



# **Results of The Florida Bar Video Conferencing Survey**

**October 2020**

## Results of The Florida Bar Video Conferencing Survey

A link to an electronic survey was e-mailed to members of the following Florida Bar Sections: Real Property, Probate & Trust Law, Trial Lawyers, Business Law, Family Law, Criminal Law, and Appellate Practice. By the September 18, 2020 deadline, 2,003 completed surveys were received for a response rate of **9%**.

In reporting the results, all percentages were rounded to the nearest whole percent (example: 34.5% equals 35%). For this reason, totals may vary from 99 to 101 percent. Note that several questions are “multiple response questions.” This means that respondents were encouraged to check all responses which apply to a given situation. Thus, multiple responses questions will not total 100 percent.

### **1. What is your legal occupation or classification?**

<u>Private Practice</u>	<u>Percent</u>
Sole practitioner	31
Partner/shareholder	25
Associate	13
Managing partner	10
Practitioner with 1 or more associates	4
Other private practitioner	2
 <u>Government Practice</u>	
State government attorney	3
Judge	2
Federal government attorney	1
Local government attorney	1
 <u>Other Legal Position</u>	
Corporate counsel	3
Legal aid/legal service	1
Other	4

#### **1a. If “Other”, please specify:**

**(100 Total Responses)**

**Of Counsel (22 Responses)**

- **Of Counsel. (15 Responses)**

- Of Counsel and Founding Partner.
- Of Counsel to a firm of 2 (other) attorneys.
- Of Counsel to a law firm.
- Of Counsel to firm doing marketing, limited litigation, and pro bono work.
- Of Counsel to law firm.
- Of Counsel to medium size firm primarily doing marketing and pro bono work.
- Senior Of Counsel.

**Paralegal/FRP (14 Responses)**

- Florida Bar Registered Paralegal. **(7 Responses)**
- Paralegal. **(6 Responses)**
- Local Government - Paralegal - Real Property Manager.

**Magistrate (9 Responses)**

- Magistrate. **(5 Responses)**
- General Magistrate. **(3 Responses)**
- State Circuit Court Magistrate.

**Mediator/ADR (9 Responses)**

- Mediator. **(7 Responses)**
- Certified Family Mediator.
- Dispute resolution.

**Retired (7 Responses)**

- Retired. (6 Responses)
- Was a sole practitioner, now retired since July 2020.

**Law School Position (6 Responses)**

- Law school professor. (3 Responses)
- Academia.
- Adjunct professor.
- University faculty member.

**In House Counsel (5 Responses)**

- In house counsel. (4 Responses)
- Associate in house counsel.

**Law Clerk (4 Responses)**

- Law Clerk. (3 Responses)
- Judicial Law Clerk.

**Public Defender (3 Responses)**

- Public Defender. (3 Responses)

**Senior Judge (3 Responses)**

- Senior Judge. (3 Responses)

**Clerk of Court (2 Responses)**

- Clerk of Court. (2 Responses)

**Consultant (2 Responses)**

- Consultant/Speaker.
- Similar to corporate counsel but more like a consultant.

**Counsel (2 Responses)**

- Counsel. (2 Responses)

**Insurance (2 Responses)**

- Field legal of insurance company.
- Title insurance underwriter.

**Special Counsel (2 Responses)**

- Special Counsel.
- Special Counsel/Shareholder.

**Miscellaneous (8 Responses)**

- Appellate.
- Bar counsel.
- Forensic CPA expert witness.
- Independent contractor.
- Investment manager.
- Lobbyist/Governmental Affairs professional.
- Regional Fiduciary Manager/Corporate Fiduciary.
- Senior Trust Officer, Bank of America, N.A.

**2. What is the total number of attorneys employed in the firm or legal work place where you primarily practice?**

<u>Category</u>	<u>Percent</u>
1 attorney (me)	34
2 to 5 attorneys	27
6 to 10 attorneys	10
11 to 20 attorneys	8
More than 20 attorneys	21

**3. Which of the following best describes your primary practice of law? (If you are currently unemployed, but previously worked, please select the response category that best reflects the work you did when employed)**

<u>Category</u>	<u>Percent</u>
Predominantly litigation	48
Predominantly transactional	17
Mix of litigation and transactional	12
Mix of litigation, transactional, and consulting	9
Mix of transactional and consulting	4
Mix of litigation and consulting	3
Primarily arbitrator/mediator	2
Predominantly consulting (includes lobbying)	1
Other	4
I do <u>not</u> perform legal work	1

**4. How are you currently working?**

<u>Category</u>	<u>Percent</u>
Mostly office work with some remote work	28
Solely from home (remotely)	24
Solely from the office	21
Mostly remote work with some office work	17
An even split of office and home work	6
I worked solely at home prior to the pandemic and will continue to do so	4
I am <u>not</u> currently working	<1

5. Over the past three months, by which of the following means have you met with any clients? (MULTIPLE RESPONSE QUESTION – CHECK ALL THAT APPLY)

<u>Category</u>	<u>Percent</u>
By phone	92
By video conference	73
In person	56
Curbside or drive up service	16
Other	4
I have <u>not</u> met with any clients during the past three months	3
I am <u>not</u> currently working	1

5a. If “Other”, please specify:

**(51 Total Responses)**

**Email (31 Responses)**

- Email. (30 Responses)
- For purely transactional matters, sometimes about 90% of the interaction can be via email.

**FaceTime (4 Responses)**

- FaceTime. (3 Responses)
- FaceTime...older clients have problems with videoconferencing.

**Drop Offs/Signings (3 Responses)**

- My clients talk to me through glass door when they drop off documents. We also watch them sign documents through glass door and witness signing through glass door.
- Office is only open for in person client drop off of docs - no in-person meetings.
- We allow clients into our two story office building, only on the first floor, and solely for the purpose of signing documents, requiring masks and social distancing.

**Letter (3 Responses)**

- Letter. (2 Responses)
- Written correspondence.

**Home Visits (2 Responses)**

- House call (outside) for document execution.
- In person at the client's residence.

**Outside Meetings (2 Responses)**

- My in person meetings are held in public places such as cafes rather than in offices.
- Outside with social distancing.

**Miscellaneous (6 Responses)**

- 1/3 of my practice is Estate planning. Meetings have been remote (Zoom/phone), but we are executing estate plan documents in person, outside on our firm's lawn, with testators, notary, and witnesses all 6 feet from each other, all parties wearing masks, and sanitizing of table/chairs before and after each person steps in to sign. Gloves and hand sanitizer are also available. We are NOT using remote notary or witness services for documents and are following the above protocol for any document requiring witnesses and/or notarization for any proceeding/transaction.
- At opposite ends of a 12-foot conference table with masks.
- Client portal.
- Remote notary.
- Skype.
- We put a plastic barrier in front of my office's front door, from that we do "court".



**5b. Over the past three months, by which of the following means have you met with any clients? – BY Type of Practitioner and Region (MULTIPLE RESPONSE QUESTION – CHECK ALL THAT APPLY)**

<u>Category</u>	<u>Type of Practitioner</u>		
	<u>Private Practice Percent</u>	<u>Gov't. Practice Percent</u>	<u>Other Legal Position Percent</u>
By phone	95	68	78
By video conference	75	58	68
In person	62	26	27
Curbside or drive up service	18	4	8
Other	2	12	8
I have <u>not</u> met with any clients during the past three months	2	13	9
I am <u>not</u> currently working	<1	0	4

<u>Category</u>	<u>Region</u>		
	<u>North Region Percent</u>	<u>Central/SW Region Percent</u>	<u>Southeast Region Percent</u>
By phone	93	92	91
By video conference	71	72	75
In person	64	62	46
Curbside or drive up service	20	16	14
Other	7	4	2
I have <u>not</u> met with any clients during the past three months	3	3	2
I am <u>not</u> currently working	<1	<1	<1

6. In what ways are you currently meeting/communicating with other attorneys?  
(MULTIPLE RESPONSE QUESTION – CHECK ALL THAT APPLY)

<u>Category</u>	<u>Percent</u>
By email	96
By phone (calls or texts)	96
By video	61
In person	28
By a unified communications platform (Microsoft Teams)	24
Other	1
I am <u>not</u> meeting/communicating with other attorneys	1
I am <u>not</u> currently working	<1

6a. If “Other”, please specify:

**(10 Total Responses)**

- By mail.
- FaceBook messenger (their choice, not mine).
- Golfing.
- I still use good old U.S. Mail.
- Including standard mail communications as normal.
- Letters.
- LoopUp.
- Many lawyers refuse to meet in person, or hold depositions, until the pandemic is over.
- Social media.
- U.S. Mail.

**6b. In what ways are you currently meeting/communicating with other attorneys? – BY Type of Practitioner and Region (MULTIPLE RESPONSE QUESTION – CHECK ALL THAT APPLY)**

<u>Category</u>	<u>Type of Practitioner</u>		
	<u>Private Practice Percent</u>	<u>Gov't. Practice Percent</u>	<u>Other Legal Position Percent</u>
By email	98	87	91
By phone (calls or texts)	97	86	93
By video	60	69	62
In person	28	34	17
By a unified communications platform (Microsoft Teams)	21	43	37
Other	1	2	3
I am <u>not</u> meeting/communicating with other attorneys	<1	2	2
I am <u>not</u> currently working	<1	0	2

<u>Category</u>	<u>Region</u>		
	<u>North Region Percent</u>	<u>Central/SW Region Percent</u>	<u>Southeast Region Percent</u>
By email	95	96	97
By phone (calls or texts)	97	95	97
By video	63	57	65
In person	33	32	20
By a unified communications platform (Microsoft Teams)	21	26	22
Other	2	<1	2
I am <u>not</u> meeting/communicating with other attorneys	2	<1	<1
I am <u>not</u> currently working	0	<1	<1

7. What is your primary video conferencing platform at work?

<u>Category</u>	<u>Percent</u>
Zoom	71
Microsoft Teams	11
Cisco WebEx	4
GoToMeeting	3
Google Meet	1
Other	3
None – I do <u>not</u> use video conferencing at work	7

7a. If “Other”, please specify:

**(64 Total Responses)**

**RingCentral (12 Responses)**

- RingCentral. (6 Responses)
- RingCentral Meetings (powered by Zoom).
- RingCentral Meetings as of today. Previously we were using Zoom but just changed phone systems.
- RingCentral Video.
- RingCentral, which uses Zoom.
- RingCentral (it's virtually identical to Zoom).
- RingCentral 65%, Teams 20%, Zoom 15%.

**Combination of Zoom and Microsoft Teams (11 Responses)**

- Combination of Zoom and Teams.
- For webinars, my customers use Zoom webinar or GoTo Webinar. For video conferencing, Zoom and MS Teams are the most popular.
- I have cases in Brevard where they use crappy Microsoft Teams and, in Orange, where they use the much better Zoom.

- I have not organized any conferences but have been using both Microsoft Teams and Zoom.
- I use Zoom for client meetings and Teams for in office communication with staff.
- Our office primarily utilizes Teams, the courts in our circuit are using Zoom, and I use GoToMeeting for most of my office related meetings.
- Pretty even between Zoom and Microsoft Teams.
- Teams for Courtrooms; Zoom for mediation and appointments. Either are used when conferring with staff.
- Use both Zoom and Teams depending on what the Court specifies.
- We use Teams for internal video communications but Zoom for anything that requires dial in telephone access or includes any participant from outside the firm (i.e., clients, opposing counsel, witnesses, etc.).
- WebEx, Microsoft Teams, and Zoom have all been used.

**Skype (8 Responses)**

- Skype. (6 Responses)
- Skype for Business. (2 Responses)

**BlueJeans (5 Responses)**

- BlueJeans. (5 Responses)

**Lifesize (5 Responses)**

- Lifesize. (4 Responses)
- Lifesize is the firm platform, but use Zoom a lot.

**FaceTime (3 Responses)**

- FaceTime. (2 Responses)
- So far just a couple of FaceTimes.

**Adobe (2 Responses)**

- Adobe.
- I am looking closely at Adobe Connect 11 as With persistent breakout rooms and expanded hosting capability it may be the first video conferencing technology to make virtual trials practicable.

**Combination of Cisco WebEx and Zoom (2 Responses)**

- Approximately 60% Zoom and 40% Cisco WebEx.
- We equally use Cisco Webex, GoToMeeting, and Zoom.

**GoToMeeting (2 Responses)**

- I also have “GoToMeeting”.
- Law firm has own GoToMeeting-type application.

**LoopUp (2 Responses)**

- LoopUp. (2 Responses)

**Slack (2 Responses)**

- Slack. (2 Responses)

**WhatsApp (2 Responses)**

- WhatsApp. (2 Responses)

**Miscellaneous (8 Responses)**

- Docverify.
- GTL govisitme.
- Legaler.com for client meetings, otherwise Zoom is the typical go-to.

