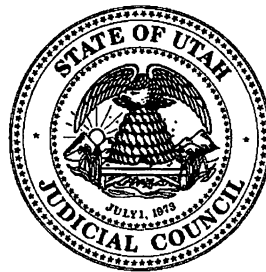


Utah State Courts

Committee on Remote Hearings and Services



Report to the Judicial Council
February 24, 2014

**The mission of the Utah judiciary is to provide the people an open, fair, efficient,
and independent system for the advancement of justice under the law.**

Report of the Committee on Remote Hearings and Services

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This report along with committee agendas, minutes and meeting materials are available on the committee's webpage:

http://www.utcourts.gov/committees/remote_services/.

(1) Summary

Remote hearings and services will save court users time and money. The financial savings to the courts are minimal, and so the courts may never see a return on the investment.

A major benefit of remote hearings and services is convenience. A major cost is the loss of personal contact.

A communication network established for remote hearings can also improve the educational opportunities of judges and clerks and—with the cooperation of the courts and the bar—lawyers.

Although our respondent pool was small, participant opinion seems to support remote hearings and services.

Rules of administration and rules of procedure will need to be amended to enable remote hearings and services. Other states have enabling laws in place.

The quality and reliability of the audio-video communication must be improved. Improved communication is available.

Due to procedural differences among districts, the courts may not yet be capable of some statewide remote services. The courts are capable of district-wide remote services, but a district's leaders will need to commit to the effort.

The convergence of data, voice and video in a single network affects service delivery and the distribution of work.

(2) Committee's charge

The Judicial Council formed this committee to examine the options available for remote hearings and services now that the judiciary so thoroughly relies on electronic filing, electronic records and electronic case management. The administrative office of the courts, working with judges and clerks, has been expanding the electronic capabilities of the courts for more than 25 years. That investment enables the district court to require lawyers to electronically file cases, and the juvenile court and the appellate courts will soon follow. The AOC is building the capability for self-represented parties to electronically file some documents.

Our role is to examine whether and how to use the courts' electronic capabilities to provide in our smaller court sites convenient hearings and services usually associated only with larger operations. For example, using video communication to conduct a hearing, which might otherwise require parties, lawyers or witnesses to travel long distances. Or using video communication to conduct that hearing sooner than might otherwise be possible or to reduce the cost of transporting prisoners.

Electronic filing, electronic records and electronic case management have produced a measurable decline in the traditional clerical tasks associated with processing cases. The Judicial Council asked that we examine what further services, traditionally provided to the public at a court's front counter, might be better provided through electronic communication. For example, ordering a copy of a record. Or asking for procedural information. The courts' Self Help Center is a virtual center meeting the needs of thousands of people each year by email and phone. There are no face-to-face meetings. Would a similar approach to clerical tasks benefit the public and the courts?

We focused on the 16 court sites that have fewer than 1,000 district court case filings annually.¹ In ascending order they are:

- Manila, in Daggett County, 8th Judicial District, a contract site
- Junction, in Piute County, 6th Judicial District, a contract site
- Loa, in Wayne County, 6th Judicial District, a contract site
- Randolph, in Rich County, 1st Judicial District, a contract site
- Morgan, in Morgan County, 2nd Judicial District
- Panguitch, in Garfield County, 6th Judicial District, a contract site
- Kanab, in Kane County, 6th Judicial District, a contract site
- Beaver, in Beaver County, 5th Judicial District
- Monticello, in San Juan County, 7th Judicial District
- Castle Dale, in Emery County, 7th Judicial District
- Nephi, in Juab County, 4th Judicial District
- Salem, in Utah County, 4th Judicial District, a contract site
- Duchesne in Duchesne County, 8th Judicial District
- Moab, in Grand County, 7th Judicial District
- Fillmore, in Millard County, 4th Judicial District, a contract site
- Manti, in Sanpete County, 6th Judicial District

A "contract site" is one in which the AOC contracts with the county to perform the duties of the clerk of the court.

We use the phrase "remote" hearings and services to describe transactions in which the judge or clerk is in one location and the person or persons with whom they are doing business are elsewhere. Communication between the locations is contemporaneous using audio or video technology, supplemented by any computer applications needed to complete a transaction.

We are committed to improving hearings and services. We see no benefit to conducting remote hearings and services simply because we can. We believe that for a hearing or service to be improved it needs to be more immediately available, increase public safety, save time or money for the public, or save time

¹ See Appendix E.

or money for the courts. In addition, remote hearings and services must meet traditional court values:

- provide fair and impartial justice under the law;
- ensure public access to the courts;
- ensure transparent proceedings; and
- justify the public's confidence in the courts.

(3) Community input

The committee is made up exclusively of court personnel, so we committed ourselves to seek the opinions of those who might be most affected by our recommendations. Given the relatively short timeline for our investigation, consideration and report, we could not meet in all of the sites under consideration, but we met in Randolph and in Kanab. We invited to those meetings the county commissioners, county justice court judge, county attorney, county sheriff, and county clerk. We also invited the trial court executive and the clerk of the court for the judicial district and the juvenile and district court judges of the district. And we invited up to 25 of the lawyers who had participated in a hearing at either of the two locations during 2013.

Since we could not meet in all of the locations under consideration, we invited the county and district officials for each location to participate in a survey of their opinions. We also invited all of the lawyers who had participated in a hearing at any of the locations during 2013 to share their thoughts.

(a) Opinions expressed at meetings in Randolph and Kanab

It is clear from our discussions that judges and local officials are legitimately proud of their courts and want to ensure that the courts continue to serve the public. Officials strongly expressed the opinion that the legal business of the county, civil and criminal, should be conducted in the county. Several people made the point that they want the judge to maintain a personal connection with those who come to court.

The judges who travel—sometimes a long distance—to the smaller courthouses are always willing to do so. The judges want to maintain that connection to the community.

Some people remarked that when a hearing is face-to-face the judge is better able to “size up” an individual, to decide whether the person is sincere and telling the truth, and to decide whether the person understands the proceedings. Similarly, the judge is better able to impress upon the person the importance of the proceedings and what is expected of the person when he or she is physically before the judge.

Some people expressed concern that if the technology fails, the hearing may have to be postponed or the service delayed. Others expressed concern about the cost. The courts under consideration are in smaller communities with a smaller tax base, and capital and maintenance investment in equipment can be very expensive. Some were concerned that remote hearings and services would not actually improve the hearings and services. Some were concerned that remote hearings and services would grow beyond what might be originally proposed, isolating the community from its court.

Having expressed a strong preference for conducting business in person, the participants also agreed that there are some proceedings that can legitimately be conducted remotely. The participants were more comfortable with the concept of remote clerical services than with remote hearings. But there was a consensus that even some hearings could be conducted remotely: "routine" or "minor" hearings; hearings for which a person would have to travel a long distance; hearings in which contemporaneous video communication is as effective as face-to-face communication.

(b) Opinion survey

Because we were able to meet with relatively few attorneys, judges and local officials, we surveyed the county and district officials for each court site under consideration and all of the lawyers who had participated in a hearing at any of those locations during 2013.

The survey was distributed by email to 845 individuals including 72 judges, 663 attorneys, and 110 elected officials and court staff. One hundred seventeen people responded, which is a 13.8% response rate.

For a complete report of all responses, see [Appendix D](#). Generally speaking, those responding believe that:

- A large majority of the members of the respondent's community have access to the internet. (Respondents believe less strongly that members of the respondent's community are comfortable with internet transactions.)
- Conducting hearings and services remotely is a good option when necessary. (Respondents believe less strongly that conducting hearings and services remotely is as good as in person.)
- Conducting hearings remotely is appropriate for hearings without testimony. (Respondents believe much less strongly that conducting hearings with testimony is appropriate.)
- Remote services and hearings can save court users time and money.
- Remote hearings and services require that the quality and dependability of communications be improved.

When given the opportunity to express opinions about remote hearings and services, the responses ranged from very favorable ("Great idea. Let's do it!") to

very unfavorable (“Please, please, please never permit them.”). From constructive criticism (“I feel that clients often need to face the judge in a formal court setting in order to respect the orders of the court and have a desire to follow them.”) to criticism that is less than helpful (“Maybe our state would be better served by being remotely served by the California State Courts, or maybe the New York State Court offices provide a superior product at a reduced cost.”).

Overall, the opinions from the survey paralleled the opinions expressed at the meetings in Kanab and Randolph, recognizing the benefits as well as the drawbacks of remote hearings and services. Respondents viewed remote hearings favorably but cautiously. Two of the strongest themes are that hardware and software must work well and simply, and the video quality must be improved. Collectively, the respondents had experience in all of the courthouses under consideration.

(4) Remote hearings

(a) Laws regulating proceedings with testimony

(i) Current Utah law

If a defendant is charged with a sexual offense against a child, Rule of Criminal Procedure 15.5 permits the testimony of a victim or witness younger than 14 to be taken in a room other than the courtroom and transmitted by closed circuit under specified conditions. Rule of Juvenile Procedure 29A and URJP 37A contain similar provisions.

Rule of Civil Procedure 43(a) requires that “the testimony of witnesses shall be taken orally in open court, unless otherwise provided....”

Rule of Evidence 611 directs the judge to control the mode of examining witnesses, but the context implies that the discretion may be limited to ensuring that the mode of questioning determines the truth, does not waste time, and protects the witness from harassment or embarrassment.

Section 78A-6-317(1) provides that a child who is the subject of an abuse, neglect or dependency petition, the child’s parents, guardian, foster parents and pre-adoptive parents, and any relative caring for the child are entitled to be present and to be heard at each hearing.

