

Agenda

Utah Supreme Court Advisory Committee Utah Rules of Appellate Procedure

Chris Ballard, Chair
Nathalie Skibine, Vice Chair

Location: Meeting held through Webex and in person at:
Matheson Courthouse, Council Room
450 S. State St.
Salt Lake City, Utah 84111
<https://utcourts.webex.com/utcourts/j.php?MTID=m538581f9082cdad50ff1e74adef124f9>

Date: March 2, 2023

Time: 12:00 to 1:30 p.m.

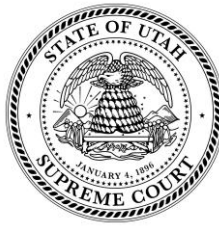
Action: Welcome and approval of February 2, 2023 Minutes	Tab 1	Chris Ballard, Chair
Action: Public Comments on Rules 4, 5, 11, 22, 52, and 57	Tab 2	Chris Ballard
Action: Rules 4, 5, 11, 22, 52, and 57	Tab 3	Chris Ballard
Action: Rule 4 – S.B. 18	Tab 4	Chris Ballard
Action: Rule 14	Tab 5	Mary Westby
Future Business: Remote and In-Person Hearings	Tab 6	Chris Ballard
Discussion: Old/new business <ul style="list-style-type: none">Update on Child Welfare Rules		Chris Ballard, Chair

Committee Webpage: <https://legacy.utcourts.gov/rules/urap.php>

2023 Meeting schedule:

April 6, 2023	July 6, 2023	October 5, 2023
May 4, 2023	August 3, 2023	November 2, 2023
June 1, 2023	September 7, 2023	December 7, 2023

TAB 1



Minutes

Supreme Court's Advisory Committee on the Utah Rules of Appellate Procedure

Administrative Office of the Courts
450 South State Street
Salt Lake City, Utah 84114

By WebEx Videoconference
Thursday, February 2, 2023
12:00 pm to 1:30 pm

PRESENT

Emily Adams
Christopher Ballard—Chair
Troy Booher—
Emeritus Member
Patrick Burt
Judge Michele
Christiansen Forster
Lisa Collins
Carol Funk
Amber Griffith—Staff
Tyler Green

Michael Judd—Recording
Secretary
Alexandra Mareschal—
Guest
Judge Gregory Orme
Michelle Quist
Clark Sabey
Nathalie Skibine—
Vice Chair
Nick Stiles—Staff
Mary Westby

EXCUSED

Stanford Purser
Scarlet Smith

1. Action:

Chris Ballard

Approval of December 2022 Minutes

The committee reviewed the December 2022 minutes. The committee noted two typos that needed changes, and those changes were made.

After that review, Mary Westby moved to approve the December 2022 minutes. Lisa Collins seconded that motion, and it passed without objection by unanimous consent.

2. **Action:** Chris Ballard
Comments received on Rules 19, 20, 23, and 23C

Chris Ballard noted that the public comments the committee has received and reviewed raise concerns that have been addressed previously, both by the committee and by the Utah Supreme Court in *Patterson v. State*, 2021 UT 52. The purpose of public circulation, at this stage, was to gather input on the advisory committee notes.

The committee discussed whether specific language may be needed to ensure that fee-waiver availability is clear on the face of the rule. Following that discussion, the committee determined that no further action is needed.

3. **Action:** Chris Ballard
Rules 19, 20, 23, and 23C

Following that discussion related to the comments received, Ms. Westby moved to recommend all four rules for final approval. Clark Sabey seconded that motion and the motion passed without objection by unanimous consent.

4.	Discussion:	Chris Ballard
	Update on Child-Welfare Rules	Nick Stiles

Mr. Ballard provided the committee with background, including a description of a stakeholder meeting in January. That stakeholders' view, at the conclusion of that meeting, is that a proposed update to child-welfare rules represents something bigger than what this committee can take on, given the significant policy considerations at issue.

Mr. Ballard's suggestion is that the committee report to the Utah Supreme Court on its efforts in this area and ask them how to proceed. Judge Gregory Orme agreed that the committee ought to do nothing else until it has received word from the supreme court. Alexandra Mareschal, who appeared as a guest at the meeting, confirmed that the committee is well aware of the concerns she'd raised and agreed that seeking guidance from the Utah Supreme Court is the "best next step forward."

Mr. Ballard suggested that the committee should expect a report on that discussion with the Utah Supreme Court at its March meeting.

5. **Action:** **Clark Sabey** **Carol Funk**
 Update from Disqualification **Scarlet Smith** **Mary Westby**
 Subcommittee **Lisa Collins** **Nick Stiles**

Nick Stiles reported on behalf of the “disqualification committee” and relayed information regarding various options for potential disqualification procedures, including rules, a potential standing order, and the need for different approaches among the two appellate courts.

The committee discussed possible modifications of the appellate courts’ internal policies and practices to inform practitioners about recusals and other related matters. The committee understands that the Utah Court of Appeals judges are still in favor of such a rule, and while the committee will not take any further action at this time, it understands that the proposal will be discussed at the next appellate board meeting, likely in mid-March.

6. **Action:** **Chris Ballard**
 Rule 14 **Amber Griffith**

The committee discussed a flagged issue: Rule 14 does not appear to contain a filing-fee requirement, as that requirement appears to have been removed accidentally, through an amendment related to planned electronic filing in 2016. The committee considered whether that requirement needs to be added back into the text of the rule. Because the existing practice is still to collect filing fees, and because Rules 5 and 48 appear to contain specific language providing for such fees, including similar language here would make this consistent. Ms. Westby volunteered to draft language, including tracking down statutory basis for fees. The committee welcomed that proposal.

7. **Discussion:** **Chris Ballard**
 Notices of Appeal Filed by a Party Subject to a
 Vexatious-Litigant Order Under URCP 83

The committee discussed whether any changes are needed to the revised approach to handling notices of appeal filed by parties subject to a vexatious-litigant order. Ms. Collins reported that the current approach appears to be working as designed, and the committee determined that no further action is

needed at this time.

8. Discussion: Old/New Business

Chris Ballard

With respect to the March meeting, the committee determined to hold the meeting in person, with a remote-attendance option.

9. Adjourn

The committee adjourned. The committee's next meeting will take place on March 2, 2023.

TAB 2

Public Comments

1. **Doug Thompson** **December 15, 2022 at 2:22 pm**

RE: Rule 4(f)

I'm commenting again to express my concern that adding a time limit for reinstatement motions will needlessly prevent criminal defendants from accessing their constitutional right to appeal. The proponents of the change say they want finality, but in practice it is just another way to stop imprisoned people from seeking access to justice.

I'm glad to see the burden has been shifted to the government to prove an unreasonable delay, but I still think the limit will do more harm than good. For example, the proposal puts the relevant time at "the day on which the defendant personally knew, or should have known... of evidentiary facts forming the basis of the claim...", but what facts are those? Often in reinstatement cases the facts needed to form the basis for the claim are negative facts, proof that things didn't happen. Like 'my attorney did not consult with me about my right to appeal,' or 'the judge did not inform me about the time in which to file notice of appeal.' What day does a defendant learn that his attorney or the judge didn't do something? Is it the day it was supposed to happen and didn't? Is it the day the defendant hears about some other person filing an appeal. Does a defendant not exercise reasonable diligence by not knowing that his attorney and the judge are supposed to inform him about his rights? This proposal will lead to very messy litigation that the rule does not prepare the district courts for.

What I see as an even bigger problem is the onus this proposal places on defendants, usually unrepresented, to know the significance of the evidentiary facts forming the basis of the claim. Rule (4)(f)'s existence is not widely known and its meaning and application are likely to be confusing to many criminal defendants. Being aware of the evidentiary facts underlying the claim should not be enough to demonstrate an unreasonable delay. The defendant should only be prevented from filing a motion for reinstatement based on a time limit if, in addition to the facts, the defendant is aware he has the option to seek reinstatement and what the requirements are. This proposal should be rejected.

2. **Mikelle Ostler** **December 19, 2022 at 10:38 am**

RE: URAP057. Record on appeal; transmission of record.

(a) The record on appeal consists of the legal file, any documents and exhibits considered by the court, and any transcripts.

As a Clerk of Court, I think the proposed language is going to be problematic. It is the clerical department's responsibility to compile the record to submit to the Court of Appeals and "any documents and exhibits considered by the court" may not be something a member of the clerical department would be able to ascertain; only a judge would know what they considered as part of their decision. When I discussed this with my Bench, there was some

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agreement that this would create some practical issues. Our lead public defender was also in attendance at the meeting and she suggested that defense counsel could/should list the specific documents that they would like submitted as part of their notice of appeal. That might be a feasible workaround? If the judicial support team has a specific list of documents requested, outside of the already-required legal documents and evidence, that would make the process much more clear.

3. **Daniel Meza** **December 19, 2022 at 12:13 pm**

I am commenting in support of Mikelle's comment above. I agree that the new proposed verbiage for URAP057 will be problematic, as we contemplate implementation of the new language, for the reasons mentioned in the comment above.

4. **Sean Reyes, Attorney General** **January 9, 2023 at 9:52 am**

The proposed amendments to Rule 4(f) would require motions to reinstate an appeal in a criminal case to "be filed within one year, or within a reasonable time, whichever is later, from the day on which the defendant personally knew, or should have known in the exercise of reasonable diligence, of evidentiary facts forming the basis of the claim that the defendant was deprived of the right to appeal." "If the prosecutor opposes the motion on the ground that the defendant filed it beyond" this time limit, then "the prosecutor must prove, by a preponderance of the evidence, that the defendant's delay was unreasonable." "The court can deny the motion as untimely only if the court finds that the prosecutor has carried this burden."

The addition of a time limitation is a welcome one. "Without finality, the criminal law is deprived of much of its deterrent effect." *Teague v. Lane*, 489 U.S. 288, 309 (1989) (plurality op.). And "[n]o one, not criminal defendants, not the judicial system, not society as a whole is benefited by a judgment providing that a man shall tentatively go to jail today, but tomorrow and every day thereafter his continued incarceration shall be subject to fresh litigation." *Id.* (quoting *Mackey v. United States*, 401 U.S. 667, 691 (1971) (Harlan, J., concurring in part and dissenting in part)).

But allocating the burden on the prosecution to affirmatively prove "the defendant's delay was unreasonable" is likely to prove unworkable in practice. The better approach would be to allocate the burden of justifying any delay on the defendant because the defendant is in the best position to offer that explanation.

The burden of proof and persuasion is typically placed "on the party or parties with best access to evidence or information that can be used to sustain the burden." *Kearns-Trib. Corp., Publisher of Salt Lake Trib. v. Lewis*, 685 P.2d 515, 523 (Utah 1984); accord *Staheli v. Farmers' Co-op. of S. Utah*, 655 P.2d 680, 683 (Utah 1982); 31A C.J.S. Evidence § 190 (Nov. 2020 update). And sensibly so. If it were otherwise, then the burden would "either

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doom [the party's] efforts to automatic failure (by requiring proof without access to evidence) or necessitate cumbersome" litigation. Kearns-Trib., 685 P.2d at 523.

That is precisely the situation that the proposed amendments would likely create. Whether a defendant's actions were "reasonable" will necessarily depend on circumstances that are primarily within the defendant's knowledge. A prosecutor cannot reasonably be expected to know when "the defendant personally knew" about their claims, or "should have known" about them, or what obstacles stood in the defendant's way and what actions—if any—the defendant took to overcome them.

Placing the burden on the prosecution will thus make the proposed limitations period extraordinarily difficult to enforce. The prosecution will effectively be required to preemptively investigate—and affirmatively rebut—any conceivable potential reasonable basis for the defendant's delay. By necessity, this will require burdensome investigations into months or even years' worth of the defendant's conduct. And perversely, these burdens will increase the more presumptively unreasonable the defendant's delay has been. A one-year delay will require an investigation into a year's worth of conduct, a two-year delay will require an investigation into two years' worth of conduct, and so on. Any invocation of the one-year limitations period will thus be "doom[ed] ... to automatic failure" or will require "cumbersome" litigation. Kearns-Trib., 685 P.2d at 523. And in many cases, the burdens of that litigation are likely to be so onerous that the limitations period will not be enforced at all.

Placing the burden on the prosecution to prove "that the defendant's delay was unreasonable" will also likely create significant intrusions into defendants' attorney-client relationships. In essentially every case, the reasonableness of a defendant's delay will significantly depend on (1) what the defendant confidentially told their attorney and (2) the advice that the defendant confidentially received from their attorney in response. So if the burden is on the prosecution to prove in every case that the delay was unreasonable, then essentially every case will require the prosecution to intrude into privileged attorney-client conversations. A defendant who wishes to protect their attorney-client confidences might, of course, seek to prevent this by making clear that any delay in filing was not the fault of their counsel. But that fact only proves the broader point. It is the defendant—not the prosecution—who is best positioned to understand the universe of relevant evidence about the defendant's reasons for their own delay. And so it is the defendant—not the prosecution—who should be expected to come to court with that evidence and to articulate those reasons.

The better approach is therefore to place the burden on the defendant to prove that their delay was reasonable. This approach squares with the general presumption that burdens should be placed "on the party or parties with best access to evidence or information that can be used to sustain the burden." Kearns-Trib., 685 P.2d at 523. It squares with the historical expectation under rule 4(f) and common law writs of coram nobis that the defendant will bear the burden to prove entitlement to reinstatement. See *State v. Stewart*, 2019 UT 39, ¶3, 449 P.3d 59; *Manning v. State*, 2005 UT 61, ¶18, 122 P.3d 628. And it also squares with how exceptions to time limitations periods are applied in other areas of law. See, e.g., Utah Code § 78B-9-107(3) ("The petitioner has the burden of proving" any tolling of the limitations period under the Post-Conviction Remedies Act.); *Bright v. Sorensen*, 2020 UT 18, ¶42, 463 P.3d 626 (once a defendant in a civil case has shown that a complaint is "facially untimely," "the plaintiff has the burden of establishing a factual basis for tolling the statute [of limitations]"); *Alarm Prot. Tech., LLC v. Crandall*, 2021 UT 26, ¶20, 491 P.3d 928 (the district court "properly denied" a motion under Rule of Civil Procedure 60(b) "as untimely" because the party who filed the motion "offered no justification for his failure to challenge the judgment sooner").

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Finally, this approach squares with fundamental principles of fairness. Defendants should not be denied their rights to appeal through no fault of their own. But courts must also seek “to prevent abuse by those seeking to circumvent the timeliness requirements for appeals.” Manning, 2005 UT 61, ¶18. If a defendant has delayed for a year (or more) before attempting to reinstate their appeal, it is entirely reasonable to presume that the defendant is trying to circumvent the timeliness requirements rather than trying to vindicate their rights. A defendant might nevertheless rebut that presumption. But if they seek to do so, it is sensible to place the burden on the defendant—and not the prosecution—to proffer that rebuttal.

1. **Melissa Holyoak**
January 9, 2023 at 9:53 am

Additional Signatory: Melissa Holyoak, Solicitor General

5. **Cheryl Siler**
January 9, 2023 at 5:30 pm

I am commenting on the proposed amendment to RAP 5(a). As proposed the rule states:

The petition must be filed and served on all other parties to the action within 21 days after the trial court’s order. If the trial court enters an order on a Saturday, Sunday, or legal holiday, the date of entry will be deemed to be the first day following the trial court’s entry that is not a Saturday, Sunday, or legal holiday.

This new language changes the deadline for the petition from 21 days after the trial court’s order is entered to within 21 days after the trial court’s order. I believe this may have been inadvertent as the proposes rule includes new language clarifying situations where the entry of on order occurs on a weekend or holiday.

While the date of entry of the order and the date of the order may be the same date, in order to avoid any confusion, I suggest the the “entry” language be added back to the proposed rule.

For instance, proposed RAP 5(d) could read:

The petition must be filed and served on all other parties to the action within 21 days after entry of the trial court’s order. If the trial court enters an order on a Saturday, Sunday, or legal holiday, the date of entry will be deemed to be the first day following the trial court’s entry that is not a Saturday, Sunday, or legal holiday.

This would make proposed RAP 5(a) consistent with the language used in proposed RAP 4 which triggers the deadline for the notice of appeal from the date of entry of the judgement or order appealed from.

Thank you for your time.

TAB 3

Rule 4. Appeal as of right: when taken.

(a) **Appeal from final judgment and order.** In a case in which an appeal is permitted as a matter of right from the trial court to the appellate court, the notice of appeal required by Rule [3](#) shall be filed with the clerk of the trial court within 30 days after the date of entry of the judgment or order appealed from. If the trial court enters a judgment or order on a Saturday, Sunday, or legal holiday, the date of entry will be deemed to be the first day following the trial court's entry that is not a Saturday, Sunday, or legal holiday.

However, when a judgment or order is entered in a statutory forcible entry or unlawful detainer action, the notice of appeal required by Rule [3](#) shall be filed with the clerk of the trial court within 10 days after the date of entry of the judgment or order appealed from.

(b) **Time for appeal extended by certain motions.**

(1) If a party timely files in the trial court any of the following, the time for all parties to appeal from the judgment runs from the entry of the dispositive order:

(A) A motion for judgment under Rule [50\(b\)](#) of the Utah Rules of Civil Procedure;

(B) A motion to amend or make additional findings of fact, whether or not an alteration of the judgment would be required if the motion is granted, under Rule [52\(b\)](#) of the Utah Rules of Civil Procedure;

(C) A motion to alter or amend the judgment under Rule [59](#) of the Utah Rules of Civil Procedure;

(D) A motion for a new trial under Rule [59](#) of the Utah Rules of Civil Procedure;

(E) A motion for relief under Rule [60\(b\)](#) of the Utah Rules of Civil Procedure if the motion is filed no later than 28 days after the judgment is entered;

(F) A motion or claim for attorney fees under Rule [73](#) of the Utah Rules of Civil Procedure; or

(G) A motion for a new trial under Rule [24](#) of the Utah Rules of Criminal Procedure.

(2) A notice of appeal filed after announcement or entry of judgment, but before entry of an order disposing of any motion listed in paragraph (b), shall be treated as filed after entry of the order and on the day thereof, except that such a notice of appeal is effective to appeal only from the underlying judgment. To appeal from a final order disposing of any motion listed in paragraph (b), a party must file a notice of appeal or an amended notice of appeal within the prescribed time measured from the entry of the order.

(c) **Filing prior to entry of judgment or order.** A notice of appeal filed after the announcement of a decision, judgment, or order but before entry of the judgment or order shall be treated as filed after such entry and on the day thereof.

(d) **Additional or cross-appeal.** If a timely notice of appeal is filed by a party, any other party may file a notice of appeal within 14 days after the date on which the first notice of appeal was filed, or within the time otherwise prescribed by paragraphs (a) and (b) of this rule, whichever period last expires.

(e) **Motion for extension of time.**

(1) The trial court, upon a showing of good cause, may extend the time for filing a notice of appeal upon motion filed before the expiration of the time prescribed by paragraphs (a) and (b) of this rule. Responses to such motions for an extension of time are disfavored and the court may rule at any time after the filing of the motion. No extension shall exceed 30 days beyond the prescribed time or 14 days beyond the date of entry of the order granting the motion, whichever occurs later.

(2) The trial court, upon a showing of good cause or excusable neglect, may extend the time for filing a notice of appeal upon motion filed not later than 30 days after the expiration of the time prescribed by paragraphs (a) and (b) of this rule. The court may rule at any time after the filing of the motion. That a movant did not file a notice of appeal to which paragraph (c) would apply is not relevant to the determination of good cause or excusable neglect. No extension shall exceed 30 days beyond the prescribed time or 14 days beyond the date of entry of the order granting the motion, whichever occurs later.

(f) Motion to reinstate period for filing a direct appeal in criminal cases. ~~Upon a showing that~~

(1) The trial court must reinstate the thirty-day period for filing a direct appeal if no timely appeal is filed in a criminal case, if a defendant demonstrates by a preponderance of the evidence that the defendant was deprived of the right to appeal through no fault of the defendant. ~~the trial court shall reinstate the thirty-day period for filing a direct appeal. A defendant seeking such reinstatement shall may file a written motion in the sentencing court and serve the prosecuting entity. trial court to reinstate the time to appeal.~~

(2) The motion must be filed within one year, or within a reasonable time, whichever is later, from the day on which the defendant personally knew, or should have known in the exercise of reasonable diligence, of evidentiary facts forming the basis of the claim that the defendant was deprived of the right to appeal.

(23) If the defendant is not represented by counsel and is indigent, the trial court shall must appoint counsel.

(34) The motion must be served on the prosecuting entity. The prosecutor shall have 30 days after service of the motion to may file a written response. If the prosecutor opposes to the motion within 28 days after being served.

(45) If the motion to reinstate the time to appeal is opposed, the trial court ~~shall~~must set a hearing at which the parties may present evidence.

~~(6)(a)~~ If the prosecutor opposes the motion on the ground that the defendant filed it beyond the time limit in paragraph (f)(2), the prosecutor must prove, by a preponderance of the evidence, that the defendant's delay was unreasonable. The court can deny the motion as untimely only if the court finds that the prosecutor has carried this burden.

~~(6) The defendant must show that the defendant was deprived of the right to appeal through no fault of the defendant.~~

~~(7) If the trial court finds by a preponderance of the evidence that the defendant has demonstrated that the defendant was been deprived of the right to appeal, it shall the court must enter an order reinstating the time for right to appeal. T enters an order reinstating the time for filing a direct appeal,~~ the defendant's notice of appeal must be filed with the clerk of the trial court within 30 days after the date the order is entered~~of entry of the order.~~

(g) Motion to reinstate period for filing a direct appeal in civil cases.

(1) The trial court ~~shall~~must reinstate the thirty-day period for filing a direct appeal if the trial court finds by a preponderance of the evidence that:

(A) The party seeking to appeal lacked actual notice of the entry of judgment at a time that would have allowed the party to file a timely motion under paragraph (e) of this rule;

(B) The party seeking to appeal exercised reasonable diligence in monitoring the proceedings; and

(C) The party, if any, responsible for serving the judgment under Rule 58A(d) of the Utah Rules of Civil Procedure did not promptly serve a copy of the signed judgment on the party seeking to appeal.