- Portal from Facebook.
- Securus for in custody clients.
- Uberconference.
- Vizetto. Vizetto's product “Reactiv Suite” is far more interactive than any other meeting platform.
- WeChat.

**7b. What is your primary video conferencing platform at work? – BY Type of Practitioner and Size of Firm**

<u>Category</u>	<u>Type of Practitioner</u>		
	<u>Private Practice Percent</u>	<u>Gov't. Practice Percent</u>	<u>Other Legal Position Percent</u>
Zoom	74	50	57
Microsoft Teams	8	29	29
Cisco WebEx	4	9	7
GoToMeeting	3	5	1
Google Meet	1	2	2
Other	3	2	2
None; I do <u>not</u> use video conferencing at work	8	3	2

<u>Category</u>	<u>Size of Firm</u>			
	<u>One attorney Percent</u>	<u>2 to 10 attorneys Percent</u>	<u>11 to 20 attorneys Percent</u>	<u>Over 20 attorneys Percent</u>
Zoom	71	75	78	61
Microsoft Teams	7	12	10	16
Cisco WebEx	2	3	7	11
GoToMeeting	3	2	<1	3
Google Meet	2	1	<1	1
Other	3	2	1	5
None; I do <u>not</u> use video conferencing at work	12	5	3	3

7c. What is your primary video conferencing platform at work? – BY Region and Age Group

<u>Category</u>	<u>Region</u>		
	<u>North Region Percent</u>	<u>Central/SW Region Percent</u>	<u>Southeast Region Percent</u>
Zoom	73	68	71
Microsoft Teams	7	14	11
Cisco WebEx	4	5	4
GoToMeeting	3	4	2
Google Meet	2	<1	1
Other	3	3	3
None; I do <u>not</u> use video conferencing at work	8	6	7

<u>Category</u>	<u>Age Group</u>			
	<u>35 or under years of age Percent</u>	<u>36 to 49 years of age Percent</u>	<u>50 to 65 years of age Percent</u>	<u>Over 65 years of age Percent</u>
Zoom	68	71	72	72
Microsoft Teams	11	13	11	8
Cisco WebEx	6	5	4	3
GoToMeeting	3	2	3	2
Google Meet	5	1	<1	<1
Other	4	4	2	1
None; I do <u>not</u> use video conf. at work	3	3	8	14

8. What is your primary video conferencing platform for court related events (hearings, bench trials, etc.)?

<u>Category</u>	<u>Percent</u>
Zoom	67
Microsoft Teams	6
Cisco WebEx	2
GoToMeeting	<1
Google Meet	<1
Other	2
None – I do <u>not</u> use video conferencing for court related events	22



**8a. If “Other”, please specify:**

**(21 Total Responses)**

**Combination of Zoom/Microsoft Teams (7 Responses)**

- Courts have split between Team and Zoom.
- I have cases in Brevard where they use crappy Microsoft Teams, and in Orange, were they use the much better Zoom.
- It's a fairly even mix of Microsoft Teams and Zoom.
- Pretty even between Zoom and Microsoft Teams.
- The Courts are in the driver's seat in this area - they range from Zoom, Teams, and Cisco.
- Use both Zoom and Teams depending on what the Court specifies.
- Zoom and Microsoft Teams are used about an equal amount, depending upon jurisdiction

**CourtSolutions (3 Responses)**

- CourtSolutions. (3 Responses)

**CourtCall (2 Responses)**

- CourtCall.
- CourtCall, as specified by the Court.

**Miscellaneous (9 Responses)**

- Depends on what the court designates for use.
- Federal Court's video bridge system.
- I watch proceedings on Facebook Live.
- LoopUp.
- Mediation Suites.

- Mix of Zoom and Cisco WebEx.
- Skype.
- Whatever someone sets up and shows me how to participate.
- Zoom for state court; bankruptcy court is using Court Call for telephonic appearances.

**8b. What is your primary video conferencing platform for court related events (hearings, bench trials, etc.)? – BY Type of Practitioner and Size of Firm**

<u>Category</u>	<u>Type of Practitioner</u>		
	<u>Private Practice Percent</u>	<u>Gov't. Practice Percent</u>	<u>Other Legal Position Percent</u>
Zoom	69	76	45
Microsoft Teams	6	8	3
Cisco WebEx	2	4	1
GoToMeeting	<1	0	1
Google Meet	<1	0	0
Other	2	4	3
None; I do <u>not</u> use video conf. for court related events	21	9	47

<u>Category</u>	<u>Size of Firm</u>			
	<u>One attorney Percent</u>	<u>2 to 10 attorneys Percent</u>	<u>11 to 20 attorneys Percent</u>	<u>Over 20 attorneys Percent</u>
Zoom	60	71	74	70
Microsoft Teams	7	6	3	3
Cisco WebEx	1	2	<1	4
GoToMeeting	<1	<1	0	<1
Google Meet	<1	<1	<1	0
Other	3	2	2	2
None; I do <u>not</u> use video conf. for court related events	29	18	20	20

8c. What is your primary video conferencing platform for court related events (hearings, bench trials, etc.)? – BY Region and Age Group

<u>Category</u>	<u>Region</u>		
	<u>North Region Percent</u>	<u>Central/SW Region Percent</u>	<u>Southeast Region Percent</u>
Zoom	74	60	74
Microsoft Teams	<1	12	2
Cisco WebEx	1	3	1
GoToMeeting	<1	<1	<1
Google Meet	0	0	<1
Other	2	3	2
None; I do <u>not</u> use video conf. for court related events	21	22	21

<u>Category</u>	<u>Age Group</u>			
	<u>35 or under years of age Percent</u>	<u>36 to 49 years of age Percent</u>	<u>50 to 65 years of age Percent</u>	<u>Over 65 years of age Percent</u>
Zoom	73	71	67	57
Microsoft Teams	4	6	5	7
Cisco WebEx	2	2	3	<1
GoToMeeting	<1	<1	<1	<1
Google Meet	0	0	<1	<1
Other	2	2	3	2
None; I do <u>not</u> use video conf. for court related events	18	19	21	32

**9. During the past three months, for what type of legal proceeding(s) have you used a video conferencing platform? (MULTIPLE RESPONSE QUESTION – CHECK ALL THAT APPLY)**

<u>Category</u>	<u>Percent</u>
Client conferences	66
Attorney meetings	59
Mediations	46
Depositions	44
Trials	20
Other	37

**9a. If “Other”, please specify:**

A total of 831 responses were provided as to other legal proceedings that have been used in a video conference platform over the past three months. All responses were reviewed and categorized. The table below lists the four most frequently mentioned categories.

<u>Category</u>	<u>Number of Responses</u>
Hearings	552
Appellate Oral Arguments	38
Webinars/CLE	33
Status Conference	32

**(831 Total Responses)**

**Hearings (552 Responses)**

- Hearings. **(265 Responses)**
- Court hearings. **(56 Responses)**
- Motion hearing. **(38 Responses)**
- Evidentiary hearings. **(34 Responses)**
- Non-evidentiary hearings. **(19 Responses)**
- Motions. **(10 Responses)**
- General hearings. **(4 Responses)**

- Sentencing. **(4 Responses)**
- UMC hearings. **(4 Responses)**
- Arbitration final hearing. **(3 Responses)**
- Evidentiary motion hearings. **(3 Responses)**
- Guardianship hearings. **(3 Responses)**
- Hearings before the court. **(3 Responses)**
- Hearings on motions. **(3 Responses)**
- Special set hearings. **(3 Responses)**
- Circuit court hearings. **(2 Responses)**
- Court motion hearings. **(2 Responses)**
- Criminal and civil court hearings. **(2 Responses)**
- Hearings, but not trials. **(2 Responses)**
- Uncontested hearings. **(2 Responses)**
- A hearing.
- Administrative hearing.
- Administrative tribunal hearings.
- All court hearings.
- All hearings.
- All type of hearings including evidentiary hearings.
- All types of hearings, including an evidentiary hearing.
- Arbitration hearing-both final and preliminary.
- Arbitration hearings/Special Master hearings.

- Arbitration, non-evidentiary hearings.
- Arraignments, motion hearings, and DV trials.
- Arraignments, pretrial conferences.
- Arthur Hearings: motions to suppress.
- Both evidentiary and non-evidentiary hearings.
- Change of plea hearings, interviews of criminal defendants.
- Civil hearings – motion to dismiss.
- Civil traffic hearings.
- Code enforcement hearings.
- Complex motions in Civil.
- Court case hearings.
- Court hearings (plea hearings).
- Court hearings in Massachusetts.
- Court hearings in State Court and Bankruptcy Court.
- Court hearings on motion calendar and special set.
- Court hearings probate and guardianship.
- Court hearings such as arraignments, changes of plea.
- Court hearings that aren't trials.
- Court hearings with a Judge.
- Court set hearings for continuances.
- Court Status Conference Hearings.
- Criminal hearings.
- Custody pleas, arraignments, and bond hearings.

- Dependency court proceedings.
- Dispositive Motions.
- Dispute Resolution Board Hearing.
- Final hearing not a trial.
- Final hearings.
- Final hearings - guardianship.
- General court proceedings including arraignments.
- Guardianship and probate hearings.
- Hearings before a judge.
- Hearings in Florida and Alabama.
- Hearings in forfeiture proceedings.
- Hearings in Risk Protection Order cases.
- Hearings - Motions for Summary Judgment.
- Hearings on motions (to dismiss and to suppress).
- Hearings on motions and uncontested hearings.
- Hearings on various topics. I've done quick 10 minute hearings up to 3-hour hearing.
- Hearings such as docket soundings, bond reduction hearings, and other motion hearings.
- Hearings that are not trials.
- Hearings that aren't necessarily classified as "trials".
- Hearings with judges.
- Hearings, plea, and sentencing.
- In court proceedings: Change of Pleas.

- Informal Hearings.
- Initial appearances, detention hearings, motions hearings, changes of plea, sentencing hearings, pretrial diversion court.
- Magistrate hearings.
- Miscellaneous hearings.
- Modification motions.
- Motion hearing- testified as expert.
- Motion practice in Circuit Civil state court cases.
- Motion practice.
- Motion to continue.
- Motion to set bond, motion to dismiss, etc.
- Motions for release.
- Motions practice via Zoom.
- Motions to suppress and pre-trial conferences.
- Non-jury motion hearings and bench trials.
- Other Court hearings including evidentiary hearings.
- Other motions.
- Other non-custody hearings where witnesses or attorneys appeared via Microsoft Teams.
- Plea hearings.
- Post-conviction motions.
- Pre-trial hearings on cases and changes of pleas.
- Pretrial/disposition hearings, changes of pleas.
- Probate court hearings.



- Probate hearings.
- Risk Protection Order hearings.
- Routine court appearances.
- Routine court hearings.
- Routine court proceedings in county and circuit courts like arraignments.
- Sentencing, detention hearings (first appearance for juvenile), docket call.
- Sitting in on a hearing.
- Small claims court initial hearings (cattle calls).
- Status hearings in Criminal.
- Summary judgment hearings.
- Temporary relief hearings.
- Trial court hearings.
- Uniform motion calendar and special set hearings.
- Video hearings.

**Appellate Oral Arguments (38 Responses)**

- Oral argument. **(20 Responses)**
- Appellate oral argument. **(12 Responses)**
- Appeals.
- Appellate arguments.
- As a judicial law clerk, I've used Zoom to watch oral arguments.
- District Court arguments.
- Oral Argument at DCA.

- Two appellate oral arguments.

**Webinars/CLE (33 Responses)**

- CLE. (16 Responses)
- Webinars. (7 Responses)
- Seminars. (3 Responses)
- Training. (3 Responses)
- “Webinar” with financial advisor and clients.
- Presenting panel seminars.
- Training - Court conferences.
- Training clients to use Zoom.

**Status Conference (32 Responses)**

- Status conferences. (17 Responses)
- Status checks. (4 Responses)
- Conferences. (2 Responses)
- Court status conference. (2 Responses)
- Probate court proceedings status.
- Settlement conferences.
- Status.
- Status and report re trial date.
- Status conference pending criminal trial.
- Status conferences, and one federal sentencing.
- Status conferences, PNCs et al.

**Case Management (27 Responses)**

- Case management conference. **(19 Responses)**
- Case management. **(5 Responses)**
- Case management hearings. **(2 Responses)**
- Case Management in Family Law.

**Meetings (26 Responses)**

- Board meetings. **(3 Responses)**
- Bar meetings. **(2 Responses)**
- Attend RPPTL Executive Council Meeting and Committee Meetings.
- Bar activities.
- Bar association communications.
- Bar association group meetings.
- Bar association meetings.
- Bar association meetings (e.g., Inn of Court, County Bar Associations, etc.).
- Bar committee meetings.
- Bar related committee meetings and seminars.
- Bar Section Executive Council meetings.
- Board meetings of organizations.
- Chapter meetings.
- Charitable board meetings.
- Committee and organizational meetings.
- Council meetings.