Section 78B-13-111(2) of the Utah Uniform Child Custody Jurisdiction and Enforcement Act allows the judge to permit an individual residing in another state to testify by telephone, video or other electronic means before a designated court or at another location in that state. Section 78B-14-316(6) has a similar provision as part of the Uniform Interstate Family Support Act.

Although not a statute or rule, the Judicial Council's Language Access Plan permits interpretation of proceedings by remote means that meet specified quality control conditions.²

(ii) Analysis

Permissibility of testimony by telephone in state trial, 85 A.L.R.4th 476, originally published in 1991, provides an excellent collection of state court opinions on whether the law of the jurisdiction allows testimony by telephone.³ The article and the cases it cites show that the outcome in any particular case depends on the circumstances. Working from those outcomes, we reach the following conclusions:

- Courts are reluctant to permit testimony by contemporaneous transmission without a rule permitting it.
- If the jurisdiction has a rule permitting testimony by contemporaneous transmission, the courts will apply that rule.
- If the rule describes particular circumstances, the judge's discretion is limited to those circumstances.
- If the rule establishes standards for more general application, the judge may exercise discretion in a wider array of circumstances as long as the record shows that the judge meets those standards.
- The rules, whether describing standards or particular circumstances, are limited by the right to confront witnesses as it may exist under the confrontation clause and the due process clause of the state and federal constitutions or under the jurisdiction's statutes and rules.

Remote testimony probably would not be permitted under existing Utah laws. Rule of Civil Procedure 43 (a) requires testimony in open court unless otherwise provided by the civil rules, the rules of evidence or a statute. Code of Judicial Administration 4-106 allows the judge to conduct a hearing using telephone or video conferencing, but URCP 43(a) does not recognize the authority of the Code of Judicial Administration to modify the requirement for testimony in court.

If the courts want to provide for remote testimony, the rules should expressly authorize it. The difference between Federal Rule of Civil Procedure 43(a) and Federal Rule of Criminal Procedure 26 is telling. FRCP 43(a) expressly allows the judge to permit testimony by contemporaneous transmission in civil cases.

² Language Access Plan, August 9, 2011. Page 16.

³ The article analyzes only cases involving testimony by telephone. Adding a visual component to the remote testimony should better achieve the objectives of in-person testimony.

For good cause in compelling circumstances and with appropriate safeguards, the court may permit testimony in open court by contemporaneous transmission from a different location.

FRCP 43 describes the high standards⁴ the judge must apply when deciding whether to permit remote testimony without limiting the rule to any particular circumstances. The cases interpreting the federal rule apply an “abuse of discretion” standard of review, but the record must show good cause, compelling circumstances and appropriate safeguards.

FRCrP 26, which serves in criminal cases the same purpose as Rule 43 in civil cases, does not have such a provision, and, without it, appellate courts have held that the trial judge does not have the discretion to permit testimony by contemporaneous transmission.⁵

Applying the equivalent of FRCP 43(a) in criminal and juvenile cases would be problematic. URCrP 15.5, URJP 29A and URJP 37A allow a minor to testify outside the presence of the defendant in specified circumstances with specified controls. Many jurisdictions have a similar rule or statute. These rules are, in essence, a particular example of the standards laid down in FRCP 43(a): good cause; compelling circumstances; and appropriate safeguards. If the equivalent of FRCP 43(a) is enacted as part of the criminal or juvenile rules, the federal rule’s breadth would completely swallow the very specific conditions of the current state rules.

(iii) Laws of other states

At least the following jurisdictions have a rule or statute the same as or similar to FRCP 43(a): Arkansas, Delaware, District of Columbia, Guam, Illinois, Kansas, Maine, Montana, Nevada, North Dakota, Tennessee, Virgin Islands, Washington and Wyoming. In addition, at least the following states have rules of their own that allow remote testimony: Alaska, Florida, Idaho, Indiana, Louisiana, Maryland, Texas and Wisconsin.

(b) Laws regulating proceedings without testimony

When testimony is by contemporaneous transmission from another location, the witness is absent and the other participants are in the courtroom. When conducting a conference or hearing without testimony, any of the participants, including the judge, might be in another location. Indeed, they might be in several locations. Testimony by contemporaneous transmission is limited by the right to

⁴ In the note to the 1996 amendment, the advisory committee says: “The very ceremony of trial and the presence of the factfinder may exert a powerful force for truth-telling. The opportunity to judge the demeanor of a witness face-to-face is accorded great value in our tradition. Transmission cannot be justified merely by showing that it is inconvenient for the witness to attend the trial.”

⁵ See e.g., *United States v. Diaz*, 356 F. App’x 117, 128 (10th Cir. 2009).

confront witnesses. Conducting a conference or hearing by contemporaneous transmission is limited by the right of the participants to be present.

(i) Current Utah law

Article 1, Section 12 of the Utah Constitution says: “In criminal prosecutions the accused shall have the right to appear and defend in person and by counsel....” The right of the defendant to be present attaches at every critical proceeding.⁶ This section of the constitution does not apply to civil cases.

Rule of Criminal Procedure 17 restates the constitutional provision and then describes how the defendant can waive that right. The defendant may waive the right in writing in misdemeanors and infractions. In any type of case other than a capital felony, the defendant can effectively waive the right by voluntarily being absent after notice of the hearing.⁷

There are no rules granting to civil parties the right to be present at hearings, but it is generally accepted. The right is not an absolute right.⁸

Code of Judicial Administration Rule 4-106 allows the judge to permit “any hearing [to] be conducted using telephone or video conferencing.”

Section 75-5-303(5) establishes not just the right but the duty of the respondent in an adult guardianship proceeding to be present in the courtroom.

Section 77-36-2.6(1) allows arraignment or initial appearance of a defendant arrested for domestic violence to be conducted by video.

Section 78A-6-111(2) provides that if the minor is required to appear in juvenile court, then the parents, guardian, or person with legal custody of the minor is also required to appear unless excused by the judge. Unlike Section 78A-6-317, the statute does not require the minor or others to be present.

(ii) Analysis

Constitutional and statutory validity of judicial videoconferencing, 115 A.L.R.5th 509, originally published in 2004, provides an excellent collection of state and federal opinions on whether the law of the jurisdiction allows the judge to proceed with a hearing when a party is required to participate by contemporaneous video transmission.

⁶ State v. Maestas, 2012 UT 46, 299 P.3d 892, 915 cert. denied, 133 S. Ct. 1634, 185 L. Ed. 2d 620 (U.S. 2013).

⁷ Rule 17, rather than describing voluntary absence as a waiver of the right to be present, permits the court to proceed in the defendant's absence.

⁸ See *State prisoner's right to personally appear at civil trial to which he is a party—state court cases*, 82 A.L.R.4th 1063, originally published in 1990.

(A) Criminal proceedings

With only a few cases to the contrary, the right to be present under the Federal Rules of Criminal Procedure is consistently held to require the defendant's physical presence.⁹ Some state appellate courts have similar holdings, but the greater weight of state authority recognizes that the right to be present at critical proceedings is a qualified right. The defendant's presence is required only to the extent that absence would hinder a fair and just hearing or result in the denial of an underlying constitutional right.

The cases interpreting the right to be present under Article 1, Section 12 of the Utah Constitution and under URCrP 17 recognize the right as a qualified right.¹⁰

Based on the ALR article and the cases it cites, we reach the following conclusions:¹¹

- If there is no testimony, the right to confront witnesses is not an issue.
- If the jurisdiction has a rule permitting a hearing to be held with the defendant participating by contemporaneous transmission, the courts will apply that rule. If the rule describes particular circumstances, the judge's discretion is limited to those circumstances.
- The rules are limited by the right to be present, as it may exist under the due process clause of the state and federal constitutions or under the jurisdiction's statutes and rules.
- The right to be present, even at a critical proceeding, is not absolute. The defendant's presence is required only to the extent that absence would hinder a fair and just hearing or result in the denial of an underlying constitutional right.
- Participating in a hearing by contemporaneous transmission satisfies the right to be present at a critical proceeding—at least if the defendant's physical absence does not:
 - affect the defendant's ability to defend against the charges;
 - cause the proceedings to be unfair (for example, cannot see or hear the judge; unable to understand rights or charges, defendant's demeanor is important or fact-finder cannot observe demeanor, defendant at greater risk of prejudice than with a personal appearance); or

⁹ See FRCrP 10. An amendment has since allowed video arraignments.

¹⁰ *State v. Maestas*, 2012 UT 46, 299 P.3d 892, 915 cert. denied, 133 S. Ct. 1634, 185 L. Ed. 2d 620 (U.S. 2013).

¹¹ Some of the conclusions should be viewed with caution. The courts frequently applied a "plain error" standard because the objection was raised for the first time on appeal.

- result in the denial of an underlying constitutional right (for example, right to counsel and to confer with counsel, right to confront witnesses, knowing and voluntary waiver of rights).

At least the following states have a statute or rule permitting a judge to proceed with a criminal hearing at which the defendant attends by means of contemporaneous transmission: Alaska, Florida, Idaho, Indiana, Louisiana, Missouri, Oregon and Wisconsin.

Although the Utah courts have used video to conduct some arraignments and initial appearances when a criminal defendant is in jail, our research suggests that, without a statute or rule authorizing its use or the defendant's consent, this may be contrary to Utah law, except initial appearance and arraignment by video in a prosecution for domestic violence, which is permitted by Section 77-36-2.6(1).

(B) Civil proceedings

Usually a civil party is under no physical restraints. If a party does not attend a hearing of which the party had notice, the judge usually treats absence as waiver of the right to be present and proceeds with the hearing. Courts consistently hold that an incarcerated civil party does not have a right to be released to attend a civil hearing.¹² But the courts also consistently hold that, if an incarcerated party cannot attend a civil hearing, trial courts cannot dismiss the action, strike a claim, stay the proceedings until release, or proceed without the party's participation without first considering whether contemporaneous transmission is a reasonable alternative.¹³

(c) Due process balancing test

As with many questions of law and policy, whether to permit testimony or participation at a hearing by contemporaneous transmission—and to what extent it can be required—require balancing competing interests.