106 (2) A party seeking such reinstatement shall file a written motion in the trial
107 court within one year from the entry of judgment. The party shall comply with
108 Rule [7](#) of the Utah Rules of Civil Procedure and shall serve each of the parties in
109 accordance with Rule [5](#) of the Utah Rules of Civil Procedure.

110 (3) If the trial court enters an order reinstating the time for filing a direct appeal,
111 a notice of appeal must be filed within 30 days after the date of entry of the
112 order.

Rule 5. Discretionary appeals from interlocutory orders.

(a) **Petition for permission to appeal.** Any party may seek an appeal from an interlocutory order by filing a petition for permission to appeal from the interlocutory order with the appellate court with jurisdiction over the case. The petition must be filed and served on all other parties to the action within 21 days after the trial court's order. ~~is entered and served on all other parties to the action.~~ If the trial court enters an order on a Saturday, Sunday, or legal holiday, the date of entry will be deemed to be the first day following the trial court's entry that is not a Saturday, Sunday, or legal holiday. A timely appeal from an order certified under Rule 54(b), Utah Rules of Civil Procedure, that the appellate court determines is not final may, in the appellate court's discretion, be considered by the appellate court as a petition for permission to appeal an interlocutory order. The appellate court may direct the appellant to file a petition that conforms to the requirements of paragraph (c) of this rule.

(b) **Fees and filing of petition.** The petitioner must file the petition with the appellate court clerk and pay the fee required by statute within seven days of filing. The petitioner must serve the petition on the opposing party and notice of the filing of the petition on the trial court. If the appellate court issues an order granting permission to appeal, the appellate court clerk will immediately give notice of the order to the respective parties and will transmit the order to the trial court where the order will be filed instead of a notice of appeal.

(c) **Content of petition.**

~~(e)~~(1) The petition must contain:

~~(e)(1)~~(A) A concise statement of facts material to a consideration of the issue presented and the order sought to be reviewed;

~~(e)(1)~~(B) The issue presented expressed in the terms and circumstances of the case but without unnecessary detail, and a demonstration that the

issue was preserved in the trial court. Petitioner must state the applicable standard of appellate review and cite supporting authority;

~~(e)(1)~~(C) A statement of the reasons why an immediate interlocutory appeal should be permitted, including a concise analysis of the statutes, rules or cases believed to be determinative of the issue stated; and

~~(e)(1)~~(D) A statement of the reason why the appeal may materially advance the termination of the litigation.

~~(e)~~(2) If the petition is subject to assignment by the Supreme Court to the Court of Appeals, the phrase "Subject to assignment to the Court of Appeals" must appear immediately under the title of the document, i.e. Petition for Permission to Appeal. Petitioner may then set forth in the petition a concise statement why the Supreme Court should decide the case.

~~(e)~~(3) The petitioner must attach a copy of the trial court's order from which an appeal is sought and any related findings of fact and conclusions of law and opinion. Other documents that may be relevant to determining whether to grant permission to appeal may be referenced by identifying trial court docket entries of the documents.

(d) **Page limitation.** A petition for permission to appeal must not exceed 20 pages, excluding table of contents, if any, and the addenda.

(e) **Service in criminal and juvenile delinquency cases.** Any petition filed by a defendant in a criminal case originally charged as a felony or by a juvenile in a delinquency proceeding must be served on the Criminal Appeals Division of the Office of the Utah Attorney General.

(f) **Response; no reply.** No petition will be granted in the absence of a request by the court for a response. No response to a petition for permission to appeal will be received unless requested by the court. Within 14 days after an order requesting a response, any other party may oppose or concur with the petition. Any response to a petition for

54 permission to appeal is subject to the same page limitation set out in paragraph (d) and
55 must be filed in the appellate court. The respondent must serve the response on the
56 petitioner. The petition and any response will be submitted without oral argument
57 unless otherwise ordered. No reply in support of a petition for permission to appeal
58 will be permitted unless requested by the court.

59 (g) **Grant of permission.** An appeal from an interlocutory order may be granted only if
60 it appears that the order involves substantial rights and may materially affect the final
61 decision or that a determination of the correctness of the order before final judgment
62 will better serve the administration and interests of justice. The order permitting the
63 appeal may set forth the particular issue or point of law that will be considered and
64 may be on such terms, including requiring a bond for costs and damages, as the
65 appellate court may determine. The appellate court clerk will immediately give the
66 parties and trial court notice of any order granting or denying the petition. If the
67 petition is granted, the appeal will be deemed to have been filed and docketed by the
68 granting of the petition. All proceedings after the petition is granted will be as and
69 within the time required, for appeals from final judgments except that no docketing
70 statement under Rule 9 is required unless the court otherwise orders, and no cross-
71 appeal may be filed under rule 4(d).

72 (h) **Stays pending interlocutory review.** The appellate court will not consider an
73 application for a stay pending disposition of an interlocutory appeal until the petitioner
74 has filed a petition for interlocutory appeal.

75 (i) **Cross-petitions not permitted.** A cross-petition for permission to appeal a non-final
76 order is not permitted by this rule. All parties seeking to appeal from an interlocutory
77 order must comply with paragraph (a) of this rule.

78 (j) **Record citations in merits briefs.**

79 | ~~(1)~~(1) The trial court will not prepare or transmit the record under rule 11(b) or
80 12(b). The record on appeal is as defined in rule 11(a).

81 | ~~⊕~~(2) A party may cite to the record by identifying documents by name and date
82 | and then using a short form after the first citation. A party may prepare and cite
83 | to a paginated appendix of select documents from the record. Any such
84 | appendix must be filed separately with the party's principal brief.

85 | ~~⊕~~(3) If a hearing was held regarding the order on appeal, the appellant must
86 | order the transcript of the hearing as provided in rule 11~~(e)(1)~~ within five days
87 | after the grant of permission to appeal.

Rule 11. The record on appeal.

(a) **Composition of the record on appeal.** The record on appeal consists of the documents and exhibits filed in or considered by the trial court, including the presentence report in criminal matters, and the transcript of proceedings, if any.

(b) Preparing, paginating, and indexing the record.

(1) Preparing the record. On the appellate court's request, the trial court clerk will prepare the record in the following order:

(A) all original documents in chronological order;

(B) all published depositions in chronological order;

(C) all transcripts prepared for appeal in chronological order;

(D) a list of all exhibits offered in the proceeding; and

(E) in criminal cases, the presentence investigation report.

(2) Pagination.

(A) Using Bates numbering, the entire record must be paginated.

(B) If the appellate court requests a supplemental record, the same procedures as in (b)(2)(A) apply, continuing Bates numbering from the last page number of the original record.

(3) Index. A chronological index of the record must accompany the record on appeal. The index must identify the date of filing and starting page of the document, deposition, or transcript.

(4) Examining the record. Appellate court clerks will establish rules and procedures for parties to check out the record after pagination.

(c) The transcript of proceedings; duty of appellant to order; notice to appellee if partial transcript is ordered.

(1) Request for transcript; time for filing. Within 14 days after filing the notice of appeal, or within 30 days of the notice of appeal where an indigent appellant has a statutory or constitutional right to counsel, the appellant must order the transcript(s) online at www.utcourts.gov, specifying the entire proceeding or parts of the proceeding to be transcribed that are not already on file. The appellant must serve on the appellee a designation of those parts of the proceeding to be transcribed. If no such parts of the proceedings are to be requested, within the same period the appellant must file a certificate to that effect with the appellate court clerk and serve a copy on the appellee.

(2) Transcript required of all evidence regarding challenged finding or conclusion. If the appellant intends to argue on appeal that a finding or conclusion is unsupported by or is contrary to the evidence, the appellant must include in the record a transcript of all evidence relevant to such finding or conclusion. Neither the court nor the appellee is obligated to correct appellant's deficiencies in providing the relevant portions of the transcript.

(3) Statement of issues; cross-designation by appellee. If the appellant does not order the entire transcript, the appellee may, within 14 days after the appellant serves the designation or certificate described in paragraph (e)(1), order the transcript(s) in accordance with (e)(1), and serve on the appellant a designation of additional parts to be included.

(d) **Agreed statement as the record on appeal.** In lieu of the record on appeal as defined in paragraph (a) of this rule, the parties may prepare and sign a statement of the case, showing how the issues presented by the appeal arose and were decided in the trial court and setting forth only so many of the facts averred and proved or sought to be proved as are essential to a decision of the issues presented. If the court deems the statement accurate, it, together with such additions as the trial court may consider necessary fully to present the issues raised by the appeal, will be approved by the trial court. The trial court clerk will transmit the statement to the appellate court clerk within

the time prescribed by Rule 12(b)(2). The trial court clerk will transmit the record to the appellate court clerk on the trial court's approval of the statement.

(e) Statement of evidence or proceedings when no report was made or when transcript is unavailable. If no report of the evidence or proceedings at a hearing or trial was made, or if a transcript is unavailable, or if the appellant is impecunious and unable to afford a transcript in a civil case, the appellant may prepare a statement of the evidence or proceedings from the best available means, including recollection. The statement must be served on the appellee, who may serve objections or propose amendments within 14 days after service. The statement and any objections or proposed amendments must be submitted to the trial court for resolution, and the trial court clerk will conform the record to the trial court's resolution.

(f) Supplementing or modifying the record.

(1) If any dispute arises as to whether the record is complete and accurate, the dispute may be submitted to and resolved by the trial court. The trial court will ensure that the record accurately reflects the proceedings before the trial court, including by entering any necessary findings to resolve the dispute.

(2) If anything material to either party is omitted from or misstated in the record by error of the trial court or court personnel, by accident, or because the appellant did not order a transcript of proceedings that the appellee needs to respond to issues raised in the appellant's brief, the omission or misstatement may be corrected and a supplemental record may be created and forwarded:

(A) on stipulation of the parties;

(B) by the trial court before or after the record has been forwarded; or

(C) by the appellate court on a motion from a party. The motion must state the position of every other party on the requested supplement or modification or why the movant was unable to learn a party's position.

79 (3) The moving party, or the court if it is acting on its own initiative, must serve
80 on the parties a statement of the proposed changes. Within 14 days after service,
81 any party may serve objections to the proposed changes.

Rule 22. Computation and enlargement of time.

(a) **Computation of time.** In computing any period of time prescribed by these rules, by ~~an order of the~~ court order, or by any applicable statute, the day of the act, event, or default from which the designated period of time begins to run ~~shall~~is not ~~be~~ included. If the designated period of time begins to run from the date of entry of an order or judgment and the order or judgment is entered on a Saturday, Sunday, or legal holiday, the date of entry will be deemed to be the first day following the entry that is not a Saturday, Sunday, or legal holiday. The last day of the period ~~shall~~must be included, unless it is a Saturday, a Sunday, or a legal holiday, in which event the period extends until the end of the next day that is not a Saturday, a Sunday, or a legal holiday. When the period of time prescribed or allowed, without reference to any additional time under ~~subsection~~ paragraph (d), is less than 11 days, intermediate Saturdays, Sundays, and legal holidays ~~shall~~must be excluded in the computation. ~~As used in this rule, "legal holiday" includes days designated as holidays by the state or federal governments.~~

(1) "Legal holiday" is any holiday that is recognized and observed by the State of Utah, as specified here:

<https://www.utcourts.gov/en/about/miscellaneous/law-library/holidays.html>

(b) Enlargement of time.

~~(b)~~(1) Motions for an enlargement of time for filing briefs beyond the time permitted by stipulation of the parties under Rule 26~~(a)~~ are not favored.

~~(b)~~(2) The court for good cause shown may upon motion extend the time prescribed by these rules or by its order for doing any act, or may permit an act to be done after the expiration of time. This rule does not authorize the court to extend the jurisdictional deadlines specified by any of the rules listed in Rule 2. For the purpose of this rule, good cause includes, but is not limited to, the

complexity of the case on appeal, engagement in other litigation, and extreme hardship to counsel.

(b)(3) A motion for an enlargement of time shall be filed prior to the expiration of the time for which the enlargement is sought.

(b)(4) A motion for enlargement of time shall state:

(b)(4)(A) with particularity the good cause for granting the motion;

(b)(4)(B) whether the movant has previously been granted an enlargement of time and, if so, the number and duration of such enlargements;

(b)(4)(C) when the time will expire for doing the act for which the enlargement of time is sought; ~~and~~

(b)(4)(D) the date on which the act for which the enlargement of time is sought will be completed; ~~and~~ and

(E) except as to a motion under paragraph (c), the position of every other party on the requested extension or why the movant was unable to learn a party's position.

(b)(5)(A) If the good cause relied upon is engagement in other litigation, the motion ~~shall~~ must:

(b)(5)(A)(i) identify such litigation by caption, number and court;

(b)(5)(B)(ii) describe the action of the court in the other litigation on a motion for continuance;

(b)(5)(C)(iii) state the reasons why the other litigation should take precedence over the subject appeal;

(b)(5)(D)(iv) state the reasons why associated counsel cannot prepare the brief for timely filing or relieve the movant in the other litigation; and

(b)(5)(E)(v) identify any other relevant circumstances.

(b)(65)(B) If the good cause relied upon is the complexity of the appeal, the movant ~~shall~~must state the reasons why the appeal is so complex that an adequate brief cannot reasonably be prepared by the due date.

(b)(75)(C) If the good cause relied upon is extreme hardship to counsel, the movant ~~shall~~must state in detail the nature of the hardship.

(b)(85)(D) All facts supporting good cause ~~shall~~must be stated with specificity. Generalities, such as “the motion is not for the purpose of delay” or “counsel is engaged in other litigation,” are insufficient.

(c) **Ex parte motion.** Except as to enlargements of time for filing and service of briefs under Rule ~~26(a)~~, a party may file one ex parte motion for enlargement of time not to exceed 14 days if no enlargement of time has been previously granted, if the time has not already expired for doing the act for which the enlargement is sought, and if the motion otherwise complies with the requirements and limitations of paragraph (b) of this rule.

(d) **Additional time after service by mail.** Whenever a party is required or permitted to do an act within a prescribed period after service of a ~~paper~~document and the ~~paper~~document is served by mail, 3 days shall be added to the prescribed period.

Effective November 14, 2016

Advisory Committee Note

A motion to enlarge time must be filed prior to the expiration of the time sought to be enlarged. A specific date on which the act will be completed must be provided. The court may grant an extension of time after the original deadline has expired, but the motion to enlarge the time must be filed prior to the deadline.

Both appellate courts place appeals in the oral argument queue in accordance with the priority of the case and after principal briefs have been filed. Delays in the completion of briefing will likely delay the date of oral argument.

78 *Adopted 2020*

Rule 52. Child welfare appeals.

(a) Time for appeal. A notice of appeal from an order in a child welfare proceeding, as defined in Rule 1(f), must be filed within 15 days of the entry of the order appealed from. If the juvenile court enters an order on a Saturday, Sunday, or legal holiday, the date of entry will be deemed to be the first day following the juvenile court's entry that is not a Saturday, Sunday, or legal holiday.

(b) Time for appeal extended by certain motions.

~~(b)~~(1) If a party timely files in the trial court any of the following, the time for all parties to appeal from the judgment runs from the entry of the dispositive order:

~~(b)(1)~~(A) A motion for judgment under Rule 50(b) of the Utah Rules of Civil Procedure;

~~(b)(1)~~(B) A motion to amend or make additional findings of fact, whether or not an alteration of the judgment would be required if the motion is granted, under Rule 52(b) of the Utah Rules of Civil Procedure;

~~(b)(1)~~(C) A motion to alter or amend the judgment under Rule 59 of the Utah Rules of Civil Procedure; or

~~(b)(1)~~(D) A motion for a new trial under Rule 59 of the Utah Rules of Civil Procedure.

~~(b)~~(2) A notice of appeal filed after announcement or entry of judgment, but before entry of an order disposing of any motion listed in paragraph (b), will be treated as filed after entry of the order and on the day thereof, except that the notice of appeal is effective to appeal only from the underlying judgment. To appeal from a final order disposing of any motion listed in paragraph (b)(1), a party must file a notice of appeal or an amended notice of appeal within the prescribed time measured from the entry of the order.

- 26 (c) Time for cross-appeal. If a timely notice of appeal is filed by a party, any other party
27 may file a notice of appeal within 5 days after the first notice of appeal was filed, or
28 within the time otherwise prescribed by paragraphs (a) and (b) of this rule, whichever
29 period last expires.
- 30 (d) Appeals of interlocutory orders. Appeals from interlocutory orders are governed by
31 Rule 5.

1 **Rule 57. Record on appeal; transmission of record.**

2 | (a) The record on appeal ~~must include~~consists of the legal file, any documents and
3 | exhibits considered by the court~~, exhibits admitted as evidence,~~ and any transcripts.

4 | (b) The record will be transmitted by the juvenile court clerk to the Court of Appeals
5 | clerk upon the request of an appellate court.

TAB 4

Rule 4. Appeal as of right: when taken.

(a) **Appeal from final judgment and order.** Except as provided in paragraph (a)(1) or (a)(2), ~~I~~ in a case in which an appeal is permitted as a matter of right from the trial court to the appellate court, the notice of appeal required by Rule 3 shall be filed with the clerk of the trial court within 30 days after the date of entry of the judgment or order appealed from.

~~(1) However,~~ ~~w~~ When a judgment or order is entered in a statutory forcible entry or unlawful detainer action, the notice of appeal required by Rule 3 shall be filed with the clerk of the trial court within 10 days after the date of entry of the judgment or order appealed from.

(2) When an order is entered denying, in whole or in part, a motion under Utah Code section 78B-25-103, the notice of appeal shall be filed with the clerk of the trial court within 21 days after the date of entry of the order appealed from.

(b) Time for appeal extended by certain motions.

(1) If a party timely files in the trial court any of the following, the time for all parties to appeal from the judgment runs from the entry of the dispositive order:

(A) A motion for judgment under Rule 50(b) of the Utah Rules of Civil Procedure;

(B) A motion to amend or make additional findings of fact, whether or not an alteration of the judgment would be required if the motion is granted, under Rule 52(b) of the Utah Rules of Civil Procedure;

(C) A motion to alter or amend the judgment under Rule 59 of the Utah Rules of Civil Procedure;

(D) A motion for a new trial under Rule 59 of the Utah Rules of Civil Procedure;

(E) A motion for relief under Rule [60\(b\)](#) of the Utah Rules of Civil Procedure if the motion is filed no later than 28 days after the judgment is entered;

(F) A motion or claim for attorney fees under Rule [73](#) of the Utah Rules of Civil Procedure; or

(G) A motion for a new trial under Rule [24](#) of the Utah Rules of Criminal Procedure.

(2) A notice of appeal filed after announcement or entry of judgment, but before entry of an order disposing of any motion listed in paragraph (b), shall be treated as filed after entry of the order and on the day thereof, except that such a notice of appeal is effective to appeal only from the underlying judgment. To appeal from a final order disposing of any motion listed in paragraph (b), a party must file a notice of appeal or an amended notice of appeal within the prescribed time measured from the entry of the order.

(c) **Filing prior to entry of judgment or order.** A notice of appeal filed after the announcement of a decision, judgment, or order but before entry of the judgment or order shall be treated as filed after such entry and on the day thereof.

(d) **Additional or cross-appeal.** If a timely notice of appeal is filed by a party, any other party may file a notice of appeal within 14 days after the date on which the first notice of appeal was filed, or within the time otherwise prescribed by paragraphs (a) and (b) of this rule, whichever period last expires.

(e) **Motion for extension of time.**

(1) The trial court, upon a showing of good cause, may extend the time for filing a notice of appeal upon motion filed before the expiration of the time prescribed by paragraphs (a) and (b) of this rule. Responses to such motions for an extension of time are disfavored and the court may rule at any time after the filing of the motion. No extension shall exceed 30 days beyond the prescribed time or 14 days

beyond the date of entry of the order granting the motion, whichever occurs later.

(2) The trial court, upon a showing of good cause or excusable neglect, may extend the time for filing a notice of appeal upon motion filed not later than 30 days after the expiration of the time prescribed by paragraphs (a) and (b) of this rule. The court may rule at any time after the filing of the motion. That a movant did not file a notice of appeal to which paragraph (c) would apply is not relevant to the determination of good cause or excusable neglect. No extension shall exceed 30 days beyond the prescribed time or 14 days beyond the date of entry of the order granting the motion, whichever occurs later.

(f) Motion to reinstate period for filing a direct appeal in criminal cases. Upon a showing that a criminal defendant was deprived of the right to appeal, the trial court shall reinstate the thirty-day period for filing a direct appeal. A defendant seeking such reinstatement shall file a written motion in the sentencing court and serve the prosecuting entity. If the defendant is not represented and is indigent, the court shall appoint counsel. The prosecutor shall have 30 days after service of the motion to file a written response. If the prosecutor opposes the motion, the trial court shall set a hearing at which the parties may present evidence. If the trial court finds by a preponderance of the evidence that the defendant has demonstrated that the defendant was deprived of the right to appeal, it shall enter an order reinstating the time for appeal. The defendant's notice of appeal must be filed with the clerk of the trial court within 30 days after the date of entry of the order.

(g) Motion to reinstate period for filing a direct appeal in civil cases.

(1) The trial court shall reinstate the thirty-day period for filing a direct appeal if the trial court finds by a preponderance of the evidence that:

78 (A) The party seeking to appeal lacked actual notice of the entry of
79 judgment at a time that would have allowed the party to file a timely
80 motion under paragraph (e) of this rule;

81 (B) The party seeking to appeal exercised reasonable diligence in
82 monitoring the proceedings; and

83 (C) The party, if any, responsible for serving the judgment under Rule
84 [58A\(d\)](#) of the Utah Rules of Civil Procedure did not promptly serve a copy
85 of the signed judgment on the party seeking to appeal.

86 (2) A party seeking such reinstatement shall file a written motion in the trial
87 court within one year from the entry of judgment. The party shall comply with
88 Rule [7](#) of the Utah Rules of Civil Procedure and shall serve each of the parties in
89 accordance with Rule [5](#) of the Utah Rules of Civil Procedure.

90 (3) If the trial court enters an order reinstating the time for filing a direct appeal,
91 a notice of appeal must be filed within 30 days after the date of entry of the
92 order.

TAB 5

Rule 14. Review of administrative orders: how obtained; intervention.

