 | 1.1 |
| Santa Barbara | 16,373 | 1.4 | 0.8 |
| Santa Clara† | 17,464 | 1.5 | 2.8 |
| Santa Cruz | 8,087 | 0.7 | 0.4 |
| Shasta | 4,537 | 0.4 | 0.6 |
| Sierra | 418 | 0.0 | 0.0 |
| Siskiyou | 1,524 | 0.1 | 0.1 |
| Solano | 5,026 | 0.4 | 1.0 |
| Sonoma | 8,144 | 0.7 | 0.9 |
| Stanislaus | 9,252 | 0.8 | 1.5 |
| Sutter | 933 | 0.0 | 0.3 |
| Tehama | 1,571 | 0.1 | 0.2 |
| Trinity | 370 | 0.0 | 0.0 |
| Tulare† | 8,747 | 0.8 | 1.3 |
| Tuolumne | 837 | 0.1 | 0.1 |
| Ventura | 16,870 | 1.5 | 1.6 |
| Yolo | 4,762 | 0.4 | 0.4 |
| Yuba | 2,091 | 0.2 | 0.2 |
| Total | 1,146,184 | 100.0% | 100.0% |
| * Unable to report data. | | | |
| † Due to technical issues during data collection, counts are underestimated. | | | |

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

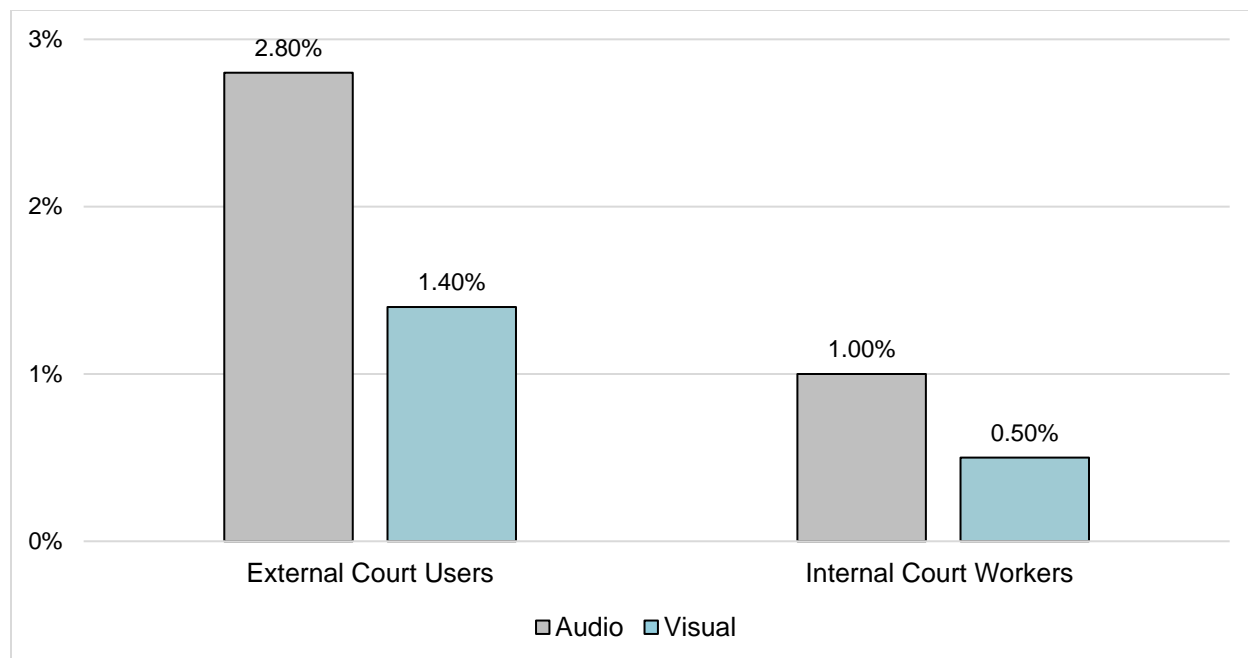
| Court | Number of Responses | % Reporting an Audio Technical Issue | % Reporting a Visual Technical Issue |
|----------------|----------------------------|---|---|
| Alameda | 10,659 | 1.4% | 0.6% |
| Alpine | 153 | 0.7 | 0.0 |
| Amador | 86 | 0.0 | 0.0 |
| Butte | 317 | 0.6 | 1.9 |
| Calaveras | 10 | 20.0 | 0.0 |
| Colusa | 16 | 12.5 | 6.3 |
| Contra Costa | 2,303 | 1.5 | 0.7 |
| Del Norte | 81 | 2.5 | 0.0 |
| El Dorado | 7 | 0.0 | 0.0 |
| Fresno | 65 | 3.1 | 1.5 |
| Humboldt | 183 | 2.2 | 1.6 |
| Imperial | 13 | 0.0 | 0.0 |
| Inyo | 20 | 15.0 | 5.0 |
| Kern | 482 | 2.9 | 1.2 |
| Kings | 92 | 4.3 | 2.2 |
| Lake | 204 | 0.0 | 0.0 |
| Lassen | 112 | 0.9 | 0.0 |
| Madera | 4 | 0.0 | 0.0 |
| Marin | 2,140 | 1.3 | 0.9 |
| Mariposa | 650 | 0.5 | 0.0 |
| Mendocino | 798 | 1.8 | 0.6 |
| Merced | 945 | 0.7 | 0.1 |
| Modoc | 4 | 0.0 | 0.0 |
| Mono | 43 | 4.7 | 0.0 |
| Monterey | 1,505 | 1.9 | 0.8 |
| Napa | 1 | 100.0 | 100.0 |
| Nevada | 550 | 4.2 | 1.3 |
| Orange | 5,953 | 1.5 | 0.9 |
| Placer | 36 | 5.6 | 2.8 |
| Plumas | 11 | 9.1 | 0.0 |
| Riverside | 2,586 | 3.6 | 1.2 |
| Sacramento | 6,740 | 1.9 | 1.2 |
| San Benito | 1 | 0.0 | 0.0 |
| San Bernardino | 2,637 | 2.9 | 0.8 |
| San Diego | 21 | 9.5 | 4.8 |
| San Francisco | 926 | 5.5 | 2.2 |