The balancing test of *Mathews v. Eldridge*, 424 U.S. 319, 96 S. Ct. 893, 47 L. Ed. 2d 18 (1976), requires consideration of three factors: (1) the interest that will be affected by the state action; (2) the risk of wrongly depriving a person of that interest through the procedure used, and the value of other procedural safeguards; and (3) the government's interest, including the fiscal and administrative burdens of the other procedural requirements.

¹² In *Bustillo v. Hilliard*, 16 Fed. Appx. 494 (7th Cir. 2001), the inmate participated in the trial by videoconferencing. In the court's word: "Bustillo participated in the trial; he testified, presented evidence, examined adverse witnesses, looked each juror in the eye, and so on. Jurors saw him (and he, them) in two dimensions rather than three. Nothing in the Constitution or the federal rules gives a prisoner an entitlement to that extra dimension, if for good reasons the district judge concludes that trial can be conducted without it." *Id.* at 495.

¹³ See the summary of cases collected in 115 A.L.R.5th 509.

A party's interest in criminal and civil hearings is a given. Those interests range from deprivation of liberty to deprivation of property, but all are important to the person involved. The government has an obvious interest in lowering the cost of hearings. The crucial consideration of the balancing test appears to be the middle factor: How can the court minimize the risk of wrongly depriving a person of his or her interest by conducting, through contemporaneous transmission, the functional equivalent of a hearing at which everyone is physically present?

(d) Recommendations

Permitting participants to attend hearings by contemporaneous transmission provides an important public service by reducing travel costs, and we recommend that the courts pursue that objective.

(i) Improve video quality

Like many committees, we have used VIA3, aka "Viack," when conducting our meetings. The application allows multiple participants from several locations to converge electronically, using commonly available hardware and software, such as: a computer's camera, microphone and speakers; an internet connection; and the VIA3 application, which is available for free. For meetings VIA3 serves reasonably well at modest cost.

The courts also use VIA3 for video arraignments and detention hearings in several locations. We believe that VIA3 does not offer video transmissions of sufficient quality to use as a substitute for attendance in court. We have had the opportunity to compare VIA3 with another application that provides a similar service, and that comparison has shown that there are products and services that will improve the quality of the video transmission. The courts must improve the quality of the transmission before broadening the use of contemporaneous transmissions to participate in hearings. The AOC should research several systems before investing in a solution.

Whatever system is used, it should accommodate participation by users outside the courts' network. Courthouse-to-courthouse transmissions will add some convenience over personal attendance at a distant hearing, but enabling a person to participate in a hearing wherever that person may happen to be uses the internet's capability more fully. If, in a particular case, a judge is concerned about the integrity of a person's participation—coaching a witness off-camera, for example—the judge can direct that the person participate from the more controlled environment of a courthouse.

To minimize the risk that a remote hearing might wrongly deprive a person of his or her interest, the video system should mimic personal attendance as much as possible.

- The remote participants should be able to see and hear the courtroom participants and vice-versa.
- The remote participants should be able to see and hear each other.
- The public should be able to see and hear the remote participants from the courtroom.
- If counsel and client are in different locations, they should be able to communicate confidentially.
- Documents, photos and the like that are delivered in the courtroom should be delivered previously or simultaneously to the remote participants.
- There should be a verbatim record of the proceedings.
- The system should support remote interpreting.¹⁴

We believe that the courtroom configuration described in Appendix C offers the appropriate safeguards, and we recommend a rule of administration that establishes this configuration as a minimum requirement. This configuration is much more elaborate, and consequently more expensive, than the simple arrangements now being used. Sometimes, a VIA3 connection includes nothing more than a laptop for the defendant in the jail and one for the judge in the courtroom.

(ii) Consent; judge's discretion

The criminal and juvenile rules of procedure that we recommend in Appendix A describe the hearings that we believe are appropriate for video participation. We recommend that some hearings require the consent of the participant, and others not. We recommend that witness testimony in criminal and juvenile cases not be allowed unless the party not calling the witness waives in-person cross examination of the witness.

In civil cases, rather than describe particular hearings, we recommend that the judge exercise discretion within express standards. The principles described in FRCP 43(a)—good cause; compelling circumstances; and appropriate safeguards—are appropriate standards for that decision, and, within the further restrictions imposed in criminal and juvenile proceedings, we recommend that they be applied in those proceedings as well.

¹⁴ Since 2010, the AOC has offered remote interpreting of hearings in some courthouses. The systems use audio only, and they have been installed in Vernal, Roosevelt, Moab, Richfield and Manti. The National Center for State Courts recommends video capability.

(5) Remote services

(a) Inventory of clerical services

Clerks perform numerous and varied tasks for judges and court commissioners, helping them to manage cases, but the tasks for the public are relatively few. Generally speaking a court user, including a lawyer, will contact the clerk to:

- file a document;
- pay money;
- copy a record;
- schedule a hearing; or
- get information.

These are sometimes referred to as “front counter” transactions, because they traditionally occur at the front counter of the clerk’s office. Which of these might be done remotely while continuing to provide the level of service that the public has the right to expect of its courts?

(b) Models for remote services

The committee discussed three methods by which these clerical services might be improved by remote communication.

- Using internet communication to allow a clerk from one courthouse to complete a transaction with a court user in another courthouse.
- Using internet communication to complete a transaction wherever the court user may happen to be.
- Using electronic case management to allow a court user to complete a transaction in any courthouse, without regard for the venue for that user’s case.

All of the models are variations on the theme of moving the work to where the clerks happen to be. The services are provided remotely in the first two models; in the last model the services are in person, but district-wide.

- A court clerk should have the knowledge, skills and abilities to handle transactions for any case in the district.
- Any information that a clerk could deliver in person can be delivered by telephone or video communication.
- Similarly, a court user can schedule a hearing with a phone call.
- With electronic records, a clerk can access a document and email it to the court user in another location.

- By reversing that transaction, a court user can email a document¹⁵ to the clerk, who can file it and docket the transaction.
- A clerk in one location can process a payment from a court user in another.

All of the models might be implemented on a district-wide basis, but expanding beyond the boundaries of a judicial district may be beyond the judiciary's capacity, at least for the immediate future. For any of the options to be implemented, the local management team must commit itself to district-wide services without regard to county venue. For example, personnel in the Seventh District now conduct transactions on cases across the district regardless of the county in which the case is filed. And in all of the judicial districts other than the urban districts, district court and juvenile court personnel are trained to handle the business of both courts.

Two court policies should be addressed to simplify remote services:

- Currently some cases in different counties share the same case number. Unique case numbers will allow clerks to identify and process a case regardless of the county of venue. The AOC should research and implement a system of unique case numbers.
- Online credit and debit card transactions regularly occur throughout the state without regard to the location of the case. However, to make a cash payment or telephone payment, the transaction must occur at the courthouse in which the case is located. A clerk at a different courthouse can accept the payment, but, to maintain proper accounting and audit controls, the clerk at the remote courthouse must receipt the payment to "trust without a case" and write a check on that trust account to the courthouse in which the case is located, where the clerk must then account for the check in the normal course. The AOC should research and implement a simpler method that maintains appropriate controls.

There are several statutes and rules that require courts to be open during normal business hours. We believe they do not apply. No one is proposing that we lock the courthouse doors or limit the hours of operation. Indeed, the objective is to make court services more readily available, not less.

The better question is: What does it mean for the clerk to be "in attendance"?

Rule of Civil Procedure 77(c) provides:

The clerk's office with the clerk or a deputy **in attendance** shall be open during business hours on all days except Saturdays, Sundays, and legal holidays.

¹⁵ A self-represented party only. Lawyers are required to e-file documents which is different from emailing them.

There is an equivalent rule of appellate procedure, but no equivalent in the rules of criminal or juvenile procedure. Code of Judicial Administration 9-105(2) imposes a similar requirement on the clerks of the justice court.

Do these rules require the clerk to be physically in the office or is the clerk's virtual attendance sufficient? Not surprisingly the rules give no guidance; they were written at a time when physical attendance was the only option. We believe that the concept of remote services is the electronic equivalent of an unattended front counter with a sign "Please ring the bell for assistance."

If the Judicial Council wants to pursue this approach, it should adopt a rule requiring courts to be open with a clerk in attendance either physically or immediately available by contemporaneous communication. Simultaneously the Supreme Court should amend its rules to delete those same provisions.¹⁶

Does the legislature limit the extent to which the Judicial Council can provide remote services? Section 78A-2-104(12) provides:

The Judicial Council may by rule direct that a district court location be administered from another court location **within the county**.

Subsection (12) was added in 1991 as part of court consolidation. It clearly contemplates administering a court from another location, but it limits that other location to some place within the same county. The current statute would enable Provo, for example, to administer American Fork or Spanish Fork, but it does not permit Ogden to administer Morgan. If the courts want to provide remote services from a different courthouse, eliminating "within the county" or changing it to "within the judicial district," removes the legislative restriction.

(i) Courthouse-to-courthouse communication

In this model a court user goes to a courthouse for clerical services, but the transaction is with a clerk who works elsewhere.

With electronic filing in the district court, the courts have already seen a significant reduction in the number of people coming to courthouses.¹⁷ We began our research by considering how, for smaller courthouses, this reduced need might be met by a full-time clerk in a different, typically larger, courthouse more efficiently than by a part-time clerk in the smaller location.

The smaller courthouses on which we focused cannot be abandoned. There needs to be a clerk physically present—if for no other reason than to accept the

¹⁶ The requirements of clerks' offices appear to be more properly within the administrative authority of the Judicial Council than the procedural authority of the Supreme Court. See Section 78A-2-104(5) and Section 78A-2-107(2).

