NACM Educational Program Integrated Remote Appearances



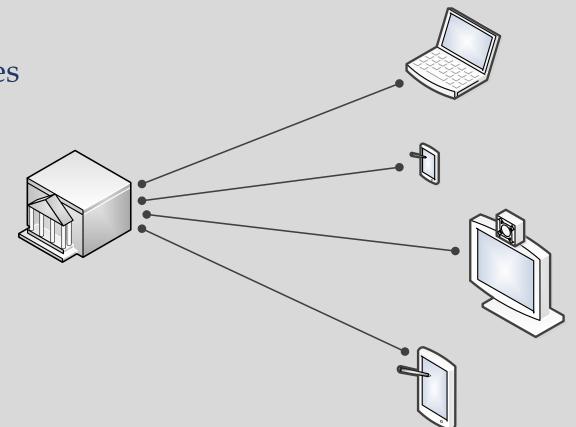
Jake Chatters,Greg Harding,Court Executive OfficerInformation Technology Director

Superior Court of California, County of Placer

September 3, 2020

Overview

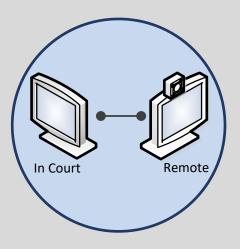
- 1. The Goal: Authentic Experiences
- 2. The COVID Caveat
- 3. The Foundational Questions
- 4. The Integrated Approach
- 5. The Quick Demonstration
- 6. The Fast Lessons Learned
- 7. The Time for Your Questions





The Goal

Remote appearances should be integrated into the court process and provide <u>an authentic court experience</u>, to the greatest extent possible.

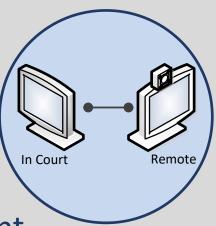




NACM Educational Event 2020: Integrated Remote Appearances

The Goal: Authentic Experiences

For Court Users Accessible and Fair.



For Clerk's Office/Processing Staff Predictable and Efficient.

For Courtroom Staff Staged and Controlled.

For IT and Administrative Staff Secure and Financially Sustainable.

For Judicial Officers Effective and Productive.

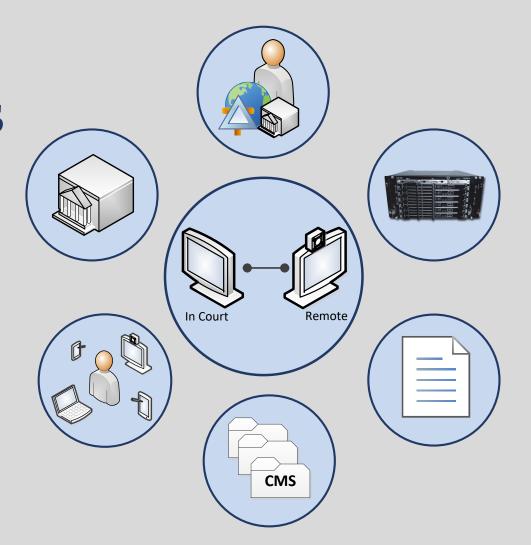


The Goal: Authentic Experiences

We have to create remote appearance solutions

that are not stand alone solutions but are instead

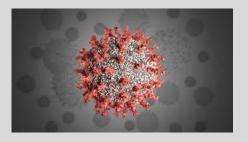
<u>fully integrated into our</u> processes and core business systems.





The COVID Caveat

Placer Superior Court pilot phase in December 2019.



Spring 2020 =

Nearly overnight expansion of remote

court appearances everywhere.

Planned to share @ NACM August 2020.