- Meetings.
- Meetings of the local bench and bar.
- Meetings with partner and community agencies.
- VBA meetings.
- Voluntary bar organization's meetings.
- Voluntary bars and other organizations.
- Voluntary board meetings.

**Pretrial Conference (21 Responses)**

- Pretrial conference. **(11 Responses)**
- Pretrial. **(9 Responses)**
- Pretrial criminal proceedings.

**Motion Calendar (16 Responses)**

- Motion calendar. **(16 Responses)**

**Arbitration (15 Responses)**

- Arbitration. **(14 Responses)**
- Zoom is predominant medium for mediation and PowerPoint presentation.

**Team Meetings (9 Responses)**

- Collaborative divorce team meetings.
- Collaborative family law team meetings.
- Collaborative law meetings.
- Collaborative team meetings.

- Department meetings.
- Firm team meetings.
- In office meetings.
- Meeting with students, alumni, faculty, and attorneys.
- Office meetings with staff.

**Court Appearances (8 Responses)**

- Court appearance. (6 Responses)
- Appearances.
- Court conferences with clients present via video.

**Local Government Meetings/Municipal (8 Responses)**

- Local government meetings. (3 Responses)
- Local community group meetings.
- Municipal meetings.
- Planning and zoning meetings.
- Public meetings.
- Virtual attendance at meetings of municipal governments or related boards.

**Networking (7 Responses)**

- Networking. (3 Responses)
- Community and networking activities.
- Networking events.
- Networking group meetings.

- Social virtual events.

**Calendar Call (5 Responses)**

- Calendar call. (4 Responses)
- Court Calendars.

**Docket Calls (5 Responses)**

- Docket calls. (2 Responses)
- Docket soundings. (2 Responses)
- Docket sounding in criminal cases.

**Other Meetings (5 Responses)**

- Corporate board meetings. (3 Responses)
- Not for profit meetings.
- Strategic workshops.

**Interviews (4 Responses)**

- Employment interviews.
- Potential client interviews.
- Some client conferences.
- Witness interviews.

**Notary (4 Responses)**

- Electronic notarization.
- Notary functions.

- Remote Online Notarization.
- Remote Online Notary via Pavaso.

**Trials (4 Responses)**

- My attorneys are using Zoom for trials.
- Non-jury trials.
- Trials - final hearing for DVI (MSFT Teams).
- Trials.

**Miscellaneous (12 Responses)**

- Arraignments.
- Bond modifications.
- Exploring software platforms.
- First appearances.
- JNC.
- Legislative Research.
- Lobbying local officials for municipal matters.
- PR Swearing in.
- Presentations for client development.
- Private parent coordination and GAL work.
- Regulatory matters.
- Speaking engagements.

**9b. During the past three months, for what type of legal proceeding(s) have you used a video conferencing platform? – BY Type of Practitioner, Size of Firm and Region (MULTIPLE RESPONSE QUESTION – CHECK ALL THAT APPLY)**

<u>Category</u>	<u>Type of Practitioner</u>		
	<u>Private Practice Percent</u>	<u>Gov't. Practice Percent</u>	<u>Other Legal Position Percent</u>
Client conferences	64	28	46
Attorney meetings	55	52	49
Mediations	46	12	27
Depositions	43	29	21
Trials	19	17	16
Other	32	57	31

<u>Category</u>	<u>Size of Firm</u>			
	<u>One attorney Percent</u>	<u>2 to 10 attorneys Percent</u>	<u>11 to 20 attorneys Percent</u>	<u>Over 20 attorneys Percent</u>
Client conferences	52	68	61	60
Attorney meetings	37	57	72	69
Mediations	35	51	53	35
Depositions	28	50	47	41
Trials	16	24	14	13
Other	34	29	31	40

<u>Category</u>	<u>Region</u>		
	<u>North Region Percent</u>	<u>Central/SW Region Percent</u>	<u>Southeast Region Percent</u>
Client conferences	58	60	65
Attorney meetings	50	52	61
Mediations	38	44	46
Depositions	39	40	45
Trials	23	18	18
Other	36	33	36



**10. Have you experienced any difficulties while utilizing your primary video conferencing platform?**

<u>Category</u>	<u>Percent</u>
Yes	37
No	61
I do <u>not</u> use a video conferencing platform	1

**10a. If “Yes”, please explain:**

A total of 939 responses were provided regarding difficulties experienced while utilizing a primary video conferencing platform. All responses were reviewed and categorized. The table below lists the five most frequently mentioned categories.

<u>Category</u>	<u>Number of Responses</u>
Internet Connectivity/Bandwidth	382
Audio/Sound Issues	165
User Error/Lack of Training	64
Minor Technological Problems/Glitches	45
Use of Exhibits/Admitting Evidence	43

**(939 Total Responses)**

**Internet Connectivity/Bandwidth (382 Responses)**

- Connection issues. **(10 Responses)**
- Connectivity. **(8 Responses)**
- Poor Internet connection. **(6 Responses)**
- Bad connection. **(4 Responses)**
- Dropped connections. **(3 Responses)**
- Internet issues. **(3 Responses)**
- Occasional connectivity issues. **(3 Responses)**
- Unstable Internet connection. **(3 Responses)**

- Lost connection. **(2 Responses)**
- Video freezing. **(2 Responses)**
- A couple of hearings that had to be rescheduled after video conferencing failed via Zoom. We'd start, have connectivity, or sound issues, and then agree to try again the next day.
- A hearing was scheduled and my Internet was down.
- A total crash.
- A video deposition could not be completed due to the deponent residing in an area with poor Internet access. Had to reschedule and he had to travel to a court reporter's facility to complete the deposition.
- Also, at one point the arbitrator lost his connection and dropped off the Zoom platform for several minutes before someone noticed that the arbitrator was no longer participating.
- At times, the connection has been poor.
- At times, there are connection problems.
- Bad data speeds causing lag or other disruptions to the video or audio.
- Bad Internet connections.
- Bad signal caused me to lose the connection.
- Bad Wi-Fi.
- Bandwidth ability to support platform.
- Bandwidth has been a problem, particularly when school is in session.
- Bandwidth issues and lack of ability to exchange items with all parties in a secure setting.
- Bandwidth issues effect video quality.
- Being dropped from call/conference due to Wi-Fi issues.
- Brief loss of Internet (myself) or by other participants in the mediation.
- Buffering - the network is overloaded.
- Buffering and connectivity.

- Bumped out of a hearing and had to link back in (one time).
- Call drops.
- Calls freezing.
- Computer goes in and out. I cannot stay on Zoom and access my outlook material at the same time. I have to get out of Zoom, so I use my phone for Zoom when necessary to access my files.
- Connecting to the platforms.
- Connection dropped for multiple participants.
- Connection fails.
- Connection has frozen and been lost once.
- Connection has gone bad during two hearings and a mediation.
- Connection issues at times.
- Connection issues or weakness in Wi-Fi signal usually involving the client (who is at home or work).
- Connection issues, freezing video, deponent not able to connect on computer and could not see documents on his phone.
- Connection issues. I have had numerous interruptions/disruptions in service (mostly video, but some audio), especially during bad weather. I have started using the video feature to visually participate but also connecting through the audio (telephone) to be sure that I don't lose the ability to communicate.
- Connection issues; images freezing. Sometimes get video without audio or vice versa.
- Connection failure.
- Connection problems.
- Connection quality.
- Connections, drop-offs.
- Connectivity and platform consistency issues with courts and other law offices/vendors.

- Connectivity issues and quality of sound. I am hearing disabled, so when people sit back from their microphones or only use the internal microphone on a laptop or tablet.
- Connectivity issues are always an issue.
- Connectivity issues associated with wireless router capacity.
- Connectivity issues by various participants and participants not being familiar with the technology.
- Connectivity issues with Internet, frozen screen.
- Connectivity issues, user issues.
- Connectivity of client (on their end) which made comprehension difficult.
- Connectivity or bandwidth issues.
- Connectivity problems.
- Cuts out.
- Delayed connection.
- Delayed responses.
- Delays in the streaming on the video.
- Delays in transmission; screen freezing.
- Depending on the Internet connection, some video or audio issues.
- Despite upgrading to a fiber line, the Zoom /Internet has frozen at times.
- Difficulty in universal connection reliability in a large group.
- Difficulties maintaining a strong enough connection.
- Disconnections.
- Disconnects.
- Disruption of video.

- Disruption to video service. Participants getting cutoff or fading out. Difficulty seeing and/or hearing participants. Difficulty connecting.
- Dropouts.
- Dropouts with video.
- During a deposition the program kept freezing and we were disconnected on numerous occasions. The length of the deposition was 6 hours and only 3-3.5 hours of actual questioning.
- During a thunderstorm we lost power and thus the computers and servers had to be rebooted to reconnect with the hearing. Also, bad Wi-Fi service one time on a remote (by cellphone) teams hearing.
- During hearing, I was logged out multiple times and had to log back in.
- During my Injunction evidentiary hearing, the connection would go in and out (unstable).
- Early on, we struggled briefly with capacity issues (people not able to join) due to bandwidth availability for larger video calls. Occasionally, we still have issues with delays or stuttering, or dropped video feeds altogether, but these tend to be isolated.
- Efficacy is dependent upon Internet speed, which can be intermittent.
- Electronic and connection glitches.
- Failed connections.
- Failure to connect.
- Feed drops out.
- Freezing pictures and being dropped off.
- Freezing screens.
- Freezing up.
- Freezing video and audio.
- Freezing video.
- Freezing, delays and some connection issues.

- Freezing/buffering picture.
- Frequent connection outages, particularly during Florida summer storms.
- Frozen audio and video.
- Frozen screen, lost video, or audio.
- Frozen screens; dropping of calls/video.
- Frozen videos.
- Getting video.
- Glitches; delays.
- Home Comcast Internet goes out sometimes.
- I disconnect when I lose Internet or have a power surge at home. At times, I am unable to connect to a call.
- I experienced issues with slow Internet a couple of times.
- I had a brief power surge once which disconnected me in mediation for just a few less than a minute.
- I had trouble with my streaming (my audio did not match up with the video).
- I have been dropped twice.
- I have been kicked off do to power related outages and Internet connection.
- I have experienced not being able to be added to a significant evidentiary hearing and I have had the opposing party not be able to connect with video into mediation.
- I have only had a problem with Zoom once by computer, but I was able to log in on my phone.
- If a participant has an issue with their technology, it causes problems - especially if a court proceeding - one of my hearings was adjourned because a party's attorney was having Internet trouble at home.
- If I lose Internet, I lose the conference.
- If the Internet connection is spotty, sometimes the video will freeze or lag behind voices. Occasionally the connection will drop entirely.

- If there is a storm, electromagnetic interference causes audio or video glitches.
- In both Teams and Zoom, it will often freeze up and make it difficult to impossible to communicate. This seems to be more of an Internet problem where streaming can be momentarily interrupted. I have noticed that Zoom is more reliable when phones are used rather than laptops/computers.
- Inability to connect.
- Inconsistent signal focus of participants.
- Insufficient bandwidth of users.
- Insufficient Internet bandwidth for meeting participants.
- Insufficient Internet bandwidth to accommodate one of the participants.
- Intermittent connectivity issues.
- Intermittent problems with Wi-Fi connection.
- Internet connection instability.
- Internet connection issues.
- Internet connection.
- Internet connectivity cause lag.
- Internet connectivity issues.
- Internet consistency for video conferencing is often interrupted and seemingly is dependent on the Internet demand at the various locations of the participants.
- Internet cutting out, logistics.
- Internet disruptions.
- Internet down at the courthouse, frozen screen.
- Internet dropout.
- Internet glitches, service issues.

- Internet going out.
- Internet interruption issues.
- Internet interruptions (especially with court reporters).
- Internet interruptions.
- Internet issues present problems with certain video platforms so instead I use the dial in.
- Internet outages, bandwidth issues.
- Internet problems.
- Internet related issues - freezing of video.
- Internet service ceased.
- Internet service disruption/slowing.
- Internet slowdown.
- Internet slow-downs and bad connections.
- Internet unstable.
- Interrupted service.
- Interruption of service or delayed service.
- Issues connecting.
- Issues with connecting.
- Issues with losing the connection.
- Issues with video depositions due to poor Internet of witness.
- It seems that the bandwidth for large Zoom conferences is often not enough, causing the connection, speaker, moderator, etc. to freeze.
- It was down for several hours one day.
- I've experienced the occasionally connectivity issue where someone lags.