¹⁷ From May through December, 2013—the months following mandatory civil e-filing in the district court—walk-in traffic in the Matheson Courthouse declined by 16% over the same period from 2012.

fine of the person who insists on paying with pennies. But the overall obligations within the office might be reduced.

Staff in the contract sites has already been reduce based on the clerical weighted caseload study. For example, Kanab has gone from 2.0 FTE to 1.25; Panguitch from 1.5 to .75; and Loa and Junction have been reduced to .25 FTE. Before reducing these minimal staffing levels even further, the effect of remote services needs to be better measured.

(ii) On-line services

Court users can complete some transactions online with little or no participation by court personnel: paying a fee or fine, for example; or obtaining a document through XChange. These self-service transactions can be conducted statewide.

Other transactions can be conducted remotely, but a court clerk needs to assist with the transaction: scheduling a hearing, for example; or explaining a process. In this model the court user uses telephone or email to reach a courthouse, rather than driving to it. Using internet communication to provide the clerical services wherever the court user may happen to be expands upon the model used by the Self Help Center, which has no in-person contacts. Clerks routinely offer these services now, but the court user is limited to the courthouse in which the case is filed. It is possible for the user's phone call or email to be routed anywhere in the district to be handled by the next available clerk.

(iii) Services at any courthouse

In this model it is the case that is "remote," since the court user and the court clerk are on opposite sides of the same counter: a very traditional interaction, but on a district-wide rather than a county-wide basis.

(iv) District-wide limits

Except for online self-service transactions, the over-arching impediment to statewide service in any of these models is the lack of uniform procedures and practices among different types of cases and among courthouses.

The procedures for probating a will bear no resemblance to those for a divorce. A divorce looks nothing like a personal injury action. A personal injury action is significantly different from a prosecution for shoplifting. The procedures for shoplifting are different from robbery. Robbery by an adult is different from robbery by a juvenile.

Add to these differences established by law the different practices that have evolved among courthouses due to judicial discretion, and it becomes apparent that court staff, trained in local procedures and practices, would not be able to accommodate all of the variations. The error rate would be very high.

Practices vary even within a district, but the variations should be sufficiently limited to allow clerks to be trained in any special requirements.

Some expressed concern that clerks in one courthouse processing records for another may not have the same attention to detail and quality as for one's own courthouse. Perhaps, but this problem should be minimized if the service remains within the district.

(c) Recommendations

We recommend that the AOC research and implement a simpler method of processing cash and telephone payments at remote courthouses and a system of unique case numbers.

We recommend modifying XChange to allow a court user access to his or her case information and records without charge, similar to the access provided to lawyers in district court cases and similar to access provided to parties through the juvenile court's My Case. We recommend exploring and expanding other self-service options, like OCAP and internet-based information and forms.

We recommend amending statutes and rules and establishing telephone or video communication to enable all three models for those judicial districts in which local management teams commit to district-wide services. Telephone communication is probably sufficient for clerical transactions. Telephone communication is cheaper than video, and most clerical transactions do not need to convey the nuanced communication of a remote hearing.

(6) Costs and savings

The courts are unlikely to enjoy even modest savings from conducting remote hearings. Judges in some districts will travel less frequently to some hearings, but it is unlikely that those savings will recoup the capital and maintenance costs of audio-video communications. Conducting clerical transactions remotely may reduce the overall need for staff, but the effect of remote services needs to be evaluated before savings can be calculated.

The real savings from remote hearings and services will be enjoyed primarily by the public: lawyers and parties who would otherwise have to wait a little longer for a hearing to be held or drive a little farther to attend a hearing or to conduct a transaction in person.

An additional benefit is the increased opportunity for live continuing education. Judges and clerks in rural communities have always faced more difficulties in attending classes than those along the Wasatch Front. The communication network established for remote hearings could easily be used for remote live classes as well.

The education classes offered by the bar to lawyers are separate from judicial education, but, with the cooperation and investment of the bar, the judiciary could offer its network to provide rural lawyers with more opportunities for live classes.

The primary drawback to remote hearings is the diminished personal interaction of the participants. This was noted in the committee's discussion with community leaders in Randolph and Kanab and in the survey responses. The formality of the courtroom impresses. The judge's presence compels. The demeanor of a witness is telling. Judges should consider these factors when considering whether to use video for a particular hearing or witness.

On the other hand, community leaders and survey respondents also noted that, by reducing travel to the courthouse, remote hearings and services will save court users time and money, which is a valid consideration in the due process balancing test. A jailed defendant appearing by video at an arraignment does not need to be transported, improving security as well as saving money. A lawyer appearing at a conference by video does not charge the client for travel time and expenses. Similarly an expert witness testifying by video does not charge the client for travel time and expenses. A person who pays a fine online does not have to wait in line. A probation officer who reports on a defendant's progress or violation can return to his or her casework immediately after the hearing.

(7) Committee members and staff

- James Brady, Committee Chair, District Court Judge Fourth District
- Kim Allard, Director, Court Services
- Ron Bowmaster, Director, Information Technology
- Corrie Keller, Committee Staff, Trial Court Executive, First District
- Wallace Lee, District Court Judge, Sixth District
- Alyn Lunceford, Director, Facilities Management
- Heather Mackenzie-Campbell, Director, Internal Audit
- Maureen Magagna, Clerk of the Court, Second District
- Mary Manley, Juvenile Court Judge Seventh District
- Karlin Myers, Justice Court Judge, Hurricane City
- Claudia Page, Clerk of the Court, Seventh District
- Wendell Roberts, Trial Court Executive, Sixth District
- Rick Schwermer, Assistant Court Administrator
- Tim Shea, Senior Staff Attorney, Administrative Office of the Courts

(8) Appendix A. Amendments to statutes and rules (Excerpts)

Although our motivation has been improving hearings and services in our smaller courthouses, these proposed rules are not limited by the size of an operation. They should be vetted by the committees responsible for the rules and by the judges and lawyers involved in the different types of cases.

(a) Remote hearings

(i) Rule of Criminal Procedure 17.5. Hearings with contemporaneous transmission from a different location.

(a) The court may conduct the following hearings with the defendant attending by contemporaneous transmission from a different location:

(a)(1) arraignment;

(a)(2) bail;

(a)(3) change of plea;

(a)(4) early case resolution;

(a)(5) initial appearance;

(a)(6) law and motion;

(a)(7) pretrial conference;

(a)(8) review;

(a)(9) roll call;

(a)(10) waiver of preliminary examination; and

(a)(11) any hearing from which the defendant has been excluded under Rule 17.

(b) The court may conduct the following hearings with the defendant attending by contemporaneous transmission from a different location if the defendant waives attendance in person:

(b)(1) preliminary examination;

(b)(2) probation violation;

(b)(3) restitution;

(b)(4) sentencing; and

(b)(5) trial.

(c) For good cause in compelling circumstances and with appropriate safeguards, the court may permit testimony in open court by contemporaneous

transmission from a different location if the party not calling the witness waives confrontation of the witness in person.

(ii) Rule of Juvenile Procedure 29B. Hearings with contemporaneous transmission from a different location.

(a) In any delinquency proceeding or proceeding under Section 78A-6-702 or Section 78A-6-703 the court may conduct the following hearings with the minor or the minor's parent, guardian or custodian attending by contemporaneous transmission from a different location:

- (a)(1) arraignment;
- (a)(2) contempt
- (a)(3) detention;
- (a)(4) law and motion;
- (a)(5) pretrial conference;
- (a)(6) review; and
- (a)(7) warrant.

(b) The court may conduct the following hearings with the minor or the minor's parent, guardian or custodian attending by contemporaneous transmission from a different location if the minor or the minor's parent, guardian or custodian waives attendance in person:

- (b)(1) adjudication
- (b)(2) certification to district court;
- (b)(3) disposition;
- (b)(4) expungement;
- (b)(5) permanency;
- (b)(6) preliminary hearing;
- (b)(7) restitution;
- (b)(8) shelter; and
- (b)(9) trial.

(c) For good cause in compelling circumstances and with appropriate safeguards, the court may permit testimony in open court by contemporaneous transmission from a different location if the party not calling the witness waives confrontation of the witness in person.

(iii) Rule of Juvenile Procedure 37B. Hearings with contemporaneous transmission from a different location.

(a) In any abuse, neglect, dependency, or substantiation proceeding and in any proceeding for the termination of parental rights, the court may conduct hearings with the minor or the minor's parent, guardian or custodian attending by contemporaneous transmission from a different location if the minor or the minor's parent, guardian or custodian waives attendance in person.

(b) For good cause in compelling circumstances and with appropriate safeguards, the court may permit testimony in open court by contemporaneous transmission from a different location if the party not calling the witness waives confrontation of the witness in person.

(iv) Rule of Civil Procedure 43. Evidence.

(a) Form. In all trials, the testimony of witnesses shall be taken in open court, unless otherwise provided by these rules, the Utah Rules of Evidence, or a statute of this state. For good cause in compelling circumstances and with appropriate safeguards, the court may permit testimony in open court by contemporaneous transmission from a different location.

(v) Code of Judicial Administration Rule 4-106. Electronic conferencing.

Intent:

~~To authorize the use of electronic conferencing~~ hearings with contemporaneous transmission from a different location in lieu of personal appearances in appropriate cases.

To establish the minimum requirements for contemporaneous transmission from a different location.

Applicability:

This rule shall apply to all courts of record and not of record.

Statement of the Rule:

~~(1) In the judge's discretion, any hearing may be conducted using telephone or video conferencing.~~

~~(2) Any proceeding in which a person appears by telephone or video conferencing shall proceed as required in any other hearing including keeping a verbatim record.~~

(1) If the courtroom satisfies paragraph (3), the judge may participate in a hearing by contemporaneous transmission from a different location.