INFORMATION REGARDING CORONAVIRUS

COVID-19 Webpage (Includes All Public Notices, Orders and FAQs) COVID-19 - Current Court Services Notice (Detailed) - Updated July 29, 2020 COVID-19 - Changes in Court Operations - as of July 29, 2020 COVID-19 - Face Covering Requirements - Effective July 08, 2020 COVID-19 - Physical Distancing Protocol - Updated July 15, 2020 COVID-19 - Requisitos de cobertura facial' – A partir del 08 de julio de 2020 COVID-19 - Court Service Plan for Criminal Law, as of July 29, 2020 COVID-19 - Court Service Plan for Civil Law, as of July 09, 2020 COVID-19 - Court Service Plan for Family Law, as of July 29, 2020



Planned Pilot Implementation





COVID-19: Expansion of Hearing Types

Criminal

- Arraignments
- Out-of-Custody Pre-Trial Hearings
- Mental Health
- Drug Court
- Transfer of Probation
- Victim Impact Statements

Family Law

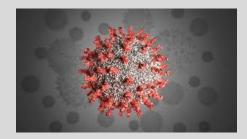
- Adoptions
- Restraining Orders
- Termination of Parental Rights
- Freedom of Custody & Control
- Mandatory Settlement Conferences
- Evidentiary Hearings & Long Cause Trials
- Default/Court Judgement

Civil

- Temporary Guardianship & Conservatorship
- Restraining Orders
- Firearms Petitions
- Unlawful Detainer
- Small Claims
- Evidentiary Hearings & Trials (Available)
- Mandatory Settlement Conferences
- Habeas Corpus

*System enabled for these hearings – many optional by video and not all have been requested.





The COVID Caveat

Emergencies require fast action.

Courts responded to preserve access and keep systems moving.

Our challenge now = convert from crisis to normalcy.

Spoiler alert – <u>most</u> of the questions haven't changed. (in our opinion)



The Foundational Questions How do we hold an authentic court appearance by video? What hearings are eligible? How do we handle disruptive behavior? How do we handle disqualifications? Who is eligible to appear? WHAT ABOUT EVIDENCE? Can they see us? How do they connect? How do we know it is them? Is it secure? Does it require pre-approval? How do we know who is appearing? Which app? What about computer viruses? it legal? Are there fees? What if users need help? How do we document agreements?



The Foundational Questions How do we hold an authentic court appearance by video?

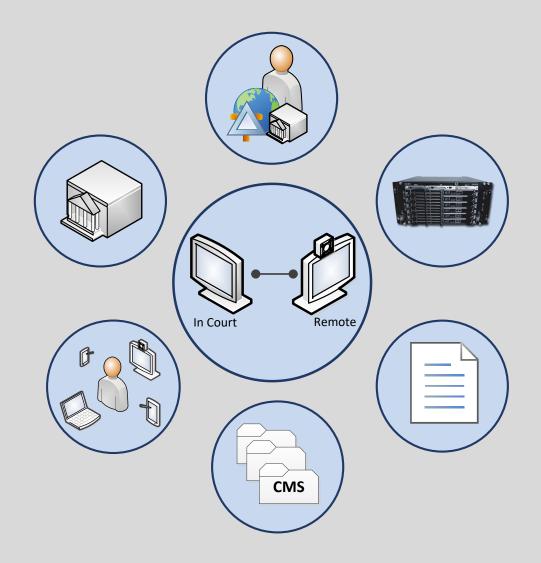
Policy Design Due Process/Eligibility Scheduling Productive Hearings Evidence Public End User Support

COURT OF CALIBORIES

System Design

Remote Appearance Tool CMS Integration Courtroom A/V Integration Identity Management Evidence Sharing Evidence Sharing -- Security An Integrated Approach: The Placer Superior Court Remote Appearance System

Policy Design







An Integrated Approach Due Process/Eligibility

Define hearings that are default eligible:

HEARING OR CASE TYPE	APPEARANCE TYPE	APPROVAL REQUIRED?	FORMS	FILING DEADLINES
1. Temporary Guardianship & Conservatorship 2. Restraining Orders 3. Firearms Petitions	In-Person, but telephone or video (depending on hearing type) may be available by request	Yes.	File and notify opposing party with PL-CW009 - Request to Appear Remotely: Non- Evidentiary Hearing.	As soon as practicable, but no fewer than five (5) days prior to the hearing whenever possible.
Evidentiary hearings & triate (except UD Short Cause Thal)	In-Person, but video may be available by request	Yes. Opposing party can also object.	File and serve opposing party a request through PL- CW010 - Request to Appear by Video: Thal or Evidentiary Hearing. To object, file and serve PL-CW011 - Response to Request to Appear by Video: Thal or Evidentiary Hearing	For tiling party, no later than the (5) court days before hearing. For objection, no later than two (2) court days before the hearing.
Unlawful Detainer, Short Cause Court Trial	In-Person, but video may be available by request	No. Opposing party can object.	File and notice opposing party with PL-CV012 Notice of Intent to Appear by Video.	For filing party, 10 court days before hearing. For objection, six (6) court days before the hearing. See PL-CV012 for more information.
Small Claims	Video	No. Video appearance is mandatory.	To have any witnesses appear remotely, file PL- CV016 See the Small Claims Packet PL- CV017i for more information about schocking and	As soon as practicable, but file PL-CV016 no fewer than two (2) days prior to the hearing whenever possible,



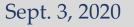
NACM Educational Event 2020: Integrated Remote Appearances

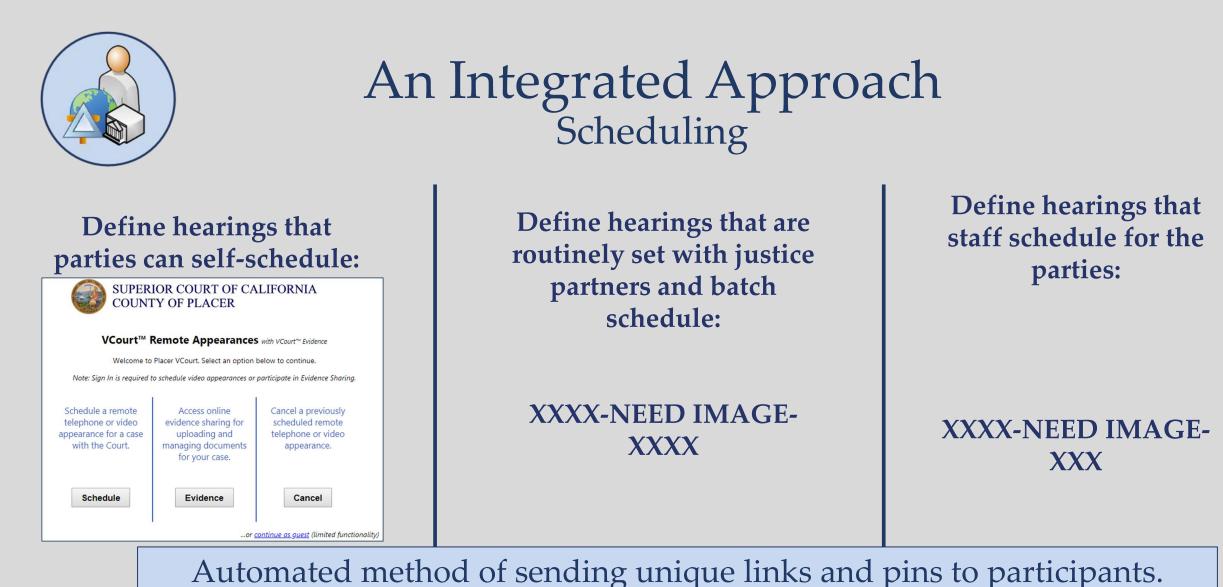
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Define hearings that require agreements:

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Homoxee	100007.82	 I understand I have the option to also appear by video. I will: Appear in person Appear by video from the following enable 	
Aller Martin Contantino anno 1984 Martin Contantino		4. Evidence sharing online for tyles appearances is currently allowed in Small C understand that id'l appear removely. I will have to uplead evidence in the day person, I will have to active early to the court to uplead my evidence for view.	
		 In some situations, a Temporary Judge or Commissioner will bear a case. Dep me to expellen to the Temporary Judge or Commissioner bearing my case. In: Digitalities Request 217 as appearing researchy. I will receive an estail from 1 	these situations. I may receive a
		6. I understand that the court, is its discretion, may decide to terminate the table bearing that I or the other party an out available at the calendar call or delay o communication problem, a technical problem, or other inves.	appearance if it determines during the law to disruption, noise, misconduct, a
		7. I understand the court may decide at any time to require a personal appearance	and continue the hearing.
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		There read the advisements of this form and Local Rule 20.24, regarding video app Calafornia Rules of Court, rule 3.879, and Code of Civil Procedure 387.5 for related	saturce requirements, as well as twinghout: appearance requirements.
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Simple access to hearing:

SUPERIOR COURT OF CALIFORNIA COUNTY OF PLACER									
This is a confirmation for Jake Chatters from Placer Superior Court. You have been scheduled for the remote appearance(s) shown below.									
Paymen	t Confirmatio	n							
Confi	Amount Paid: \$0 rmation Number ayment issues: p	r: SS190			16-408-6000				
On th	Join Your Ren te date & time of By VIDEO: U vill need the Conf	your ev ise your	vent, co video	capable device:		rence ID or video	o link shown below (or paste the link into	your browser).
Remote	Appearances	Schee	duled						
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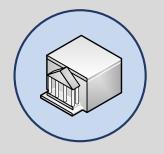
NACM Educational Event 2020: Integrated Remote Appearances

An Integrated Approach Productive Hearings

Detailed instructions:
Video Appearances Packet for Small Claims and Unlawful Detainer Pilot Program - 2020
is Court
Placer County Superior Court now offers video appearances for Small Claims and Unlawful Detainer cases. This is an optional service wherein you and/or the other party appear from a remote location using any device capable of capturing and displaying a clear audio and visual stream at a sufficient internet speed.
Use this packet if you are interested in requesting a video appearance in your next hearing.
Contents
IF YOU WISH TO APPEAR BY VIDEO FOR YOUR NEXT HEARING
IF YOU ARE NOTIFIED THAT THE OTHER PARTY INTENDS TO APPEAR BY VIDEO
SCHEDULING YOUR VIDEO APPEARANCE
Two to Three Days Before Your Hearing
On the Day of Your Hearing
SUBMITTING EVIDENCE FOR VIDEO APPEARANCES
Uploading Evidence
Viewing Evidence
Revision Date: 3/3/20

Facilitate stipulations to SJOs to avoid day of continuances:

Tibbett, David F. et al vs. Ford Motor Co. et al	FOR COURT USE ONLY
	CASE NUMBER
STIPULATION FOR THE APPOINTMEN COMMISSIONER AS TEMPORARY JUE	TOF
It is understood between the undersigned attorneys and	
Superior Court Commissioner for the County of Place	
Commissioner is in accordance with Article Six, Section further that said Commissioner has been appointed a	
Presiding Judge of this Court under the authority of Art Section 259, Subdivision (f) of the Code of Civil Proc said Commissioner has taken the oath of office as to all	ticle Six, Section Twenty-Two of the Constitution and cedure of this State, and that upon such appointment
It is therefore stipulated between the undersigned at other Commissioner appointed as set forth above si Tempore.	
It is further stipulated that said Commissioner, or any this signed document, be vested with the authority to b case, whether contested or uncontested, as a Judge Pro J	hear any future or further hearings or the trial in this
Date: 02/11/2020	
6	
(Plaintiff/Petitioner)	
	SimMa
(Attorney for Plainiff/Petitioner)	Atten SignNo



An Integrated Approach Productive Hearings

15

Caller Management

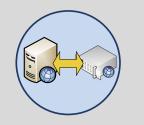
ConferenceManager	Conference Info	Invitee List	Quick Invite	End Conference			Help	
Dial In Number: 1-844-714-3598	CONFERENCE ID: 67000			The	ere are [6] participa	nts.		
Dial Out Click Dial Now to start your con		Show who's tal	king		mute all	hold all	disconnect all	
Name: Self-Help Compa Phone:	nionWĕb ≁	Self-Help C	Comp Web	private	mute	hold	disconnect	^
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call status: e e 🖉 e e		10-17201 9	-Laila Vvancev	private	→ mute	hold	disconnect	

Court Staff manage callers (*hold, mute, end, subconference*) from a screen separate from video call itself.