| Court | Number of Responses | % Reporting an Audio Technical Issue | % Reporting a Visual Technical Issue |
|-------------------|---------------------|--------------------------------------|--------------------------------------|
| San Joaquin | 215 | 2.8 | 0.5 |
| San Luis Obispo | 1,437 | 1.4 | 0.6 |
| San Mateo | 1,459 | 1.0 | 0.6 |
| Santa Barbara | 1,178 | 1.5 | 0.8 |
| Santa Clara | 31 | 0.0 | 6.5 |
| Santa Cruz | 1,228 | 0.7 | 0.3 |
| Sierra | 237 | 0.4 | 0.0 |
| Siskiyou | 691 | 1.2 | 0.7 |
| Solano | 1,366 | 0.6 | 0.7 |
| Sonoma | 841 | 1.2 | 0.8 |
| Stanislaus | 1,164 | 0.9 | 0.5 |
| Sutter | 9 | 0.0 | 0.0 |
| Tehama | 1 | 0.0 | 0.0 |
| Trinity | 1 | 0.0 | 0.0 |
| Tulare | 1,104 | 1.6 | 0.8 |
| Tuolumne | 261 | 1.1 | 0.4 |
| Yolo | 5 | 0.0 | 0.0 |
| Yuba | 158 | 2.5 | 1.9 |
| Unspecified Court | 821 | 1.8 | 1.1 |
| Total | 52,561 | 1.7% | 0.8% |

Of the 52,561 responses to the Zoom experience survey, 20,688 (39.4 percent) were responses from external court users, and 31,873 (60.6 percent) were from court workers.³ Figure 2 displays the percentage of external court users and internal court workers who experienced audio technical issues and visual technical issues. Overall, only 1.7 and 0.8 percent of total respondents reported experiencing an audio or visual technical issue, respectively. External court users reported audio issues 2.8 percent of the time and visual issues 1.4 percent of the time.

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

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



The Superior Court of Los Angeles County uses a custom-built remote technology platform called LA Court Connect (LACC) for remote proceedings in most case types. The court provided separate summary statistics on the rate of technical issues experienced through this platform. From September 1, 2023, through August 31, 2024, the LACC help desk received 17,341 (3.3 percent) reports of some sort of issue to the LACC help desk. The court has also created a new LACC feedback survey which will be able to provide more robust data for the next reporting period.

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

Fifty-seven courts reported using remote technology between September 1, 2023, and August 31, 2024. 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 | County | Used Remote Technology |
|--------------|------------------------|-----------|------------------------|
| Alameda | ✓ | El Dorado | ✓ |
| Alpine | ✓ | Fresno | ✓ |
| Amador | ✓ | Glenn | ✓ |
| Butte | ✓ | Humboldt | ✓ |
| Calaveras | ✓ | Imperial | ✓ |
| Colusa | ✓ | Inyo | ✓ |
| Contra Costa | ✓ | Kern | ✓ |
| Del Norte | ✓ | Kings | ✓ |

| County | Used Remote Technology |
|----------------|------------------------|
| 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 | ✓ |

| County | Used Remote Technology |
|---------------------------|------------------------|
| 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 | ✓ |
| ✓ 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-five courts reported using remote technology in one or more of the following 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). All 55 responding courts reported using remote technology in family and unlimited civil cases, 54 courts reported using remote technology in probate cases, 53 in limited civil, 52 courts in juvenile dependency, 50 courts in juvenile

delinquency and small claims, and 44 courts for other matters.^{4,5} Tables 4 and 5 display for each responding court the case types for which remote technology was used.

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 | ✓ | | | |
| Kern | ✓ | ✓ | ✓ | ✓ |
| Kings | ✓ | ✓ | ✓ | ✓ |
| Lake | ✓ | ✓ | ✓ | ✓ |
| Lassen | ✓ | ✓ | ✓ | ✓ |
| Los Angeles | ✓ | ✓ | ✓ | ✓ |
| Madera | ✓ | ✓ | ✓ | ✓ |
| Marin | ✓ | ✓ | ✓ | ✓ |
| Mariposa | ✓ | | | ✓ |
| Mendocino | ✓ | ✓ | ✓ | ✓ |
| Merced | ✓ | ✓ | ✓ | ✓ |
| Modoc | ✓ | ✓ | ✓ | ✓ |
| Mono | ✓ | ✓ | ✓ | ✓ |
| Monterey | ✓ | ✓ | ✓ | ✓ |
| Napa | ✓ | ✓ | ✓ | ✓ |