(a) **Petition for review of order; joint petition.** When a statute provides for judicial review by or appeal to the Supreme Court or the Court of Appeals of an order or decision of an administrative agency, board, commission, committee, or officer (hereinafter the term “agency” shall include agency, board, commission, committee, or officer), a party seeking review must file a petition for review with the clerk of the appellate court within the time prescribed by statute, or if there is no time prescribed, then within 30 days after the date of the written decision or order. The petition must specify the parties seeking review and must designate the respondent(s) and the order or decision, or part thereof, to be reviewed. In each case, the agency must be named respondent. The State of Utah is a respondent if required by statute, even if not designated in the petition. If two or more persons are entitled to petition for review of the same order and their interests are such as to make joinder practicable, they may file a joint petition for review and may thereafter proceed as a single petitioner.

(b) **Filing fees.** At the time of filing any petition for review or cross-petition for review, the petitioner or cross-petitioner must pay the filing fee established by law, unless waived by the appellate court. The appellate court clerk must accept the petition or cross-petition for review regardless of whether the filing fee has been paid. Failure to pay the required filing fee within a reasonable time (or seven days—discussion point rule 3, 5, 21) may result in dismissal of the petition or cross-petition.

~~(b)~~ **Service of petition.** The petitioner must serve the petition on the respondents and all parties to the proceeding before the agency in a manner provided by Rule 21.

~~(e)~~ **Intervention.** Any person may file with the clerk of the appellate court a motion to intervene. The motion must contain a concise statement of the interest of the moving party and the grounds on which intervention is sought. A motion to intervene must be filed within 40 days of the date on which the petition for review is filed.

27 | (~~d~~e) Additional or Cross-Petition. If a timely petition for review is filed by any party,
28 | any other party may file a petition for review within 14 days after the date on which the
29 | first petition for review was filed, or within the time otherwise prescribed by paragraph
30 | (a) of this rule, whichever period last expires.

31 | *Effective ~~November 1, 2022~~*

TAB 6



Supreme Court of Utah

450 South State Street
P.O. Box 140210
Salt Lake City, Utah 84114-0210
Telephone 801-578-3834

Nicholas Stiles
Appellate Court Administrator

MEMORANDUM

To: Advisory Committees on the Rules of Criminal, Civil, Juvenile, and Appellate Procedure
CC: Boards of Judges for Juvenile, District, Appellate, and Justice Courts.
From: Utah Supreme Court
Re: Remote vs. In-person Hearings

In October 2022, the Green Phase Workgroup presented its *Report and Recommendation to the Judicial Council and Supreme Court Regarding the Ongoing Use of Virtual Meeting Technology to Conduct Court Proceedings*. The Judicial Council considered the matter extensively and in November 2022, published its *Findings and Recommendations Regarding Ongoing Use of Virtual Meeting Technology to Conduct Court Proceedings*. The report provided in relevant part, “The Judicial Council recommends the Supreme Court consider establishing a rule that allows hearing participants to request permission to appear opposite the decision of the judicial officer.”¹

The Supreme Court recently considered this charge and requests its Advisory Committees provide recommendations on the following questions as they relate to each committee respectively:

1. Should there be a rule of procedure that allows participants to request their hearing be held opposite the decision of the judicial officer?
2. Should there be a rule of procedure that provides a presumption regarding certain hearing types? (Example: non-evidentiary, status hearings, etc.)
3. Should there be a rule of procedure that provides an appeal process for challenging the decision of a judicial officer as it relates to remote vs. in-person hearings, and if so, who should consider the appeal? (Example: presiding judge)

The Supreme Court welcomes the input from the various Boards of Judges concerning these questions, and invites the Boards to attend relevant advisory committee meetings or provide input directly to the Supreme Court.

¹ Both reports are included in this document.

GREEN PHASE WORKING GROUP

REPORT AND RECOMMENDATIONS TO THE JUDICIAL COUNCIL AND SUPREME COURT REGARDING ONGOING USE OF VIRTUAL MEETING TECHNOLOGY TO CONDUCT COURT PROCEEDINGS

October 14, 2022

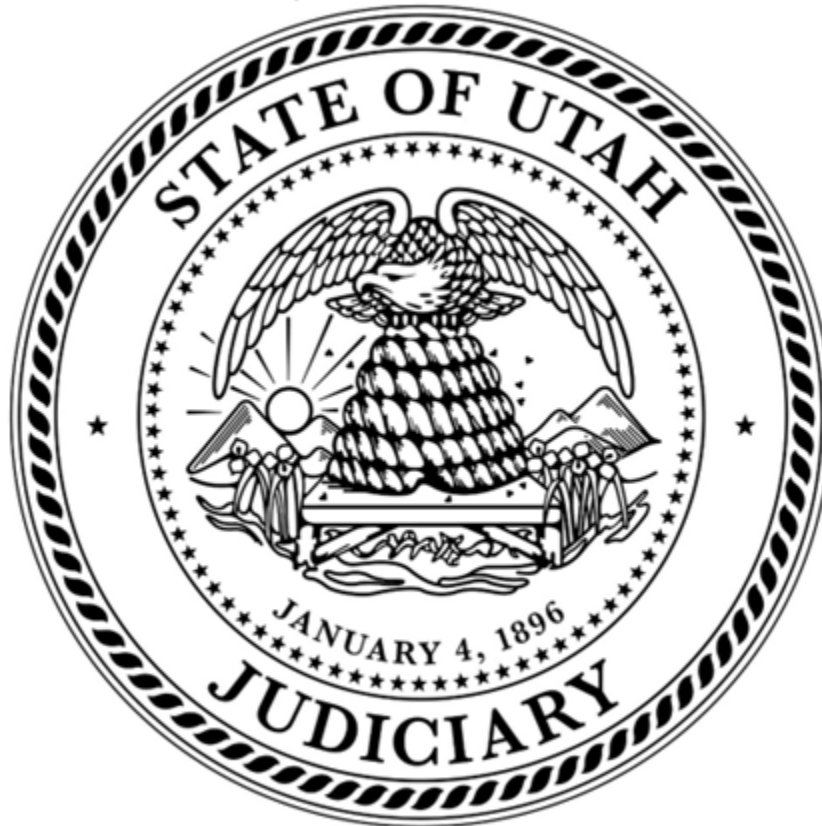


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REPORT AND RECOMMENDATIONS TO THE JUDICIAL COUNCIL AND SUPREME COURT REGARDING ONGOING USE OF VIRTUAL MEETING TECHNOLOGY TO CONDUCT COURT PROCEEDINGS

Executive Summary

The Judicial Council directed the Green Phase Working Group (GPWG) to study the ongoing use of virtual meeting technology to conduct court proceedings. The GPWG now submits the following report and recommendations for the Council's consideration.

- The use of virtual hearings to conduct court proceedings is accompanied by benefits and drawbacks, which must be identified, monitored, and balanced to best ensure that the courts continue striving to provide the public an open, fair, efficient, and independent system for the advancement of justice.
- A 2022 survey of Utah court users shows an overwhelming preference for the continued use of virtual hearings across court user types and age groups in district, juvenile, and justice courts.
- After careful study, the GPWG favors an approach that prioritizes judicial discretion in determining whether a hearing will be in person or virtual and allows court patrons to request to participate in a different manner.
- Recommended best practices for continued use of virtual hearings revolve around adequate notification of which hearings are intended to be conducted virtually, education and technical assistance to overcome technological and user-centric barriers, clear communication regarding decorum expectations, and continuing coordination with patrons, practitioners, the public, and other stakeholders.

Introduction

During the COVID-19 pandemic, virtual meeting technology allowed the Utah judiciary to continue striving to provide the public an open, fair, efficient, and independent system for the advancement of justice, even while public health considerations significantly restricted in-person gatherings. Judicial officers and court staff have developed proficiency in the logistics of scheduling and conducting virtual hearings, which has revealed benefits and drawbacks related to using virtual meeting technology for court proceedings.

The Judicial Council directed the Green Phase Working Group (GPWG)¹ to study the matter and develop recommendations regarding the ongoing use of virtual meeting technology to conduct court proceedings. While virtual hearings will undoubtedly continue to be an important tool for the judiciary, the tool's effectiveness varies based on the situation and the parties involved. The goal has been to ascertain how virtual meeting technology can be employed into the future to advance the judiciary's mission without sacrificing the effectiveness inherent in in-person proceedings.

This report:

1. identifies prevalent benefits and drawbacks of virtual hearings;
2. explores the effect of virtual hearings on access to justice;
3. addresses technology considerations;
4. presents aggregate court user feedback on the use of this technology; and
5. recommends best practice considerations moving forward.

Recommendations from the GPWG are noted with a blue background throughout the report and are listed again at the end of the report.

Definitions

"Virtual hearing" means a court proceeding where the judicial officer, court staff, parties, and attorneys simultaneously appear and participate through the use of virtual meeting technology from different physical locations.

"Hybrid hearing" means a court proceeding where some participants are present together in the physical courtroom while other participants simultaneously appear and participate in the proceedings through the use of virtual meeting technology from a different physical location.

"Virtual meeting technology" means a software platform that enables more than one individual to simultaneously participate in the same meeting from different physical locations.

¹ **Appendix A** contains a list of GPWG members and staff.

Benefits and Drawbacks of Virtual Hearings

Virtual hearings have been critical to the operation of the judiciary during the pandemic. The use of technology allowed the courts to overcome the all-or-nothing choice between fully restricting access to the courts or exposing patrons, court staff, and judicial officers to a little-understood, highly contagious and deadly disease. Like any new technology, the benefits of virtual hearings came with drawbacks. The judiciary has learned a great deal about the utility and efficacy of virtual hearings since they became the default in 2020. Table 1 below outlines examples of the benefits and drawbacks of virtual hearings, as experienced by judicial officers, court employees, and court users throughout the state.

BENEFITS	
Access to Courts	<ul style="list-style-type: none">• Some people will be able to attend a hearing who otherwise would not be able to do so.• Virtual hearings accommodate people who do not have a driver license but have access to virtual meeting technology.• The judiciary can draw from a larger pool of interpreters if interpreters do not have to attend court in person.• Extended family members and friends are able to attend proceedings such as adoptions.• News media outlets are able to cover hearings more regularly and across greater geographic diversity.
Convenience	<ul style="list-style-type: none">• Court patrons can appear in court without needing to take time from work or home responsibilities.• Virtual jury selection is less disruptive to potential jurors.
Financial Savings	<ul style="list-style-type: none">• Court patrons are less likely to lose wages for missing work if they are able to appear remotely.• Court patrons may avoid the need to pay for childcare or travel expenses to and from the courthouse.• Litigants may avoid having to pay their attorneys to travel to court or wait at the courthouse for their case(s) to be called.
Legal Representation	<ul style="list-style-type: none">• Practitioners may be able to represent more clients if they travel less for hearings.• Litigants can draw from a larger pool of attorneys if attorneys do not have to travel to different geographic regions of the state / county / city.• Underserved communities have greater access to pro bono representation.• Attorneys in some civil cases may be able to have better communication with their clients in a virtual setting where the client better understands that the communication will be focused and efficient.
Efficiency	<ul style="list-style-type: none">• Court patrons may spend less time unable to fulfill other responsibilities while waiting for their hearing.

	<ul style="list-style-type: none"> • Practitioners are able to accomplish more work when spending less time traveling to hearings / sitting in a courtroom waiting for their case(s). • Virtual hearings may be a more efficient use of resources than transporting people from jails, prisons, or other secure facilities.
Safety	<ul style="list-style-type: none"> • Virtual hearings offer an increased feeling of safety for victims of crime, petitioners for protective orders and civil stalking injunctions, parties in high conflict domestic cases, volunteers and others. • There are fewer law enforcement and public safety concerns than are involved with physically transporting inmates to a courthouse.
Comfort	<ul style="list-style-type: none"> • Some court patrons find appearing remotely for proceedings more comfortable / less intimidating, allowing them to be more authentic
Judicial Preference	<ul style="list-style-type: none"> • Some judicial officers prefer virtual jury selection over in-person jury selection.
Information	<ul style="list-style-type: none"> • In some kinds of cases, courts receive additional information to use in decision-making when people who would not be able to participate in person are able to appear virtually.
DRAWBACKS	
Loss of Court Efficiency	<ul style="list-style-type: none"> • For certain hearings, conducting the hearing virtually may take longer than doing the same work in person. • Fewer opportunities for counsel to visit while in the courthouse may result in fewer cases being settled on terms acceptable to the parties. • It can be difficult to negotiate with another party through a virtual platform.
Lack of Decorum	<ul style="list-style-type: none"> • Because virtual hearings are often viewed as less formal, some participants show a lack of decorum reflected in their dress, location when appearing, other activities going on in the background, interruptions, and lack of civility.
Lack of Focus	<ul style="list-style-type: none"> • Court participants sometimes try to multitask during virtual hearings and do not give their full attention to the court proceeding.
Constraints on Other Actions	<ul style="list-style-type: none"> • It is difficult or impossible to enforce certain court orders virtually. • It is difficult to serve parties who would be served at the courthouse if the hearing were in person. • It may be difficult to get defendants to report to jail when custody is ordered through a virtual hearing.
Resource Limitations	<ul style="list-style-type: none"> • Some jails are unable to accommodate the volume or timing of virtual hearings. • Lack of necessary equipment or insufficient access to the internet may limit or prevent some people from appearing through Webex.

Communication Friction	<ul style="list-style-type: none"> • Communication between attorneys and clients may suffer during virtual hearings and requires more planning to accommodate. • There are challenges using the Language Line (interpretation resource) in virtual hearings. • Obtaining victim and restitution information from prosecutors is more challenging in a virtual setting. • News media outlets obtain the highest quality recordings (particularly of higher profile case hearings) when recorded in person. • Judicial officers, attorneys, and jurors may miss important non-verbal cues that could be seen in person.
Technical Issues	<ul style="list-style-type: none"> • Technical problems sometimes interfere with hearings and may hinder access to court. • Virtual hearings use large amounts of bandwidth. • Interpretation sometimes suffers during virtual hearings. • The quality of the record may be diminished. • There is a learning curve for new participants.
Demands on Staff	<ul style="list-style-type: none"> • Non-IT staff are often required to provide impromptu technical support. • With the current system, scheduling virtual hearings requires additional work for staff.
Legal Concerns	<ul style="list-style-type: none"> • Virtual hearings may present constitutional deficiencies for some criminal hearings. • It can be difficult to judge the credibility of witnesses or ensure that witnesses are not impermissibly relying on extrinsic sources or aided by other individuals when providing testimony (despite amending the rule to include additional language in the oath). • It can be difficult to know whether another person is in the room with a virtual participant, trying to influence that participant.

Table 1 – Benefits and Drawbacks of Virtual Hearings

Access to Justice

Access to justice has been, is, and will continue to be a primary consideration when assessing court operations, including the use of virtual meeting technology. One of the benefits of virtual hearings has been an increase in access to justice for many people.

- Some parties find that it is much easier to participate in court proceedings virtually than to appear in person. Through the use of virtual hearings, barriers such as arranging transportation, finding daycare, or taking time off from work or other life responsibilities are reduced or eliminated. For some people, these barriers are the difference between being able to access court services and having to delay, or even forgo, court involvement, some of which affects physical safety. For others, these barriers could be the difference between a default judgment and the ability to meaningfully participate in their case. In some instances, it will be the difference between participation in an occupancy hearing and becoming homeless.
- Virtual hearings can reduce barriers by allowing court patrons to feel safe by appearing in a comfortable place and in a different location than the person they fear. Though a court patron in this situation may be capable of attending an in-person hearing, such a patron may reasonably view virtual hearings as increasing their access to the courts.
- Virtual hearings provide greater access for some court patrons and practitioners with disabilities. At least one attorney explained that he is often not able to attend in-person hearings because of his disabilities. The use of virtual hearings has allowed him to significantly expand his law practice because he is able to attend many more proceedings. This provides greater access to the attorney and his clients.
- For many people, virtual hearings provide greater access to justice simply because they are more convenient. While mere convenience may not override other considerations, it is still an important factor.

There are also aspects of virtual hearings that can impede access to justice. These obstacles must be understood and considered to ensure that the judiciary provides the best opportunities for the public to access court services.

- Some court patrons lack sufficient internet access, have limited means to purchase or maintain the necessary hardware, or are not comfortable with technology generally. This can impair or completely prevent the individual from appearing or effectively advocating their position in the case.
- Even for the users most comfortable with virtual hearings, technical problems outside of the individual's control can present barriers to accessing justice. Virtual platforms obviously depend on reliable networks and sufficient bandwidth. Some court patrons may use a less-than-optimal network that disrupts the hearing, making it difficult for the court to hear them and difficult for the patrons to follow what is taking place in the hearing. The demand for internal network bandwidth by court staff and judges

sometimes exceeds supply, causing disruptions to virtual hearings and other network uses.

- Virtual hearings are also more prone to create issues with the quality of the audio recording of the court proceedings. Disruptions from other court patrons in the same hearing, bandwidth constraints and fluctuations, and sometimes limitations of the virtual platform itself have compromised the quality of the audio recordings that constitute “the record.” Recording quality concerns span the spectrum from minor annoyance in some cases to rendering the record completely useless during the transcription process. The diminishment of reliable recording quality is a clear and significant problem, particularly if issues in a case evade meaningful and complete appellate review due to a compromised recording.

The platform providers and our internal IT team have done much to improve the quality of the virtual hearing recordings and specific additional improvements are anticipated to be completed in the near future. With support from the Judicial Council, the IT and facilities teams are installing kiosks in courthouses throughout the state that provide reliable access to virtual hearings. The IT team has also been working hard to secure expanded bandwidth and provide support and training along with the necessary hardware and software.

Technology Considerations

Instituting virtual hearings in the Utah courts at the onset of the pandemic required the judiciary to purchase and roll out new technology, train judicial officers and employees, collaborate with system partners, and increase IT team support. A forward-looking and effective virtual hearings strategy will require additional and upgraded hardware and software, continual network monitoring and improvements, and significant time to fully implement.

Hardware and Software

The Utah courts have invested significant time and resources into establishing a baseline hardware and software foundation for conducting virtual hearings. These previous investments, coupled with planned upgrades, position the courts to continue using virtual and hybrid hearings into the future.

Early in the pandemic, the Utah courts determined that Webex was the virtual meeting technology platform best suited to the needs of the judiciary. The number of Webex accounts available to judicial officers and court employees has gradually increased since the beginning of the pandemic as licensing needs and available resources have allowed. The judiciary currently has approximately 1,900 Webex licenses for state and local courts. Most of the state courts' computers have been upgraded to meet the minimum standards for Webex, but some outdated computers remain in use and will need to be replaced.

Beyond the necessary software licensing and the computers to operate that software, other hardware and technology upgrades in the courtrooms statewide have been necessary to conduct efficient and effective virtual and hybrid hearings. Numerous courtroom upgrades such as rolling media carts, additional monitors to display proceedings to the parties, and video cameras have been purchased and installed to support both virtual and hybrid hearings. In the near future, additional upgrades will be installed in courtrooms to better facilitate remote appearances, the presentation of evidence, and other related functionalities. Important additional upgrades to hardware and software are planned including: enabling simultaneous interpretation; allowing Webex audio to be recorded directly to the courts' official audio recording platform "For The Record" (FTR); and cloud migration of FTR data.

Network Requirements

The increased use of virtual court hearings and meetings has at times placed a nearly overwhelming load on the courts' network capabilities and bandwidth. This voluminous data transmission burden has resulted in slow network response times for critical systems to function well. It is anticipated that these challenges will not be fully resolved until an ARPA-funded² network upgrade is completed in December 2024. This upgrade is intended to optimize system performance through the creation of discrete network connections to route network traffic for the courts' internal applications (CORIS, CARE, etc.) separately from external applications (Webex, Google services, etc.).

² "ARPA" is the American Rescue Plan Act of 2021 (H.R. 1319), enacted on March 11, 2021.

Other Technology-related Considerations and Challenges

While the advancements and expanded use of technology are critical to the successful ongoing use of virtual and hybrid hearings, there are some challenges that the courts should anticipate and prepare for:

- judicial officer and court staff training will remain a significant need;
- reliance for support from the IT team will increase and add additional pressures on a small support staff tasked with handling high support volume;
- supply chain issues for hardware and devices will likely present ongoing challenges into the foreseeable future; and
- upgrades such as Webex kiosks, permanent cameras in all courtrooms, an accessible and intuitive public portal, FTR migration to the cloud, simultaneous interpretation, and other changes will be implemented gradually through December 2024, which will require the courts to adopt some short-term solutions while coping with the necessary time to complete these critical technology upgrades.

GPWG Recommendation

Continue to invest in IT staff necessary to support virtual and hybrid hearings and to provide training to employees, judges and commissioners.

Court User Survey

During the summer of 2022, the Utah State Bar's Access to Justice Commission, in partnership with the Utah Judicial Council, conducted a limited survey of court users (primarily in the Third District) about their experiences with virtual hearings from the fall of 2021 through the spring of 2022. The results, which provide useful information for the judiciary, are found in "*Utah Survey of Court Users: The Impact of Remote Hearings on Access to Justice, June 2022.*"³

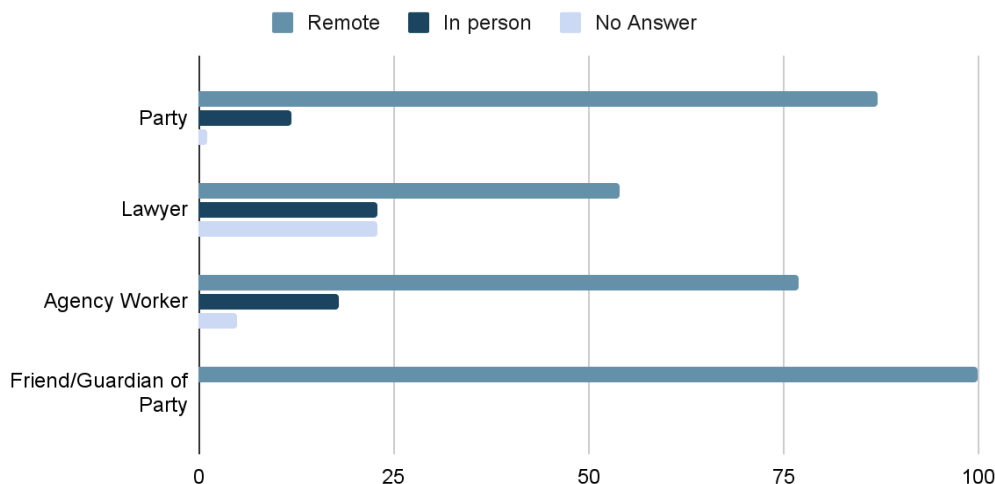
At the time the report was published, a total of 212 individuals had provided survey responses, including 116 parties, 68 lawyers, 22 government agency workers, and 5 friends/guardians of a party. These individuals participated in a variety of hearings in district court (criminal and civil), juvenile court (delinquency and child welfare), and justice court (criminal, traffic, and small claims).