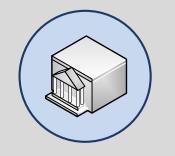
NACM Educational Event 2020: Integrated Remote Appearances

Capability for same-dayagreements



CMS generated forms integration with signature solution.





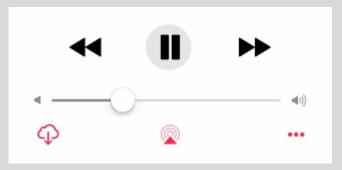
An Integrated Approach Evidence Sharing

Court involvement in discovery



Except for small claims and landlord/tenant.

Court viewing of exhibits during hearing

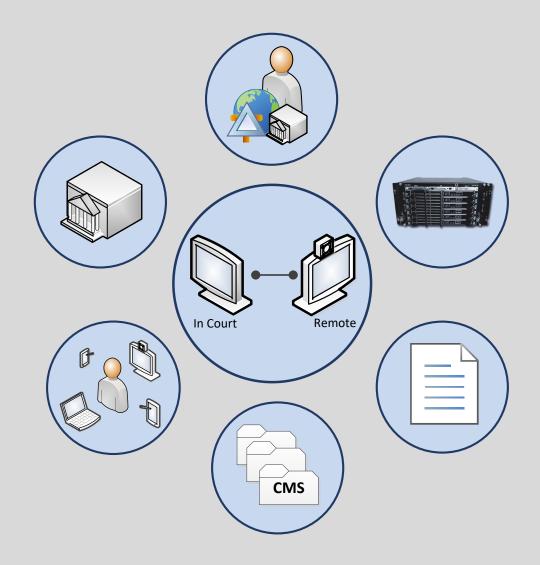


Hold that thought for a couple more minutes.



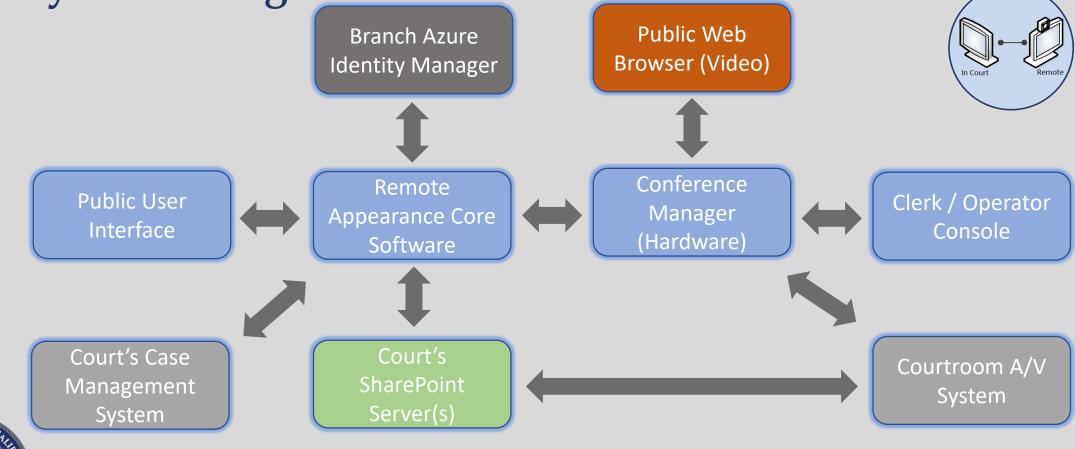
An Integrated Approach: The Placer Superior Court Remote Appearance System

System Design





An Integrated Approach: The Placer Superior Court Remote Appearance System System Design









VCourt: Streamwrite Inc.

- Leveraged existing telephonic vendor and technology
- Enhanced system to support video conferences
- Subsequently enhanced system to support evidence sharing
- Automates eligible hearings, fee collection, identity management, and email notifications of events.