(2) If the courtroom satisfies paragraph (3), the court may, for good cause, permit counsel to participate in a hearing by contemporaneous transmission from a different location.

(3) If a witness, party, attorney or judge attends a hearing by contemporaneous transmission from a different location, the contemporaneous transmission must enable:

(3)(A) the courtroom participants to see and hear the remote participants and vice-versa;

(3)(B) the remote participants to see and hear each other;

(3)(C) the public to see and hear the remote participants from the courtroom;

(3)(D) a party and the party's lawyer to communicate confidentially;

(3)(E) documents, photos and other things that are delivered in the courtroom to be delivered previously or simultaneously to the remote participants;

(3)(F) interpretation for a person of limited English proficiency; and

(3)(G) a verbatim record of the hearing.

(b) Remote services

(i) Section 78A-2-104.

(12) The Judicial Council may by rule direct that a district court location be administered from another court location within the ~~county~~ judicial district.

(ii) Rule of Civil Procedure 77. District courts and clerks.

~~(c) Clerk's office and o~~Orders by clerk. The clerk's office with the clerk or a deputy in attendance shall be open during business hours on all days except Saturdays, Sundays, and legal holidays. All motions and applications in the clerk's office for issuing mesne process, for issuing final process to enforce and execute judgments, for entering defaults or judgments by default, and for other proceedings which do not require allowance or order of the court are grantable of course by the clerk; but such action may be suspended or altered or rescinded by the court upon cause shown.

(iii) Rule of Appellate Procedure 39. Duties of the clerk.

~~(a) General provisions. The office of the Clerk of the Court, with the clerk or a deputy in attendance, shall be open during business hours on all days except Saturdays, Sundays and legal holidays.~~

[Renumber following paragraphs.]

(iv) Code of Judicial Administration Rule 3-302. Clerk of the Court.

[Add]

(3) The clerk's office shall be open and available to transact business during business hours on all days except Saturdays, Sundays, and legal holidays. When the clerk's office is open, the clerk or a deputy shall be physically present or immediately available by contemporaneous transmission from a different location.

(v) Code of Judicial Administration Rule 9-105. Justice Court hours.

(2) Justice Courts shall be open and available to transact judicial business every business day, Monday through Friday, excluding holidays as defined in Utah Code Section 63G-1-301, and unless specifically waived by the Judicial Council. ~~The Justice Court judge shall be available d~~During the scheduled hours of court operation and the Justice Court judge or clerk shall be in attendance at the court during the regularly scheduled hours of operation physically present or immediately available by contemporaneous transmission from a different location.

(9) Appendix B. Inventory of technological capability

(a) Current

In addition to normal capabilities like email, text messaging, and telephone conferencing, and YouTube, Twitter and Facebook accounts, the courts feature:

Electronic filing. Attorneys must file district court papers electronically.

Electronic payments. Lawyers pay filing fees, if there is one, as part of the electronically filed paper. Any person who is obligated to pay a fine or fee to the court may do so by an on-line or telephone debit or credit card transaction.

On-line Court Assistance Program (OCAP). OCAP prepares documents ready for filing based on answers to questions asked in an on-line interview. Documents can be prepared for divorce, eviction, guardianship of a minor or a protective order.

On-line juror qualification. A juror can complete his or her qualification requirements by providing specific identifying information. The juror can also request scheduling accommodations or to be excused from service.

On-line transcript requests. Anyone can request an official transcript of any district court hearing. A transcript of a juvenile court hearing can be requested in the same manner, but the person requesting the transcript must first have the juvenile court judge's approval. Section 78A-6-115(1)(b).

On-line training. The AOC has built a series of public on-line training videos using the Adobe Captivate application. The videos include several topics, for example, e-filing and guardianship of a minor.

Self Help Center. The Self Help Center is staffed by licensed attorneys. It is a virtual center, providing information by phone and email. The Self Help Center attorneys cannot give legal advice or represent someone in court. They can:

- answer questions about the law, court process and options;
- provide court forms and instructions and help completing forms;
- provide information about the caller's case;
- provide information about mediation services, legal advice and representation through pro bono and low cost legal services, legal aid programs and lawyer referral services; and
- provide information about resources provided by law libraries.

VIA3 (Viack). The courts use VIA3, which allows video participation and document sharing at meetings. The courts use VIA3 for video arraignments and detention hearings.

Voice Over Internet Protocol (VOIP). The state courts' telephone system uses VOIP rather than traditional telephone service.

Web-based Information and Forms. The AOC publishes information about a variety of topics. Some topics include forms. The forms are Microsoft Word and Adobe PDF files that can be completed manually.

My Case allows the user to view information about his or her juvenile case, such as court orders, money owing, and upcoming hearings. The user can also make a payment using a debit or credit card.

WebX The court also uses WebX to allow video participation and document sharing at meetings.

XChange is a web-based, publicly available subscription service that allows the user to search all district court and justice court cases. If the records in those cases are public and are electronic, the user can view, print and save a copy of those records.

(b) Planned

Electronic filing. The AOC is working to build electronic filing capability in the juvenile court and in the appellate courts.

On-line Court Assistance Program (OCAP). The AOC is working to allow an OCAP user to electronically file a document prepared on OCAP.

Web-based Information and Forms. The AOC will continue to develop and publish information and forms on additional topics. The State Law Library is planning a service called "Navigator," which will allow a remote user to ask a law librarian for help navigating the courts' website.

XChange. The AOC is working on a service that will allow the occasional user to access district and justice court records on a "pay-per-view" basis, rather than a subscription. And the AOC is working to allow a district court party free access to the information and records in his or her case.

(10) Appendix C. Courtroom video configuration

Four high definition cameras:

- One trained on the courtroom
- One trained on the judge
- One trained on the counsel tables and podium
- One trained on the witness

One monitor for the judge and one for the clerk

One large screen monitor for other participants and the public capable of displaying four simultaneous views

Audio connection to public address system

Two VGA connections, one at each counsel table

- Connection to the courthouse public address system
- Connection to the video display monitors

Four LAN connections at counsel table

- VoIP connections
 - Open channel to public address system
 - Private channel to defendant
- Used for private communications between counsel and client
- Used for private communications for remote translation service

Kill switches controlled at the bench for each camera and for the public address system.¹⁸

Estimated cost: \$10,000 to \$20,000, depending on the cost to integrate with existing courtroom electronic systems.

¹⁸ Existing recording and sound systems in some courtrooms do not allow the judge to mute a bench conference or other off-the-record conversation from the public address system and yet still record the conversation for purposes of appellate review. Regardless of whether a courtroom is equipped with the hardware and communication network to enable remote hearings, this capability should be built into all courtrooms.

(11) Appendix D. Survey about remote court services and hearings

The Utah Judicial Council has appointed a Committee on Remote Services to consider whether and to what extent the public in our smallest communities might be better served by the opportunity for court services and hearings provided from a larger operation within the judicial district by means of contemporaneous transmission. And to consider how to upgrade the quality of audio/video communication for those services and hearings.

By "remote" services and hearings we mean transactions in which the clerk or judge is in one location and the person or persons with whom they are doing business are elsewhere.

Communication between the locations would be contemporaneous using audio or video technology, supplemented by any computer applications needed to complete a transaction.

Remote services and hearings beyond those already authorized will require either statutes or rules. And we would need to improve the quality of the audio/video communication. But before pursuing those objectives, the committee would like your opinion of the merits. Please take about 10 minutes to share with us your thoughts on the desirability of providing services and holding hearings in which the court and at least one participant are in different locations.

To take the survey, please [click here](#).

	Total Responses	Rating Average	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	No Response
1. General								
A large majority of people in my community have access to the internet.	116	4.08	48	42	16	7	3	1
A large majority of people in my community are comfortable making transactions over the internet.	113	3.73	36	32	30	9	6	4
2. Remote Services								
Remote services save court users' time and money.	116	4.16	54	38	16	5	3	1
Remote services are nearly as good as being there.	115	3.32	21	41	19	22	12	2
Remote services are a good option when necessary.	115	4.14	48	51	6	4	6	2
3. Remote Hearings								
Remote hearings save court users' time and money.	116	4.14	53	40	14	4	5	1
Remote hearings are nearly as good as being there.	115	3.18	16	41	18	28	12	2
Remote hearings are a good option when necessary.	116	4.08	45	52	9	3	7	1

	Total Responses	Rating Average	Strongly Agree	Agree	Unsure	Disagree	Strongly Disagree	No Response
Remote hearings are appropriate for hearings without testimony.	115	4.09	44	52	9	5	5	2
Remote hearings are appropriate for hearings with testimony.	116	2.69	11	17	31	39	18	1
Whether to "appear" remotely should require the consent of a civil party/attorney.	116	3.46	25	40	20	25	6	1
Whether to "appear" remotely should require the consent of a criminal party/attorney.	117	3.69	34	39	22	18	4	0

Comments

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
1	The courts have many resources that could be accessed through remote means. Resources may be limited in smaller sites...remote services linking smaller sites to larger sites in the state could give the public additional services that they may not otherwise receive.	Many short hearings, such as for continuances, etc., that do not require testimony, would be perfect to be conducted remotely. It would save costs in travel, security, attorney fees, etc. Remote hearings with the jails and prison would result in a huge savings in travel and security costs.
2	The devil is in the details. All services are not equal. Some remote service delivery may be appropriate. Other, absolutely not.	Very few hearings should be conducted remotely. Some initial appearances, perhaps. Some scheduling conferences, perhaps. Again, it depends on the hearing.
3	The Government process in any aspect should be about service to the citizen using that service. Face to face, person to person. You are blindly looking at cost verses customer service. Remote services will erode public trust and respect for the court system. I am 100% this proposal.	See response to #4 above, answer is the same.
4	I think they should be expanded.	It can save hours of driving for a hearing which may only last a few minutes. This is especially important in bad weather.
5	I disagree with the entire concept and small/rural communities need to continue to receive onsite services in all aspects.	I disagree with the entire concept and small/rural communities need to continue to receive onsite services in all aspects.
6	I do not live in a rural area so am not sure of the impact, but theoretically I can see the value of	[same as above]