The most conclusive survey result was that 75% of respondents across all types of survey participants expressed a preference for virtual hearings.⁴ Parties were the most likely group to prefer virtual hearings (87%), followed by agency workers (77%) and lawyers (54%).⁵ See Figure 1.

While the preference of court users is only one consideration among many, it is strong evidence that there is value in conducting certain court proceedings through virtual hearings.

Figure 1. Hearing Preference by Type of Participant

Source: Utah Survey of Court Users: The Impact of Remote Hearings on Access to Justice, June 2022.



³ See **Appendix B** for the Utah State Bar Access to Justice Commission full survey report.

⁴ Respondents were asked "For your court hearing or activity today, which do you prefer?" and were given two choices: "I prefer participating in person at the courthouse" and "I prefer participating remotely (by video, phone, or virtually)."

⁵ 100% of "friends / guardians of party" preferred virtual hearings, though the sample size of this group was five individuals.

Judicial Discretion vs. Patron Preference

There are many approaches the Judicial Council could adopt regarding the ongoing use of virtual hearings. In discussing various approaches, the GPWG weighed three main considerations: patron preference, consistency, and judicial discretion.

Consistency. There is value in having a consistent approach throughout the state. Court patrons know what to expect and can plan accordingly. Attorneys know whether a hearing is likely to be quick because it is virtual or whether the hearing will involve significant travel time to and from the courthouse. This is especially helpful for attorneys who practice in front of multiple judicial officers in different districts. It matters even more for non-profit legal service providers; they provide legal services across the state and have minimal administrative support to keep track of and cope with varying requirements. These agencies and other stakeholders have expressed a preference for statewide consistency.

Patron Preference. Public perception and participation are significantly impacted by the type of hearing. When attorneys, parties, and other court patrons can choose whether to access court remotely or in person, they are better able to manage their work and family obligations, schedules, finances, transportation, and personal safety. Court administration in Ohio has found that court users rank the courts higher in access and fairness when they are allowed to choose the venue because it allows them to participate in the process instead of just having the court process happen to them.

Judicial Discretion. Every hearing involves unique circumstances and people, and the judicial officer is in the best position to determine whether a virtual hearing or in-person hearing best serves the interests of justice given those unique factors. Additionally, our state comprises diverse geographic regions with unique strengths, needs, and characteristics. It is difficult to craft a single approach to determining whether hearings will be held virtually or in person that adequately serves the needs of all districts. Maximizing judicial discretion also allows judges to consider the impact virtual or in-person hearings have on their individual staff members.

The GPWG discussed and ultimately rejected an approach used by some states that establishes presumptions or mandates for every type of hearing. Though this approach establishes consistency, it almost completely ignores judicial discretion and the reality that every case is different. The GPWG also worried that complete judicial discretion discounts the feedback received from external stakeholders and leads to practices that are inconsistent for similar types of hearings.

In an effort to give appropriate weight to all three of these considerations, the GPWG recommends the following approach.

1. **Judicial discretion**

Judicial officers consider the factors discussed below in “Considerations for Judicial Officers” and other information relevant to the case, hearing, and parties and then determine whether a hearing will be in-person or virtual.

2. Court Patron Requests

- a. Where an in-person hearing is scheduled and a participant requests that they be allowed to participate virtually, the judicial officer must allow them to participate virtually if the participant shows good cause, which permission shall not be unreasonably withheld.
- b. Where a virtual hearing is scheduled and a participant requests that they be allowed to participate in person, the judicial officer must allow them to participate in person if the participant shows good cause, which permission shall not be unreasonably withheld.

3. Good Cause

A good cause standard should be established, as discussed below in “Amending Court Rules.”

4. Court Technology

- a. Courtroom technology must provide remote participants the same opportunity as in-person attendees to hear, view, and participate in the court proceeding.
- b. Each district should develop a digital evidence plan to standardize how digital evidence is managed within the district.

5. Remote Attendee Obligations

- a. A person who attends a court proceeding virtually must use a device and an internet connection that will contemporaneously transmit video and audio with sufficient quality to ensure a clear, verbatim record of the proceeding. If that technology is unavailable, the person must attend the court proceeding in person. The judicial officer may choose to require only audio transmission.
- b. Remote attendees must observe the same courtroom decorum as those attending in person, including appropriate courtroom attire, behavior, and language.
- c. Remote attendees must appear from a location that does not disrupt the court proceeding and allows the attendee to participate without distractions.
- d. Attendees must never appear in a court proceeding while operating a vehicle.
- e. Attorneys appearing remotely must be on time and not delay a court proceeding by overscheduling remote appearances.

GPWG Recommendation

Judicial officers should have discretion to determine whether a hearing will be in person or virtual. If a court patron requests to participate in a way other than the way identified by the judicial officer and demonstrates a valid reason, the judicial officer should be required to grant the request. Court rules should be adopted to implement this approach.

Considerations for Judicial Officers

Juvenile Courts

Addressing the individual needs of children and families is one of the foundational components of the Utah Juvenile Court. This approach extends to and influences decisions on appropriateness and effectiveness of conducting a hearing in-person or virtually. Maintaining judicial discretion in making these decisions is vital to preserving the defining characteristics of the juvenile court and ensuring an individualized approach to each case.

While the decisions on in-person and virtual hearings should be made based on unique circumstances of each case and each hearing, some juvenile court proceedings are more suitable to conduct virtually while other proceedings are more suitable for an in-person setting.

Virtual

The following juvenile court hearing types may be more appropriate to conduct virtually.

- Delinquency:
 - Detention Hearings
 - Expungements
 - Entire delinquency cases (*contingent on the factors listed below*)
 - Entire delinquency cases where minors are in an out-of-county placement
- Child Welfare:
 - Custody of Refugee Minor cases (CCS Petitioner)
 - Immigrant Status cases
 - Child Welfare Reviews (*contingent on the factors listed below*)
 - Child Welfare Post Termination Reviews

In Person

The following juvenile court hearing types may be more suitable to conduct in-person.

- Delinquency:
 - Trials
 - Evidentiary Hearings
 - Hearings on Motions to Suppress that include testimony
 - Competency hearings
 - Order to Show Cause/Contempt hearings
 - Criminal Information or Bind over cases that involve evidence
 - Any case where a party requests an in-person appearance
- Child Welfare:
 - Trials
 - Evidentiary hearings
 - Shelter hearings
 - Adjudication/Pretrial hearings
 - Disposition

- Permanency hearings
- Voluntary Relinquishment
- Order to Show Cause/Contempt hearings
- Any case where a party requests an in-person appearance
- Other Cases/Hearings
 - Treatment Courts
 - Petitions for Marriage
 - Judicial Bypass petitions
 - Emancipation petitions
 - Protective Orders
 - Adoption (*with an option for virtual attendance for family members out of the area*)

In making decisions on scheduling an in-person or virtual hearing, juvenile court judges should consider:

- Individual needs of youth and parents:
 - access to technology, including availability of Webex kiosks or other similar accommodations to facilitate participation in a virtual hearing;
 - transportation and travel challenges, including distance of residence from the courthouse (out of county, etc);
 - accommodation for youth enrolled in school; and
 - accommodation for working parents.
- Case Circumstances:
 - feasibility of a virtual hearing or transport for an incarcerated parent;
 - whether a case is high-profile;
 - whether a youth or parent would benefit from face-to-face interaction with the judge;
 - youth or parent lack of engagement;
 - youth is in a remote out of home placement and transport is not feasible; and
 - youth or parent display a lack of understanding of court processes or orders.
- Hearing Circumstances:
 - whether the hearing is a procedural or substantive type hearing;
 - whether evidence is being presented; and
 - whether witness testimony is required.

Juvenile court judges should additionally consider comfort level, preferences, and health accommodations of parties and teams. It may be beneficial at the time the next hearing is being scheduled to provide an opportunity for parties and participants to express their preferences regarding an in-person or virtual setting.

GPWG Recommendation

Juvenile court judges should consider the factors listed in this section when deciding whether a hearing will be in person or virtual.

Justice and District Courts

Post-pandemic, justice court judges and district court judges will continue to have the option to use in-person and virtual hearings to effectively accomplish the mission of the courts. While the state courts IT department has made significant improvements to the technology and hardware that make virtual hearings possible, the judiciary should continue to make additional investments in technology to better accommodate virtual hearings, facilitate hybrid hearings, and improve the evidence-presentation process for all hearing types in every courtroom throughout the state. Regardless of the type of hearing, an accurate audio record must be maintained.

Judicial discretion is paramount when deciding whether to hold an in-person or virtual hearing. Given the unique characteristics of each court, court location, and case, district court judges must have individual discretion to determine which hearing type will best promote the open, fair, and efficient administration of justice in each proceeding. In-person and virtual hearings offer different benefits and efficiencies, so judges will need to decide whether proceeding in person or virtually will best address the unique circumstances of each hearing.

It is also important to understand the technical limitations that impact virtual hearings. For example, some county jails have limited capacity for virtual hearings and cannot accommodate the number or length of virtual hearings a court may desire to hold.

The GPWG recommends justice court judges and district court judges consider principles of procedural fairness, factors outlined in court rule, and the following factors where relevant (listed in no particular order):

- Does an existing statute, rule, or principle of law require an in-person hearing? Can the mandatory nature of that requirement be waived by the parties (or by a single party)?
- Do all parties have sufficient access to technology for virtual hearings?
- What is the substantive or procedural importance of the hearing?
- Which type of hearing best promotes access to justice for the parties?
- Are the parties more comfortable with a virtual hearing (e.g., high-conflict domestic cases, protective order hearings, and civil stalking injunction hearings)?
- Does the type of hearing allow the parties to have access to counsel of their choice?
- Would the parties or their counsel be required to travel long distances for an in-person hearing?
- Is there a significant cost to a party for an in-person hearing (e.g., money, time, lost work, child care, cost of transportation from jail for civil proceeding, etc.)?
- Do the parties have a stated preference for a certain type of hearing? If so, how and when do parties state their hearing-type preference?

- Are the judge and court staff able to manage a virtual or hybrid courtroom effectively?
- Does the hearing make efficient use of judicial resources, facilities, and court personnel?
- Will a party be prejudiced from requiring an in-person, virtual, or hybrid hearing?
- Will the type of hearing unreasonably delay the progress of the case, increase expense, or complicate resolution of any issue?
- Will the type of hearing unreasonably limit the court's ability to assess credibility, voluntariness, or comprehension?
- Is there a fairness concern because one party has easier access to the courthouse, or greater facility with technology, and is seeking a strategic advantage?
- Does the type of hearing allow for greater access to effective interpretation services?
- Is there enough time to give notice for people to make appropriate arrangements—especially where there is a change from one hearing type to another?
- Does the type of hearing—particularly virtual and hybrid hearings—allow parties to share documents?
- In virtual and hybrid hearings, will the participants have prior or simultaneous access to documents, photos, etc., that are submitted to the courtroom?

GPWG Recommendation

Justice court judges and district court judges should consider the factors listed in this section when deciding whether a hearing will be in person or virtual.

Appellate Courts

The appellate courts have only one hearing type to consider in evaluating moving into a post-pandemic judicial environment—oral arguments. Oral arguments never have witnesses and very rarely utilize any form of evidentiary exhibits.

Likewise, procedural fairness in appellate hearings is accomplished by parties being able to clearly present their arguments and communicate with the members of the bench, and respond in rebuttal where appropriate, to opposing counsel's arguments. This of course has historically been accomplished by in-person oral arguments. Throughout the COVID-19 pandemic this was accomplished entirely via virtual hearings.

One aspect of procedural fairness that was not considered prior to the pandemic was that our appellate courts hear cases from all eight judicial districts while being housed in the Third District. This presents the question: how does this geographical arrangement impact litigants? For example, represented parties of an appeal originating in the Fifth District would possibly pay more for their appeal as their counsel is required to travel several hundred miles to Salt Lake City. Allowing for virtual appearances for these parties and attorneys, if able to be done equitably, would eliminate a procedural hurdle for the geographically distant party and increase procedural fairness.

Utah's appellate courtrooms are currently undergoing a significant technology overhaul that will allow both parties, as well as the appellate judges, to appear in person or virtually. The

technology allows one party to appear virtually while the other appears in-person, and allows one or more judges to appear remotely while the others appear in-person.

Considerations for Deciding on In-person vs. Virtual Oral Argument

- What are the locations of parties and the costs of travel? Does requiring one party to travel a significantly greater distance to the courthouse create fairness issues?
- What are the unintended impacts of having appellate courts that operate from only one courthouse in the state? Does this geographic reality impact decisions to file appeals?
- Would in-person or virtual oral argument increase the diversity of the appellate bar? Would it increase the diversity of the appellate bench?
- Which method(s) do the parties prefer for making their oral arguments?
- Which method does the appellate bench prefer for holding oral argument? Because oral argument is designed to be an opportunity for judicial officers to ask questions presented in briefing, does this preference hold more weight than the preference of the parties?
- Does the type of case matter in making the decision on remote vs. in-person?

GPWG Recommendation

Appellate court judges should consider the factors listed in this section when deciding whether a hearing will be in person or virtual.

Recommended Best Practices for Virtual Hearings

The experiences of judicial officers and court staff with virtual hearings over the past two years helped the GPWG identify best practices for the ongoing use of virtual hearings. The following pages of this report provide both court-wide recommendations and recommendations for specific groups including judges and court staff, court patrons, attorneys, and the prison and jails.

Court-wide Recommendations:

1. Each court location should update judicial officers, court staff, patrons, attorneys, and community partners (e.g., the prison and jails) on relevant Webex updates and process changes. This may include a page on the court website for updates and regular revisions to posted Webex guides.
2. Each court calendar should clearly indicate if a hearing is scheduled to be held in person or through a virtual or hybrid hearing. If the calendar setting is for a virtual or hybrid hearing, the Webex link for the hearing should be included on the calendar for the parties, public, and media to access, as appropriate (i.e., some hearings — such as adoptions — are not open to the general public or media and would therefore not have a publicly-accessible Webex link).
3. A party who shows up at the courthouse for a virtual hearing — whether due to calendaring confusion or inability to access a virtual hearing on their own — should be provided access to participate in the virtual hearing. To facilitate this access, kiosks should be available at every courthouse for patrons to participate in virtual hearings as needed.
4. To address current challenges with the courts' network bandwidth, it is recommended that court employees working at a court location avoid using the wireless network and instead connect to the wired network whenever and wherever possible.
5. Court employees working at the same court location who attend a virtual meeting should gather as a group in a single location to attend the meeting from a single device and network connection as this reduces bandwidth pressure on the courts' network.
6. The public wireless networks in each court location share a statewide connection, resulting in limited capacity to support parties, attorneys, and members of the public who may expect to use the courts' public wireless network to attend remote hearings. These court participants should connect to virtual hearings using networks other than the courts' public wireless networks at the courthouse.

Recommendations for Specific Groups – Judicial Officers & Court Staff:

JUDICIAL OFFICERS & COURT STAFF		
1	Notices: <i>Contents</i>	<p>All notices for virtual hearings should include at a minimum the following information (taking into consideration Rule 43 of the Utah Rules of Civil Procedure):</p> <ul style="list-style-type: none"> • the date and time of the hearing; • the type of hearing – virtual, hybrid, or in-person; • the purpose of the hearing; • how to join the hearing, including: <ul style="list-style-type: none"> – the Webex link (or how to access that link); – if permitted, how to call-in for the hearing; – whether participant video must be enabled; – how to access virtual hearing kiosks at a court location; • what to expect at a virtual hearing; • how to file, serve, and present evidence; • what patrons should tell their witnesses; • contact information for technical assistance (<i>see Recommendation #5</i>); • the process for submitting and presenting evidence (<i>see Recommendation #8</i>); and • how to request interpretation or accommodation (<i>see Recommendation #12</i>).
2	Notices: <i>Plain Language</i>	Notices should be easy to understand (i.e., in plain language, avoiding abbreviations or having standard abbreviations; etc.).
3	Notices: <i>Hearing Changes</i>	If a hearing is changed from in person to virtual or vice versa after notice was sent, a new timely notice should be provided to all participants.
4	Notices: <i>Self-Represented Parties</i>	If a self-represented party has provided an email address, notices should be sent by email. When possible, MyCase should be the preferred method for such communication.
5	Technical Assistance for Virtual Hearing Participants	<p>Each court location should have a technical assistance phone number that is included on every hearing notice. Ideally this number should be specific to each court location, but at a minimum should connect the participant to a qualified individual who can:</p> <ol style="list-style-type: none"> a) assist the participant to resolve technical issues; AND b) communicate immediately with the judicial officer's judicial assistant that the participant is attempting to connect to the virtual hearing but is experiencing technical issues.
6	Calendar Capacity	Virtual hearings may take longer and should be scheduled appropriately.

JUDICIAL OFFICERS & COURT STAFF		
7	Webex Greeting	Participants should be greeted by a screen in Webex to confirm for participants and the public that they are in the right virtual location. For example, the screen could display the name of the judge, the time hearings are scheduled to begin, and what to do while waiting.
8	Instructions: <i>Evidence</i>	Judicial officers and judicial assistants should provide participants with clear instructions on how to submit and present evidence to the court during a virtual hearing.
9	Instructions: <i>Expectations</i>	If possible, any specific expectations of the parties should be clearly communicated to the parties in advance (e.g., if a camera is required for the party's participation in the hearing, if parties are expected to have spoken/negotiated before the hearing or if breakout rooms will be available for that purpose, etc.). These expectations could be provided in a flier, district-level standing order, or the Judicial Council may want to create a rule.
10	Instructions: <i>Hearing Processes</i>	The judicial officer or judicial assistant should provide hearing-specific instruction on virtual hearing processes (e.g., how a party/attorney should inform the court when their case is ready to be called). "How to" materials could be created for attorneys new to virtual hearings (how to find the calendar/hearing information, tips on how to communicate with clients if they are not in the same location during the hearing, how to prepare clients, how interpretation works during hearings, communicating with opposing side in advance of the hearing, use of breakout rooms, how to present evidence, etc.)
11	Instructions: <i>Use of Webex</i>	The courts should provide clear instructions explaining how to use Webex. "How to" materials could be created for all Webex users. Materials for attorneys new to virtual hearings might include how to find the calendar/hearing information, tips on how to communicate with clients if they are not in the same location during the hearing, how to prepare clients, how interpretation works during hearings, communicating with opposing side in advance of the hearing, use of breakout rooms, how to present evidence, etc.
12	Interpretation & Accommodation	When an interpreter is needed, judicial assistants should make arrangements for simultaneous interpretation if possible (or direct the party or attorney on how to arrange for simultaneous interpretation). The process for requesting other accommodations should be clearly communicated to participants.
13	Ongoing Training	Judicial officers and judicial assistants should receive ongoing training on Webex and other necessary virtual hearing technology.

JUDICIAL OFFICERS & COURT STAFF		
14	Experience Sharing	The courts should provide regular opportunities for judicial officers, court staff, patrons, and stakeholders to share their feedback on the use of the virtual hearings.

Recommendations for Specific Groups – Court Patrons:

COURT PATRONS		
1	Decorum Expectations	<p>Participants SHOULD:</p> <ul style="list-style-type: none"> a) remember that a virtual courtroom is subject to the same standards of behavior and decorum as in-person court; b) dress appropriately for a court appearance; c) be focused on the proceedings by pre-arranging care for other obligations that may need attention during the hearing (i.e., children, pets, etc.); and d) if late for a hearing, remain in the Webex proceeding until the judicial officer has finished calling through the other scheduled hearings before alerting the judicial officer. <p>Participants SHOULD NOT:</p> <ul style="list-style-type: none"> e) speak over another party or an interpreter; f) interrupt when joining a virtual hearing that has already started (remain muted until their case is called); and g) eat, drink, smoke, or drive during the hearing.
2	Technology Expectations	<p>Participants SHOULD:</p> <ul style="list-style-type: none"> a) Location – plan on joining the virtual hearing from a suitable location that is quiet, private, and allows the participant to focus; b) Camera – have video enabled and be visible to the court when participating in a proceeding, choosing a camera angle that avoids background distractions; c) Lighting – avoid camera angles that position a window or other bright light behind the participant (this often results in poor video quality and obscures the participant’s face); d) Audio – be aware of and try to minimize background noises; e) Calling in on a non-smartphone – avoid joining a virtual hearing via a non-smartphone, as it will limit Webex functionality (e.g., the participant won’t be able to be moved into a separate virtual room to talk with an attorney); and f) Bandwidth – use a network with sufficient bandwidth for a stable connection to the virtual hearing OR use a computer kiosk at the courthouse to join a virtual proceeding.

Recommendations for Specific Groups – Attorneys:

ATTORNEYS		
1	Expectations	<p>Expectations for attorneys should be outlined and disseminated. For example, attorneys SHOULD:</p> <ul style="list-style-type: none"> a) Title & Name – ensure their Webex name displays their title followed by their full name (i.e., Defense Attorney Atticus Finch); b) Camera – have video enabled and be visible to the court when participating in a proceeding, choosing a camera angle that avoids background distractions; c) Audio – be aware of and try to minimize background noises, and use a quality microphone to help ensure an accurate record; d) Attire – dress appropriately for a court appearance; e) Simultaneous hearings – log into multiple simultaneous hearings only if the attorney can effectively manage participation in each hearing, ensuring appropriate, timely, and responsive communication with each court; and f) NEVER drive during an appearance.

Recommendations for Specific Groups – Prison & Jails:

PRISON & JAILS		
1	Stakeholder Meetings	<p>Stakeholder meetings should be held to discuss and establish best practices between the courts and the prison / jails, including:</p> <ul style="list-style-type: none"> a) communication processes to notify the correctional facility if a hearing will be in person or virtual so appropriate transportation or virtual appearance can be arranged; b) the need for each correctional facility to provide at least two Webex-equipped rooms per court calendar to facilitate attorney / client communication in a breakout room, while the court moves forward with other cases in the remaining room. c) the need for each correctional facility to have a dedicated phone that an interpreter can use to provide simultaneous interpretation during the hearing to an inmate with limited english proficiency.