- I've had connection drops either for myself, another attorney, or a witness during depositions and mediations.
- I've had more issues than success - courthouse losing power twice including during an evidentiary hearing.
- Lack of bandwidth.
- Lag for various users connected.
- Lag in the audio-visual feed.
- Lagging issues.
- Lags and disconnections.
- Latency in video and audio; bandwidth speed too slow; poor connection.
- Lay witnesses occasionally have trouble with bandwidth/Internet speed.
- Litigants have some connectivity issues at times.
- Losing connectivity or strength of signal at times, pictures freezing.
- Losing parties, losing host, losing court reporter.
- Loss of connection and other participants inability to fully participate.
- Loss of connectivity.
- Loss of Internet connection by my office or the judge's office.
- Loss of power and Wi-Fi signal. Some can't connect by phone.
- Loss of sound or video.
- Loss signal.
- Loss/deterioration of signal.
- Lost Internet once during deposition. Led to a 25-minute delay.
- Mainly at the beginning. At times, it's difficult to know if I have been frozen and need to exit and rejoin.

- Many technology issues, slow Internet is the main one. When someone is Zooming from home, their Internet drops more frequently it seems.
- Many times, people lose connections.
- Microsoft Teams had poor connectivity, with freezing of video and audio cutoffs during a significant hearing. Judge had to terminate hearing and reschedule to complete.
- Minimal connectivity issues.
- Minimal. Freezing, Internet glitches.
- Minor audio and video freezes.
- Minor buffering, etc.
- Minor connection issues.
- Minor connectivity issues sometimes.
- Mostly Internet connection issues.
- Mostly no, but Zoom will freeze up and disconnect occasionally.
- Not being able to connect.
- Occasional buffering issues.
- Occasional buffering or freezing, or a slight delay.
- Occasional connection issues on the part of other attorneys. Easy to resolve with Microsoft Teams by calling in over the phone.
- Occasional connection issues.
- Occasional connection.
- Occasional connectivity issues. Other participants not knowledgeable.
- Occasional glitches like screen freeze.
- Occasional hiccups with loss of Internet connection.
- Occasional interference in Internet connections.

- Occasional Internet issues with an individual participant that we are typically able to work around without issue.
- Occasional Internet outages, computer updates, clients unable to connect.
- Occasional issues by one or more users with Internet connectivity.
- Occasional issues due to poor Internet connectivity by one or more participants.
- Occasional issues with wireless bandwidth, usually on the other end of the conference, causing video quality and audio issues.
- Occasional loss of capability.
- Occasional loss of connection.
- Occasional service disconnection/connection issues; slow reception of video and/or audio feed.
- Occasional weak Wi-Fi signal that interferes with call/video quality.
- Occasional Wi-Fi issues i.e. freezing, dropping off.
- Occasionally I've had the screen freeze and lost communications.
- Occasionally, the video stream or audio stream will be disrupted.
- Often freezes or "skips".
- Only difficulty has been an unexpected interruption in Internet connectivity.
- Other attendees unable to connect by video and audio from single device leading to discord in audio versus video connections (mouth moves before sound comes through or vice versatility).
- Other parties dropping off of conference.
- Our Internet connection goes dead.
- Outages, bandwidth.
- Participants being dropped from the conference.
- Participants freezing up.

- People freezing (poor Internet connection).
- People routinely get dropped because if they have low band width the connection.
- People using cellphones freeze.
- People, including the judge presiding over Zoom hearing, getting dropped off Zoom call or temporarily losing service/connection.
- Periodic connection.
- Picture freezes.
- Platform freezing.
- Platforms not working.
- Poor bandwidth and frozen screens.
- Poor bandwidth, unstable connections.
- Poor connection trouble.
- Poor connection.
- Poor connection with Internet.
- Poor connection: people freeze, get kicked out of virtual meeting.
- Poor connections. Learned to use only hardwired in systems, no Wi-Fi.
- Poor connections; poor weather interruptions.
- Poor connectivity by participants.
- Poor connectivity issues, freezing, etc. People talking over one another.
- Poor connectivity.
- Poor Internet at home.
- Poor Internet connection but we work through the issue.
- Poor Internet speeds.

- Poor signal.
- Poor Wi-Fi for participants.
- Primarily consistency in Internet and issues using remote access to office computer.
- Primarily Internet issues such as loss of Internet connection or not enough bandwidth and getting frozen and sometimes audio issues.
- Problems with the video freezing and losing parties.
- Random drops of the connection.
- Server issues and connectivity issues.
- Service drops off - inconsistent use of a primary source.
- Signal cutting out.
- Slow and bad connections.
- Slow connections, dropped calls, etc.
- Slow Internet connections.
- Slowdowns and dropped meetings.
- Slowed Internet due to weather.
- Some audio/video interruptions, whether on my end or on the part of another party to the platforms (Cisco and Zoom). On my end, interruptions appear to be result of lack of excellent Internet connection at all times (whether caused by weather or Comcast).
- Some connecting/freezing issues but minimal.
- Some connection issues on occasion and had to upgrade some hardware.
- Some connection problems, it has been with Microsoft Teams and not with Zoom.
- Some connectivity issues typically related to Internet.
- Some disconnects.
- Some freezing.

- Some glitchy sound and video moments that were quickly resolved.
- Some Internet connection issues have occurred.
- Some interruption.
- Some latency in others' connections.
- Some litigants have trouble connecting.
- Some occasional lag and technical issues for other attorneys involved in the proceeding.
- Some of the problem is a slow Internet or cellular connection.
- Some people don't have great Wi-Fi.
- Some rare crashes and on occasion.
- Some reception issues.
- Sometimes cannot connect.
- Sometimes connection issues.
- Sometimes connection problems.
- Sometimes it drops off.
- Sometimes it freezes.
- Sometimes it glitches or kicks people out of the link.
- Sometimes it will freeze up.
- Sometimes it's a bad connection and I can't see the witness because the frame won't appear, or it is frozen. Sometimes I can't hear what people are saying because it skips.
- Sometimes one or more folks on the conference may have bandwidth or connection issues.
- Sometimes participants have connection issues.
- Sometimes participants have trouble with the technology or with bandwidth.
- Sometimes poor Internet signal.

- Sometimes spotty connectivity.
- Sometimes spotty Internet connections from home office.
- Sometimes the connection lags or cuts off.
- Sometimes the Internet connection is poor and the screen freezes.
- Sometimes the wireless Internet service at the Broward County Courthouse is not strong.
- Sometimes there are connection issues (Internet) that are beyond anyone's control.
- Sometimes there is a “freeze” in the transmission. This is infrequent.
- Sometimes there is a poor connection.
- Sometimes, Wi-Fi connection problems.
- Speed/broadband/web failure.
- Spotty call.
- Spotty Internet.
- Static or poor connection.
- Streaming “freezes”.
- Streaming issues.
- Strength of connection.
- System lag and system crash.
- Temporary Internet failures.
- The Cisco system used by some bankruptcy judges in the Middle District regularly freezes.
- The court reporter has been thrown off the platform (bad connection?) on several occasions.
- The feed freezes up sometimes.
- The platform will occasionally freeze.

- The screen freezes and Internet are not working well.
- The secondary issue is usually a lack of Internet speed which causes lag, etc.
- The video interface that I have used to have video visits with clients who are in jail has been very poor.
- There are many issues in utilizing video conferencing, including connection issue.
- There are routine issues with connectivity.
- There are times that we get disconnected.
- There have been connection issues.
- There have been connectivity issues.
- There have been issues with people not having enough bandwidth.
- There is lag time or break up during depositions and hearings.
- There is video or sound lag.
- There was also an interpreter who recently had a bad Internet connection leading to poor audio quality. The latter was resolved when the interpreter called in to the video conference using a phone line.
- Transmission and connections issues which occur with any platform in heavy use.
- Transmission interruption.
- Twice Zoom crashed during a hearing causing me to be tossed out of the virtual courtroom in the middle of the proceeding.
- Typical technology and bandwidth issues. Many clients don't have access to a high-speed Internet hookup, and it can create issues with a proceeding. If one person is having technical difficulties, the entire proceeding is on hold or cancelled.
- Unstable connection due to Comcast my only choice for ISP.
- Unstable Internet connections have caused participants to drop off of calls.
- Usual lag issues, missed meetings, etc.



- Very minor bandwidth issues. Some of the attorneys do not have totally sufficient bandwidth.
- Very minor Internet issues.
- Very minor problems, usually with the connection used by other party.
- Very occasional freezes or dropping people.
- Video connectivity issues.
- Video cut out during storm.
- Video cuts out.
- Video delayed.
- Video issues - cutting out.
- Video lag.
- Video lag for parties.
- Video lagging.
- Video problems caused by connection.
- Video/audio cutting in and out due to connectivity issues.
- We've also had audio drop out occasionally.
- When schools restarted, we had problems with the Zoom video connection.
- When the Internet cuts out.
- When using a laptop computer and Wi-Fi, I was dropped out of one meeting several times.
- While moderate, freezing is a challenge.
- Wi-Fi cut out.
- Wi-Fi interruptions, bad connections.
- Wi-Fi issues.

- With Zoom, sometimes we have connectivity issues.
- Witness testimony cuts out.
- Witness was unable to connect video but was able to join by phone; Due to thunderstorm, court reporter and judge each lost connection for brief periods of time.
- Witnesses tend to have the most difficult time using video conferencing platform or ensuring adequate Internet.
- Zoom cut out Internet issues.
- Zoom depositions sometimes have poor connections.
- Zoom freezes.
- Zoom: Sometimes I get kicked off and have to log back in repeatedly.

**Audio/Sound Issues (165 Responses)**

- Audio. **(7 Responses)**
- Sound quality. **(6 Responses)**
- Sound issues. **(5 Responses)**
- Poor audio. **(4 Responses)**
- Audio issues. **(3 Responses)**
- Microphone issues. **(3 Responses)**
- Audio problems. **(2 Responses)**
- Poor sound quality. **(2 Responses)**
- Sound problems. **(2 Responses)**
- Voice issues. **(2 Responses)**
- About 10% of video conferences, we turn off the microphones and use our phones for audio.
- Audio capabilities.

- Audio connections.
- Audio cutting in and out (on both Zoom and Teams).
- Audio difficulty.
- Audio doesn't work sometimes.
- Audio drop offs.
- Audio dropping.
- Audio failing at times.
- Audio feed at times.
- Audio feedback.
- Audio for WebEx.
- Audio inconsistency.
- Audio issues: especially difficult when deposition is being videotaped.
- Audio lag.
- Audio technical issues.
- Background noise in household when working from home and other issues.
- Background noise, poor audio.
- Bad audio.
- Bad echo.
- Basic audio problems.
- Cannot hear court personnel.
- Can't hear.
- Constant problems - people have difficulty getting on, there is an echo, so they are hard to understand, Or it's garbled.

- Could not get the speaker to work.
- Court reporter unable to hear parties.
- Deponent holding phone camera to side of face like a regular phone because he could not hear.
- Difficulty hearing and being heard.
- Difficulty hearing.
- Difficulty with mikes and sound.
- Disconnection of audio.
- Dropouts in audio.
- Except for litigants that cannot connect their audio which we have to troubleshoot.
- Feedback.
- Feedback and sound issues.
- Feedback if more than one medium is used in proximity.
- Feedback or delay in audio causing interruption while speaking or listening to witness.
- Feedback when I have multiple cameras set up for witnesses or other participants for hearings even when volumes are muted.
- Garbled audio.
- Garbled sound.
- General difficulty with audio.
- Getting audio to work properly.
- Hard to hear city meetings with individual microphones.
- Hard to understand what is being said.
- Having audio issues.

- Having microphone and feedback problems when my client and I are in the same conference room.
- Having the right equipment (a headset with a microphone) makes a big difference in resolving audio issues.
- Having to also set up a call in # as folks have trouble listening/speaking over the computer.
- Headset “cutting out”.
- I have had issues with audio being garbled on Zoom when I use “computer” audio.
- If someone doesn't have a strong Internet connection, I've had people get disconnected.
- In a deposition I recently did the other attorney and her client had trouble hearing me - and we couldn't hear her without an echo as an example - mostly Zoom has worked - but not always.
- In one instance, the audio did not work, so we used an alternative video provider.
- Inability to use certain headphones. Mic interference.
- Individuals having trouble connecting their audio.
- Insufficient audio breaks up.
- Intermittent audio problems because of connections and because of low quality microphones on the other end.
- Interrupted audio.
- Issues with lots of echo without the right headphones/microphones.
- Issues with parties being able to be heard by the other parties on the video conference.
- It is difficult to understand everyone on the platforms.
- It's hard to hear people.
- Judge called case and other attorneys not involved in case answered due to inability to hear judge clearly.
- Judges have resorted to holding legal pads to the camera to communicate because the audio was unintelligible.