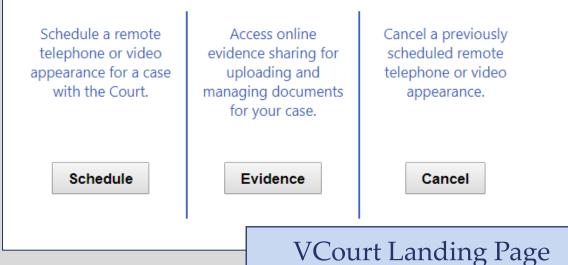


SUPERIOR COURT OF CALIFORNIA COUNTY OF PLACER

VCourt[™] Remote Appearances with VCourt[™] Evidence

Welcome to Placer VCourt. Select an option below to continue.

Note: Sign In is required to schedule video appearances or participate in Evidence Sharing.









Evergreen Cypress MCU (On premises)

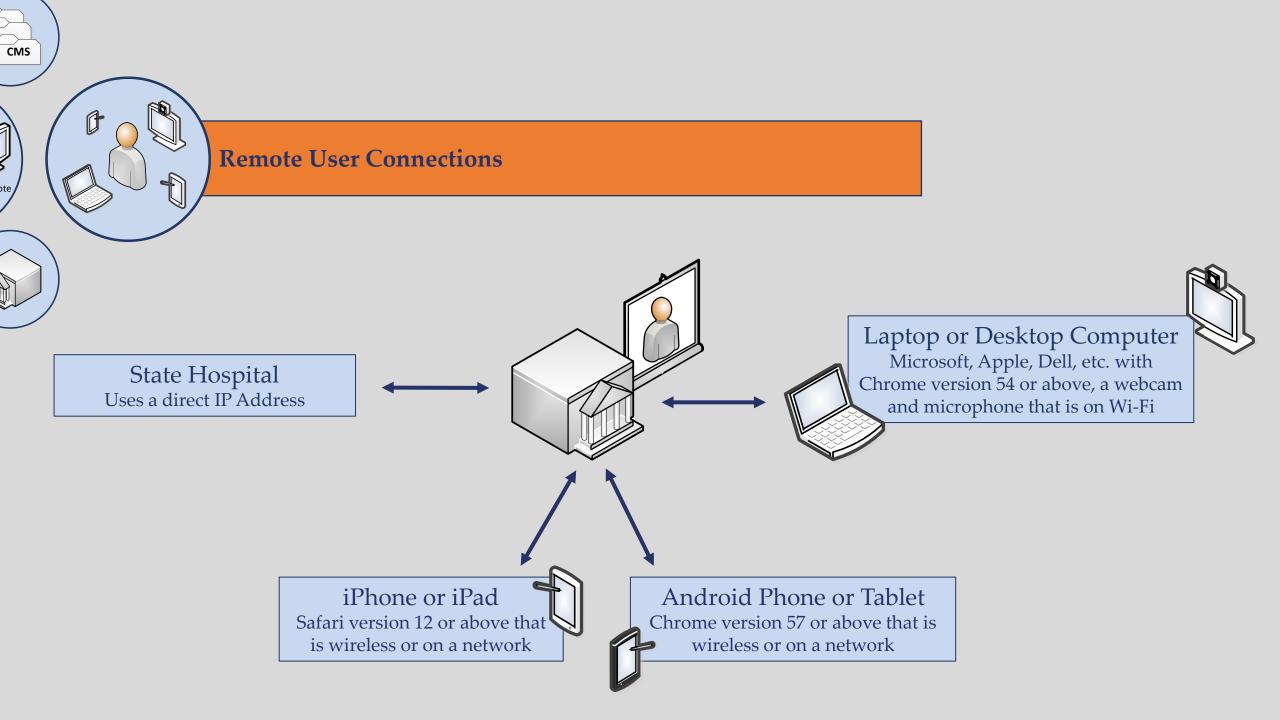
Remote Appearance Solution - Hardware

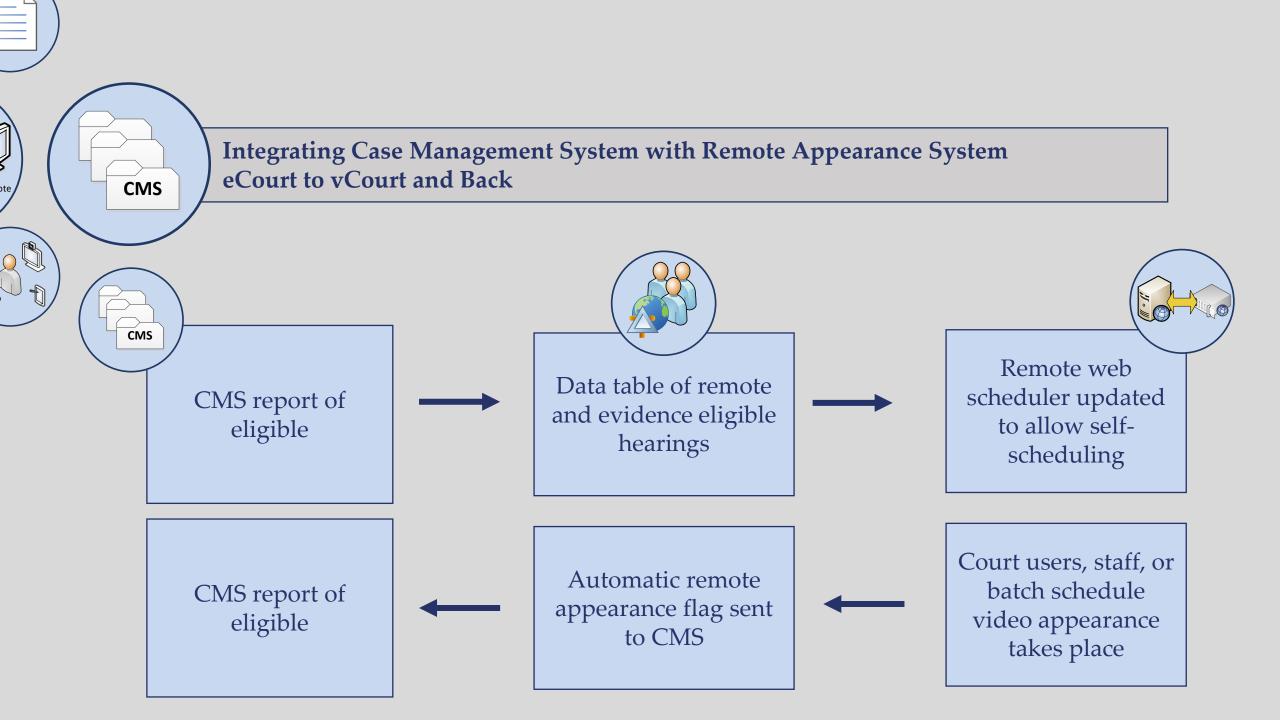
- Connects external connections to courtroom
- 86 Concurrent Video Connections
- Open-source technology (WebRTC)
- Allows Video Call with minimal bandwidth
- ➤ Uses SIP and the primary protocol
- Requires a Turn Server

CO-Turn Harden Application

Court selected the harden application out of concerns of vulnerabilities with the software.

Computnetix Companion Server Allows the MCU to support Computer to Computer Connections with Screen sharing capabilities.