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

⁵ A previous version of this report incorrectly stated that 53 of the 55 responding courts reported using remote technology in probate cases, 49 courts in small claims, and 43 courts for other matters during this reporting period. This report has been updated to reflect the accurate number of courts that reported using remote technologies for those case types during this reporting period.

| County | Family | Juvenile Dependency | Juvenile Delinquency | Limited Civil |
|--|-----------|---------------------|----------------------|---------------|
| 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 | 55 | 52 | 50 | 53 |
| ✓ Used remote technology. A blank cell indicates remote technology was not used. | | | | |
| * Data unreported. | | | | |

Table 5. Case Types for Which Remote Technology Was Used: Probate, Small Claims, Unlimited Civil, and Other Matters⁶

| 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 | ✓ | ✓ | ✓ | ✓ |
| Merced | ✓ | ✓ | ✓ | ✓ |
| Modoc | ✓ | ✓ | ✓ | ✓ |
| Mono | ✓ | ✓ | ✓ | ✓ |
| Monterey | ✓ | ✓ | ✓ | |
| Napa | ✓ | ✓ | ✓ | ✓ |
| Nevada | ✓ | ✓ | ✓ | ✓ |
| Orange | ✓ | ✓ | ✓ | ✓ |
| Placer | ✓ | ✓ | ✓ | ✓ |
| Plumas* | — | — | — | — |
| Riverside | ✓ | ✓ | ✓ | ✓ |
| Sacramento | ✓ | ✓ | ✓ | ✓ |

⁶ Proceedings in matters identified in Code of Civil Procedure section 367.76(a)(1).

| County | Probate | Small Claims | Unlimited Civil | Other Matters |
|--|-----------|--------------|-----------------|---------------|
| 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 | 54 | 50 | 55 | 44 |
| ✓ Used remote technology. A blank cell indicates 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 \$61,004,820.61 to purchase, lease, or upgrade remote technology between September 1, 2023, and August 31, 2024. Fifteen of the 55 responding courts reported no expenditures for remote technology during this reporting period.⁷

⁷ A previous version of this report incorrectly stated that 14 of the 55 responding courts reported no expenditures for remote technology during this reporting period. This report has been updated to reflect the accurate number of courts that reported no such expenditures 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 | County | Amount Spent |
|--------------|---------------|--------------------|--------------|
| Alameda | \$156,536.45 | Placer | 11,030.19 |
| Alpine | 0.00 | Plumas* | — |
| Amador | 32,000.00 | Riverside | 592,840.37 |
| Butte | 0.00 | Sacramento | 33,997.63 |
| Calaveras | 0.00 | San Benito | 0.00 |
| Colusa | 1,400.00 | San Bernardino | 1,711,787.99 |
| Contra Costa | 371,037.32 | San Diego | 43,984.12 |
| Del Norte | 75,000.00 | San Francisco | 10,689.62 |
| El Dorado | 43,364.63 | San Joaquin | 0.00 |
| Fresno | 172,763.70 | San Luis Obispo | 372,712.00 |
| Glenn | 73,974.93 | San Mateo | 98,762.36 |
| Humboldt | 33,000.00 | Santa Barbara | 36,072.50 |
| Imperial | 130,000.00 | Santa Clara | 6,528,509.11 |
| Inyo | 0.00 | Santa Cruz | 0.00 |
| Kern | 156,047.45 | Shasta | 328,317.34 |
| Kings | 0.00 | Sierra | 0.00 |
| Lake | 0.00 | Siskiyou | 0.00 |
| Lassen | 448,889.49 | Solano | 82,471.83 |
| Los Angeles | 44,392,628.21 | Sonoma | 20,235.66 |
| Madera | 0.00 | Stanislaus | 142,549.00 |
| Marin | 0.00 | Sutter | 0.00 |
| Mariposa | 65,745.99 | Tehama | 253,328.44 |
| Mendocino | 154,445.41 | Trinity* | — |
| Merced | 82,685.75 | Tulare | 150.00 |
| Modoc | 42,508.10 | Tuolumne* | — |
| Mono | 0.00 | Ventura | 430,025.83 |
| Monterey | 322,158.79 | Yolo | 1,387,068.08 |
| Napa | 3,400.00 | Yuba | 6,710.42 |
| Nevada | 115,409.90 | * Data unreported. | |
| Orange | 2,040,582.00 | | |

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

Forty-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, and video and audio control systems. Twenty courts reported purchasing or leasing software, and 25 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.⁸

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 | ✓ | ✓ | |

⁸ A previous version of this report incorrectly stated that 43 courts reported purchasing or leasing hardware, software, and licenses to support remote hearings. The previous version also incorrectly stated that 35 courts reported purchasing or leasing hardware. Additionally, Table 7 in the previous version also failed to reflect the purchase or lease of technology for Yuba. This report has since been updated to reflect the accurate totals.

| County | Hardware | Software | Licenses |
|--|-----------|-----------|-----------|
| 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 | 36 | 20 | 25 |
| ✓ Purchased or leased technology and equipment type. A blank cell indicates 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