- Lack of audio.
- Loss of audio.
- Loss of sound.
- Mainly audio trouble.
- Microphone/sound issues.
- Microphones and/or speakers not working.
- Mostly sound issues.
- Mostly technical glitches on who can hear whom and some lag time.
- No sound.
- Noise feedback.
- Occasional lack of consistency in audio.
- Occasional sound glitches.
- Occasional sound issues.
- Opposing counsel was set up in a small room on an iPad that was causing a lot of echo, making it difficult for all other participants, including the judge, to hear anyone.
- People not muting microphones, static noises, background noises/echoes.
- Poor audio connections.
- Poor audio quality at times.
- Poor sound.
- Poor/no sound.
- Primarily issues with the sound not working properly.
- Problems with microphones.
- Problems with people unable to hear each other.

- Receiving audio, etc.
- Seems like someone always has issues with audio working.
- Significant background noise when people don't mute their microphones.
- Skips in dialogue.
- Some audio.
- Some audio issues.
- Some audio issues, which was resolved.
- Some audio issues on occasion.
- Some problems with voice clarity.
- Someone always has a glitch, whether due to feedback.
- Sometimes all of a sudden, the audio does not connect; sometimes there is feedback like interference when you have a deponent speaking for deposition and there are so many people in the video platform.
- Sometimes audio is not as clear as it should be. We resort to back up via phone or rebooting. That usually resolves the issue.
- Sometimes cannot get audio to work and need to use phone.
- Sometimes it is hard to understand what people are saying if they are masked up.
- Sometimes my audio cuts out in the middle of a session and everyone keeps going. I cannot hear what is being said, though. The only way for me to reconnect is by calling in over my phone. By the time I dial in, I have missed a few minutes of whatever has been discussed on the record.
- Sometimes there is echo which makes the hearing next to impossible to complete.
- Sometimes trouble with the audio.
- Sound cutting out, etc.
- Sound delays.
- Sound doesn't always connect on first attempt.

- Sound echoes.
- Sound inexplicably not working.
- Sound is often an issue.
- Sound is significantly better with a headset/microphone.
- Sound not always good.
- Sound not clear.
- Sound not working.
- Sound presentation issues.
- Sound quality can differ between a browser interface, a computer, and an APP on a phone or tablet.
- Sound terrible.
- Sound.
- Static.
- Technical issues (i.e. no sound).
- Technical issues like audio distortion.
- Technical issues with sound, sound quality.
- Temporary loss of audio.
- The audio reception can be marginal at times.
- The Judge's microphone shut off a couple of times and she did not realize it.
- The voice delay is an additional hurdle to overcome to be effective.
- There is often troubleshooting of audio connections.
- Unable to hear other speakers, they are unable to hear me.



- Volume issues to where the Court could not hear me because invitation to meeting was not sent to me.
- Volume problems.

### **User Error/Lack of Training (64 Responses)**

- A problem with errors and the user's ability to correctly use a headset.
- Basic unfamiliarity and lack of experience. I can't solve problems if they occur.
- Clients have trouble using due to their inexperience with it.
- Coordinating use of video conferencing tools with all parties involved is still a challenge. Many users are still figuring out the technology and the etiquette.
- Court personnel not able to handle technical issues, improper training, connection issues (especially those appearing over a cell network).
- Court personnel that do not understand the use of the video conferencing system.
- Difficulties encountered primarily were due to user errors.
- Difficulty inherent in the nature of the substitute technology and learning it; difficulty in bringing low-tech people into its use.
- Getting it to work. No real guidance or instructions from Courts.
- Good experience but need to train or use often for more sophisticated use.
- Host unfamiliar with the features,
- I also realized that if I don't use skills all the time, I need to practice before using them in a professional setting (e.g. sharing videos).
- I believe the Judge incorrectly turned off my client's video in the waiting room and somehow, I could not see her. I had her come into hearing via audio only - it was an uncontested hearing, so it was OK.
- I see a lot of users who do not know how to use Zoom.
- Ignorance of technology on the part of participants.
- Incompetence - the lawyer doesn't understand how to effectively use the technology.

- Issues when older clients or witnesses do not know how to use computer/Zoom.
- Judges who are unfamiliar with the platform and having difficulty navigating Zoom.
- Lack of knowledge of technology by some of participants.
- Lack of training and knowledge of how to use.
- Learning curve.
- Litigants/attorneys not knowing how to work their device.
- Mediators unfamiliar with the technology, etc. With experience, things have somewhat improved.
- Minimal difficulties usually associated with user error.
- Most issues are user errors, but my courts (in GA) only transitioned to web hearings in late July.
- Most lawyers have no idea how to use video conferencing technology. They don't read login instruction. They don't mute their mics. They do not adjust their cameras. They meet with lots of background noise.
- Most of the difficulties involve others' limitations on being able to use technology, including clients, witnesses, and courts.
- Mostly of the difficulties, though, are the cause of a learning curve and not so much the video platform itself.
- Mostly user error or unfamiliarity with the technology.
- My practice is limited to family law mediations. Some parties have not previously used Zoom, so it took extra effort with them.
- Occasional user errors.
- Older clients are not techies.
- Older users not knowing how the platforms work.
- Once and a while the sound or video breaks up. At times that is the fault of the users not the technology.

- Only at the beginning, but I figured out the problem. I was turning on the camera before entering Zoom.
- Other attendees have trouble with the technology.
- Other folks not understanding how it works.
- Others not knowing how to work it.
- Participants unfamiliar with the technology.
- People like me who don't know how to use the “bells and whistles” of platforms.
- People not understanding how to use the software.
- Primarily lack of training and familiarity with platform by other users.
- Problems where pro se litigants, or older attorneys, did not know how to use the technology appropriately.
- Problems with inexperienced users.
- Some clients have difficulty using video conferencing platforms they are unfamiliar with.
- Some of the problem is a lack of familiarity with the process.
- Some participants are inexperienced and/or have equipment with problems.
- Some people have a difficult time operating video conferencing.
- Some technology is not fully explained for user troubleshooting, i.e. CLE failing to connect required switching from Google to Firefox despite preview working fine on Google and CLE provider failure to connect all parties seamlessly for program.
- Some user error.
- Some users have had difficulty with it.
- Sometimes client confusion as to the use of the platform.
- Sometimes learning the ins and outs have been difficult.
- Sometimes people just struggle to figure out how to work a computer.
- The defendants are having difficulty with the platform.

- The witness has sometimes not known how to handle the platform,
- The Zoom meeting host (typically the Judge and JA) is not adept enough with the application to respond appropriately to the disruption.
- Typical issues involved with becoming acquainted with the software.
- Unfamiliarity on the part of Judges and older attorneys.
- Unfamiliarity with the system/platform.
- User errors.
- User inexperience.
- Users not aware of how to use.
- When all participants do not know how to use the software, depositions via Zoom or similar service are ineffective.

**Minor Technological Problems/Glitches (45 Responses)**

- Glitches. (2 Responses)
- Technical glitches. (2 Responses)
- A few minor glitches, here and there.
- A few times, witnesses have experienced technical difficulties getting on or have lost reception which kick them out of the conference.
- Always a tech issue with at least one participant.
- At times there are issues with litigants using the technology. We are usually able to work around with calls.
- At times, it simply does not work, and we wind up using the telephone.
- Electronic “glitch” gaps in dialogue.
- Generally, not other than the ordinary glitch.
- Glitches in connectivity with Zoom.

- Glitches once in a while; nothing too serious.
- Just minor glitches. Nothing major.
- Just minor technical glitches but mostly works.
- Little glitches.
- Minimal technological issues, a few Internet glitches, otherwise it has been almost seamless.
- Minor delays, audio/video glitches that are sorted out in a few to 30 minutes.
- Minor errors while getting used to the systems.
- Minor technical glitches here and there.
- Minor technology issues, most have been worked out in more recent events.
- Modest functionality issues going up with the learning curve of the platform.
- Not all of the functions actually work.
- Occasional glitch with the technology.
- Occasional rare glitches in sound and video quality.
- Other attorneys have experienced technical issues that have caused significant delays on beginning depositions on time.
- Other technical glitches.
- Poor technology that some others have is causing some minor issues.
- Quality is not great.
- Setting up the rooms can cause a small delay.
- Small glitches.
- Software glitches: platform not working as intended at times.
- Some minor technical difficulties.
- Some technical glitches, delays and skipping.

- Technical issues.
- Technical problems.
- There are times either me or the other side has technical problems (our fault).
- There have also been issues where the Court couldn't move forward with a hearing due to technical difficulties.
- There have been certain technical difficulties.
- There have been various technical issues,
- User difficulty.
- Users report having a glitch here and there.
- Works when it wants to.
- Yes, but we have litigation support professionals who quickly troubleshoot.
- Zoom can sometimes seem shaky and it seems as it cannot handle all of the people trying to use it - especially in large groups.

#### **Use of Exhibits/Admitting Evidence (43 Responses)**

- Access to exhibits.
- Biggest problem relates to exhibits. When the exhibits are shown on the screen, they can be difficult to read. Producing exhibits in advance helps but at the same time I'd rather not broadcast to the other side exactly the exhibits that I will be questioning the witness about.
- Confusion over the procedure for showing a witness a document that is not yet being offered in evidence.
- Difficult to conduct evidentiary hearings.
- Difficult when admitting evidence.
- Difficulty entering exhibits.
- Difficulty with exhibits.
- Difficulty with presenting exhibits.

- Difficulty with hearings not being conducted in person, particularly when evidence is involved.
- Document review and marking as exhibits.
- Doing court proceedings by video for evidentiary matters is terrible. We have problems with exhibits and observing third party witnesses. Zoom proceedings should only be done for true emergencies.
- Evidence.
- Evidentiary issues can be difficult.
- Exhibits are nearly impossible to effectively use with Zoom.
- Exhibits in depositions can be a bit clunky, especially with larger files that take a long time to load (if they load at all)
- For complex medical litigation it can be difficult to anticipate which of the voluminous medical records or other materials are critical to have prepared for use and then display. Producing a deponent has been easier in person.
- Handling evidence.
- Hard to make introduction of evidence work well.
- Inherent difficulties when trying to use exhibits.
- Introducing evidence takes a lot longer.
- Introducing evidence via Zoom.
- It is very difficult to handle presentation of evidence.
- It's a logistical nightmare trying to present exhibits to the witnesses.
- It's difficult to share exhibits in depositions.
- It's very difficult to examine witnesses during evidentiary hearings on evidence over teleconference like Zoom.
- Making it difficult to show the witness a correctly sized exhibit.
- Presentation of evidence is difficult at best and obstructed by judge/system at worst.

- Presenting documents in depositions and hearings.
- Presenting documents.
- Presenting evidence on screen.
- Sharing of exhibits functions not working, etc.
- Some issues with speed and effectiveness in utilizing documents.
- Technology in showing and admitting exhibits.
- Terrible issues with trial exhibits.
- The introduction of evidence in evidentiary hearings.
- There are issues with physical evidence, such as how to admit it and get it to the court.
- There is difficulty with presenting evidence.
- Trouble facing the prosecution, in civil traffic, including evidence introduction and review.
- Uploading documents for depositions can be difficult.
- Use of exhibits. Difficulty in sharing, viewing by all. Also marking of exhibits where the witness and court reporter are at separate locations.
- Very difficult with exhibits and not a clean record because everyone is in a different location, and witness is not in same place with the attorney, confusion.
- With regard to trial work, the handling of documents is challenging.
- Working with cases that have large documents and not being directly before the Court/Judge are challenging.

### **Login Issues (35 Responses)**

- Access difficulties resolved by firm IT Department.
- Clients unable to log on.
- Dead links.
- Difficulty “joining”.



- Difficulty logging in.
- Difficulty logging on at times; links do not work.
- Difficulty logging on.
- Getting all to log in.
- I attempted to have a Zoom call by logging in by the Zoom link through a browser on my remote access desktop (Citrix), which works when the other person in the video conference is not on Citrix or a remote server. However, when there are multiple remote servers and Zoom involved, we have needed to use our browser on our home/laptop desktop to have Zoom calls etc.
- Inability for people to log onto the platform.
- Issues with sign in.
- Link not working.
- Links provided did not work.
- Logging in issues.
- Logging in to court hearings.
- Logging into correct Zoom meeting room.
- Login issues.
- Mostly miscommunication of what link to use.
- Mostly related to correct link or connection. Otherwise, no issues once in the video platform.
- My clients have difficulty logging on.
- Not all companies allow the use of our provider and we do not allow the use of Zoom which others use.
- Not primary platform, but all depositions have been via Live Litigation, and there have been multiple issues with proper authorization to participate/join.
- Occasionally, the Zoom link doesn't work or (Heaven help me).

- On a minority of occasions, we've experienced problems with people getting logged in.
- One judge failed to connect me to the Zoom hearing. Denied my motion to dismiss without my argument, even though I was signed in and waiting. Emailed and called J.A., but court still failed to join me to the Zoom hearing.
- Other attorneys not being able to log on; problems being able to hear properly.
- Participants unable to get in.
- People have trouble logging in.
- Problems for other invited parties to join the meeting due to security blocks.
- Problem logging in.
- Problems logging on.
- Sometimes people do not know how to log in.
- Sometimes the link doesn't work when I'm trying to log on.
- The links provided do not work due to human error.
- Trouble signing in.