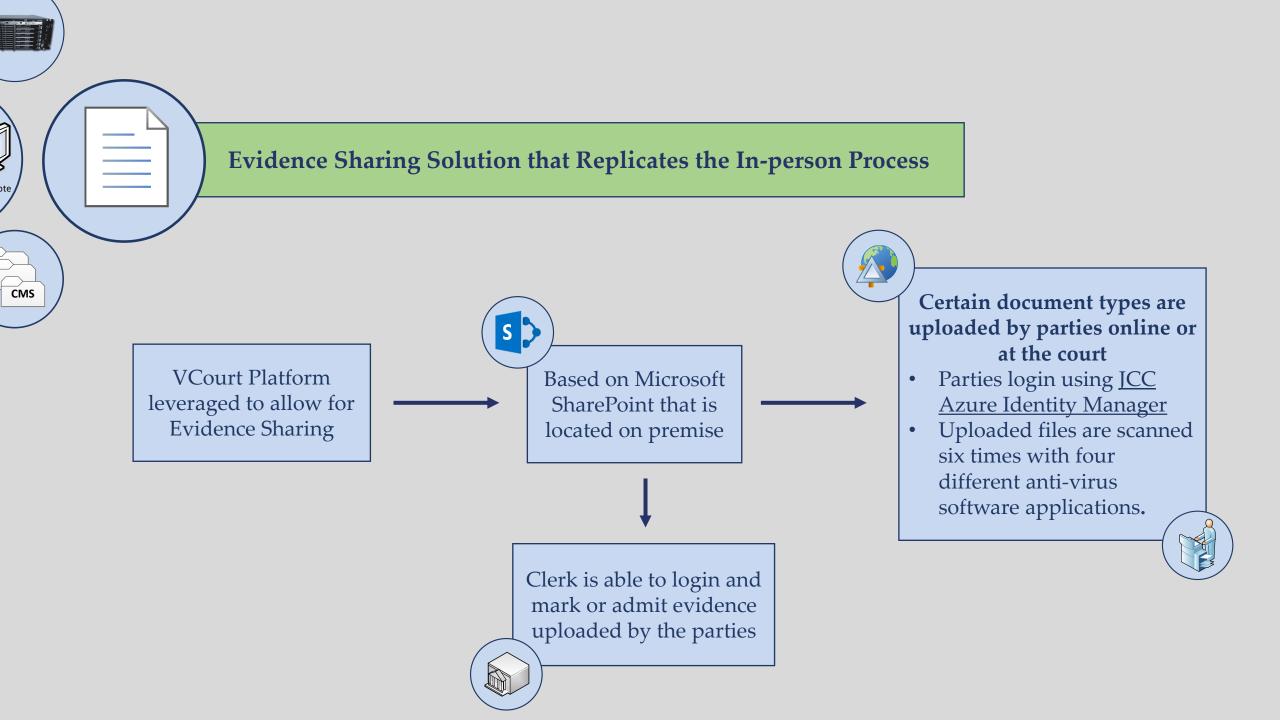


Courtroom Audio Video System Integration

Each of the Courts five locations have different Audio Video equipment and control systems, with varying levels of complexities:

- > The less advanced has a Cisco Codec and a single camera and monitor.
- The most complexes system uses an AMX touchscreen to control over 75 different Audio Video components.

System had to be able to operate in all of the courtrooms, and be controlled by the Courtroom Audio Video System, therefore could not have a emailed link that started the conference.



The Quick Demonstration

Scheduling Remote Appearance (See www.placer.courts.ca.gov/RAS)

Evidence: Party's View

Evidence: Clerk's View



NACM Educational Event 2020: Integrated Remote Appearances

The Quick Lessons Learned

- 1. Communication with remote party is vital.
- 2. WiFi versus Cellular.
- 3. Web RTC versus App-based structure.
- 4. End user support remains an unresolved policy question.
- 5. On premises: gives high quality video but restricts concurrent connections.
- 6. Cloud: lower quality video but nearly unlimited concurrent connections.
- 7. Breakout rooms are important, but not yet high demand.
- 8. eSignatures can be handled same day.
- 9. Patience is key. Video expands access but does cost amount of courtroom efficiency.



The Time for Your Questions

Jake Chatters, Court Executive Officer jchatters@placer.courts.ca.gov Greg Harding, Information Technology Director gharding@placer.courts.ca.gov

Superior Court of California, County of Placer



NACM Educational Event 2020: Integrated Remote Appearances

The Team: A Thank You

Local Justice Partners and Court Users <u>Placer Superior Court Team:</u> All Placer Superior Court Judicial Officers and Staff

Emma Dunn, Victor Taibi, Zachary Hazell

External Partners

Streamwrite/ATI Inc.

Snorri Ogata, Kenneth Bjork, Romulo Reyes – Los Angeles Superior Court

Oscar Aguirre, Marcela Eggleton, JR Sessions, John Yee – Judicial Council of California

Former Placer Team Members

Sharif Elmallah; Laila Waheed; Paulo Nunes.