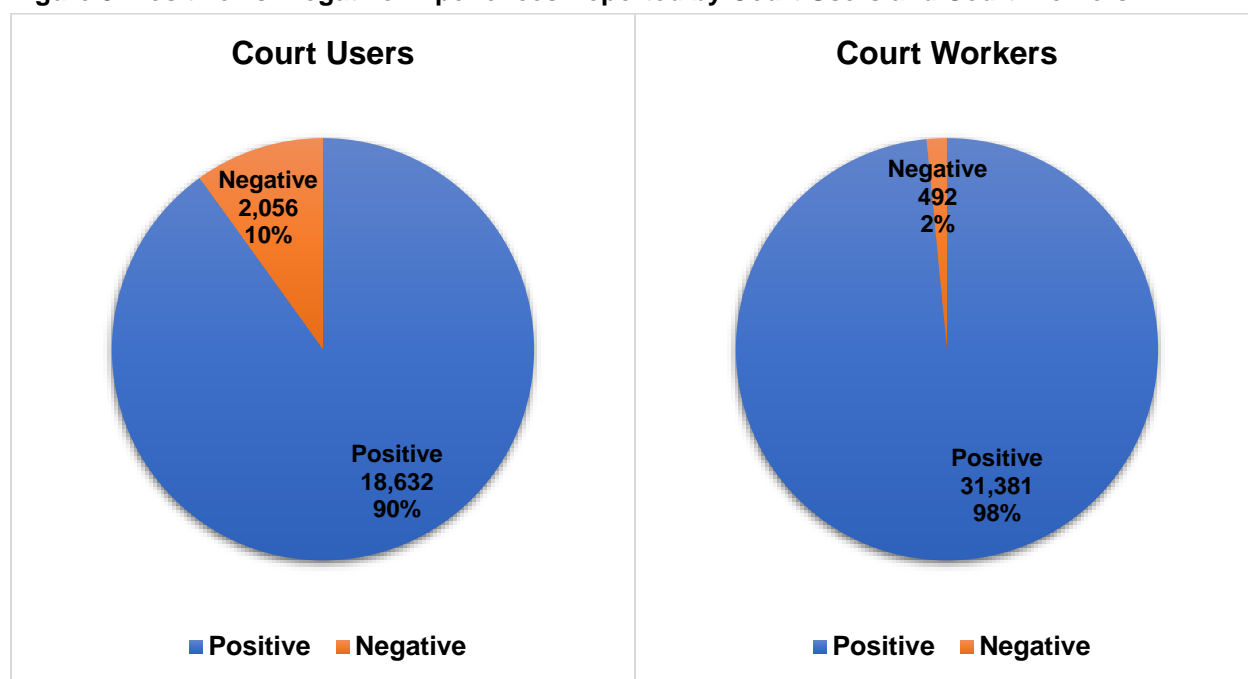
The Judicial Council collects data regarding overall user experience of the Zoom remote technology platform. Between September 1, 2023, and August 31, 2024, the Judicial Council collected 52,561 responses from court users and court workers. Forty percent of respondents were court users and 60 percent 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 | 18,632 (90.1%) | 31,381 (98.5%) | 50,167 (95.1%) |
| Negative | 2,056 (9.9%) | 492 (1.5%) | 2,578 (4.9%) |
| Total | 20,688 | 31,873 | 52,561 |

Figure 3 depicts the proportion of positive to negative experiences for both court users and court workers. Ten percent of responding court users reported a negative experience with their remote proceedings; 90 percent reported a positive experience. Similarly, almost 2 percent of responding internal court workers 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





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Judicial Council

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 30, 2024

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, 2024, 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 916-263-1905.

December 30, 2024



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

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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, 2024, on the use of remote technology in civil actions in the trial courts. This report provides county-specific data mandated by the bill, which 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, 2023, through August 31, 2024.

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.

On June 30, 2023, Governor Newsom signed Senate Bill 133 (Stats. 2023, ch. 34) to extend statutory authorization for a party to appear remotely for a court conference, hearing, proceeding, or trial using remote technology in civil cases until 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.

On July 2, 2024, Governor Newsom signed Assembly Bill 170 to extend the sunset date on existing statutory authorization for remote proceedings under, among other statutes, Code of

¹ Emergency rule 3 has since been rescinded.

Civil Procedure sections 367.75 and 367.76 and Welfare and Institutions Code section 679.5 to January 1, 2027. In the same way that superior courts already must report specified data regarding civil remote proceedings, the bill also requires courts to annually report the same data concerning criminal remote proceedings to the Judicial Council by October 1, 2025, and requires the council to annually report this data to the Legislature by December 31, 2025.

Reports for previous reporting periods are available on the “Legislative Reports” webpage of the California Courts website at www.courts.ca.gov/7466.htm.

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 56 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 for each county and the percentage of total civil remote proceedings statewide that those counts represent. The table’s 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

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

2020–21, 2021–22, and 2022–23). The reporting courts represent approximately 99.9 percent of total statewide civil filings.