**Muting/Speaking at Once (34 Responses)**

- There have been user-related issues such as people not muting themselves.
- A couple of times it was tricky to have everyone remember who needs to be a host or have sharing abilities.
- Because you cannot talk when the other person is talking you cannot make objections easily.
- Clients and witnesses treat the hearing like a social call. Extremely distracted, judges can't control the hearing.
- Difficulty in understanding multiple people speaking, especially if an objection needs to be raised.
- Frustration when other users fail to mute themselves.

- I called the phone provided by Zoom and was unable to unmute myself. The hearing proceeded without me and I did not remember I could have used my cell phone to appear.
- I notice that people talk over each other more during videoconferencing than they do in person.
- Inability to interrupt because microphone stays with the person talking (so we make an “objection” sign to give the court a visual clue).
- Inability to make objections.
- Just the inability to make timely objections because of muting.
- Minor glitches with turning mic on/off to mute.
- Mute issues cause delays.
- Muting issues all the time.
- Not being muted.
- On mute and lost opportunity to object at trial, I'm sure there are many more but these are the kinds of issues. Basically, it's everything. We need to be back in the courtroom.
- Other people rustling papers and calling focus away.
- Participants often times talk over one another.
- People failing to mute their audio.
- People not muting and talking during hearings.
- People not muting their microphones.
- People not muting; Judge not able to mute.
- People over-talking each other.
- People talk over one another, so it takes longer.
- People talking over one another.
- Quickly switching to different case law when dealing with objections.
- Some miscommunication over the platform.

- Somewhat awkward. People talking over each other.
- Speakers need to take turns, otherwise their statements are drowned out. This is fine in court proceedings where everybody must take turns, but not so good for client conferences or meetings with attorneys, which are a little more fluid.
- Talking over each other.
- The attorney may think the witness has completed their answer, but the witness is pausing before continuing to speak; or the witness thinks the attorney has completed the question and begins speaking before the attorney has completed the question.
- There are issues with contemporaneous objections not being heard by either the Judge or the witness, and at times it is difficult for the court reporter to get everything down.
- There is often background noise or inadvertent conversation due to failure of some participants to mute their microphones.
- Two or more people trying to speak at the same time.

### **Video Issues (30 Responses)**

- Video issues. **(4 Responses)**
- Cameras.
- Fuzzy resolution.
- I have had my camera act up occasionally but nothing severely challenging or detrimental.
- I have had the video feed cut out during a hearing.
- Just some technical webcam connectivity issues.
- Placement of people on the screen, mechanical stuff basically.
- Poor quality video.
- Poor video quality due to bad environments and backgrounds.
- Poor video.
- Positioning the camera correctly.
- Quality of video.

- Some lag in video.
- Some video platforms slow down the overall performance of my system (Microsoft Teams in particular doesn't interface well with my firm's systems and network).
- Sometimes camera does not work.
- Sometimes no video for some parties.
- Sometimes the video does not work, and we have to revert to a phone call.
- Stuttered video; unclear.
- Video interruptions.
- Video is blank problems or intermittent.
- Video not clear.
- Video problems at the other end with low quality video camera and inability of people to set camera at eye level and proper lighting.
- Video quality.
- Video settings on my PC.
- Video.
- Visual and audio distractions in the other party's video.
- Webcam difficulties.

#### **Client Access Issues/Client Training (29 Responses)**

- Client connection issues (or issues with sound/picture on the client side).
- Client had issues connecting during a deposition and it delayed the proceeding slightly but was ultimately resolved.
- Clients lack of proper equipment.
- Clients not able to get access. don't know if it is operator error but they report not being able to get access.

- Clients not able to use properly.
- Clients occasionally have difficulty accessing the platform (Elderly and Non-English-Speaking clients seem to have difficulty most often).
- Clients with limited devices.
- Clients without the necessary technology.
- Defendants not having Zoom capabilities.
- Difficulties in setting up for multiple video platforms that vary from client to client.
- Extreme difficulties adequately preparing and representing clients in civil trial - especially real estate related and foreclosures where hundreds of documents need to be scanned in and in trial need to be adequately presented for authentication/best evidence/hearsay. This is an inexcusable nightmare that the moratorium due to covid-19 issues does not specifically mention the difficulties a trial lawyer has right now. I've lost my paralegal staff and most of my day to day clients because of this and yet, I get hit with trial notices out of the blue - not from the opposing side who as often as not has the same issues I have - no, the COURTS ARE SUA SPONTE setting these things and issuing pretrial orders as if nothing has changed. It's an abuse of process and real time denial of due process. IMO.
- Lack of access to software for low-income litigants.
- Many of my clients are elderly and do not have video capability. Those I do by phone are less effective.
- My clients have had connectivity issues due to lack of Internet or using data.
- Not all clients/witnesses can access video.
- Not all parties were using the Zoom platform, so it felt unfair. It seemed that the party in person had an advantage.
- Not all persons could get on the platform, so the hearing had to be rescheduled.
- Only recently. Plaintiff's counsel decided to re-set the depositions of my client's employees after the location where the employee-deponents were located was unable to provide a stable wireless Internet connection.
- Others not having the right equipment. For example, showing up to a deposition via Zoom and elderly client having issues figuring how to appear via video or sound issues with court reporters.

- Participants without adequate technology/Internet service.
- Parties/clients struggling with how to connect and use the platform.
- Problems providing video platform to indigent persons.
- Problems with clients not having the technology or a stable connection to appear in court for their hearings or phones dying while waiting for cases to be called (most do not have their own laptops/computers).
- Some clients are unable to use or have difficulty utilizing the technology.
- Some clients don't have very good access to technology, which has made the proceeding more difficult.
- Some clients having issues getting on platform.
- Typically, the only issues arise when attempting to Zoom conference with clients who are unfamiliar with the technology.
- Usually it is a client/witness that has limited technology knowledge
- Witnesses not having video capability for court hearings.

### **Delays (17 Responses)**

- Delay. **(3 Responses)**
- Delays for hearings. Also, a hearing set by a JA at 1am instead of 1pm caused attorneys to be locked out of Zoom and miss the hearing.
- Delays in admitting participants.
- Every hearing takes longer because of the platform and with interpreters it is sometimes virtually impossible.
- Everything takes longer.
- Hearing attendance is sometimes frustrating because there isn't a mechanism in the platform (that I'm aware of) that will let the moderator tell attendees in the waiting room if there's a delay (i.e. the hearing before ours is running long/late, etc.). This usually leads to having to call the judicial assistant who is likely juggling similar calls and other duties while (possibly) working remotely as well.

- I have had hearings where I logged in and it was the wrong address given to the parties. I have had hearings where I logged in and waited for 3 hours then logged out to then have my hearing called 3.5 hours later. I have had hearings where I logged in and waited 3 hours and found out the Court's Zoom had crashed and did not go forward.
- If I am “in line” and waiting for a UMC type matter, can be kicked out of Zoom after a lengthy delay.
- Long delays, last minute Zoom information.
- Long wait times.
- Many times, there are technical difficulties that cause delays.
- People appear by phone only on Zoom and the judge has to take time to have people identify themselves. This causes delays. Judges have become more sophisticated and are better utilizing waiting rooms to sequester witnesses and even exclude people having no interest in the proceeding.
- Sends messages that I can't get in the meeting because the host is in “another” meeting, when the other meeting is the one, I need to access.
- There were some depositions and hearings which were slightly delayed due to technical difficulties.
- Zoom was down when we were scheduled for video mediation.

### **Screen Sharing (13 Responses)**

- Difficulty sharing screen. **(2 Responses)**
- Screen sharing. **(2 Responses)**
- Screen sharing of exhibits. **(2 Responses)**
- Had some problems 'sharing' screens during depositions.
- I am slow at learning this screen share thing.
- Screen sharing continues to be a challenge.
- Sharing documents during trials and depositions remains clunky and inelegant. More fluidity would be great.



- Sharing screen for review of documents.
- The Court or other party does not have share screen capabilities.
- Very difficult to use screen share. Can't see more than a few people when using screen share.

**Professionalism (10 Responses)**

- During depositions, it has appeared that some of the witnesses are reading from notes or using a real-time messenger application, like G-chat.
- I have no confidence that the other side isn't actively coaching their witnesses by text messaging etc.
- Opposing counsel not letting me see opposing party during mediation openings.
- Other attorneys milling around and not paying attention.
- Other times it's simply misconduct, like when opposing counsel muted me during a Zoom deposition instead of simply objecting to the question.
- Sometimes witnesses are being coached or reading prepared material.
- Too many people using the chat after asked not to do so.
- Unprofessional conduct by other lawyers.
- Unprofessional manner of Zoom hearings.
- Witnesses who become impatient and abruptly leave the “lobby” without reason.

**Video Conferencing Flaws/Ineffectiveness (10 Responses)**

- Client almost not wearing clothes to video deposition.
- Conducting a deposition via video makes me less effective.
- Difficulty in effective advocacy due to remoteness.
- The inability to be in the same space as the witnesses impairs my ability to try a case.

- This cannot be the normal method of practicing law in the future or there will be a lot of ineffective assistance of counsel and malpractice moving forward.
- Trying to look into the person's eyes while looking into the camera.
- Using the video platform does not allow us to see nuances that are available when in person such as the opposing party's facial expressions.
- Video conferencing during trials is difficult.
- Video conferencing for the actual practice of law is inefficient and ineffective.
- We cannot correctly gauge a witness's demeanor, body language, etc.

### **Computer Hardware Issues (9 Responses)**

- Deponent's battery dying during deposition.
- I'm working on narrowing down the connectivity issue: my MacBook seems a bit problematic, but my iPad works fine. iPad is 2019, and MacBook is 2015, so, it may be the age of the MacBook. Not yet sure.
- Ineffective camera.
- Lack of proper equipment (webcam/mic) on all workstations.
- My mic was not working properly (not Zoom's fault).
- My speakers make me sound like a mouse, so I need to use my new laptop.
- Sometimes people attending have equipment that malfunctions.
- Technical issues primarily with attorneys not having equipment that works well with the platform.
- User issues regarding having compatible equipment.

### **Document Sharing (9 Responses)**

- Sharing documents. **(4 Responses)**
- Difficulty in sharing tangible exhibits and documents.

- Getting everyone to see the document as shared can be somewhat difficult. I have noticed that the experience of other users impacts this greatly.
- Person who sets up meeting forgets to check the box allowing for sharing of documents via chat box.
- Problems sharing documents.
- Sharing materials.

### **Ability to Communicate With Others (8 Responses)**

- Ability to communicate with my client, privately.
- Case management conferences by Zoom make it extremely difficult to push cases forward or come to a resolution, as I am unable to speak with the prosecutor outside the purview of the bench. Effectively, everything is on the record.
- Communicating with client during proceedings is not easy or confidential, conveying information and testimony is not ideal.
- In hearings, the largest issue I encounter is not being able to easily communicate with my client during the hearing. I very much miss the ability to lean over and whisper with my client during a hearing.
- Need an easier way to chat with others without anyone seeing.
- Not easy to be able to speak with others privately.
- Problems with being able to communicate with individuals in breakout sessions during mediations.
- Video chat: need to isolate it so I can spoke to those I seek out.

### **Attendance/Participation (7 Responses)**

- Absence of notices when attendees arrive or return.
- All participants because clients and attorneys fail to name themselves in cattle call hearing dockets.
- Attendance reinforcement. Also, I am required to use the phone to connect while on video in order to get a clear record and at times it does not recognize me as the controller of the proceedings so I can't get into my own hearing!

- Difficult to enforce attendance at depositions.
- One instance in which Zoom would not connect but resolved by restarting Zoom.
- People not showing up.
- Should be able to show a face inset and a visual aid at the same time.

### **Zoom Time Limits (5 Responses)**

- I am using the free version, so limited time.
- If the person who set up the Zoom does not allow enough time for the event, then during the event the conference will abruptly end because Zoom thinks it's over.
- Limitation on free Zoom.
- There are time limits imposed by Zoom. In order to have longer access, you must pay to use the service.
- Zoom closes after 40 minutes.

### **Zoom Bombing (4 Responses)**

- Zoom bombing. (3 Responses)
- Got bombed.

### **Security Issues (3 Responses)**

- Security concerns.
- You don't know what is on the other side of the camera, or who.
- Zoom was hacked.

### **Preparation/Reading Documents in Advance (3 Responses)**

- Evidentiary issues (providing all exhibits in advance to opposing counsel and the court, making sure all participants can access a copy, and giving impeachment exhibits in advance takes the punch out of them).