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
	having the option when necessary	
7	Remote hearings are convenient, but we have too many technical problems.	They are wonderful when everything works.
8	Whether to appear remotely should be in the discretion of the judge. The quality of the technology is not good enough for a hearing requiring testimony. Also, it is often unreliable, which forces us to conduct a hearing over the phone, because it is too late to travel to one site, when it fails.	See above
9	It will have to depend on how easy the technology is to use for it to be effectively utilized.	I think this would be very good for any number of hearings, especially for status conferences and scheduling conferences.
10	OK for simple transactions as long as users pay a fee to cover the cost of the technology. If the public is not complaining, money should not be spent on this project. Further, people who move to or stay in remote areas know they will not have as good access to public facilities.	If attorneys are involved and there is no testimony being taken, these are fine in many circumstances. However, there are many instances when you want the parties there, for example on orders to show cause for failure to prosecute.
11	Will cost more to have extra staff	no opinion
12	I think remote services have a very positive benefit on the public. Having remote services available, in all locations, make it (or could make it) a lot easier to access information, complete filings, ask questions and access court forms. I think we should have an IM/Chat option for the public to utilize when they have questions regarding a specific case or general information questions (like workforce services). These IM's could be directed to different JA's, depending on the subject or if it is a specific case or general question. I think this suggestion and any other type of remote services could help increase our satisfactory rates from patrons and our customer service we are able to provide to the public. The courts are all about being fair and accessible to the public	I think having the options of remote hearings is more of a benefit and convenience for the courts rather than for the public. If I'm not mistaken, I'm under the impression that the judge will remain at his location and appear for the hearing by utilizing the remote services and the parties/counsel will still have to appear in the courtroom at the designated courthouse in which the case was filed. If this is correct, the savings in money and time would only be on the benefiting end of the courts, as there would be significant change to the practice of counsel or the parties. There may be, however, some downsides to having remote hearings on both sides. If the judge or counsel want to have a private bench conference, without the parties being privy to conversation, this will no longer be able to take place. It may be harder to understand, hear, or communicate with remote hearings, also if the equipment was to go down, that would be a problem. This happens with video court sometimes and it puts us all behind schedule. I think if all

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
		parties are physically present at the hearing, there is less chance of any confusion taking place, by any party. For example, sometimes with telephone conferences, you get people talking over each other and it can get confusing or overwhelming at times. You end up having parties or even the judge having to repeat themselves. One good thing that would benefit security and the Sheriff office with having remote hearings is the cost, time, and personnel it takes to transport an inmate to court. With remote hearings, we would be able to hear the case without having the inmate leave the jail. This however, may make it harder for counsel and/or public defenders, as they would not be able to be in two places at once, if representing another client on another case. It may make it harder for them to communicate with their clients, specifically those that are incarcerated.
13	No response.	Remote services are a great options for parties who are unable to attend a hearing. Even if they don't participate actively in the hearing, they can hear what is going on. I don't think they would be a good option for hearings in which testimony would be taken. It would be too hard for the fact finder to assess credibility.
14	We live in a retirement community, I would say the vast majority of citizens do not know how to work a computer. With this in mind the people do not feel comfortable with electronic equipment. People want to have a face to face meeting/hearing so they can understand, ask questions and converse with a person.	We have conducted a few telephonic hearings in this county. We are limited on the number of people we can connect due to technology. The quality of the hearings are never good as there is always feedback, poor audio quality, etc. Plus you never know which party is speaking.
15	I think it's a great idea for almost every service.	They are good for counties such as Millard County where the access to important things like the courts makes it more available to more people.
16	I think it's a fantastic idea for certain hearings such as scheduling conferences and some motion practice.	We have done some, would like to see access to more.
17	We often use Viack for non-hearing appearances involving inmates at the jail and prison. It is a very efficient and cost effective method.	I have conducted remote hearings with persons who are in other locations, even other states. Remote hearings make it difficult to handle

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
		evidence and to make a sensible determination of credibility. However, when necessary, they can be very helpful.
18	Great idea	Great idea
19	I think it would save everyone time and money	I think it would save everyone time and money
20	Remote Services should be encouraged in all forms. Easier greater access by email and website to court services would save a lot of time and money in our community.	Defendants in criminal cases should not be allowed to appear by video in much more than an initial appearance. Defense Attorneys should be treated differently and given that opportunity regularly to save money. For evidentiary hearings fact witnesses should only appear by video upon stipulation of the parties but other witness, ie. expert, character, should be allowed to appear by video.
21	No response.	They work OK when an evidentiary hearing is not required.
22	This Court just changed from County operated to State. The big fear amount locals was that they would be dealing with a machine instead of a real person.	I know that attorneys would prefer not to travel to remote courts whether it is in their clients best interest or not. I do know that in Ogden when an attorney is present by telephone in the courtroom he is at a disadvantage to the people who are present before the Judge.
23	Remote services are a good option and save court personnel time. They are convenient for the parties to use if they are comfortable using the internet.	I do not like remote hearings because I don't feel they leave a big enough impact on the defendants as compared to appearing personally before a judge in the in-court setting. Remote hearings are often times hard for parties to hear all that is going on.
24	This would be beneficial in our area. We would be better able to serve the public in our area.	This would be beneficial. We have many requests to appear by VIACK and by telephone. Right now it is somewhat cumbersome to have the judge in one location, the clerk in another and the attorneys in still another location. I am excited to hear there is a possibility that better equipment may be coming. Thank you!
25	We are not set up to do it here in Sevier County but Sanpete County does it with inmates. I don't know much about it.	I don't know much about it.
26	I'm unsure what type of services you are talking about when you reference remote services. We already have mandatory e-filing at all court sites.	I strongly feel that hearings that require testimony should not be held remotely. It would be difficult to determine the credibility of witnesses when held

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
27	Valuable. Remote services should be used more for handling government business. Stop the big retreats and Wasatch front business meetings. Find a way to engage remote communities in discussions and decisions that take place at the Capitol.	remotely Band width should match the occasion. Some transactions deserve face to face interaction. The public/government side of the e-debate should yield to the needs and desks of the private side.
28	The only remote service I have observed is video and whether that is adequate depends on the hearing type and issues addressed. It may well be better than nothing, however.	See 4
29	An excellent idea.	Another great idea.
30	When reliable, they can be useful in some circumstances. Looking up files, filing documents for pro se, and paying fees, fines.	Again, if they are reliable, it would save all parties money while efficiently dealing with routine matters. Not a good decision for evidentiary hearings, sentencing or trials.
31	It only makes sense to serve people where they are and reduce the burden on parties who either have to lose their case or travel in inclement weather or who don't have means to travel.	It would actually reduce security issues if adversaries weren't in the same courtroom. This is a tangential observation, but it's true.
32	With the technology available today i think remote services should be ideal.	Would be helpful specifically for non-testimonial hearings.
33	Remote services are a major mistake. They are unprofessional and demeaning to the Court. Remote services deny a party the basic, due process right to face the opposition in front of the Court. Remote services have not yet and probably never will reach the same quality as a personal appearance.	Please, please, please never permit them. The professionalism of the court system has been downgraded too much during the past years. Efforts should be made to upgrade the Courts and not downgrade and cheapen them.
34	No response.	May cases involve pro se parties. One of the problems with remote hearings is that all documents to be referred to at the hearing would have to be filed/provided prior to the hearing. A good number of pro se parties will not do so.
35	Remote hearings and services would be a disservice to the community!	Remote hearings and services would be a disservice to the community!
36	No response.	Great idea. Should be used more frequently when appropriate. There is Skype, video conferencing software. We need to do it more often and not just in remote communities but on Wasatch front. Driving less especially in winter is almost a

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
37	In appropriate cases remote services would be an excellent option, especially for parties traveling from far away. Hearings with witness testimony may be less well served, as the opportunity to observe the demeanor and determine credibility can be negatively impacted by doing it remotely. The parties/counsel in consultation with the court should decide on a case by case basis whether the cost and hassle of personal appearance is justified compared to the convenience and cost-savings of remote appearance. No 'one size fits all' response to that question seems to exist.	requirement to keep air clean. We can all contribute to that goal. I live and work in SLC, so have the benefit of excellent connectivity. It is also both time-consuming and expensive to travel to the rural courts, which I do on occasion. It would thus be extremely beneficial to be able to appear remotely in appropriate circumstances. However, I would want the option of appearing in person when the circumstances justify it, and not be forced to do so remotely if not in my client's best interests to do so.
38	Most of my clients are in remote areas of the state of Utah and Nevada. I represent Indian Tribes and there are limited funds to run governments and represent private parties. Remote services would help save money and provide more court services.	The only concern I have is cross examination of witnesses and being able to adequately hear the questions. Other than that, I think that all court systems should offer these types of services.
39	It would be helpful, especially in rural areas.	I love the idea. They would take some getting used to. But, these types of hearing will allow parties to chose from a larger pool of competent attorneys. Currently some attorneys refuse to take cases outside their area due to lengthy traveling & unfamiliarity with certain courts.
40	Let's do it.	Let's do it.
41	There are a large number of hearings in which parties and/or their attorneys could appear remotely without any problems.	I think it is a great idea for many types of hearings. Especially those hearings which do not require documentary evidence to be presented. I had a factual witness appear in a case via Skype; his testimony was necessary but was short -- thus appearance via Skype was a good method and avoided having to have him travel 1200 miles round-trip to provide 10-15 minutes of testimony.
42	I think it is great to have this for filing papers and things like that. I do think there should still be at least one clerk in every courthouse.	I think it is appropriate for preliminary matters but I do not support the idea of criminal defendants being confronted with witnesses across the country via Skype.
43	All of this is subject to the implementation of COMPETENT electronic services - just having a monitor and camera is not likely sufficient. The	Good idea. This would allow for more frequent hearings for small communities. Now parties must wait on a judge to appear, with electronic hearings