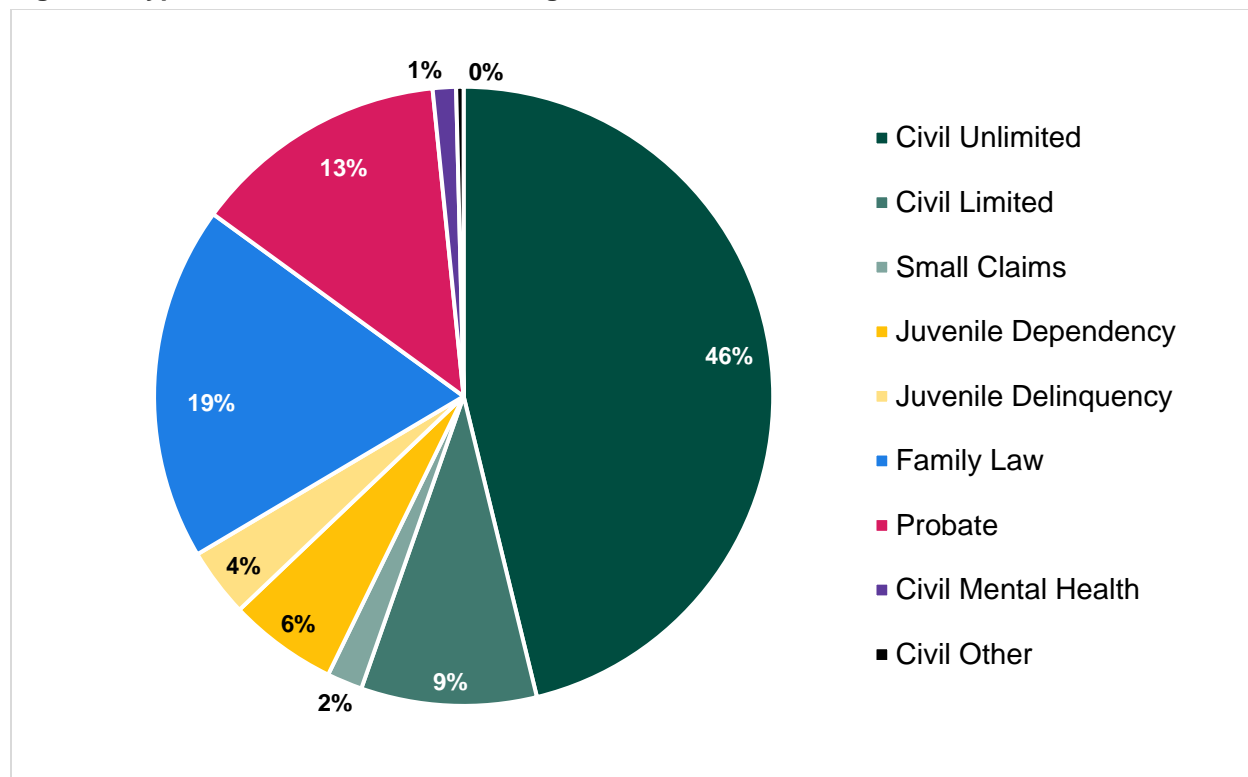
Table 1. Count of Civil Remote Proceedings by Reporting Courts

| County | Total | Percentage of Total Civil Remote Proceedings Statewide | Percentage of Statewide Civil Filings |
|--------------|---------|--|---------------------------------------|
| Alameda | 26,845 | 2.3% | 3.1% |
| Alpine | 62 | 0.0 | 0.0 |
| Amador | 1,144 | 0.1 | 0.1 |
| Butte | 3,690 | 0.3 | 0.5 |
| Calaveras | 464 | 0.0 | 0.1 |
| Colusa | 208 | 0.0 | 0.0 |
| Contra Costa | 22,013 | 1.9 | 2.1 |
| Del Norte* | — | — | 0.1 |
| El Dorado | 4,528 | 0.4 | 0.4 |
| Fresno | 13,994 | 1.2 | 2.4 |
| Glenn | 2 | 0.0 | 0.1 |
| Humboldt | 6,244 | 0.5 | 0.4 |
| Imperial | 2,378 | 0.2 | 0.4 |
| Inyo | 591 | 0.1 | 0.0 |
| Kern | 18,934 | 1.7 | 2.3 |
| Kings | 3,163 | 0.3 | 0.4 |
| Lake | 4,644 | 0.4 | 0.2 |
| Lassen | 677 | 0.1 | 0.1 |
| Los Angeles | 531,793 | 46.4 | 32.0 |
| Madera | 11,178 | 1.0 | 0.4 |
| Marin† | 2,293 | 0.2 | 0.4 |
| Mariposa | 748 | 0.1 | 0.0 |
| Mendocino | 712 | 0.1 | 0.2 |
| Merced | 12,369 | 1.1 | 0.7 |
| Modoc | 545 | 0.0 | 0.0 |
| Mono | 851 | 0.1 | 0.0 |
| Monterey | 12,919 | 1.1 | 0.8 |
| Napa | 4,910 | 0.4 | 0.3 |
| Nevada | 1,510 | 0.1 | 0.2 |
| Orange | 94,947 | 8.3 | 6.9 |
| Placer | 10,848 | 0.9 | 0.8 |
| Plumas* | — | — | 0.0 |
| Riverside | 44,087 | 3.8 | 6.2 |
| Sacramento† | 26,592 | 2.3 | 5.9 |