Amending Court Rules

Court Rule Amendment Recommendations - Appearing in Court

A foundational principle of our pre-pandemic understanding was that appearing in court meant being physically present in the courtroom. In limited circumstances judicial officers and practitioners would utilize phone conferences, and, with exception to some in-custody first appearances taking place remotely from jails, video conferencing was seldom used across the state. As a result, most rules and practices did not contemplate the use of virtual meeting technology or—at a minimum—indicated a strong preference for in-person appearances. With the rapid advancement in courtroom technology experienced over the last several years, this strong preference for in-person appearances seems to be an increasingly outdated approach to the administration of justice.

Pursuant to the Utah Constitution, the Supreme Court is obligated “to adopt rules of procedure and evidence” and the Judicial Council is obligated “to adopt rules for the administration of the courts of the state.” Court rules are essential to the mission of the Utah judiciary to provide the people an open, fair, efficient, and independent system for the advancement of justice under the law. Throughout the pandemic the interpretation of the meaning of this mission has evolved. The Supreme Court and Judicial Council amended or suspended application of certain rules to accommodate necessary pandemic-related changes to previously established practice. In large part, court rules are still built on a pre-pandemic understanding of the needs of judicial officers, court staff, and patrons. This section will provide recommendations our rulemaking bodies should consider when creating and amending rules in a post-pandemic judiciary.

Recommendations to Supreme Court

The Green Phase Workgroup acknowledges that many of the necessary changes found in this section implicate the direct authority of the Utah Supreme Court. As presented in *Judicial Discretion v. Patron Preference*, the GPWG recommends the Supreme Court establish a “good cause” standard that hearing participants must demonstrate in requesting to appear opposite the decision of the judicial officer. The GPWG recommends the Supreme Court charge its various advisory committees with defining the “good cause” standard through rule. The Supreme Court’s advisory committees are uniquely suited for this task because of their diverse practitioner composition, and practice of incorporating stakeholder comments into their decision-making process. Finally, the GPWG recommends that the Supreme Court establish an appeal process when a hearing participant believes a judicial officer is not appropriately applying the “good cause” standard as defined in the relevant procedural rules. Because the “good cause” standard may vary between procedural rule chapters, it will likely be necessary for each procedural rule chapter to define an appeal process.

GPWG Recommendation

The Supreme Court establish a “good cause” standard that hearing participants must demonstrate in requesting to appear opposite the decision of the judicial officer. The Supreme Court should define “good cause” and establish an appeal process when a hearing participant believes a judicial officer is not appropriately applying the “good cause” standard as defined in the relevant procedural rules.

Recommendations to the Judicial Council

During the pandemic, districts accommodated email filing for self-represented litigants who were not able to file electronically because in-person filing was not an option. That practice proved helpful to many self-represented litigants. The GPWG discussed whether the courts should continue to allow email filing by self-represented litigants. Due to the significant workload email filing adds to clerical staff, the GPWG recommends that all initial filings by self-represented litigants be made in person or via US mail. The GPWG also recommends that the Judicial Council amend its rules to specifically authorize self-represented litigants to make subsequent filings (after the initial filing) in a case through email. Notwithstanding the above, the GPWG recommends that a patron seeking a civil protective order or civil stalking injunction be allowed to file their initial request via email due to the significant access and safety concerns implicated in these proceedings.

GPWG Recommendation

All initial filings by self-represented litigants should be made in person or via US mail. The Judicial Council should amend its rules to specifically authorize self-represented litigants to make subsequent filings (after the initial filing) in a case through email. Notwithstanding the above, a patron seeking a civil protective order or civil stalking injunction be allowed to file their initial request via email due to the significant access and safety concerns implicated in these proceedings.

Constitutional Considerations

Rulemaking bodies should explore the constitutional concerns surrounding the use of in-person and virtual hearings, most importantly whether in-person and virtual hearings are constitutionally equivalent. For example, Rule 26(a)(1) of the Utah Rules of Juvenile Procedure provides that minors have a right “to appear in person and to defend in person or by counsel.” Rule 17.5 of the Utah Rules of Criminal Procedure identifies certain types of hearings that can be held via contemporaneous transmission, while prohibiting others, and allowing for waiver of the prohibition with mutual agreement of the parties. Our historical analysis of when parties were entitled to in-person hearings may not be current with recent technological advances and the availability of virtual resources. The GPWG recommends that the judiciary’s rulemaking bodies balance the increasing need for opportunities to improve access to justice, while simultaneously ensuring court rules and practices do not violate principles of due process.

Initial Rule Amendments to Consider

In addition to rule-making bodies providing guidance on the new “good cause” standard, there are other procedural and administrative rules that may benefit from amendment or clarification. The GPWG has formulated a list of the rules with the most perceptible need for attention, which is included under **Appendix C** of this report.

Stakeholder Input

The GPWG distributed a draft of this report to community stakeholders and government agencies, requesting their feedback.

Community Stakeholders

The most common feedback from community stakeholders was that options for virtual participation in court proceedings should continue and that court patrons should be able to request the opportunity to participate virtually even if the judicial officer has determined that the proceeding will be in person. Stakeholders explained that even though virtual hearings have some limitations and are not the best option in all circumstances, they have significantly expanded access to justice.

Multiple stakeholders expressed appreciation for virtual hearings while also noting a need for additional technical support for virtual hearing participants. Many participants will not have experience with Webex and may experience difficulties accessing a virtual hearing and navigating through Webex. Resources with detailed explanations about how to participate in a virtual hearing and employees or volunteers dedicated to assisting virtual hearing participants would help people overcome difficulties prior to and during their virtual hearing.

Two stakeholders noted that the health concerns regarding the pandemic are still very real and very serious for some people and asked for appropriate consideration of the circumstances of those people.

Stakeholders provided many additional recommendations, which are listed below.

- Coordinate with community organizations likely to provide access to technology and support efforts to strengthen these services.
- Provide dedicated staff to assist users experiencing technical problems with a virtual hearing.
- Establish consistent policies to determine whether hearings will be virtual or in person.
- Each court should have a single, consistent link used to access virtual hearings.
- For virtual calendars involving multiple cases, establish a consistent way to notify the court that a participant is prepared for their case to be called and a way to notify a participant that their case will be called next.
- Provide greater access to breakout rooms for conversations with clients and for negotiations among parties.
- Make reasonable accommodations for patrons with disabilities.
- Allow hearing participants to participate virtually upon a finding of good cause even if the court has determined the hearing will be in person.
- Provide better instructions accessing a virtual hearing and explaining the expectations for participants. This may be a short video or an information sheet.
- Provide links for all public virtual hearings in a central location on the courts' website.

- Establish consistent procedures for entering evidence in virtual hearings.
- Ask virtual hearing participants if another person is in the room in order to determine whether someone is trying to influence the participant.
- Develop procedures for patrons to participate in virtual hearings without sacrificing privacy.
- Expand the availability of court kiosks for pro se people to use for printing, scanning, and filing documents.
- In both virtual hearings and in-person hearings, allow appropriate time for participants to process questions and communicate with the judicial officer.
- Shift the approach of courts to make judicial officers seem approachable and encourage staff to help people navigate the complexities of court.
- Consider offering extended hours to accommodate people who work during the day.

Government Agencies

The Utah Department of Corrections (UDC) expressed hope that the courts would not change policies that would result in them needing to conduct more transports. UDC noted that increasing the number of transports would impact their capacity to handle other work. The Division of Juvenile Justice and Youth Services similarly expressed a hope that detention hearings could be held virtually. They noted that for youth in a community placement in their county, their case managers would plan to request in-person hearings when they felt it was necessary.

Future Questions

The judiciary will continue to learn about the utility of virtual hearings in coming months. Periodic review of these recommendations and policies based on these recommendations is important. The judiciary should gather and analyze data, including data from court patrons and stakeholders as well as data about virtual and in-person hearings, to see how virtual hearings are serving the public and advancing the mission of the judiciary.

GPWG Recommendation

The judiciary should gather and analyze data, including data from court patrons and stakeholders as well as data about virtual and in-person hearings, to see how virtual hearings are serving the public and advancing the mission of the judiciary.

There will certainly be additional questions that arise regarding the use of virtual hearings. The GPWG is willing to consider and make recommendations on any additional issues that would be helpful to the Judicial Council and Supreme Court.

Recommendations

- Continue to invest in IT staff necessary to support virtual and hybrid hearings and to provide training to employees and judicial officers.
 - Judicial discretion vs. patron preference
1. **Judicial discretion**

Judicial officers consider the factors discussed below in “Considerations for Judicial Officers” and other information relevant to the case, hearing, and parties and then determine whether a hearing will be in-person or virtual.
 2. **Court Patron Requests**
 - a. Where an in-person hearing is scheduled and a participant requests that they be allowed to participate virtually, the judicial officer must allow them to participate virtually if the participant shows good cause, which permission shall not be unreasonably withheld.
 - b. Where a virtual hearing is scheduled and a participant requests that they be allowed to participate in person, the judicial officer must allow them to participate in person if the participant shows good cause, which permission shall not be unreasonably withheld.
 3. **Good Cause**

A good cause standard should be established, as discussed below in “Amending Court Rules.”
 4. **Court Technology**
 - a. Courtroom technology must provide remote participants the same opportunity as in-person attendees to hear, view, and participate in the court proceeding.
 - b. Each district should develop a digital evidence plan to standardize how digital evidence is managed within the district.
 5. **Remote Attendee Obligations**
 - a. A person who attends a court proceeding virtually must use a device and an internet connection that will contemporaneously transmit video and audio with sufficient quality to ensure a clear, verbatim record of the proceeding. If that technology is unavailable, the person must attend the court proceeding in person. The court may choose to require only audio transmission.
 - b. Remote attendees must observe the same courtroom decorum as those attending in person, including appropriate courtroom attire, behavior, and language.
 - c. Remote attendees must appear from a location that does not disrupt the court proceeding and allows the attendee to participate without distractions. Attendees must never appear in a court proceeding while operating a vehicle.

- Juvenile court judges should consider the following factors when deciding whether a hearing will be in person or virtually.
 - Individual needs of youth and parents:
 - access to technology, including availability of Webex kiosks or other similar accommodations to facilitate participation in a virtual hearing;
 - transportation and travel challenges, including distance of residence from the courthouse (out of county, etc);
 - accommodation for youth enrolled in school; and
 - accommodation for working parents.
 - Case Circumstances:
 - feasibility of a virtual hearing or transport for an incarcerated parent;
 - whether a case is high-profile;
 - whether a youth or parent would benefit from face-to-face interaction with the judge;
 - youth or parent lack of engagement;
 - youth is in a remote out of home placement and transport is not feasible; and
 - youth or parent display a lack of understanding of court processes or orders.
 - Hearing Circumstances:
 - whether the hearing is a procedural or substantive type hearing;
 - whether evidence is being presented; and
 - whether witness testimony is required.
 - Judges should additionally consider comfort level, preferences, and health accommodations of parties and teams.
- Justice court judges and district court judges should consider the following factors when deciding whether a hearing will be in person or virtually.
 - Does an existing statute, rule, or principle of law require an in-person hearing? Can the mandatory nature of that requirement be waived by the parties (or by a single party)?
 - Do all parties have sufficient access to technology for virtual hearings?
 - What is the substantive or procedural importance of the hearing?
 - Which type of hearing best promotes access to justice for the parties?
 - Are the parties more comfortable with a virtual hearing (e.g., high-conflict domestic cases, protective order hearings, and civil stalking injunction hearings)?
 - Does the type of hearing allow the parties to have access to counsel of their choice?
 - Would the parties or their counsel be required to travel long distances for an in-person hearing?
 - Is there a significant cost to a party for an in-person hearing (e.g., money, time, lost work, child care, cost of transportation from jail for civil proceeding, etc.)?

- Do the parties have a stated preference for a certain type of hearing? If so, how and when do parties state their hearing-type preference?
- Are the judge and court staff able to manage a virtual or hybrid courtroom effectively?
- Does the hearing make efficient use of judicial resources, facilities, and court personnel?
- Will a party be prejudiced from requiring an in-person, virtual, or hybrid hearing?
- Will the type of hearing unreasonably delay the progress of the case, increase expense, or complicate resolution of any issue?
- Will the type of hearing unreasonably limit the court's ability to assess credibility, voluntariness, or comprehension?
- Is there a fairness concern because one party has easier access to the courthouse, or greater facility with technology, and is seeking a strategic advantage?
- Does the type of hearing allow for greater access to effective interpretation services?
- Is there enough time to give notice for people to make appropriate arrangements—especially where there is a change from one hearing type to another?
- Does the type of hearing—particularly virtual and hybrid hearings—allow parties to share documents?
- In virtual and hybrid hearings, will the participants have prior or simultaneous access to documents, photos, etc., that are submitted to the courtroom?
- Appellate court judges should consider the following factors when deciding whether a hearing will be in person or virtually.
 - What are the locations of parties and the costs of travel? Does requiring one party to travel a significantly greater distance to the courthouse create fairness issues?
 - What are the unintended impacts of having appellate courts that operate from only one courthouse in the state? Does this geographic reality impact decisions to file appeals?
 - Would in-person or virtual oral argument increase the diversity of the appellate bar? Would it increase the diversity of the appellate bench?
 - Which method(s) do the parties prefer for making their oral arguments?
 - Which method does the appellate bench prefer for holding oral argument? Because oral argument is designed to be an opportunity for judicial officers to ask questions presented in briefing, does this preference hold more weight than the preference of the parties?
 - Does the type of case matter in making the decision on remote vs. in-person?
- Court-wide best practices
 - Each court location should update judicial officers, court staff, patrons, attorneys, and community partners (e.g., the prison and jails) on relevant Webex updates

and process changes. This may include a page on the court website for updates and regular revisions to posted Webex guides.

- Each court calendar should clearly indicate if a hearing is scheduled to be held in person or through a virtual or hybrid hearing. If the calendar setting is for a virtual or hybrid hearing, the Webex link for the hearing should be included on the calendar for the parties, public, and media to access, as appropriate (i.e., some hearings — such as adoptions — are not open to the general public or media and would therefore not have a publicly-accessible Webex link).
 - A party who shows up at the courthouse for a virtual hearing — whether due to calendaring confusion or inability to access a virtual hearing on their own — should be provided access to participate in the virtual hearing. To facilitate this access, kiosks should be available at every courthouse for patrons to participate in virtual hearings as needed.
 - To address current challenges with the courts’ network bandwidth, it is recommended that court employees working at a court location avoid using the wireless network and instead connect to the wired network whenever and wherever possible.
 - Court employees working at the same court location who attend a virtual meeting should gather as a group in a single location to attend the meeting from a single device and network connection as this reduces bandwidth pressure on the courts’ network.
 - The public wireless networks in each court location share a statewide connection, resulting in limited capacity to support parties, attorneys, and members of the public who may expect to use the courts’ public wireless network to attend remote hearings. These court participants should connect to virtual hearings using networks other than the courts’ public wireless networks at the courthouse.
- Best practices for judicial officers and court staff

JUDICIAL OFFICERS & COURT STAFF		
1	Notices: <i>Contents</i>	<p>All notices for virtual hearings should include at a minimum the following information (taking into consideration Rule 43 of the Utah Rules of Civil Procedure):</p> <ul style="list-style-type: none"> • the date and time of the hearing; • the type of hearing — virtual, hybrid, or in-person; • the purpose of the hearing; • how to join the hearing, including: <ul style="list-style-type: none"> – the Webex link (or how to access that link); – if permitted, how to call-in for the hearing; – whether participant video must be enabled; – how to access virtual hearing kiosks at a court location; • what to expect at a virtual hearing;

JUDICIAL OFFICERS & COURT STAFF		
		<ul style="list-style-type: none"> • how to file, serve, and present evidence; • what patrons should tell their witnesses; • contact information for technical assistance (see <i>Recommendation #5</i>); • the process for submitting and presenting evidence (see <i>Recommendation #8</i>); and • how to request interpretation or accommodation (see <i>Recommendation #12</i>).
2	Notices: <i>Plain Language</i>	Notices should be easy to understand (i.e., in plain language, avoiding abbreviations or having standard abbreviations; etc.).
3	Notices: <i>Hearing Changes</i>	If a hearing is changed from in person to virtual or vice versa after notice was sent, a new timely notice should be provided to all participants.
4	Notices: <i>Self-Represented Parties</i>	If a self-represented party has provided an email address, notices should be sent by email. When possible, MyCase should be the preferred method for such communication.
5	Technical Assistance for Virtual Hearing Participants	Each court location should have a technical assistance phone number that is included on every hearing notice. Ideally this number should be specific to each court location, but at a minimum should connect the participant to a qualified individual who can: <ul style="list-style-type: none"> a) assist the participant to resolve technical issues; AND b) communicate immediately with the judicial officer's judicial assistant that the participant is attempting to connect to the virtual hearing but is experiencing technical issues.
6	Calendar Capacity	Virtual hearings may take longer and should be scheduled appropriately.
7	Webex Greeting	Participants should be greeted by a screen in Webex to confirm for participants and the public that they are in the right virtual location. For example, the screen could display the name of the judge, the time hearings are scheduled to begin, and what to do while waiting.
8	Instructions: <i>Evidence</i>	Judicial officers and judicial assistants should provide participants with clear instructions on how to submit and present evidence to the court during a virtual hearing.

JUDICIAL OFFICERS & COURT STAFF		
9	Instructions: <i>Expectations</i>	If possible, any specific expectations of the parties should be clearly communicated to the parties in advance (e.g., if a camera is required for the party's participation in the hearing, if parties are expected to have spoken/negotiated before the hearing or if breakout rooms will be available for that purpose, etc.). These expectations could be provided in a flier, district-level standing order, or the Judicial Council may want to create a rule.
10	Instructions: <i>Hearing Processes</i>	The judicial officer or judicial assistant should provide hearing-specific instruction on virtual hearing processes (e.g., how a party/attorney should inform the court when their case is ready to be called). "How to" materials could be created for attorneys new to virtual hearings (how to find the calendar/hearing information, tips on how to communicate with clients if they are not in the same location during the hearing, how to prepare clients, how interpretation works during hearings, communicating with opposing side in advance of the hearing, use of breakout rooms, how to present evidence, etc.)
11	Instructions: <i>Use of Webex</i>	The courts should provide clear instructions explaining how to use Webex. "How to" materials could be created for all Webex users. Materials for attorneys new to virtual hearings might include how to find the calendar/hearing information, tips on how to communicate with clients if they are not in the same location during the hearing, how to prepare clients, how interpretation works during hearings, communicating with opposing side in advance of the hearing, use of breakout rooms, how to present evidence, etc.
12	Interpretation & Accommodation	When an interpreter is needed, judicial assistants should make arrangements for simultaneous interpretation if possible (or direct the party or attorney on how to arrange for simultaneous interpretation). The process for requesting other accommodations should be clearly communicated to participants.
13	Ongoing Training	Judicial officers and judicial assistants should receive ongoing training on Webex and other necessary virtual hearing technology.
14	Experience Sharing	The courts should provide regular opportunities for judicial officers, court staff, patrons, and stakeholders to share their feedback on the use of the virtual hearings.

- Best practices for court patrons

COURT PATRONS		
1	Decorum Expectations	Participants SHOULD: h) remember that a virtual courtroom is subject to the same

COURT PATRONS		
		<p>standards of behavior and decorum as in-person court;</p> <ul style="list-style-type: none"> i) dress appropriately for a court appearance; j) be focused on the proceedings by pre-arranging care for other obligations that may need attention during the hearing (i.e., children, pets, etc.); and k) if late for a hearing, remain in the Webex proceeding until the judicial officer has finished calling through the other scheduled hearings before alerting the judicial officer. <p>Participants SHOULD NOT:</p> <ul style="list-style-type: none"> l) speak over another party or an interpreter; m) interrupt when joining a virtual hearing that has already started (remain muted until their case is called); and n) eat, drink, smoke, or drive during the hearing.
2	Technology Expectations	<p>Participants SHOULD:</p> <ul style="list-style-type: none"> g) Location – plan on joining the virtual hearing from a suitable location that is quiet, private, and allows the participant to focus; h) Camera – have video enabled and be visible to the court when participating in a proceeding, choosing a camera angle that avoids background distractions; i) Lighting – avoid camera angles that position a window or other bright light behind the participant (this often results in poor video quality and obscures the participant's face); j) Audio – be aware of and try to minimize background noises; k) Calling in on a non-smartphone – avoid joining a virtual hearing via a non-smartphone, as it will limit Webex functionality (e.g., the participant won't be able to be moved into a separate virtual room to talk with an attorney); and l) Bandwidth – use a network with sufficient bandwidth for a stable connection to the virtual hearing OR use a computer kiosk at the courthouse to join a virtual proceeding.

- Best practices for attorneys

ATTORNEYS		
1	Expectations	<p>Expectations for attorneys should be outlined and disseminated. For example, attorneys SHOULD:</p> <ul style="list-style-type: none"> g) Title & Name – ensure their Webex name displays their title followed by their full name (i.e., Defense Attorney Atticus Finch); h) Camera – have video enabled and be visible to the court when participating in a proceeding, choosing a camera angle that avoids background distractions; i) Audio – be aware of and try to minimize background noises, and

ATTORNEYS		
		<p>use a quality microphone to help ensure an accurate record;</p> <p>j) Attire – dress appropriately for a court appearance;</p> <p>k) Simultaneous hearings – log into multiple simultaneous hearings only if the attorney can effectively manage participation in each hearing, ensuring appropriate, timely, and responsive communication with each court; and</p> <p>l) NEVER drive during an appearance.</p>

- Best practices for jails and prisons

PRISON & JAILS		
1	Stakeholder Meetings	<p>Stakeholder meetings should be held to discuss and establish best practices between the courts and the prison / jails, including:</p> <p>d) communication processes to notify the correctional facility if a hearing will be in person or virtual so appropriate transportation or virtual appearance can be arranged;</p> <p>e) the need for each correctional facility to provide at least two Webex-equipped rooms per court calendar to facilitate attorney / client communication in a breakout room, while the court moves forward with other cases in the remaining room.</p> <p>f) the need for each correctional facility to have a dedicated phone that an interpreter can use to provide simultaneous interpretation during the hearing to an inmate with limited english proficiency.</p>

- The Supreme Court should establish a “good cause” standard that hearing participants must demonstrate in requesting to appear opposite the decision of the judicial officer. The Supreme Court should charge its various advisory committees with defining the “good cause” standard through rule. The Supreme Court should establish an appeal process when a hearing participant believes a judicial officer is not appropriately applying the “good cause” standard as defined in the relevant procedural rules. Because the “good cause” standard may vary between procedural rule chapters, it will likely be necessary for each procedural rule chapter to define an appeal process.
- All initial filings by self-represented litigants should be made in person or via US mail. The Judicial Council should amend its rules to specifically authorize self-represented litigants to make subsequent filings (after the initial filing) in a case through email. Notwithstanding the above, a patron seeking a civil protective order or civil stalking injunction be allowed to file their initial request via email due to the significant access and safety concerns implicated in these proceedings.
- The judiciary should gather and analyze data, including data from court patrons and stakeholders as well as data about virtual and in-person hearings, to see how virtual hearings are serving the public and advancing the mission of the judiciary.