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
	connections should be complete duplex (both parties can speak at the same time) and should have the ability for the judge to control the camera(s) to observe not only the witness but the other parties. Example, the judge should see the witness, the parties at the tables and the courtroom generally. The judge should also have access to an electronic "board" for exhibits etc.	The court could have more frequent hearings.
44	Remote services are a very helpful option that allows for greater efficiency due to the reduction of travel time and can help reduce overall costs. However, remote services can be more complex and difficult to always guarantee a satisfactory result. Overall, I believe that things that can be done remotely, should be worked towards.	As an attorney who has cases in nearly every county in the state, I strongly believe that remote hearings would be a helpful, efficient, and beneficial option for hearings and other proceedings. Due to the size of our state and the number of small communities that are not near large population centers where a wide range of legal expertise is available, I believe that remote proceedings would potentially be an excellent option that could both reduce costs and allow for an increased offering of affordable legal services to Utah's residents. Though I do not believe that remote hearings should be the standard unless a sufficient quality of the connection can be guaranteed. If that connection is not excellent, then hearings can be frustrating, over-long, unproductive, and difficult for one or more parties to hear the entire proceedings. One possible option could be similar to Utah's federal bankruptcy court where a judge in Salt Lake City allows parties to appear at a specified location elsewhere in the state and the connection can be closely monitored.
45	No response.	Absolutely necessary. If I can have an out of state expert testify remotely, it greatly reduces the cost to my client and increases the chances of them getting their day in court.
46	Needed in remote areas because of travel conditions for clients and attorneys. Many times travel takes longer than court appearance.	Some hearings lend themselves to remote hearing more than others. When testimony requiring cross examination is to take place remote hearing present a problem to witnesses as well as attorney and judges because of hearing and other technical problems.
47	I travel to hearings across Utah. In the 5th District,	See above. I would like to see remote hearings for

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
	you travel 5 hours to attend a 45 minute hearing for oral argument. If you fly, you will have to wait 5-6 hours for the return flight unless the court schedules the hearing between 10 and 12; which it never does. That same with Daggett County and Uintah County, only you don't have the option of waiting on a flight. I think remote services would be fantastic.	all of the districts.
48	Remote services mean that the resolution does not take place informally. Furthermore, the 'remoteness' reduces civility.	Remote hearing results in the parties, attorneys and the court not being fully invested. There is little or no chance that civility and/or professionalism will improve. When the parties, attorneys, court staff and the judge are all together, professionalism and civility improve. This will not happen in remote hearings. The more the system puts barriers between the parties, attorneys, court staff and judges, the less civil and professional everyone is.
49	I think this is an appropriate option	A few months ago I was in another country and needed to file an answer in a case in SLC, UT while I was in this country. I e-filed my answer. It felt good to know that although absent i could still do necessary work without returning to my office. Also i recently spoke with another attorney who also being out of the country was pleased he could e-file with the court from his outside location. We noted that the only thing lacking was court appearances by video. I think this would be a good avenue to investigate.
50	No response.	Would keep costs down and expand pool of attorneys a person could choose from.
51	No response.	Remote hearings are appropriate when testimony is not needed. However, Sometimes the best incentive for people to be reasonable and settle cases is the fact that it costs money to pursue their position. This includes the cost to appear at trial. If we take away that cost by allowing everything to be done remotely it could "disincentives" appropriate motivations to settle cases.
52	Expenses in civil cases should reflect the reduced costs of remote hearings. I'm not sure that criminal testimony should be done remotely.	I think that you will lose all or the majority of access to body language and visual cues when doing remote services.

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
53	Please see my response under No. 5. Offensive and pathetic proposal.	This is ridiculous. I am a local prosecutor and am offended that the larger jurisdictions and/or the State are apparently seeking to provide "superior" services by using remote technology to allow litigants to appear on the Wasatch front. I am additionally offended by the State Courts seemingly trying to replace rural, local, prosecutors, judges and rural lawyers with lawyers from the Wasatch front. What a great idea. Some of us in rural Utah are becoming sickened by the State Court's continuous assault on the rural lawyers. I will seek to do everything in my political power to prevent this hair brain proposal from becoming a reality. Maybe we don't need our State Court Offices either. Maybe our state would be better served by being remotely served by the California State Courts, or maybe the New York State Court offices provide a superior product at a reduced cost. Testimony is always best in person.
54	I would encourage them.	
55	Some people are afraid of cameras. You should provide simple instructions.	If the parties want to use them, I think they are a good option.
56	No response.	E-filing seems to be working well.
57	Should be much more readily available.	Should be much more readily available.
58	No response.	Since there are times a party will unreasonably withhold consent for another party to remotely "appear" at a hearing, I think remote appearance should be allowed by either consent of the parties OR by order of the court.
59	Great idea. Let's do it!	Great idea. Let's do it!
60	Generally it's very good to have remote services available.	Certainly appropriate for hearings that do not involve testimony or extensive argument. Hearings on more complicated matters would be difficult. Hearings with testimony that is more than just minor foundation testimony should be avoided. It would be too hard to cross-examine the witness or the judge or jury to accurately judge the witness's credibility.
61	No response.	Remote hearings can be very difficult to follow when an interpreter is required. It will be very confusing and the record will be very confusing when transcribed. In addition it is much more

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
62	I have had extensive experience with remote hearings in Montana. They are not all that user friendly and are especially difficult if there is testimony. With respect to hearings involving attorneys, remote hearings are more acceptable.	difficult to make a finding of credibility. I think that serious hearings should be done in person whenever possible. Minor hearings are fine remotely.
63	I think court services can be effective on a remote basis. Self-help information and filing procedures seem to be effective and lately require less clean-up after the fact when things go wrong and need an attorney. Basic services should be support remotely. There is great frustration in not being able to be assisted by a clerk by phone. I think that would persist with computer or television screen services.	The use of remote hearings other than for criminal arraignments is not useful and should be utilized with caution. The accused can only think that they have been mistreated and one of the most important purposes of courts is to do justice. Hearings where evidence is presented at all are difficult when done by video. Hearings where only argument occurs are great.
64	No response.	I feel that clients often need to face the judge in a formal court setting in order to respect the orders of the court and have a desire to follow them. I have experienced remote hearings in criminal initial appearances, and find that they often leave the defendant with a bad attitude toward the judge and the system. Often they feel like they are not heard. There are too many technical problems and remote services are not often as effective as personal attendance. Most people are too nervous to pay attention to the court via television or computer screen. Many clients need the satisfaction of being present before the judge to come to rest with a ruling that may be adverse to them. There is an expectation of compliance with live proceedings that I do not believe is as strong in remote hearings - including routine scheduling conferences and such where only attorneys normally appear. There are growing problems with attorneys who take matters at great distances away from their offices and then balk at appearing for live hearings. In my opinion that is a detrimental development. Overlap in scheduling between districts and courts may

Respondent	4. Please share your opinions about remote services.	5. Please share your opinions about remote hearings.
65	No response.	necessitate some remote hearings for non-evidentiary type hearings. It is regrettable that requests for remote attendance is a growing trend. I appear in Rich County on a few occasions a year. During some hearings, the Court has the parents travel to Cache County for hearings even though it's a Rich County case. It's often expensive and takes hours of travel for the parents involved. It would be wonderful if we could have remote video hearings. We would not have to force the parents to travel long distances and we could review cases more often.
66	I believe that they could be very useful in remote and difficult to reach places like Randolph. There had previously been rumors, however that the State was planning on shutting the Rich County courthouse. The institution of remote services may start those again.	I would not mind having remote hearings, as these were not hearing at which testimony as taken, or oral argument. There can be benefits to seeing a person while they are being subjected to questions, or watching opposing counsel as they put forth their argument that would be lost if these were handled remotely.
67	I think it is a good idea considering our location. However, I do not think it is as good as all parties being present. Newell Harward Wayne Co Commissioner	I think many cases can be held effectively remote, but each case needs to be considered on its own complexity, and the personalities involved. Newell Harward Wayne Co Commissioner
68	I like the idea of being able to transact business remotely rather than drive 50 miles to the nearest court house.	I'm concerned that being viewed as a picture on a computer will de-humanize the process.