- Not being able to review documents deponent brought to deposition.
- Only in planning for hearings... preparing a “virtual” trial notebook can be challenging.

### **Translator/Interpreter Issues (3 Responses)**

- Also, we had multiple languages that required translation, which severely impaired the flow of the proceeding and substantially increased the amount of time that the proceeding took to complete.
- The biggest problem has been in cases where the assistance of an interpreter is needed. Zoom as an interpretation setting which allows the participant to pick their language so we do not hear the back and forth in the foreign language. When it works it is great, but sometimes the host can't figure it out.
- Translator, and in custody client contact is near impossible.

### **Consistency Between Judges (2 Responses)**

- Also, different judges use different ways of hosting court. Some judges set appointments for each hearing. Another judge keeps one meeting ID open all the time and many people drop in and out during hearings. I think they need to agree on a protocol.
- Every judge does it different. Some want you to mute when joining. Some don't. Some will let you into the courtroom to hear what's going on. Some make you wait until you are called to enter. Some start on time and some make you wonder if you are in the right place or if they see you and know you are there.

### **Miscellaneous (9 Responses)**

- Confrontation rights not fully experienced.
- Court reporter transcripts have had many more errors and deviations from what was said than in person.
- Difficulty in lack of uniform environment among clients. And more.
- Handling multiple hearings by Teams increases the time needed to complete the docket.
- Impeaching a witness with a prior written statement via Zoom.

- It seems that some attorneys upload documents before hearing that are clearly not admissible, violate HIPAA, confidentiality or even privileged to have the court consider it improperly.
- Only rare distractions like fire alarms going off in building.
- Preparation.
- The scheduling/invitation procedures are not particularly robust.

**10b. Have you experienced any difficulties while utilizing your primary video conferencing platform? – BY Type of Practitioner, Size of Firm, Region and Age Group**

**Type of Practitioner**

<u>Category</u>	<u>Private Practice Percent</u>	<u>Gov't. Practice Percent</u>	<u>Other Legal Position Percent</u>
Yes	37	45	36
No	62	55	63
I do <u>not</u> use a video conferencing platform	2	<1	1

**Size of Firm**

<u>Category</u>	<u>One attorney Percent</u>	<u>2 to 10 attorneys Percent</u>	<u>11 to 20 attorneys Percent</u>	<u>Over 20 attorneys Percent</u>
Yes	29	38	42	39
No	68	61	57	60
I do <u>not</u> use a video conferencing platform	3	1	<1	<1

**Region**

<u>Category</u>	<u>North Region Percent</u>	<u>Central/SW Region Percent</u>	<u>Southeast Region Percent</u>
Yes	40	40	33
No	59	60	65
I do <u>not</u> use a video conferencing platform	1	<1	2

**Age Group**

<u>Category</u>	<u>35 or under years of age Percent</u>	<u>36 to 49 years of age Percent</u>	<u>50 to 65 years of age Percent</u>	<u>Over 65 years of age Percent</u>
Yes	42	37	39	27
No	57	62	60	70
I do <u>not</u> use a video conf. platform	1	<1	1	3

**11. What specific changes to your primary video conferencing platform would you suggest in order to optimize its use in legal proceedings?**

A total of 595 suggestions were provided regarding specific changes that could be made to the primary video conferencing platform to optimize its use in legal proceedings. All responses were reviewed and categorized. The table below lists the four most frequently mentioned categories.

<u>Category</u>	<u>Number of Responses</u>
Internet/Wi-Fi Connectivity/Bandwidth	83
Share Exhibits/Screen	70
Bring Back In-Person Meetings/Do Not Like Video Conferencing	49
Instructions/Training/Learning	49

**(595 Total Responses)**

**Internet/Wi-Fi Connectivity/Bandwidth (83 Responses)**

- Better connection. **(4 Responses)**
- Better Internet connection. **(2 Responses)**
- Better Wi-Fi connection. **(2 Responses)**
- 5G? I think the biggest problem has been Internet connection.
- Auto-reconnect for Internet.
- Because of the many users in the platform, it would be helpful to increase bandwidth.
- Better connectivity (which is not available in my residential area) and better set up (which was “slap dash” owing to the lack of notice initially and the limited availability since the shutdown.
- Better Wi-Fi or other broadband access.
- Better/faster Internet.
- Boost my Wi-Fi.
- Clearer reception.
- Comcast having better reliability.



- Connectivity is a continuing issue.
- Connectivity with court and hearing the judges.
- Connectivity.
- Correct lost connections.
- Since the connection depends on the quality of the different user's Internet connection, it's challenging to devise a solution to resolve this main issue.
- Ethernet connection -v- Wi-Fi.
- Faster Internet connection to stop glitches.
- Faster Internet speeds.
- Faster Internet.
- Greater bandwidth so freezing is not a challenge when there are a significant number of participants.
- Greater bandwidth. Rapid spread of 5G capability. This is as important as electricity was in the 1920s and 1930s when we had regulation and rural electrification boards. No regulation of cell phone or Internet providers. Not all clients or attorneys live in the city. DSL is often insufficient for video conferencing and satellite Internet is grossly deficient.
- Having high-speed Internet at the highest speed.
- Higher bandwidth by all involved.
- I am thinking of purchasing my own Wi-Fi in my home for the sole use of my firm.
- I don't know if the problems are caused by the platform. The problems I have experienced seems to stem from the quality of the Internet connection.
- I don't think the problem is with the platform as much as I think the problem is Internet carrier reliability, lack of infrastructure to handle load/demand.
- I have no suggestions other than have Wi-Fi boosters.
- I will now only video conference when using a computer with hard-wired Internet access.
- Improve feed being consistent.

- In the past, I have had difficulties getting reconnected when something goes wrong. On one occasion it became so bad for the parties that we finished the deposition over cell phone.
- Increase bandwidth.
- Internet connections need to be stronger.
- Internet must be optimized.
- Internet signal meter to show poor connection.
- It has dropped people.
- It isn't the platform; it's the strength of the Wi-Fi connection that needs help.
- It'd be nice if the connection could be more reliable so that audio/video doesn't drop out and people don't get disconnected as often. Perhaps that would mean the platform required less bandwidth.
- Keep from dropping the connection.
- Larger server frame for higher traffic times.
- Make sure you have a backup plan to regain connectivity.
- More bandwidth.
- More reliability.
- More reliable connections so as to prevent disruptions.
- More reliable Internet.
- More robust Internet in residential areas.
- More stability with the connections. I do not want to continue to have the program freeze in the midst of a trial or disconnect a witness, the judge or myself.
- More stability in Internet connection.
- More stable connections.
- Need to make sure Internet speed and bandwidth are sufficient.

- No drop offs.
- Not reliable.
- Optimal Internet speed.
- Prohibit the use on low bandwidth/unstable connections.
- Provide phone in options for the meeting on the screen itself, in case there is a problem during the call.
- Require attorneys to maintain a minimum level of Internet capability.
- Rural location - needs better Internet.... maybe lower video quality vs. it turning off altogether.
- Solve lag time so people don't talk over each other.
- Some sort of notification to other participants that someone is frozen or dropped/reconnecting.
- Sometimes there is a lag that requires all parties to wait 2-5 seconds of pause before continuing.
- Speed to prevent freezing.
- Stability.
- Stabilize Internet.
- Stabilizing the platform.
- Strong high-speed Internet for all courthouses.
- Stronger Internet service.
- Stronger Internet signal.
- Strongly encouraging the use of a hard wire (i.e. Ethernet) connection to the Internet to avoid technical issues.
- The demand on the system appears to be the biggest challenge because the reliability does not exist (i.e., demand for greater band width and higher traffic with virtual schooling).

- The issues I've encountered have really been connectivity issues rather than platform issues. The platform is functional.
- The only improvement would be Internet speeds of some video participants.
- The platform has to accommodate people who may have low bandwidth.
- The problem is my bandwidth carrier, Spectrum. Their data management software does not prioritize video packets in data flow, so I have some packet loss. Also, my router/modem is old and isn't transmitting my packets fast enough, so my data feed bottlenecks sometimes. For these two reasons I have buffering, and there's nothing anyone can do about it except Spectrum.
- There is a lag time on the Internet video.
- Typically, the only issues are when other participants on the Zoom meeting do not have strong enough Internet speed and they freeze, etc.
- Video conferencing is only as good as the Internet access for ALL participants.
- We all have different Internet carriers so it's going to be a problem. Maybe the judges could understand A LITTLE MORE that hearings will take longer because of connections or frozen frames.

### **Share Exhibits/Screen (70 Responses)**

- Improved document sharing. **(2 Responses)**
- A robust exhibit platform. Veritext uses Exhibit Share, and it's a user-friendly platform.
- Ability to share exhibits in an easier fashion.
- Add a feature that allows an exhibit shared on a screen to be captured, marked for identification and with an Exhibit Stamp, rendering same seamlessly to the State e-filing portal, so it will make it into the clerk's record without need of a paper copy.
- Allow the share screen function in video hearings. Require the inclusion of shared screen snapshots in depositions and hearings as they would be required if marking up or notating exhibits in person.
- An easier way to send documents - other than email, perhaps an upload on the video conference platform.
- An easier way to share documents other than “sharing screen” which sometimes is problematic.

- An easy quick way to upload documents and exhibits.
- Availability of exhibits is another.
- Being able to share my screen with selected other parties as opposed to all other parties.
- Better method to share documents/exhibits.
- Better methodology for witnesses or lawyers who are not taking the depositions but have been requested to bring documents to the deposition to virtually 'submit' their documents to the court reporter at the time of the deposition through the platform (rather than separately emailing to individual court reporter) and be able to 'share' those documents.
- Better screen sharing technology.
- Better way to introduce exhibits and share documents with all participants on video call.
- Better way to share exhibits.
- Better ways for sharing of documents.
- Calling up and displaying documents is much more cumbersome and slower than in person.
- Correct how many people can be seen in screen share.
- Dedicated document viewing sharing.
- Dissemination of exhibits with bookmarks or other tracking ability.
- Document sharing.
- Document submission.
- Ease of submitting and sharing documents and other tangible evidence.
- Easier ability to use exhibits.
- Easier document sharing for exhibits, etc.
- Easier document sharing.
- Easier exhibit submission procedure, similar to program used by IST.
- Easier screen sharing for viewing exhibits and also while waiting for a hearing to start.

- Easier to access and use documents.
- Easier to share and mark exhibits.
- Easier to show documents.
- Easier use of documents.
- Exhibits need to be better.
- Give all attendees ability to control view of documents.
- Greater ease in sharing documents.
- Greater flexibility/capability re presentation of documents.
- Have a standardized format for sharing and viewing documents.
- I am not sure how screen sharing works for exhibits. What will ultimately happen when a jury sees the deposition?
- I hate hearings with lots of documents to be shared.
- I wish there was a side bar where everyone could drag and drop their documents so that the other parties could use those items.
- I would like the introduction of exhibits to be easier and consistent across platforms but that may be too much to ask considering there is no uniform requirements.
- I'd like to be able to upload exhibits and reference them from the screen.
- I'm not sure how to do it, but it would be great if there was a better way to share and reference exhibits. Screen share works okay, but I feel it can be done better.
- Improve methods to display exhibits.
- Integrated recording/saving of exhibit manipulation by witness/attorney that is not dependent on separate act of saving on one computer and sending to court reporter. Court reporter should have ability to instantly capture exhibits used on shared screens, just like as if in real person.
- It has worked very well for motion calendar and special set hearings. For depositions, it is a bit harder to control if a witness is looking at materials that they shouldn't be looking at, so it is a problem that they don't want to share documents, etc.

- Make it easier to share documents.
- Make it easier to share exhibits.
- Make sharing documents simpler.
- Maybe ease of screen sharing of exhibits. Although that may be available and I am not adept.
- More document sharing and collaboration options.
- More intuitive share screen functions to easily switch from one document to another, and to have all documents intended from share screen to be “pre-loaded” in one file.
- Mostly related to document sharing during hearings and depositions. That needs a more seamless, organic solution.
- Need to be easier to share documents.
- Need to make it easier for screen sharing.
- Presentation feature above and beyond screenshare.
- Quicker ease of sharing screens for evidence.
- Really, Microsoft needs to change its PowerPoint program so you can share a PowerPoint presentation.
- Screen sharing can be difficult and somewhat risky in terms of remembering to unshare when necessary.
- Screen sharing MUST be better in order to display documents.
- Screen shots of the video display should be visible to all parties
- Sharing of documents and exhibits could be made easier.
- Simplify the share screen ability.
- Some way to instantly serve copies of documents to all participants (exhibits for hearings, depositions, etc. must now be shown by “share screen” and then filed/uploaded later.
- The ability for other viewers of documents to be able to scroll through the documents themselves without having to ask the person controlling the screen to scroll through the document.