APPENDIX A

Green Phase Working Group Members

- Hon. Ryan Harris, *Utah Court of Appeals*
- Hon. Renee Jimenez, *Third District Juvenile Court*
- Hon. Michael Leavitt, *Fifth District Juvenile Court*
- Hon. Richard Mrazik, *Third District Court*
- Hon. Don Torgerson, *Seventh District Court*
- Hon. Danalee Welch-O'Donnal, *Grand County Justice Court*
- Brody Arishita, *Chief Information Officer*
- Linda Ekker, *Clerk of Court – Sixth District*
- Becky Faatau, *Judicial Assistant – Third District*
- Brett Folkman, *Trial Court Executive – First District*
- Chris Morgan, *Trial Court Executive – Sixth District*
- Joyce Pace, *Trial Court Executive – Fifth District*
- Russell Pearson, *Trial Court Executive – Eighth District*
- Nathanael Player, *Self-Help Center Director*
- Glen Proctor, *Trial Court Executive – Second District*
- Calli Stephensen, *Judicial Assistant – Fourth District*
- Shannon Treseder, *Clerk of Court – Second District*
- Pleasy Wayas, *Self-Help Center Attorney*

Green Phase Working Group Staff

- Shane Bahr, *District Court Administrator*
- Michael Drechsel, *Assistant State Court Administrator*
- Ron Gordon, *State Court Administrator*
- Meredith Mannebach, *Assistant District Court Administrator*
- Daniel Meza Rincon, *Assistant Juvenile Court Administrator*
- Jim Peters, *Justice Court Administrator*
- Neira Siaperas, *Deputy Court Administrator*
- Nick Stiles, *Appellate Court Administrator*
- Sonia Sweeney, *Juvenile Court Administrator*

APPENDIX B

Survey Report

*Utah Survey of Court Users:
The Impact of Remote Hearings
on Access to Justice, June 2022*



UTAH SURVEY OF COURT USERS: THE IMPACT OF REMOTE HEARINGS ON ACCESS TO JUSTICE

June 2022



PREPARED BY

Pamela Beatse, JD

Access to Justice Director | Utah State Bar

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Appendix B - Utah Survey of Court Users

Access to Justice Commission: Court User Survey Workgroup

Justice Christine Durham, Amy Sorenson, Pamela Beatse, Nancy Sylvester, Keenan Carroll, Judge Susan Eisenman, Judge Clem Landau, David McNeill, Judge Richard Mrazik, Kim Paulding, Nathanael Player, Keri Sargent.

Acknowledgment

Members of the Court User Survey Workgroup of the Access to Justice Commission would like to thank everyone who responded to the survey. They would like to thank the Third District judicial teams and judges who are participating in this Court User Survey project including District Court Judge Richard Mrazik, Justice Court Judge Clemens Landau, and Juvenile Court Judge Susan Eisenman. They would also like to thank the National Center for State Courts, in particular Danielle Hirsch, Alisa Kim, and Zachary Zarnow, and the Utah Courts team, in particular Heidi Anderson, Todd Eaton, and Jace Kinder, who gave support and technical assistance building and distributing the survey.

KEY RESULTS



Benefits of Remote Hearings

1. Increased Job Stability
2. Economic Savings
3. Improved Access to Court
4. Personal Safety

Professionally conducted.
Clear audio and video. Saves a
lot of time, money and travel.



77% of participants are from
the **Third Judicial District**.

Treated with Courtesy and Respect
Court patrons and practitioners think
the court treats them professionally.



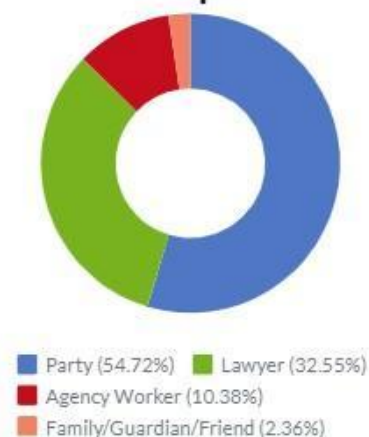
Done in Reasonable Amount of Time
Participants believe their activities are
completed in timely manner.



Quality Sound and Video
Respondents say Webex sound and
video are ample to conduct activities.



Categories of Survey Participants



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Summary

When Governor Gary Herbert declared a state of emergency to enable the State of Utah to respond to novel coronavirus disease 2019 (COVID-19) on March 6, 2020, the landscape of justice changed rapidly. Since March 13, 2020, the Utah Supreme Court and the Utah Judicial Council have issued numerous Administrative Orders governing court operations during the pandemic to protect the public from the spread of disease. During this time, and out of necessity, the Utah State Courts relied on the use of Webex to conduct remote hearings and other court business statewide. Along the way, tools and processes were initiated to allow for fully remote hearings. Some are now working on returning to in-person hearings.

In the fall of 2021, the Access to Justice Commission (“ATJ Commission”) began studying remote hearings in Utah by conducting a survey of Utah court patrons and practitioners. The ATJ Commission initially partnered with the National Center for State Courts as part of a national review. The Commission then narrowed its focus to a Utah-specific survey. The data from this survey is the basis for this report. The focus of this study was determining whether and how remote hearings resulted in access to equal justice for people in Utah.

Based on the data collected, Utah court patrons and practitioners strongly prefer remote hearings, at least for some types of court hearings and activities. Court operations over Webex are done with courtesy and in a timely manner. While there are occasional issues, Webex sound and video are highly rated. Most importantly, remote hearings have increased access to equal justice for many people. Survey respondents list benefits that include being better able to provide representation in rural Utah, not having to miss work, and not having to pay for childcare and travel as strong benefits. Based on these due process and convenience factors, Utah courts should work to include remote access moving forward.

Method

A sample of data from Utah court patrons and practitioners was collected through two different online surveys. The first was prepared by the National Center for State Courts as a Utah-specific questionnaire using Qualtrics (“NCSC Survey”).⁶ Data through the NCSC survey currently includes 101 responses, collected from September 24, 2021, through June 5, 2022, with continuing responses anticipated.

The second was developed by the Access to Justice Commission Court User Survey Workgroup using SurveyMonkey (“ATJ Survey”).⁷ Data from the ATJ survey currently includes 119 responses, collected from March 14 through June 5, 2022, with responses continuing to

⁶ National Center for State Courts Qualtrics Court User Survey *available at* https://ncsc2.iad1.qualtrics.com/jfe/form/SV_bIYBug4VwsbQhnM.

⁷ Access to Justice Commission SurveyMonkey Court User Survey *available at* <https://utahcourts.surveymonkey.com/r/CTT5WB3>.

accumulate. At present there are 220 individual records. Seven responses were excluded due to incomplete information, for a total sample of 213.

Limitations

There are limitations to the data collected through this survey of Utah court patrons and practitioners. Survey responses were primarily collected through a pilot program in the Third Judicial District. The combined responses are sufficient to draw several conclusions, but the data is less certain for some types of court use. For example, certain districts are under- or unrepresented, in part as a natural consequence of state population distribution and in part due to the constraints of the pilot study. Surveys were mostly collected by sending a link by email, reducing responses from call-in users. In addition, the survey did not collect any responses from jurors or witnesses, so it includes limited information on the efficacy of remote hearings for jury trials or complex litigation. To keep the survey small, important questions were not asked and they merit further study such as the impact of remote hearings on privacy or on victims of abuse.

Survey Participants

Surveys were sent or given to parties (plaintiffs and defendants), lawyers, agency workers, family members, and friends after they appeared in a Utah court. Agency workers include people from the Department of Child and Family Services, the Division of Juvenile Justice Services, and other court advocates. The sample population is based on respondents' ability and willingness to participate, not a scientific or fully representative sample. One district court, one justice court, and one juvenile court judicial team sent surveys to their court patrons.⁸ Starting in April, the Access to Justice Office of the Utah State Bar sent surveys to participants in the Third District immediate occupancy and debt collection calendars. The ATJ Office also sent surveys to volunteer attorneys in their programs. Links to the online surveys were provided through a variety of channels, including by email, text message, insertion in the Webex chat, and QR code.



Survey Content

The NCSC survey included 24 multipart questions and took approximately 5 minutes to complete. The ATJ survey was reduced to 19 questions that were included in the NCSC survey. The typical time spent completing this survey was 2 minutes and 2 seconds.



Both surveys included qualitative and quantitative questions about demographics, accessing remote proceedings, type and location of court use, their preferences, and other aspects of their experiences. The objective was to understand how court patrons and practitioners experienced virtual services in Utah courts. Data includes matching responses combined from surveys.

Survey Data and What It Tells Us

The 213 survey respondents combined from the NCSC and ATJ Surveys represent a population of parties (116), lawyers (69), agency workers (22), and family members and friends (5) who are diverse in their age, method of accessing the remote hearing, location, and type of court use. They represent actual court patrons and practitioners who appeared in a Utah district, justice, or juvenile court from fall 2021 to spring 2022. The NCSC Survey was slanted towards plaintiffs and defendants who comprised 90% of NCSC Survey respondents. The ATJ Survey respondents included more nonparties: 55% lawyers and 19% agency workers. Because court uses include juvenile matters, respondents included minors.

Respondents provided feedback in these key areas:

1. Stating a preference to participate in-person or remotely.
2. Evaluating whether the court team treated everyone with courtesy and respect.
3. Assessing if they got their court business done in a reasonable amount of time.
4. Rating the quality of Webex sound and video.

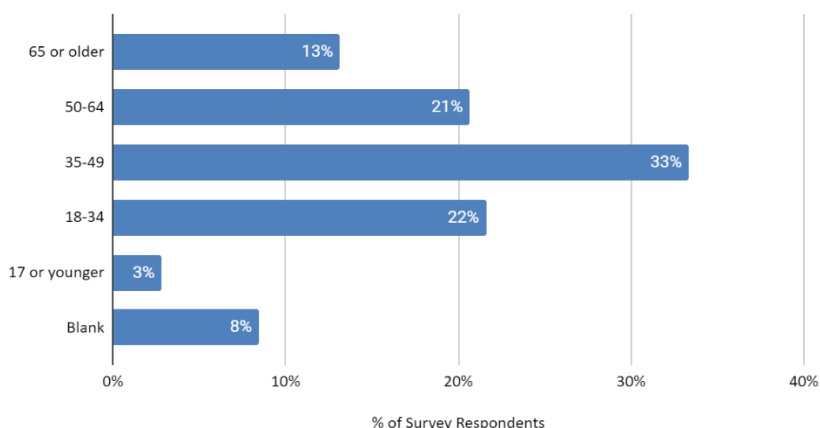
Age of Respondents

There were 199 respondents who self-identified their age by selecting from a range of ages. Most people were between 18 years and 49 years old (55%):

- 47 respondents aged 18 - 34 years (22%)
- 72 respondents aged 35 - 49 years (33%)

Minor children aged 17 or younger were 3% of the sample. The remainder included 21% respondents aged 50 - 64, 13% aged 65 or older and the remaining 8% did not respond to this field.

Age of Survey Respondents



Accessing Court

Hearings or Other Activities

The combined survey provided these options for how respondents accessed court: face-to-face at the courthouse, remotely using a court kiosk, remotely using a personal computer or laptop, remotely using a cell phone, iPad, or tablet, remotely from jail, prison, or detention center, remotely from a hospital, and other. Most respondents appeared remotely either using a personal

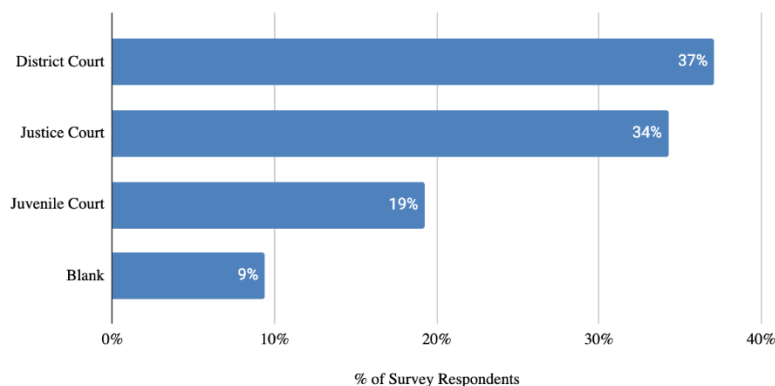
Appendix B - Utah Survey of Court Users

computer or laptop (109) or using a cell phone, iPad, or tablet (71). There were some respondents who attended in-person (9) or used a court kiosk (2).

Locations Where Respondents Attended Court

Respondents appeared in district court (37%), justice court for small claims or criminal cases (34%), and juvenile court (19%).

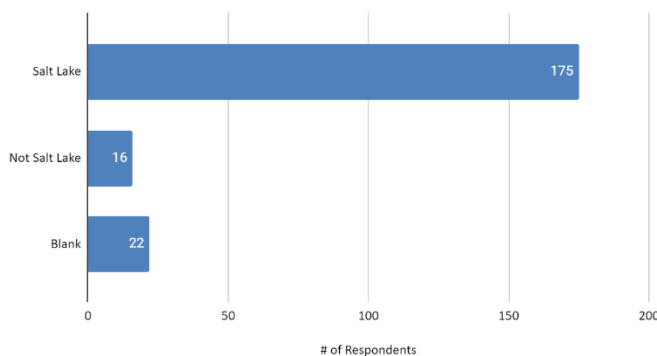
Survey Respondents Participated in District, Justice, and Juvenile Courts



The ATJ Survey asked specifically about judicial district, while the NCSC did not. The ATJ Survey included responses from the 1st, 2nd, 3rd, 4th, 5th, and 7th Districts; however, most were from the Third District (77%).

All respondents were able to self-identify by county, but most were from Salt Lake County (176 responses in Salt Lake County, 22 blank for this field, and 16 responses from outside of Salt Lake County).

Location of Survey Respondents (By County)



Types of Court Use

Patrons and practitioners used the court for a wide variety of civil and criminal legal matters, including conducting administrative business such as making a payment.

This is the breakdown:

Types of Court Use

Total

Traffic/Ticket

53

Criminal/probation

35

Civil matter	26
DCFS/Child welfare case	23
Landlord/Tenant/Eviction	12
Juvenile delinquency	11
Divorce/Custody/Support	7
Other: firearm at SLC international security check, infraction possession of marijuana, DUI, adoption, DASLC operations	5
Specialty court (Drug, Mental health, Veterans)	4
Other: Domestic Violence/Sexual Abuse	4
Small claims	3
Protective Order or Civil Stalking Injunction	3
Multi-issue hearing (criminal + civil)	2
Guardianship/Conservatorship	1
Estate/Trust	1
To make a payment	1

Open-Ended Responses

The survey asked this open-ended response question, “Please provide additional comments or suggestions about your experience today,” to allow respondents the opportunity to further comment on their experiences and give additional insights. Most people gave positive comments about their experiences but there were a few negative reactions. Overall, these open-ended responses tell a story of why there is such a strong preference for remote hearings, suggestions for continuing remotely, some of the problems, and why remote hearings remove access to justice obstacles for many.

Here are some examples of participant open responses received:

Ease: “Much easier to do virtually than find time, transportation, parking.”

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Less Intimidating: “I felt the judge was more relaxed with the virtual court. I was much more comfortable at my work rather than standing in front of him. I felt it much easier to speak to him though I could see him and he could see me it was much calmer.”

Increased Representation: “I would not have been able to accept and represent in this case if it were not conducted remotely as it was in St. George and I am in Salt Lake.”

Better Access: “Love WebEx. Very efficient and allows for the best access to justice.”

Economic Savings: “I appreciate the flexibility and savings in gas!”

New Standard: “I think it’s nice to do the small cases remotely. The big cases could be used for the court such as criminal prosecutions since they require a lot of time Not everyone has the gas money nor the time to attend a hearing due to the demands from their job. It should be the new standard going forward after the pandemic so you guys can handle case loads faster.”

Too Lax: “The hearing was a couple of weeks ago, and I thought the time permitted for argument was excessive and the judge should have done more to require opposing counsel to conduct himself with professionalism and civility.”

No Covid Restrictions: “Court hearings should be in person, perhaps other than simple scheduling matters. No Covid restrictions should be imposed on any participants. Mask wearing should be discouraged, particularly for parties, attorneys, and judges.”

Tech Issues: “Horrible. I was never able to join the court proceedings because I never received the email with the link. I received an email a few days before, saying that an additional email would be sent to me, but I never received that email, and thus, could not join the court proceedings. This is not my fault at all.”

Need Clear Instruction: “... It may benefit a defendant to have a knowledge of each step involved in a case provided by the prosecution, including any possible deviations. Step by step knowledge of procedures would have greatly reduced the intimidation. (A ‘timeline’, printed chronological order of appointments and the purpose of each would save court staff countless hours answering the same questions that inevitably are asked and give confidence to all parties.)”

Inefficiency of In-person: “Remote hearings should be the default, except where testimony or evidence need be presented. In-person attendance is wasteful and inefficient.”

Job Stability: “Webex allows my clients to attend more hearings and still keep their jobs. It is vastly more efficient.”

Time & Money Savings: “Professionally conducted. Clear audio and video. Saves a lot of time and travel.”

Key Findings

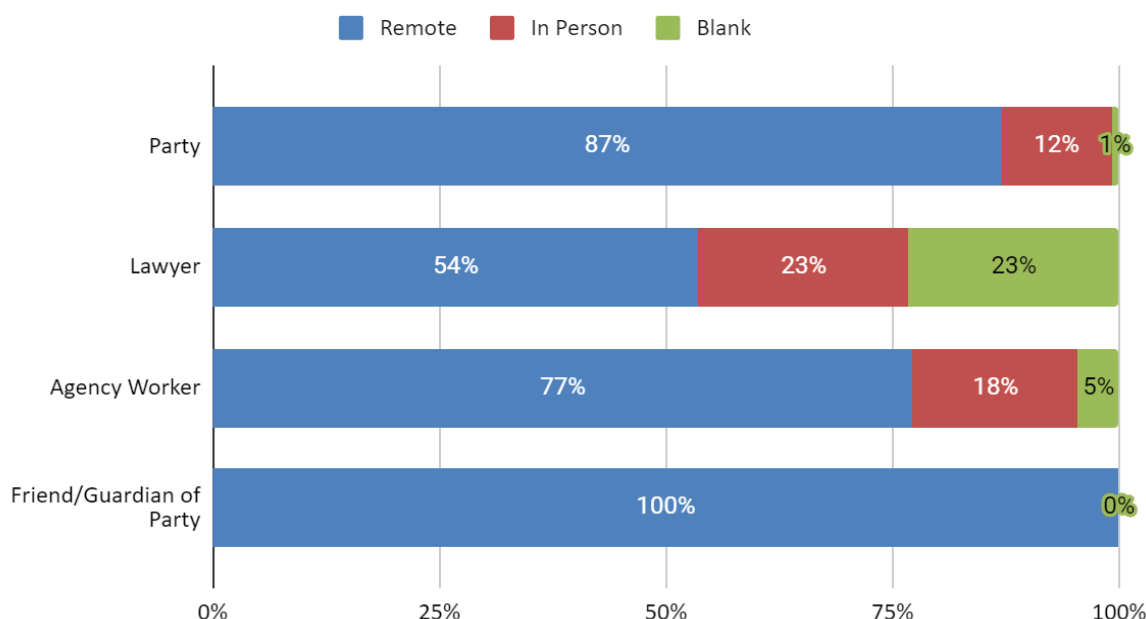
This court user survey reveals important benefits to holding remote hearings. Remote hearings have made court more accessible, whether the participant was young or old, in the metro area or more rural, in small claims or district court. Participants believe remote hearings are usually handled professionally and they feel respected. They recognize Webex provides adequate sound and video. They appreciate the convenience as well as the savings in time and money.



75% of all Utah participants prefer remote hearings
regardless of how they accessed court, their age, or location.