Courthouses

6. Please check the courthouses in which you conduct business. (Choose all that apply.)	Response Percent	Response Count
Beaver in Beaver County	16.8%	19
Castle Dale in Emery County	17.7%	20
Duchesne in Duchesne County	27.4%	31
Fillmore in Millard County	29.2%	33
Junction in Piute County	9.7%	11
Kanab in Kane County	18.6%	21
Loa in Wayne County	12.4%	14
Manila in Daggett County	9.7%	11
Manti in Sanpete County	35.4%	40
Moab in Grand County	26.5%	30

6. Please check the courthouses in which you conduct business. (Choose all that apply.)	Response Percent	Response Count
Monticello in San Juan County	25.7%	29
Morgan in Morgan County	18.6%	21
Nephi in Juab County	31.9%	36
Panguitch in Garfield County	17.7%	20
Randolph in Rich County	8.8%	10
Salem in Utah County	5.3%	6
Other (please specify)	32.7%	37
Wasatch		
Santaquin in Utah County		
Roosevelt in Duchesne County		
Vernal in Uintah County		
St. George in Washington County		
Farmington in Davis County		
Price, and Vernal		
Box Elder, Weber, Salt Lake, Farmington, and others.		
Nephi in Juab County		
Ogden in Weber County		
Davis County and Second District		
All Districts		
All Districts		
Price District		
Richfield in Sevier County		
Salem matters are heard in Spanish Fork		
No rural practice		
Davis County		
All over the state of Utah		
Iron County and Washington County		
Salt Lake, Davis, Weber, Utah		
Lehi in Utah County		
Delta Justice Court		
Vernal and Roosevelt		
Tooele County and Uintah County and San Juan County		
St George and Cedar City		
Richfield in Sevier County		
Justice Courts throughout the state.		
Roosevelt in Duchesne County, Heber City in Wasatch County, Vernal in Uintah County		
Iron County		
Washington County, Iron County and Sevier County		
Richfield in Sevier County; Price in Carbon County		
Richfield in Sevier County; Price in Carbon County		

6. Please check the courthouses in which you conduct business. (Choose all that apply.)	Response Percent	Response Count
Monticello in San Juan County, Price in Carbon County, Junction in Piute County		
Cedar City		
Iron County, Washington County, Sevier County		
Rich		

(12) Appendix E. Courthouses under consideration

City	County	District	Contract Site	FY 2014 Budget	FY 2014 Lease	FY 2013 DC Clerks	FY 2013 DC Cases	FY 2013 DC Hearings	FY 2013 JC Referrals	FY 2013 JC Hearings	Judge- Days Per Year ¹⁹	Closest Judge	Miles to Closest Judge ²⁰
Beaver	Beaver	5		\$92,800	\$115,000	2.00	300	680	120	281	72	Cedar City	52
Castle Dale	Emery	7		\$194,400	\$92,000	2.00	376	1021	190	397	50	Price	30
Duchesne	Duchesne	8		\$324,600	\$83,314	2.00	507	2241	405	929	156	Duchesne	0
Fillmore	Millard	4	K	\$63,300	\$98,963	1.25	569	1104	159	312	98	Spanish Fork	95
Junction	Piute	6	K	\$9,500	\$39,140	0.25	37	30	6	9	36	Richfield	45
Kanab	Kane	6	K	\$191,900	\$38,614	2.25	268	822	186	226	48	Richfield	147
Loa	Wayne	6	K	\$9,500	\$16,302	0.25	78	147	28	46	36	Richfield	45
Manila	Daggett	8	K	\$8,500	\$28,814	0.25	29	52	2	1	12	Vernal	64
Manti	Sanpete	6		\$423,900	\$53,168	4.00	851	1793	321	605	96	Richfield	48
Moab	Grand	7		\$867,400	\$155,000	3.00	547	1054	264	1280	80	Moab	0
Monticello	San Juan	7		\$219,100	\$30,000	2.50	348	716	245	584	50	Monticello	0
Morgan	Morgan	2	K	\$32,100	\$18,053	0.75	200	409	34	32	45	Ogden	24
Nephi	Juab	4		\$315,900	\$250,000	2.00	422	1368	4	89	146	Spanish Fork	34
Panguitch	Garfield	6	K	\$32,200	\$32,314	0.75	250	356	63	138	48	Richfield	80
Randolph	Rich	1	K	\$11,700	\$11,700	0.25	82	150	9	3	36	Logan	70
Salem	Utah	4	K	\$2,500	\$999	0.15	436	0	0	0	0	Spanish Fork	4

¹⁹ Regularly scheduled law and motion days. Trials and longer hearings are scheduled as needed.

²⁰ Zero miles indicates that a judge's primary office is in the courthouse under consideration.

(13) Appendix F. District court hearings FY 2013

Type of Hearing	Beaver	Castle Date	Duchesne	Fillmore	Junction	Kanab	Loa	Manila	Manti	Moab	Monticello	Morgan	Nephi	Panguitch	Randolph
Accounting				1											1
Appoint Counsel			1												
Arraignment	16	49	243	47	1	23	2		21	54	25	1	62	2	15
Bail Hearing			20			1				5	4				2
Bench Trial	3	8	6	10	1	11	1	1	24	21	5	10	13	1	3
Change of Plea	11		1	2		17			2	27	9		16		
Comm Recom Rev			1							1					
Competency		1	1	2						1	5	2	6		
Contempt										3					
Custody											6				
Default Judgment												1			
Drug Court	274									249	118				
Evidentiary													81		
Immed Occupancy													1		
Initial Appearance	113	110	361	110		69	17	3	146	166	130	29	118	81	
Jury Trial	6	5	35	10		7			10	3	5	5	16	9	
Jury Trial-Expedited			1								1				
Law and Motion	156	193	618	319	23	129	100	10	709	104	111	180	428	115	44
Order of Settlement		1												1	
Order to Show Cause	84	97	155	105	3	98	3	4	104	79	34	26	178	75	47
Preliminary Injunction				2						2					
Preliminary Hearing	82	89	374	125		49	6	7	159	139	96	14	95	18	9
Pretrial Conference	18	19	50	45		56	4	4	69	30	8	15	79	16	20

Type of Hearing	Beaver	Castle Date	Duchesne	Filmmore	Junction	Kanab	Loa	Manila	Manti	Moab	Monticello	Morgan	Nephi	Panguitch	Randolph
Probable Cause												1			
Protective Order	11	25	8	20		9	1	2	20	54	25	4	13	4	2
Resolution			1			9									
Restitution	3		1	2		1					3		1		
Review	126	86	102	60	1	168	4	18	404	57	74	73	94	12	2
Roll Call						28									
Sanctions			28	10								1	1		
Sentencing	39	48	206	80	1	39	7	2	73	18	16	18	70	17	5
Status Conference			12												
Summary Judgment						10						2			
Supplemental Order	8	14	9	24		7	2	1	30	34	44	17	22	2	
Suppression													3		
Temp Restraining Order	1		2	1						2	2		1	1	
Trial De Novo	3	2	5						2	3	1	4		2	
Waive Prelim Hearing				129		91			20				18		
Waiver Hearing													52		
Writ to Enforce Jdmt										2					
Total	680	1021	2241	1104	30	822	147	52	1793	1054	716	409	1368	356	150

(14) Appendix G. Juvenile court hearings FY 2013

Hearing	Beaver	Castle		Duchesne	Fillmore	Junction	Kanab	Loa	Manila	Manti	Moab	Monticello	Morgan	Nephi	Panguitch	Randolph
		Date														
Abortion										1						
Adoption		5		13	3		2			2	1	6			3	
Arraignment	40	60		93	62	4	30	13		171	91	104	10	16	30	
Arraignment / Pretial		4		32			1			1	1		5	1		
Bail Hearing					7							5				
Bench																
Warrant		1								1	5					
CW - 6 Month Review	17	25		46	20		42	11		70	34	27		4	35	
CW - Adjudication	10	21		3			1				12	10				
CW - Contempt	2	4		5			3	1			16	14				
CW - Disposition	18	13		22	10			2			39	26		4		
CW - Evidentiary		1		1								1				
CW - Exparte Motion							2									
CW - Expedited Shelter	5	1		8							1	3		2		
CW - Expedited Shelter Cont.	5															
CW - Further Disposition				1	3					7					2	
CW - Hearing																4
CW - Motion		4		5							4	1				
CW - Permanency	17	8		15	6		2			5	14	6		1	1	
CW - Permanency Cont. 90 days	5			4	4						2			1		

Hearing	Beaver	Castle Date	Duchesne	Fillmore	Junction	Kanab	Loa	Manila	Manti	Moab	Monticello	Morgan	Nephi	Panguitch	Randolph
CW - 2nd Permanency Cont. 90													1		
CW - Post Termination Review		2	7											1	
CW - Pretrial	12	34	39	12		19	2		24	43	24		8	5	1
CW - Pretrial Continue	1		29	1		4			1	2	9		4		
CW - Review	56	54	140	54		15			55	178	63		12	5	
CW - Shelter Hearing	10	8	10	1						26	5				
CW - Shelter Hearing Continue	3								7	8					
CW - Term Parent Rights		1	1							2	11				
CW - Term Parent Rights - Disp															
CW - Term Parent Rights - PT	4	2	15	1					3	2	4				
CW - Term Parent Rights - TL	8	1	5	1					1	2	3				
CW - Trial	1	2								1	4				
CW - Voluntary Relinquishme nt	9	2	7	1						1	9			1	
Contempt	2	26	47	21		13			24	99	39		4	1	
Detention Hearing	1	4	2						1	8					
Disposition	3	1	6	3		1			6	6	11				
Emancipation Exparte Motion									2						
						12			12					4	

Hearing	Beaver	Castle Date	Duchesne	Fillmore	Junction	Kanab	Loa	Manila	Manti	Moab	Monticello	Morgan	Nephi	Panguitch	Randolph
Exparte Review	9	1													
Expungement	1	5	1	2		3			3	1	1		4		
Further Disposition			13	11		6			4					2	
Hearing			1			2		1	1		2				
Initial Hearing										1					
Motion		22	4	10						18	6				
Pretrial	11	5	70	24		18	1		41	3		3	13	9	
Protective Order - Hearing					3				13	4				1	1
Protective Order - Evidentiary	1	2	9							2				1	
Protective Order - Exparte		3	5	1					4	1					
Restitution									2						
Review	25	72	253	44	5	46	15		143	635	146	14	12		33
Review-O&A	1		7			1	1		4	1	4		1		
Trial	4	3	10	7					3	17	25		1		1
Total	281	397	929	312	9	226	46	1	605	1280	584	32	89	138	3