| County | Total | Percentage of Total Civil Remote Proceedings Statewide | Percentage of Statewide Civil Filings |
|--|------------------|--|---------------------------------------|
| San Benito | 718 | 0.1 | 0.1 |
| San Bernardino | 30,654 | 2.7 | 6.6 |
| San Diego† | 80,715 | 7.0 | 7.5 |
| San Francisco | 32,031 | 2.8 | 2.0 |
| San Joaquin | 8,266 | 0.7 | 2.0 |
| San Luis Obispo | 12,480 | 1.1 | 0.5 |
| San Mateo | 8,431 | 0.7 | 1.1 |
| Santa Barbara | 16,373 | 1.4 | 0.8 |
| Santa Clara† | 17,464 | 1.5 | 2.8 |
| Santa Cruz | 8,087 | 0.7 | 0.4 |
| Shasta | 4,537 | 0.4 | 0.6 |
| Sierra | 418 | 0.0 | 0.0 |
| Siskiyou | 1,524 | 0.1 | 0.1 |
| Solano | 5,026 | 0.4 | 1.0 |
| Sonoma | 8,144 | 0.7 | 0.9 |
| Stanislaus | 9,252 | 0.8 | 1.5 |
| Sutter | 933 | 0.0 | 0.3 |
| Tehama | 1,571 | 0.1 | 0.2 |
| Trinity | 370 | 0.0 | 0.0 |
| Tulare† | 8,747 | 0.8 | 1.3 |
| Tuolumne | 837 | 0.1 | 0.1 |
| Ventura | 16,870 | 1.5 | 1.6 |
| Yolo | 4,762 | 0.4 | 0.4 |
| Yuba | 2,091 | 0.2 | 0.2 |
| Total | 1,146,184 | 100.0% | 100.0% |
| * Unable to report data. | | | |
| † Due to technical issues during data collection, counts are underestimated. | | | |

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

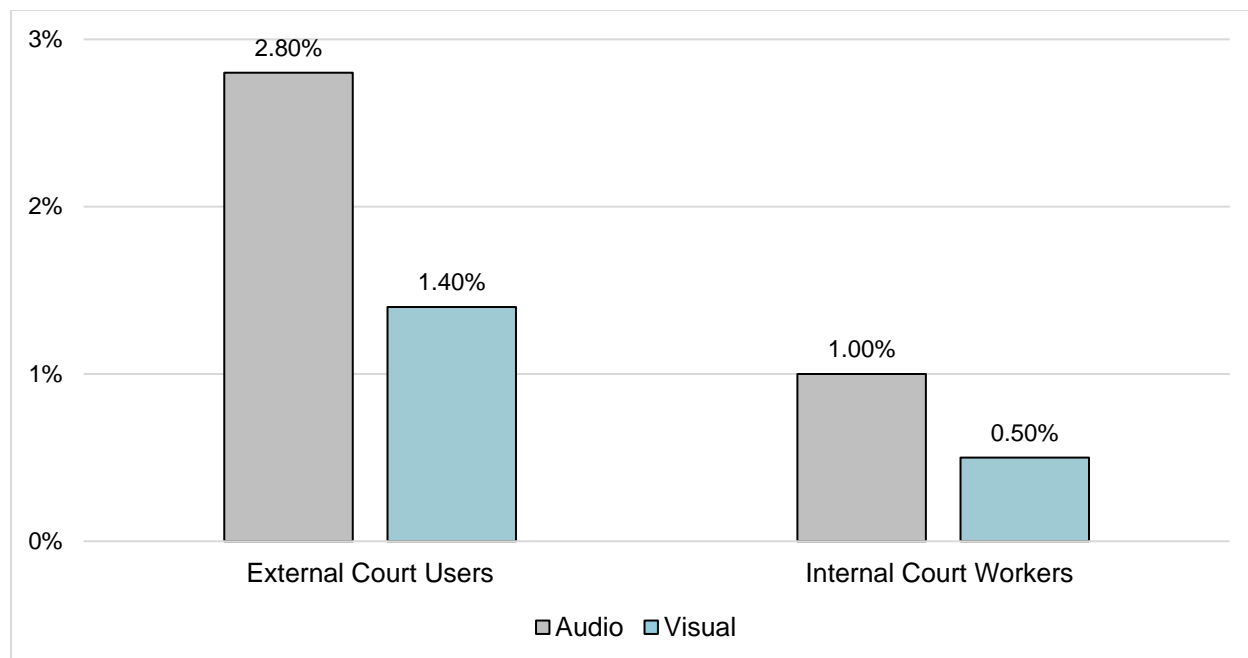
| Court | Number of Responses | % Reporting an Audio Technical Issue | % Reporting a Visual Technical Issue |
|----------------|----------------------------|---|---|
| Alameda | 10,659 | 1.4% | 0.6% |
| Alpine | 153 | 0.7 | 0.0 |
| Amador | 86 | 0.0 | 0.0 |
| Butte | 317 | 0.6 | 1.9 |
| Calaveras | 10 | 20.0 | 0.0 |
| Colusa | 16 | 12.5 | 6.3 |
| Contra Costa | 2,303 | 1.5 | 0.7 |
| Del Norte | 81 | 2.5 | 0.0 |
| El Dorado | 7 | 0.0 | 0.0 |
| Fresno | 65 | 3.1 | 1.5 |
| Humboldt | 183 | 2.2 | 1.6 |
| Imperial | 13 | 0.0 | 0.0 |
| Inyo | 20 | 15.0 | 5.0 |
| Kern | 482 | 2.9 | 1.2 |
| Kings | 92 | 4.3 | 2.2 |
| Lake | 204 | 0.0 | 0.0 |
| Lassen | 112 | 0.9 | 0.0 |
| Madera | 4 | 0.0 | 0.0 |
| Marin | 2,140 | 1.3 | 0.9 |
| Mariposa | 650 | 0.5 | 0.0 |
| Mendocino | 798 | 1.8 | 0.6 |
| Merced | 945 | 0.7 | 0.1 |
| Modoc | 4 | 0.0 | 0.0 |
| Mono | 43 | 4.7 | 0.0 |
| Monterey | 1,505 | 1.9 | 0.8 |
| Napa | 1 | 100.0 | 100.0 |
| Nevada | 550 | 4.2 | 1.3 |
| Orange | 5,953 | 1.5 | 0.9 |
| Placer | 36 | 5.6 | 2.8 |
| Plumas | 11 | 9.1 | 0.0 |
| Riverside | 2,586 | 3.6 | 1.2 |
| Sacramento | 6,740 | 1.9 | 1.2 |
| San Benito | 1 | 0.0 | 0.0 |
| San Bernardino | 2,637 | 2.9 | 0.8 |
| San Diego | 21 | 9.5 | 4.8 |
| San Francisco | 926 | 5.5 | 2.2 |