The most conclusive finding from the Court User Survey is that every type of participant strongly prefers remote access. Seventy-five percent of all survey respondents prefer remote hearings and only sixteen percent selected in-person (the other nine percent left this field blank). Comparing this preference by type of participant reveals interesting information. Based on this

All Types of Participants Prefer Remote Access

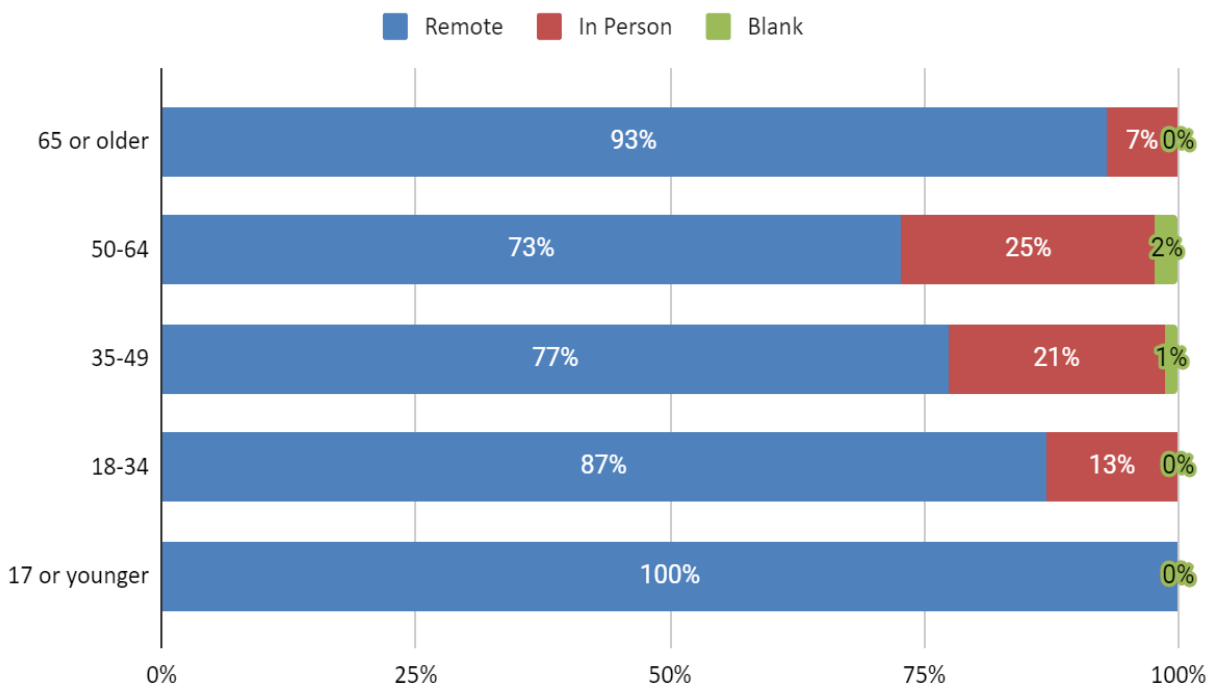


breakdown, it becomes clear that lawyers are participants who most want court to be in-person. Yet even this category shows that the majority of lawyers prefer remote access. Moreover, the people with the most to gain or lose – plaintiffs and petitioners, defendants and respondents, and their family, guardians, or friends – overwhelmingly prefer remote court hearings. This same trend can be found when considering preference of access by age.

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The robust preference for remote access is found in every age range. As one might expect, younger users would rather appear in court remotely. In fact, 100% of participants under the age of 17 selected this option. More surprisingly, 93% of older adults 65 years or over also expressed a clear preference for attending virtually. Perhaps this is due to mobility, transportation, or other factors, but it dispels the stereotype of older people struggling with technology. Participants aged 50-64 were the most likely to select the in-person option, and still 73% of this range preferred remote hearings. Ultimately, no matter what age the participant was, they prefer to access court remotely by either computer, laptop, or phone.

People of All Ages Prefer Remote Access



Even the type of court did not impact this preference for remote access by court patrons and practitioners. In fact, 78% of district court, 84% of justice court, and 85% of juvenile court participants all expressed preference for remote hearings. This data displays the importance of asking and acting on information instead of doing what might seem easier or more intuitive.



Utah survey participants are **treated with courtesy and respect** by the court.

There is a clear showing that survey participants feel they are treated with courtesy and respect by the judicial team and the judge. In the survey, respondents were asked to rate this by strongly agreeing, agreeing, being neutral, disagreeing, or strongly disagreeing. Out of 213 responses, 84% agreed with this statement with 70% “strongly agreeing.”

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3.

Utah survey participants get **court business done in a reasonable amount of time** whether they participate remotely or in-person.

Survey participants were asked if they were able to get their court business done in a reasonable amount of time by strongly agreeing, agreeing, being neutral, disagreeing, or strongly disagreeing. Out of 213 responses, 76% agreed with this statement with 58% “strongly agreeing.” While this is somewhat lower than their courtesy and respect rating, it is still a very positive response.

4.

The **quality of Webex sound and video are suitable** for conducting the court business of Utah survey participants.

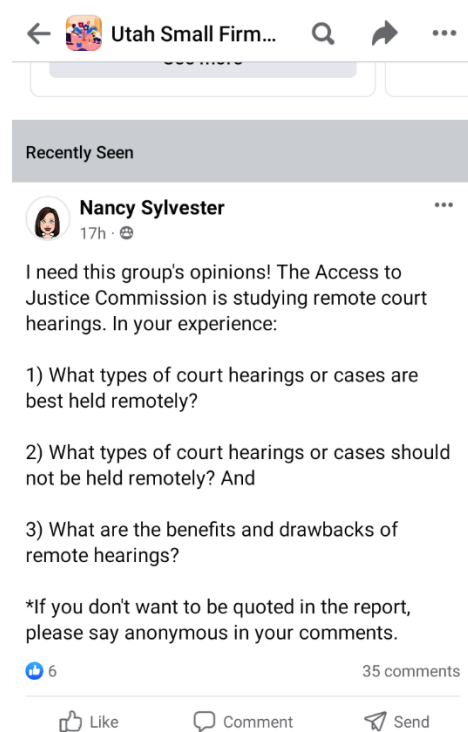
The Webex platform provides adequate sound and video quality, which allows survey respondents to participate in remote hearings. The NCSC and ATJ Surveys asked this question differently, so responses cannot be combined.⁹ However, the results show participants generally had a very positive view of Webex sound and video quality. For example, 72% of NCSC Survey respondents said they experienced no issues with being able to hear or be heard. Sound quality was rated even higher by ATJ Survey respondents: only 2 people said the sound quality was “Very Bad” and nobody selected “Bad.” This means that less than two percent negatively rated Webex sound quality. Moreover, 81.3% of NCSC Survey respondents said they experienced no issues with being able to see or be seen. Again, video was rated even higher by ATJ Survey respondents: less than one percent gave a negative rating; only 1 respondent said the quality was “Very Bad” and none selected “Bad.” This data shows most participants were satisfied that they could adequately hear and/or see during their remote hearing.

Snapshot: Dialogue from Lawyers in the Field

The data from the combined surveys provides useful information, yet it does not allow for conversation. The Court User Survey Workgroup recognized this and wanted to provide a channel for lawyers to discuss their personal experiences with remote court hearings. To collect this more qualitative information, they posted a query to the Utah Small Firm Attorney Network (USFAN), which is a Facebook group with over 900 Utah lawyers. USFAN actively discussed the merits and drawbacks of remote hearings. They also gave several suggestions on which types of hearings or cases were best suited for remote court. Other group members could respond and

⁹ The NCSC Survey asked, “Were there any issues with the sound or audio that made it difficult to hear or be heard?” and “Were there any issues with the video that made it difficult to see or be seen?” The possible responses to both were “All of the time,” “Most of the time,” “Some of the time,” or “None of the time.” The ATJ Survey asked, “If you ATTENDED BY WEBEX, rate the quality of the SOUND” and “If you ATTENDED BY WEBEX, rate the quality of the VIDEO.” The possible responses to both ATJ questions were “Very bad,” “Bad,” “Neutral,” “Good,” “Very Good,” and “Not Applicable.”

react to each comment.¹⁰ Some interesting themes, considerations, and suggestions are represented in their dialogue.



The group strongly supported the continuation of remote court for most hearings. As to which are best done remotely, many agreed evidentiary hearings, especially those involving witness testimony or complex, voluminous documents should be done in-person whenever possible. For instance, Scott Wiser received 15 “likes” for this comment, “I think Webex should be the default for everything short of trials and evidentiary hearings, and even then Webex appearances should be liberally granted for good cause” Some advocated for remote hearings being the standard even when they include live testimony. Melissa Bean explained, “I’ve been pleased with almost everything by remote access – even live testimony ... I honestly can’t think of many cases that would necessitate in-person hearings.” Yet others noted technology issues can sometimes require reconstructing the record to make sure it is clear. Many suggested a hybrid approach where the lawyer and/or the parties could choose.

Group members acknowledged there can be drawbacks to remote hearings. Common weaknesses discussed were the lack of spontaneous negotiations and problem-solving or the occasional technical glitch. There was also some back-and-forth debate on the ability of the judge to make assessments of the truthfulness and character of witnesses. Marco Brown said he believed that the judge really needs to see a witness live and in-person. There were counterexamples, e.g., “I find that having the four parties on the screen actually allows the judge to really ‘see’ a party’s tells¹¹ much easier than in court.”

A significant part of the Group’s dialogue centered on issues involving access to equal justice and fairness. Many people highlighted the benefits of remote hearings:

1. Remote hearings allow *greater access to lawyers*, especially in rural areas. Justin Caplin shared, “An attorney can take hearings in Kanab and Cedar and Beaver, Panguitch, and even more remote cities and counties without having to drive 1 to 3 hours each way.”
2. All participants receive a *cost savings in transportation and childcare*.
3. Clients have *lower legal costs*. Christopher M. Guymon explained, “Instead of charging my client for 1+ hours per hearing, I often only need to charge .2 or .3 hours, so often I

¹⁰ Some patterns and key ideas from the USFAN group are presented here, and the full Facebook dialogue, with replies and reactions, is attached as Exhibit A.

¹¹ Webster’s Dictionary defines a “tell” as an inadvertent behavior or mannerism that betrays a poker player’s true thoughts, intentions, or emotions. In this context, the commentor is likening a party’s revealing gestures, expressions, etc., to a poker player’s tell.

would say remote hearings save my clients a significant amount of money.” Jill Coil added, “It’s also allowed my attorneys to take in more clients. Now with us going back to court case load must go down which means we can’t serve as many.”

4. Remote hearings *help stabilize jobs for clients who do not have to miss work*. This is true because “A party can participate in a remote hearing from home or from the office without having to take a half day or full day off from work to drive downtown, especially when the majority of time at the courthouse is waiting for the other several cases to be called before theirs.”
5. Appearing virtually or on the phone *saves time and is more convenient* for clients and practitioners. “As a single parent and solo practitioner,” Sarah Larsen said, “I have really appreciated having most things remote” as it saves her time from not having to commute to be with her family.

Some lawyers noted that when dealing with indigent people or those who are incarcerated, additional issues need to be considered. If they do not have access to internet or a phone, it is important to have these resources available to them in a convenient and private location. Also, allowing incarcerated people to conduct “any and all civil hearings” remotely is important because “they have to pay separately for transport on civil issues,” said Brandon L. Merrill. While these anecdotal experiences and ideas are not quantitatively verified, they provide context and important qualitative information to help fill in some of the information missing from the Court User Survey.

Snapshot: A View from the Bench

Judges were not included the Court User Survey. However, Utah Judge Angela Fannesbeck shared a view “of the benefits and pitfalls of Webex or other virtual hearing platforms, and how they coincide with professional ethics and a lawyer’s responsibilities to the court and clients” in the July/August Utah Bar Journal.¹² Judge Fannesbeck acknowledges remote hearings have expanded access to equal justice for many people. She notes that for court patrons it is a less costly option that reduces the cost of legal representation, limits time away from work and removes transportation issues.¹³ Remote hearings also benefit lawyers by increasing productivity and preventing delays. Even witnesses benefit, especially if they are out-of-town or need protection.

Yet there are drawbacks to the system. Judge Fannesbeck explains that presenting evidence and properly identifying people can be challenging.¹⁴ Technology problems can make it difficult to hear or participate. She suggested there are also negative intangible consequences to virtual hearings like the informal nature of the proceedings including people wearing pajamas, revealing clothing, or appearing in public places.¹⁵ Judge Fannesbeck gives concrete ways that many of these obstacles in remote hearings can be overcome by following the guidelines and rules

¹² Judge Angela Fannesbeck, *Navigating the Half-Empty/Half-Full Dichotomy of Virtual Court Hearings*, July/August Vol. 35, No. 4 UTAH BAR JOURNAL, 13-16, p. 13 (2022).

¹³ *Id.*

¹⁴ *Id.* at 14.

¹⁵ *Id.*

provided in the Utah Code of Judicial Administration and the Supreme Court Rules of Professional Practice.¹⁶ Ultimately, she expressed that virtual hearings “have both virtue and vice that can be successfully navigated by the court, the attorneys, and the participants” as long as they each actively work together.¹⁷ This balanced and nuanced approach can maximize the advantages and minimize the shortcomings of remote hearings.

Comparison with Other State Reporting

Utah responses align with similar data collected from other states which did not have the same study limitations. For example, the DC Bar Foundation commissioned a study on the perspectives of family law litigants on remote hearings and published the report in December 2021.¹⁸ The DC report showed that “remote hearings worked well for most people. Most study participants reported being satisfied with their remote proceedings” in a diverse array of family law case types, including child custody, child support, domestic violence, and divorce.¹⁹ Specifically, the DC report found that:

- 73% appreciated not having to find and pay for transportation to/from the courthouse,
- 62% appreciated not having to take time off work or school,
- 60% appreciated not having to find childcare, and
- 72% felt safer and less threatened by the opposing party.²⁰

The Texas Office of Court Administration partnered with the National Center for State Courts to study the use of remote hearings and the impact on judicial workload.²¹ The Texas report also highlighted the benefits of remote hearings for court users including “not needing to take time off work, locate transportation, or find childcare.” and noting it can be “emotionally easier” for some parties to not be in the same room.²²

While Utah has a court environment that is distinct from these states, the similarity of these findings further validate this report: providing options and support for remote hearings improves the court experience and increases access to justice for many patrons and practitioners.

Obstacles to Participation in Remote Hearings

While remote hearings promote access to justice for many, there are obstacles to participating in remote hearings. Commonly cited examples include language barriers, accessibility, and

¹⁶ *Id.* at 15-16.

¹⁷ *Id.* at 16.

¹⁸ DC Bar Foundation, *Litigant Perspectives on Remote Hearings in Family Law Cases: A Survey Study Conducted with the DC Family Law Learning Network*, (December 2021), accessed June 12, 2022, available at https://www.dcbarfoundation.org/files/ugd/3ddb49_2c2da451535e4f9f8de6ab2baf575a54.pdf.

¹⁹ *Id.* at i.

²⁰ *Id.* at 8.

²¹ National Center for State Courts Court Consulting Division, *The Use of Remote Hearings in Texas State Courts: The Impact on Judicial Workload*, accessed June 12, 2022, available at <https://www.ncsc.org/media/ncsc/files/pdf/newsroom/TX-Remote-Hearing-Assessment-Report.pdf>.

²² *Id.* at 9.

technological challenges.²³ These obstacles have been and continue to be overcome through strategic planning and targeted resources.

Court patrons may be non-English speakers or have only a limited understanding. They also may lack full literacy or comprehension. Potential solutions include providing translation services, making court documents and instructions available in other languages, and preparing explainer videos that can be distributed online, via email, and by text message.

Court patrons and practitioners may have a recognized disability under the Americans with Disabilities Act²⁴ or experience other accessibility issues. These are often referred to as the “digital divide” meaning lack of or poor connectivity to internet or Wi-Fi signal, limited access to email, restrictions on phone minutes or data plans and other barriers to remote access.²⁵ Solutions to accommodate ADA disabilities can include offering closed captioning, keyboard accessibility, screen reader support, and having automatic transcripts available.²⁶ To bridge the digital divide, having a call-in only option for remote hearings is essential. Other solutions include court use kiosks and working with libraries and other community partners to help provide access.

Remote hearings require some level of technical proficiency in either internet or phone use. For some it can be challenging to access the necessary technology. However, similar to the above discussion on accessibility, having strong partnerships with libraries, social service providers, and other community partners can help provide needed support. Other solutions include providing explainer videos and clear instructions written in plain language. Having staff available to provide support and troubleshooting if video or sound issues occur can help correct problems that may arise.

Acknowledging there are obstacles to remote hearings is not a sufficient reason to require in-person attendance at court. Instead, this recognition can be the touchstone for change and progress. In fact, organizations like the National Center for State Courts continue to develop and release guidelines, best practices, and ways to overcome problems to effectively manage hybrid and fully remote hearings. These efforts become even more important when looking at the barriers many Utah communities face when seeking legal representation.

Barriers to Accessing Legal Representation

Deciding whether Utah State Courts will go back in-person or continue to offer remote attendance will affect all Utahns. However, it will hit some Utah communities much more than

²³ See e.g., California Commission on Access to Justice, *Remote Hearings and Access to Justice During Covid-19 and Beyond*, PPP & Cal Remote Hearings Guide - NCSC (National Center for State Courts), accessed June 12, 2022, available at

https://www.ncsc.org/_data/assets/pdf_file/0018/40365/RRT-Technology-ATJ-Remote-Hearings-Guide.pdf.

²⁴ 42 U.S. Code § 12101 et seq.

²⁵ USLegal.com definition: “digital divide,” available at

<https://definitions.uslegal.com/d/digital-divide/#:~:text=Digital%20divide%20refers%20to%20the,technology%20and%20those%20who%20cannot.>

²⁶ California Commission on Access to Justice, *supra*.

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others. There is a vast divide in how many lawyers are available based solely on where the person needing legal representation lives. This division plainly emerges when comparing the cases filed per attorney to the number of attorneys available in each Utah county.

Utah has 29 counties, and there are 8677 active attorneys in Utah.²⁷ In its directory, the Utah State Bar lists the county associated with each lawyer's preferred address. Legal representation deficiencies in many counties appear when this information is compared to the number of 2021 Utah district, justice, and juvenile court cases filed.

Table 1: Lawyers by County Compared to Cases Filed

Utah County	# of Active Attorneys	Cases Per Attorney (District, Justice, and Juvenile for FY2021)
Beaver	1	5,043
Garfield	2	1,487
San Juan	5	1,439
Juab	6	1,240
Emery	6	758
Kane	6	594
Piute	1	533
Box Elder	27	489
Duchesne	13	483
Carbon	21	387
Millard	14	377
Sevier	17	350
Sanpete	16	316
Tooele	53	304
Daggett	2	298
Rich	4	265
Uintah	34	262
Grand	17	254
Wayne	2	251
Iron	62	221
Weber	321	168
Morgan	11	154
Cache	166	133
Wasatch	74	120
Washington	340	117
Utah	1260	77
Davis	656	77
Summit	204	46

Table 1 shows access to legal representation by county where the red shades indicate the least access to attorneys and the blue shades signify the greatest access.

As the reds lighten and then turn to blue, the communities have an increasing ability to find a lawyer.

(See next page for blue shading)

²⁷ Active attorneys are those included in the Utah State Bar attorney database who are in good standing and listed as "AttUnder3," "AttActive," or "AttEmerit."

Utah County	# of Active Attorneys	Cases Per Attorney (District, Justice, and Juvenile for FY2021)
Salt Lake	5211	39

A person living in Salt Lake County can hire a local lawyer located near where they live and by the courthouse. A person living in Iron or Uintah County most likely can choose from several lawyers.

However, a person living in Beaver, Piute, Garfield, or San Juan will almost certainly struggle to find an attorney unless they can pay for and hire an out-of-town lawyer. Making the decision to continue offering remote hearings, at least for some people, cases, and circumstances can alleviate this disparity.

Recommendations

1. Utah courts should continue offering remote hearings. At a minimum, remote hearings are strongly preferred and more efficient for at least some hearings and types of actions.
2. Non-binary options for remote participation should be available, where some parts of the case may be held virtually or by video while other parts are in-person. This will remove barriers to making an appearance in court for both patrons and practitioners.
3. Hybrid options for appearing remotely should be used for ADA accommodations; resolving mobility issues for older adults; reducing the economic impact of in-person court caused by getting time off work; the cost of traveling to court and obtaining childcare; and promoting patron safety.
4. Clear explainers of common court procedures (like how to use Webex) should be created using plain language. These materials should be provided in written form and by video, which is then emailed and texted to court users as well as posted online. Written instructions can be translated into other languages as well.
5. Utah courts should conduct further study to determine which hearings and types of actions are best done remotely and which are better held in-person. They may consider expanding this court user survey to additional judicial teams statewide for this purpose.

APPENDIX C

Rule Amendment Proposals:

Utah Rules of Criminal Procedure
Utah Rules of Civil Procedure
Utah Rules of Juvenile Procedure
Utah Rules of Evidence
Utah Rules of Appellate Procedure
Utah Code of Judicial Administration

Rule Amendments – Utah Rules of Criminal Procedure	
<p>Rule 17 – The trial.</p> <p>Rule 17.5 – Hearings with contemporaneous transmission from a different location.</p>	<p>Need to consider Rule 17 and Rule 17.5 in full.</p> <p>At the time of this report, the Supreme Court’s Advisory Committee on the Rules of Criminal Procedure is reviewing these rules.</p>
<p>Rule 17(a) – The trial.</p>	<p>At the time of this report, the Supreme Court’s Advisory Committee on the Rules of Criminal Procedure is reviewing this rule.</p> <p>Previously suspended / amended by the Administrative Order, dated 4/11/2022, as follows:</p> <p><i>In all cases tried to the bench, a defendant may waive the right to appear in person at trial and consent to appear through video conferencing if the defendant has an effective opportunity to participate, which includes the ability to view trial participants and to meaningfully interact with counsel of record in real time. “Trial participants” is defined to include the judge and testifying witnesses. The defendant’s waiver and consent must be on the record and the court must make findings that the waiver and consent are voluntary.</i></p>
<p>Rule 17.5(b) – Hearings with contemporaneous transmission from a different location.</p>	<p>At the time of this report, the Supreme Court’s Advisory Committee on the Rules of Criminal Procedure is reviewing this rule.</p> <p>Previously suspended for infractions by the Administrative Order, dated 4/11/2022, as follows:</p> <p><i>Rule 17.5(b)...is suspended in infraction cases and to the extent it requires the prosecution’s consent in other cases. The parties’ consent is not required for a bench trial by remote transmission in an infraction case and a defendant may consent to a bench trial in other cases. Bench trials will be conducted as scheduled unless the court determines it is not reasonably practical to do so in a particular case, given the issues and anticipated evidence.</i></p>
<p>Rule 6 – Warrant of arrest or summons.</p>	<p>Need to consider subsection (e)(1)(E), and potentially subsection (e)(1)(D).</p>
<p>Rule 14 – Subpoenas.</p>	<p>Need to consider subsection (a)(8).</p>
<p>Rule 15.5 – Out of court statement and testimony of</p>	<p>Need to consider Rule 15.5 in full – how, if at all, does</p>

child victims or child witnesses of sexual or physical abuse - Conditions of admissibility.	Webex impact this?
<p>Rule 27 – Stays of sentence pending motions for new trial or appeal from courts of record.</p> <p>Rule 27A – Stays pending appeal from a court not of record - Appeals for a trial de novo.</p> <p>Rule 27B – Stays pending appeal from a court not of record - Hearings de novo, DUI, and reckless driving cases.</p>	These rules address appearances, using the term “appear as required.” Clarification may be helpful.
Rule 41 – Unsecured Bonds.	Need to consider subsection (b)(2) use of “appears in court.” Clarification may be helpful.

Rule Amendments – Utah Rules of Civil Procedure	
Rule 26.3 – Disclosure in unlawful detainer actions.	<p>Previously temporarily amended by the Administrative Order, dated 4/11/2022, as follows:</p> <p><i>In unlawful detainer cases under Title 78B, Chapter 6, Part 8, Forcible Entry and Detainer, the plaintiff shall include a completed form declaration, disclosing information relevant to federal, state, and local COVID relief law. Such declaration shall be provided with the required Rule 26.3(b)(1) disclosures.</i></p>
Rule 55 – Default.	<p>Previously temporarily amended by the Administrative Order, dated 4/11/2022, as follows:</p> <p><i>The court may not enter default judgment in unlawful detainer cases under Title 78B, Chapter 6, Part 8, Forcible Entry and Detainer, unless the plaintiff has submitted to the court a completed form declaration showing compliance with federal, state, and local COVID relief law. A sample form declaration will be available on the Utah State Courts website after review by the Judicial Council.</i></p>
Rule 7A – Motion to enforce order and for sanctions. Rule 7B – Motion to enforce order and for sanctions in domestic law matters.	Need to consider Rule 7A(c)(4) and Rule 7B(c)(4) .
Rule 28 – Person before whom depositions are held. Rule 30 – Depositions upon oral questions. Rule 31 – Depositions upon written questions.	Need to consider Rule 28 , Rule 30 , and Rule 31 in full.
Rule 32 – Use of depositions in court proceedings.	Need to consider subsection (a)(3) , which creates a potentially unnecessary distance limitation for depositions.
Rule 43 – Evidence.	Need to consider Rule 43 in full.
Rule 77 – District courts and clerks.	Need to consider Rule 77 in full.

Rule Amendments – Utah Rules of Juvenile Procedure	
Rule 7 – Warrants.	Need to consider subsection (d)(1) .
Rule 9 – Detention hearings; scheduling; hearing procedure	Rule 9 does not currently reference how one is to appear for the detention hearings. Clarification may be helpful.
Rule 13 – Shelter hearing.	Rule 13 does not currently reference how one is to appear for the shelter hearing. Clarification may be helpful.
Rule 18 – Summons; service of process; notice.	Subsections (a)(3) & (b)(3) each deal with appearances, but (b)(3) specifically says “appears in court.”
Rule 22 – Initial appearance and preliminary examination in cases under Utah Code section 80-6-503.	Rule 22 states that “the minor shall appear before the court as directed in the summons” (per Rule 18).
Rule 23A – Hearing on factors of Utah Code section 80-6-503; bind over to district court.	<p>Rule 23A(c) states:</p> <p>The court may consider any written report or other materials that relate to the minor’s mental, physical, educational, trauma, and social history. Upon request by the minor, the minor’s parent, guardian, or other interested party, the court shall require the person preparing the report, or other material, to appear and be subject to direct and cross-examination.</p>
Rule 26 – Rights of minors in delinquency proceedings.	Need to consider subsection (a)(1) , which requires a minor to appear “in person.”
Rule 34 – Pretrial hearing in non-delinquency cases.	Need to consider subsection (f) requires appearing in-person or by counsel.
Rule 29B – Hearings with remote conferencing from a different location (delinquency).	Need to consider Rule 29B in full..
Rule 37B – Hearings with remote conferencing from a different location (child welfare).	Need to consider Rule 37B in full.
Rule 50 – Presence at hearings.	Need to consider Rule 50 in full.

Rule Amendments – Utah Rules of Evidence

[Rule 615](#) – Excluding Witnesses

Rule 615 governs a party's request to exclude a witness from a proceeding while another witness is testifying.

Some practitioners have reported problems with multiple witnesses appearing from a single location making enforcement of the exclusionary rule difficult or impossible.

Rule Amendments – Utah Rules of Appellate Procedure

[Rule 29](#) – Oral Arguments

Rule 29 details how oral arguments are to be held. The rule already contemplates oral arguments being held via video conference (subsection (a)(3)), however, it does not provide a standard for approving or denying a request.

Rule Amendments – Utah Code of Judicial Administration

[Rule 2-205](#) – Expedited rulemaking procedure.

[Rule 11-105\(5\)\(B\)](#) – Supreme Court Action on Rule Modifications.

Previously suspended by the Administrative Order, dated 4/11/2022, as follows:

Rules 2-205 and 11-105(5)(B) of the Utah Rules of Judicial Administration are suspended to the extent they require a rule amendment that has been adopted on an expedited basis to be immediately published for comment and to be published for 45 days. Rule amendments will be published for public comment as directed by the body that adopts the rule, including reducing the time for public comment.

[Rule 4-404\(2\)\(B\)](#) – Jury Selection and Service.

[Rule 4-404\(6\)\(C\)\(I\)](#) – Jury Selection and Service.

Previously suspended / amended by the Administrative Order, dated 4/11/2022, as follows:

[(2)(B)] *The calculation of time for determining juror terms of availability under rule 4-404(2)(B) of the Utah Rules of Judicial Administration is suspended. The suspension will be lifted for a particular court when jury trials resume in that court.*

[(6)(C)(I)] *The summons may be by first class mail delivered to the address provided on the juror qualification form, by email to the email address provided on the [...] form, or by telephone.*

[Rule 4-503](#) – Mandatory Electronic Filing

The Judicial Council should amend this rule to accommodate email filing in some circumstances.

[Rule 2-103](#) – Open and closed meetings.

While the Judicial Council already provides notice to the public about its meetings (through the Utah Public Notices website), the Judicial Council should consider including in

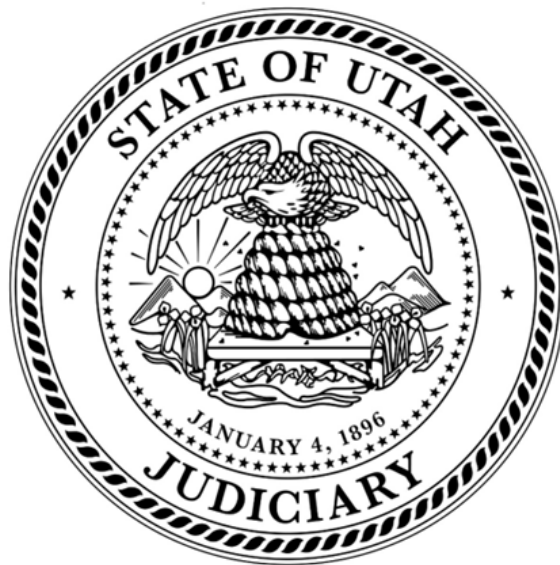
	that notice the Webex link to the meeting.
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UTAH STATE COURTS

UTAH JUDICIAL COUNCIL

FINDINGS AND RECOMMENDATIONS REGARDING ONGOING USE OF VIRTUAL MEETING TECHNOLOGY TO CONDUCT COURT PROCEEDINGS

November 10, 2022



In February 2022, the Judicial Council established the Green Phase Working Group and directed it to study and make recommendations about the ongoing use of virtual meeting technology in court proceedings. The Judicial Council acknowledges the exhaustive work of the members and staff of the Green Phase Working Group. Their work culminated in a detailed, insightful, and instructive report containing recommendations and best practices regarding the use of virtual court hearings. On October 24, 2022, the Judicial Council adopted the recommendations and best practices with a few adjustments. Below are the findings and recommendations of the Judicial Council which reflect the adjustments made during their October 24, 2022 meeting. The full text of the Green Phase Working Group report is also attached. Where there are differences between this document and the report, this document governs.

Investments in IT Staff

The Judicial Council needs to continue to invest in resources necessary to support virtual and hybrid hearings and to provide training to employees and judicial officers.

Judicial Discretion

Judicial officers should consider the factors noted below in “Considerations for Judicial Officers” and other information relevant to the case, hearing, and parties and then determine whether a hearing will be in-person or virtual.

Hearing Participants Preference

The Judicial Council recommends the Supreme Court consider establishing a rule that allows hearing participants to request permission to appear opposite the decision of the judicial officer.

Guidelines

A judicial officer, courthouse, district, or bench may establish presumptions or guidelines for holding certain types of hearings in person or virtually.

Courtroom Technology

Courtroom technology must provide remote participants the same opportunity as in-person attendees to hear, view, and participate in the court proceeding.

Each district should develop a digital evidence plan to standardize how digital evidence is managed within the district.

Remote Attendee Obligations

A person who attends a court proceeding virtually must use a device and an internet connection that will contemporaneously transmit video and audio with sufficient quality to ensure a clear, verbatim record of the proceeding. If that technology is unavailable, the person must attend the court proceeding in person. The judicial officer may choose to require only audio transmission.

Remote attendees must observe the same courtroom decorum as those attending in person, including appropriate courtroom attire, behavior, and language.

Remote attendees must appear from a location that does not disrupt the court proceeding and allows the attendee to participate without distractions. Attendees must never appear in a court proceeding while operating a vehicle.

Considerations for Judicial Officers

Juvenile Court Judges and Commissioners

Juvenile court judges and commissioners should consider the following factors when deciding whether a hearing will be held in person or virtually.

- Individual needs of youth and parents
 - access to technology, including availability of Webex kiosks or other similar accommodations to facilitate participation in a virtual hearing;
 - transportation and travel challenges, including distance of residence from the courthouse;
 - accommodation for youth enrolled in school; and
 - accommodation for working parents
- Case Circumstances
 - feasibility of a virtual hearing or transport for an incarcerated parent;
 - whether a case is high-profile;
 - whether a youth or parent would benefit from face-to-face interaction with the judge;
 - youth or parent lack of engagement;
 - whether a youth is in a remote out-of-home placement and transport is not feasible; and
 - whether a youth or parent display a lack of understanding of court processes or orders
- Hearing Circumstances
 - whether the hearing is a procedural or substantive;
 - whether evidence is being presented; and
 - whether witness testimony is required
- Comfort level, preferences, and health accommodations of parties and teams

Justice Court Judges and District Court Judges and Commissioners

Justice court judges and district court judges and commissioners should consider the following factors when deciding whether a hearing will be held in person or virtually.

- Does an existing statute, rule, or principle of law require an in-person hearing? Can the mandatory nature of that requirement be waived by the parties (or by a single party)?
- Do all parties have sufficient access to technology for virtual hearings?
- What is the substantive or procedural importance of the hearing?
- Which type of hearing best promotes access to justice for the parties?
- Are the parties more comfortable with a virtual hearing (e.g., high-conflict domestic cases, protective order hearings, and civil stalking injunction hearings)?

- Does the type of hearing allow the parties to have access to counsel of their choice?
- Would the parties or their counsel be required to travel long distances for an in-person hearing?
- Is there a significant cost to a party for an in-person hearing (e.g., money, time, lost work, child care, cost of transportation from jail for a civil proceeding, etc.)?
- Do the parties have a stated preference for a certain type of hearing?
- Are the judge and court staff able to manage a virtual or hybrid courtroom effectively?
- Does the hearing make efficient use of judicial resources, facilities, and court personnel?
- Will a party be prejudiced by requiring an in-person, virtual, or hybrid hearing?
- Will the type of hearing unreasonably delay the progress of the case, increase expense, or complicate resolution of any issue?
- Will the type of hearing unreasonably limit the court's ability to assess credibility, voluntariness, or comprehension?
- Is there a fairness concern because one party has easier access to the courthouse, or greater facility with technology, and is seeking a strategic advantage?
- Does the type of hearing allow for greater access to effective interpretation services?
- Is there enough time to give notice for people to make appropriate arrangements—especially where there is a change from one hearing type to another?
- Does the type of hearing—particularly virtual and hybrid hearings—allow parties to share documents?
- In virtual and hybrid hearings, will the participants have prior or simultaneous access to documents, photos, etc., that are submitted to the courtroom?

Appellate Court Judges

Appellate court judges should consider the following factors when deciding whether a hearing will be held in person or virtually.

- What are the locations of parties and the cost of travel? Does requiring one party to travel a significantly greater distance to the courthouse create fairness issues?
- What are the unintended impacts of having appellate courts that operate from only one courthouse in the state? Does this geographic reality impact decisions to file appeals?
- Would in-person or virtual oral arguments increase the diversity of the appellate bar? Would it increase the diversity of the appellate bench?
- Which method(s) do the parties prefer for making their oral arguments?
- Which method does the appellate bench prefer for holding oral argument? Because oral argument is designed to be an opportunity for judicial officers to ask questions presented in briefing, does this preference hold more weight than the preference of the parties?
- Does the type of case matter in making the decision?

Filings by Self-Represented Litigants

Because in-person filing was not possible during the pandemic, districts accommodated email filing by self-represented litigants who were not able to file electronically. That practice proved helpful to self-represented litigants and also added to the workload of staff. Ideally,

self-represented litigants would be able to file electronically through MyCase. However, that functionality will not be available for approximately 18 months. The Judicial Council asked its Policy, Planning, and Technology Committee to draft an amendment to the Code of Judicial Administration Rule 4-503 that establishes a statewide policy regarding email filing by self-represented litigants. That rule will govern the use of email filing until MyCase is fully functional.

The Judicial Council's Management Committee decided it is important to maintain consistency in the judiciary's approach to email filing between now and the time that an amended Rule 4-503 takes effect. As determined by the Management Committee, the interim statewide policy is self-represented litigants who are not able to file electronically may make any filing through email. This policy is effective immediately.

Data Collection

The judiciary will gather and analyze data, including data from court patrons and stakeholders as well as data about virtual and in-person hearings, to see how virtual hearings are serving the public and advancing the mission of the judiciary.

Best Practices

Court-wide best practices

Each court location should update judicial officers, court staff, patrons, attorneys, and community partners (e.g., the prison and jails) on relevant Webex updates and process changes. This may include a page on the court website for updates and regular revisions to posted Webex guides.

Each court calendar should clearly indicate if a hearing is scheduled to be held in person or through a virtual or hybrid hearing. If the calendar setting is for a virtual or hybrid hearing, the Webex link for the hearing should be included on the calendar for the parties, public, and media to access, as appropriate (i.e., some hearings — such as adoptions — are not open to the general public or media and would therefore not have a publicly-accessible Webex link). A party who shows up at the courthouse for a virtual hearing — whether due to calendaring confusion or inability to access a virtual hearing on their own — should be provided access to participate in the virtual hearing. To facilitate this access, kiosks should be available at every courthouse for patrons to participate in virtual hearings as needed.

To address current challenges with the courts' network bandwidth, it is recommended that court employees working at a court location avoid using the wireless network and instead connect to the wired network whenever and wherever possible.

Court employees working at the same court location who attend a virtual meeting should gather as a group in a single location to attend the meeting from a single device and network connection as this reduces bandwidth pressure on the courts' network.

The public wireless networks in each court location share a statewide connection, resulting in

limited capacity to support parties, attorneys, and members of the public who may expect to use the courts' public wireless network to attend remote hearings. These court participants should connect to virtual hearings using networks other than the courts' public wireless networks at the courthouse.

Best Practices for Judicial Officers and Court Staff

JUDICIAL OFFICERS & COURT STAFF		
1	Notices: <i>Contents</i>	<p>All notices for virtual hearings should include at a minimum the following information (taking into consideration Rule 43 of the Utah Rules of Civil Procedure):</p> <ul style="list-style-type: none"> • the date and time of the hearing; • the type of hearing – virtual, hybrid, or in-person; • the purpose of the hearing; • how to join the hearing, including: <ul style="list-style-type: none"> – the Webex link (or how to access that link); – if permitted, how to call-in for the hearing; – whether participant video must be enabled; – how to access virtual hearing kiosks at a court location; • what to expect at a virtual hearing; • how to file, serve, and present evidence; • what patrons should tell their witnesses; • contact information for technical assistance (<i>see Recommendation #5</i>); • the process for submitting and presenting evidence (<i>see Recommendation #8</i>); and • how to request interpretation or accommodation (<i>see Recommendation #12</i>).
2	Notices: <i>Plain Language</i>	Notices should be easy to understand (i.e., in plain language, avoiding abbreviations or having standard abbreviations; etc.).
3	Notices: <i>Hearing Changes</i>	If a hearing is changed from in person to virtual or vice versa after notice was sent, a new timely notice should be provided to all participants.
4	Notices: <i>Self-Represented Parties</i>	If a self-represented party has provided an email address, notices should be sent by email. When possible, MyCase should be the preferred method for such communication.

JUDICIAL OFFICERS & COURT STAFF		
5	Technical Assistance for Virtual Hearing Participants	Each court location should have a technical assistance phone number that is included on every hearing notice. Ideally this number should be specific to each court location, but at a minimum should connect the participant to a qualified individual who can: a) assist the participant to resolve technical issues; and b) communicate immediately with the judicial officer's judicial assistant that the participant is attempting to connect to the virtual hearing but is experiencing technical issues.
6	Calendar Capacity	Virtual hearings may take longer and should be scheduled appropriately.
7	Webex Greeting	Participants should be greeted by a screen in Webex to confirm for participants and the public that they are in the right virtual location. For example, the screen could display the name of the judge, the time hearings are scheduled to begin, and what to do while waiting.
8	Instructions: <i>Evidence</i>	Judicial officers and judicial assistants should provide participants with clear instructions on how to submit and present evidence to the court during a virtual hearing.
9	Instructions: <i>Expectations</i>	If possible, any specific expectations of the parties should be clearly communicated to the parties in advance (e.g., if a camera is required for the party's participation in the hearing, if parties are expected to have spoken/negotiated before the hearing or if breakout rooms will be available for that purpose). These expectations could be provided in a flier, district-level standing order, or rule.
10	Instructions: <i>Hearing Processes</i>	The judicial officer or judicial assistant should provide hearing-specific instruction on virtual hearing processes (e.g., how a party/attorney should inform the court when their case is ready to be called). "How to" materials could be created for attorneys new to virtual hearings (e.g., how to find the calendar/hearing information, tips on how to communicate with clients if they are not in the same location during the hearing, how to prepare clients, how interpretation works during hearings, communicating with the opposing side in advance of the hearing, use of breakout rooms, how to present evidence).
11	Instructions: <i>Use of Webex</i>	The courts should provide clear instructions explaining how to use Webex. "How to" materials could be created for all Webex users. Materials for attorneys new to virtual hearings might include how to find the calendar/hearing information, tips on how to communicate with clients if they are not in the same location during the hearing, how to prepare clients, how interpretation works during hearings, communicating with opposing side in advance of the hearing, use of breakout rooms, and how to present evidence.

JUDICIAL OFFICERS & COURT STAFF		
12	Interpretation & Accommodation	When an interpreter is needed, judicial assistants should make arrangements for simultaneous interpretation if possible (or direct the party or attorney on how to arrange for simultaneous interpretation). The process for requesting other accommodations should be clearly communicated to participants.
13	Ongoing Training	Judicial officers and judicial assistants should receive ongoing training on Webex and other necessary virtual hearing technology.
14	Experience Sharing	The courts should provide regular opportunities for judicial officers, court staff, patrons, and stakeholders to share their feedback on the use of virtual hearings.

Best Practices for Court Patrons

COURT PATRONS		
1	Decorum Expectations	<p>Participants SHOULD:</p> <ul style="list-style-type: none"> a) remember that a virtual courtroom is subject to the same standards of behavior and decorum as in-person court; b) dress appropriately for a court appearance; c) be focused on the proceedings by pre-arranging care for other obligations that may need attention during the hearing (e.g., children and pets); and d) if late for a hearing, remain in the Webex proceeding until the judicial officer has finished calling through the other scheduled hearings before alerting the judicial officer. <p>Participants SHOULD NOT:</p> <ul style="list-style-type: none"> e) speak over another party or an interpreter; f) interrupt when joining a virtual hearing that has already started (remain muted until their case is called); and g) eat, drink, smoke, or drive during the hearing.

COURT PATRONS		
2	Technology Expectations	<p>Participants SHOULD:</p> <ul style="list-style-type: none"> a) Location – plan on joining the virtual hearing from a suitable location that is quiet, private, and allows the participant to focus; b) Camera – have video enabled and be visible to the court when participating in a proceeding, choosing a camera angle that avoids background distractions; c) Lighting – avoid camera angles that position a window or other bright light behind the participant (this often results in poor video quality and obscures the participant’s face); d) Audio – be aware of and try to minimize background noises; e) Calling in on a non-smartphone – avoid joining a virtual hearing via a non-smartphone, as it will limit Webex functionality (e.g., the participant won’t be able to be moved into a separate virtual room to talk with an attorney); and f) Bandwidth – use a network with sufficient bandwidth for a stable connection to the virtual hearing OR use a computer kiosk at the courthouse to join a virtual proceeding.

Best Practices for Attorneys

ATTORNEYS		
1	Expectations	<p>Expectations for attorneys should be outlined and disseminated. For example, attorneys SHOULD:</p> <ul style="list-style-type: none"> a) Title & Name – ensure their Webex name displays their title followed by their full name (e.g., Defense Attorney Atticus Finch); b) Camera – have video enabled and be visible to the court when participating in a proceeding, choosing a camera angle that avoids background distractions; c) Audio – be aware of and try to minimize background noises, and use a quality microphone to help ensure an accurate record; d) Attire – dress appropriately for a court appearance; e) Simultaneous hearings – log into multiple simultaneous hearings only if the attorney can effectively manage participation in each hearing, ensuring appropriate, timely, and responsive communication with each court; and f) NEVER drive during an appearance.

Best practices for jails and prisons

PRISON & JAILS		
1	Stakeholder Meetings	<p>Stakeholder meetings should be held to discuss and establish best practices between the courts and the prison and jails, including:</p> <ul style="list-style-type: none">a) communication processes to notify the correctional facility if a hearing will be in person or virtual so appropriate transportation or virtual appearance can be arranged;b) the need for each correctional facility to provide at least two Webex-equipped rooms per court calendar to facilitate attorney-client communication in a breakout room, while the court moves forward with other cases in the main room; andc) the need for each correctional facility to have a dedicated phone that an interpreter can use to provide simultaneous interpretation during the hearing to an inmate with limited english proficiency.