| Court | Number of Responses | % Reporting an Audio Technical Issue | % Reporting a Visual Technical Issue |
|-------------------|---------------------|--------------------------------------|--------------------------------------|
| San Joaquin | 215 | 2.8 | 0.5 |
| San Luis Obispo | 1,437 | 1.4 | 0.6 |
| San Mateo | 1,459 | 1.0 | 0.6 |
| Santa Barbara | 1,178 | 1.5 | 0.8 |
| Santa Clara | 31 | 0.0 | 6.5 |
| Santa Cruz | 1,228 | 0.7 | 0.3 |
| Sierra | 237 | 0.4 | 0.0 |
| Siskiyou | 691 | 1.2 | 0.7 |
| Solano | 1,366 | 0.6 | 0.7 |
| Sonoma | 841 | 1.2 | 0.8 |
| Stanislaus | 1,164 | 0.9 | 0.5 |
| Sutter | 9 | 0.0 | 0.0 |
| Tehama | 1 | 0.0 | 0.0 |
| Trinity | 1 | 0.0 | 0.0 |
| Tulare | 1,104 | 1.6 | 0.8 |
| Tuolumne | 261 | 1.1 | 0.4 |
| Yolo | 5 | 0.0 | 0.0 |
| Yuba | 158 | 2.5 | 1.9 |
| Unspecified Court | 821 | 1.8 | 1.1 |
| Total | 52,561 | 1.7% | 0.8% |

Of the 52,561 responses to the Zoom experience survey, 20,688 (39.4 percent) were responses from external court users, and 31,873 (60.6 percent) were from court workers.³ Figure 2 displays the percentage of external court users and internal court workers who experienced audio technical issues and visual technical issues. Overall, only 1.7 and 0.8 percent of total respondents reported experiencing an audio or visual technical issue, respectively. External court users reported audio issues 2.8 percent of the time and visual issues 1.4 percent of the time.

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

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



The Superior Court of Los Angeles County uses a custom-built remote technology platform called LA Court Connect (LACC) for remote proceedings in most case types. The court provided separate summary statistics on the rate of technical issues experienced through this platform. From September 1, 2023, through August 31, 2024, the LACC help desk received 17,341 (3.3 percent) reports of some sort of issue to the LACC help desk. The court has also created a new LACC feedback survey which will be able to provide more robust data for the next reporting period.

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

Fifty-seven courts reported using remote technology between September 1, 2023, and August 31, 2024. 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 | County | Used Remote Technology |
|--------------|------------------------|-----------|------------------------|
| Alameda | ✓ | El Dorado | ✓ |
| Alpine | ✓ | Fresno | ✓ |
| Amador | ✓ | Glenn | ✓ |
| Butte | ✓ | Humboldt | ✓ |
| Calaveras | ✓ | Imperial | ✓ |
| Colusa | ✓ | Inyo | ✓ |
| Contra Costa | ✓ | Kern | ✓ |
| Del Norte | ✓ | Kings | ✓ |

| County | Used Remote Technology |
|----------------|------------------------|
| 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 | ✓ |

| County | Used Remote Technology |
|---------------------------|------------------------|
| 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 | ✓ |
| ✓ 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-five courts reported using remote technology in one or more of the following 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). All 55 responding courts reported using remote technology in family and unlimited civil cases, 54 courts reported using remote technology in probate cases, 53 in limited civil, 52 courts in juvenile dependency, 50 courts in juvenile

delinquency and small claims, and 44 courts for other matters.^{4,5} Tables 4 and 5 display for each responding court the case types for which remote technology was used.

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 | ✓ | | | |
| Kern | ✓ | ✓ | ✓ | ✓ |
| Kings | ✓ | ✓ | ✓ | ✓ |
| Lake | ✓ | ✓ | ✓ | ✓ |
| Lassen | ✓ | ✓ | ✓ | ✓ |
| Los Angeles | ✓ | ✓ | ✓ | ✓ |
| Madera | ✓ | ✓ | ✓ | ✓ |
| Marin | ✓ | ✓ | ✓ | ✓ |
| Mariposa | ✓ | | | ✓ |
| Mendocino | ✓ | ✓ | ✓ | ✓ |
| Merced | ✓ | ✓ | ✓ | ✓ |
| Modoc | ✓ | ✓ | ✓ | ✓ |
| Mono | ✓ | ✓ | ✓ | ✓ |
| Monterey | ✓ | ✓ | ✓ | ✓ |
| Napa | ✓ | ✓ | ✓ | ✓ |

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

⁵ A previous version of this report incorrectly stated that 53 of the 55 responding courts reported using remote technology in probate cases, 49 courts in small claims, and 43 courts for other matters during this reporting period. This report has been updated to reflect the accurate number of courts that reported using remote technologies for those case types during this reporting period.

| County | Family | Juvenile Dependency | Juvenile Delinquency | Limited Civil |
|--|-----------|---------------------|----------------------|---------------|
| 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 | 55 | 52 | 50 | 53 |
| ✓ Used remote technology. A blank cell indicates remote technology was not used. | | | | |
| * Data unreported. | | | | |

Table 5. Case Types for Which Remote Technology Was Used: Probate, Small Claims, Unlimited Civil, and Other Matters⁶

| 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 | ✓ | ✓ | ✓ | ✓ |
| Merced | ✓ | ✓ | ✓ | ✓ |
| Modoc | ✓ | ✓ | ✓ | ✓ |
| Mono | ✓ | ✓ | ✓ | ✓ |
| Monterey | ✓ | ✓ | ✓ | |
| Napa | ✓ | ✓ | ✓ | ✓ |
| Nevada | ✓ | ✓ | ✓ | ✓ |
| Orange | ✓ | ✓ | ✓ | ✓ |
| Placer | ✓ | ✓ | ✓ | ✓ |
| Plumas* | — | — | — | — |
| Riverside | ✓ | ✓ | ✓ | ✓ |
| Sacramento | ✓ | ✓ | ✓ | ✓ |

⁶ Proceedings in matters identified in Code of Civil Procedure section 367.76(a)(1).

| County | Probate | Small Claims | Unlimited Civil | Other Matters |
|--|-----------|--------------|-----------------|---------------|
| 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 | 54 | 50 | 55 | 44 |
| ✓ Used remote technology. A blank cell indicates 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 \$61,004,820.61 to purchase, lease, or upgrade remote technology between September 1, 2023, and August 31, 2024. Fifteen of the 55 responding courts reported no expenditures for remote technology during this reporting period.⁷

⁷ A previous version of this report incorrectly stated that 14 of the 55 responding courts reported no expenditures for remote technology during this reporting period. This report has been updated to reflect the accurate number of courts that reported no such expenditures 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 | County | Amount Spent |
|--------------|---------------|--------------------|--------------|
| Alameda | \$156,536.45 | Placer | 11,030.19 |
| Alpine | 0.00 | Plumas* | — |
| Amador | 32,000.00 | Riverside | 592,840.37 |
| Butte | 0.00 | Sacramento | 33,997.63 |
| Calaveras | 0.00 | San Benito | 0.00 |
| Colusa | 1,400.00 | San Bernardino | 1,711,787.99 |
| Contra Costa | 371,037.32 | San Diego | 43,984.12 |
| Del Norte | 75,000.00 | San Francisco | 10,689.62 |
| El Dorado | 43,364.63 | San Joaquin | 0.00 |
| Fresno | 172,763.70 | San Luis Obispo | 372,712.00 |
| Glenn | 73,974.93 | San Mateo | 98,762.36 |
| Humboldt | 33,000.00 | Santa Barbara | 36,072.50 |
| Imperial | 130,000.00 | Santa Clara | 6,528,509.11 |
| Inyo | 0.00 | Santa Cruz | 0.00 |
| Kern | 156,047.45 | Shasta | 328,317.34 |
| Kings | 0.00 | Sierra | 0.00 |
| Lake | 0.00 | Siskiyou | 0.00 |
| Lassen | 448,889.49 | Solano | 82,471.83 |
| Los Angeles | 44,392,628.21 | Sonoma | 20,235.66 |
| Madera | 0.00 | Stanislaus | 142,549.00 |
| Marin | 0.00 | Sutter | 0.00 |
| Mariposa | 65,745.99 | Tehama | 253,328.44 |
| Mendocino | 154,445.41 | Trinity* | — |
| Merced | 82,685.75 | Tulare | 150.00 |
| Modoc | 42,508.10 | Tuolumne* | — |
| Mono | 0.00 | Ventura | 430,025.83 |
| Monterey | 322,158.79 | Yolo | 1,387,068.08 |
| Napa | 3,400.00 | Yuba | 6,710.42 |
| Nevada | 115,409.90 | * Data unreported. | |
| Orange | 2,040,582.00 | | |

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

Forty-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, and video and audio control systems. Twenty courts reported purchasing or leasing software, and 25 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.⁸

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 | ✓ | ✓ | |

⁸ A previous version of this report incorrectly stated that 43 courts reported purchasing or leasing hardware, software, and licenses to support remote hearings. The previous version also incorrectly stated that 35 courts reported purchasing or leasing hardware. Additionally, Table 7 in the previous version also failed to reflect the purchase or lease of technology for Yuba. This report has since been updated to reflect the accurate totals.

| County | Hardware | Software | Licenses |
|--|-----------|-----------|-----------|
| 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 | 36 | 20 | 25 |
| ✓ Purchased or leased technology and equipment type. A blank cell indicates 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, 2023, and August 31, 2024, the Judicial Council collected 52,561 responses from court users and court workers. Forty percent of respondents were court users and 60 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 | 18,632 (90.1%) | 31,381 (98.5%) | 50,167 (95.1%) |
| Negative | 2,056 (9.9%) | 492 (1.5%) | 2,578 (4.9%) |
| Total | 20,688 | 31,873 | 52,561 |

Figure 3 depicts the proportion of positive to negative experiences for both court users and court workers. Ten percent of responding court users reported a negative experience with their remote proceedings; 90 percent reported a positive experience. Similarly, almost 2 percent of responding internal court workers 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