- The ability to share documents without making the video participants tiny - to let it split over two monitors.
- Uniform method of sharing documents. Additionally, requiring that parties be visible on the screen.
- Working with video and sharing documents.
- Zoom could improve the process for transmitting exhibits. At times exhibits are inaccessible for any person that joins the Zoom call after the exhibits are added to the chat.

### **Bring Back In-Person Meetings/Do Not Like Video Conferencing (49 Responses)**

- Abandon it and go back to real live hearings, etc. According to my reading of the data and the “science”, people without significant comorbidities have a 3:1,000,000,000 chance of dying. Death from a car crash is 1:110,000. As a nation, we have WAY overplayed this Wuhan Flu thing.
- Bring back in person proceedings.
- Eliminate video proceedings except in cases of true emergencies.
- Final hearings/trials should not be conducted on Zoom.
- For small non evidentiary hearings I think video is workable. For anything evidentiary, we simply need to be back in the courtroom. It is easy to social distance in the courtroom and we can wear masks, but video is not the answer for evidentiary matters. Video is particularly ineffective with witness testimony.
- Go back to live and in person proceedings and events.
- Go back to in person meetings.
- Honestly, I do not like video conferencing at all in comparison to live hearings. I do not think it is fair to the litigants.
- I am against using it after the Court system resumes.
- I am not a fan of video or virtual evidentiary hearings.
- I do not believe any video process is good for trials. It's fine for hearings on minor motions but when admitting exhibits and dealing with witnesses you cannot read the parties or the judge to the disadvantage of the client.



- I do not believe that I would trust the type of jury trial I customarily try to video conferencing.
- I do not believe that video conferencing is suitable for litigation.
- I do not like video conferencing, as there will always be the distinct possibility of technical problems.
- I do not like video conferencing. I would prefer to do away with it.
- I don't like the video conferencing at all.
- I don't think it should be used at all.
- I prefer the traditional in person method of dispute resolution.
- I prefer to be live. I am not interested in a new normal.
- I think video conferencing works well for non-evidentiary hearings but is cumbersome and ineffective in hearings where evidence must be introduced. I do not believe it can be effectively used for jury trials.
- I will not and cannot use Zoom for any hearing requiring testimony on an issue in dispute or a hearing that requires a factual finding by the Court. This is a firm position: I cannot cross examine on Zoom. I consider such as ineffective assistance of counsel. Despite what others say there is a vital constitutional confrontation issue for any hearing using a video forum.
- I would not recommend it, particularly not to select a jury or try a lawsuit.
- I would prefer not to use it except for non-evidentiary hearings and docket calls. I do not believe a judge or jury can adequately assess the credibility of a witness via video conferencing. For trials and hearings where I am at one computer and my client is at another location using a different computer, I cannot properly communicate with my client using current technology.
- I would rather be there in person except for one and a half hour trips to Miami.
- In most cases the video conference will always be inferior to in-person hearings. While some minor technical improvements could help make video more efficient, it cannot compare with in-person contact.
- In person events are preferred for a number of reasons.
- It is people logistics for trials that pose the biggest problem for video conferencing.

- It should not be used for jury trials.
- Just open the Courts and go back to in person hearings. This “pandemic” is nothing more than a typical flu season and to pretend otherwise flies in the face of the most recent data provided by the CDC. The legal system should be out front in returning normalcy to peoples' lives, as well as ensuring people get back to work.
- Lift the tyranny and allow in person hearings and meetings.
- Limit video conferencing to status updates for the Court but any form of evidentiary hearing needs to be in person.
- Mediations by Zoom have not been as effective. Attorneys and clients need the ability to confer with other parties more easily and the mediators need to move the mediation along more quickly, touching base with each of parties frequently.
- No trials via Zoom.
- None in particular EXCEPT I note that video is an EXTREMELY POOR substitute for live/in person argument (body language and emotion decidedly adversely impacted by video), and a PARTICULARLY HORRIBLE substitute for examining or cross-examining a witness.
- None! Just need to get back to face to face conferences, hearings, and trials. In my opinion video appearances exclude about half of what should be considered by a Judge or opposing counsel in presenting an argument and making a decision.
- Not as effective as face-to-face meetings in certain situations, but far better than just telephone.
- Only brief, non-evidentiary hearings with no more than three participants should be conducted via Zoom.
- Only good for hearings.
- Open the courts.
- Stop forcing people to use it and go back to in person for everything.
- Stop using.
- Terminate video conferencing and resume in-person appearances for hearings and trials.
- That we get rid of it and reopen the court houses!

- The format, itself, is the issue.
- The potential abuse of Zoom or other similar technology outweighs its usefulness.
- There is already too much video conferencing in criminal cases. When the pandemic subsides, Criminal Court should return to in person court hearings and trials.
- This is great for small court appearances, but not for significant motions or evidentiary hearings. I think it affects the ability to confront witnesses and lay a record.
- This really can't ever be relied on for all legal purposes. In small hearings it is a boon. But to try cases like this, it's an abuse.
- We need to go back to in person hearings, depositions, mediation, etc.

### **Instructions/Training/Learning (49 Responses)**

- Training. **(3 Responses)**
- More training. **(2 Responses)**
- A guide issued by The Florida Bar on proper usage.
- A step by step program to follow.
- Additional training for users.
- All persons should be trained so that they have similar knowledge.
- Assist attorneys with best practice setup. Have a technical person who can help resolve setup problems.
- Better and simpler hands on instructions.
- Better instructions and practice with attorney/client with Zoom before the hearing.
- Better training - the platform itself works fine; the issues appear to be mostly user error. I have only used Zoom - but we are unable to use the platform through our remote server (which makes it difficult to share documents, etc.)
- Better training on host options.
- Better understanding of screen sharing and displaying documents and video and PowerPoint, etc.

- Clearer instructions to log in.
- Complete user guide for using Zoom including sharing and displaying documents.
- Free CLE to explain every step from how to prepare a document to be used on a platform like that to use in court, whether upload to court map or docket, etc. - every step that is also in a detailed list that can be pdf'd and shared with staff.
- Free seminars slowly going through all the details on use.
- I can connect when someone sets it up but I don't know how to set up or arrange for anything.
- I would like to be more familiar with some of the advanced features so that I can be sure it is as useful to me as possible.
- Improved trouble shooting instructions delivered ahead of event; reminders with link the day of the event rather than seeking email with link delivered weeks in advance; and support with clear contact instructions that are on standby during beginning of event.
- Increasing the general knowledge of the attorneys re: technology.
- It needs to be easier for non-participants to view video conferencing hearings/trials for training purposes.
- Make it easier to find the Conference Pin and ID - the reliance on it creating a Calendar invite is clunky.
- Making it easier for seniors to access and use is my number one concern.
- Maybe a short tutorial for attorney use.
- More acceptance of video platform (as opposed to phone only) by the bench and better training familiarity by all users. We spent considerable time internally ensuring proper training.
- More and better tutorials geared for legal proceedings.
- More familiarity by all parties.
- More instructions or a go-to guide for quick and easy access in case sound, video, or connection issues occur would be great for people to reference if they were sent with the same Zoom link to login. It is difficult explaining to some people.
- More training available.

- Need guidance with exhibits.
- Participants should be encouraged to learn how to properly use their equipment, so as to provide the best possible video and sound, with the equipment they have.
- Preferred technology suggestions; information about lighting; suggestions for screen backgrounds.
- Simple familiarity of parties.
- Simply more training.
- Teach judges how to use the platform correctly to share documents and exhibits.
- The instructions for use need to be written for entry level people, too often the instructions are not clear until they are explained, so the instructions are basically poor.
- The judges MUST learn to use the platform! They should be an expert in its use. By knowing how it works, they can minimize problems. The sheer number of judges who don't know they have the power to mute participants themselves is staggering.
- The platform has functioned properly. The issues have been with the users.
- There need to be CLE courses on how to use the platforms.
- Train users how to best utilize the platforms.
- Training for all users.
- Training for litigants attending hearings.
- Training of those involved with the judicial system regarding the standards and technology.
- Training of users would help.
- Training other attorneys how to use the current technology because the vendors have been making frequent changes. Work with the vendors to help them understand that the graphics they use are not “universal” and having words is actually helpful.
- We experienced lawyers are just as clueless regardless of teaching, and so are some other legal pieces....reporters, clerks, LAA, witnesses.

### **Consistent Format/Uniformity/Continuity (31 Responses)**

- A streamlined process that is consistent throughout the state.
- A unified standard for the court with unified procedures. Otherwise, each county is left to their own accord which can lead to all types of other issues and inconsistencies. There is something to be said about standardization that can also bring pressure to bear on the vendor to implement changes favorable to our unique industry. It would also standardize training and implementation which should lower costs involved across the board. I could go on and on as I have a technology system implementation background from a previous career.
- A uniform procedure for how we deal with evidence. How it is shared, how much in advance, numbering, etc.
- Consider Bar-supplied, sole-source system, or have technical requirements that the video services have to meet to qualify for video conferencing.
- Consistency of platforms with all courts and all judges would prevent confusion and afford better efficiency. In other words, it would be best if all judges used the same platform for virtual hearings/trials and have the same instructions.
- Consistency of platform and sign-on and control features for non-technical users.
- Continuity amongst the Courts (at least continuity in practice procedures for judges within same judicial circuit).
- Continuity over all access devices.
- Court system should have its own platform. With proper security Each Judge/GM/ CSHO should have their own link Courts should not rely on public service platform.
- First, use a stable, easy to use and universally available format, which I do not believe exists yet.
- Have all courts decide on only one format for video conferencing. As it stands right now, we have to try and keep up with multiple conferencing services which is unnecessary and very cumbersome.
- Have consistent procedures and platforms instead of each judge independently setting the guidelines for his or her own division.
- It would be beneficial to clients if all courts had a standard procedure for providing Zoom hearings - some provide links and others provide just meeting IDs.
- It would be nice if all of the judges used the same platform.

- No real preference. Though a universal platform would be nice.
- Often hard to tell what Zoom schedule Judge is on. Need dedicated same system across counties.
- Presently, everything is ad-hoc on a court-by-court basis, and many of the rules or procedures are either not published or not published at an official location, which increases expenses to clients associated with attempting to determine which court is capable of conducting hearings remotely, the procedures adopted by the particular court for doing so, etc.
- Some judges insist on having hard copies delivered to the courthouse several days ahead of the hearing/trial, already marked, while other are more adept with emailed documents. It's just that we have to keep adjusting to different styles. This is not impossible; it's just a little extra challenge because Judicial Assistants are apparently only working part time, it sometimes takes a week to get info to/from a JA. This is not a problem with the platform itself; it's a problem of humans adjusting to it!
- Standardization of platform.
- Standardize controls and connectivity of headsets, screen sharing, video, and audio for non-technical users.
- Standardize on one method for all courts in Florida. I am tired of judge's preferences for stupid reasons as it really wastes time having to learn and be comfortable to satisfy the judges whims.
- Standardize with Zoom.
- Standardizing usage for everyone involved.
- That the court system selects ONE (1) platform and require its use by all judicial officers.
- The 18th Circuit should use Zoom rather than Teams to allow sequestering witnesses and the judge and attorneys to be able to bench conference. Circuits are inconsistent.
- The implementation of uniform, state-wide standards (rules of procedure) for use of technology in court proceedings (including the method of conducting hearings and trials using remote real-time video conferencing software).
- Unified platform: that everyone uses one type of platform. It's difficult to remember/unremembered how they each work.
- Uniformity over the court jurisdictions and systems. At this point, Zoom is the most prevalent for the courts. Amongst the attorneys, the same is true.

- Unify one platform either Zoom or Microsoft Teams for all Court's statewide.
- Use one platform and standardize the host (is it going to be the court or the attorney setting the hearing).
- Using one approach. Courts using only Court Call are far more difficult logistically.

### **Security (29 Responses)**

- A secure platform is needed. Only video meeting via Zoom.
- Allow us to add people more easily and to ascertain who should be present and who should not for privacy reasons.
- Better privacy for Zoom.
- Better security.
- End to end video conferencing encryption.
- Enhanced security.
- I am unclear on how privacy/security concerns are addressed by the platform in conjunction with protecting attorney-client privileged communications.
- Improve security of the platform.
- Improved cyber security.
- Make them more secure.
- Many are prohibited from using Zoom video by their business internal regulations. Zoom needs to cure the security issues that cause these prohibitions.
- More encryption to allow the exchange of documents with sensitive information. Also, federal government firewall prevents access to a lot of information sources that the public generally uses.
- More intuitive UX for safety/password features.
- More robust security features.
- More secure methods of distributing access links.



- More secure platform than Zoom which the courts seem to like.
- More secure.
- More security measures in place.
- More security.
- Need for secure conference.
- Security.
- Secure the conference with a password or individual invitation.
- Security is also a very large concern to legal proceedings, so anything that could be increased to provide security would make more of us feel safe.
- Security to ensure that people do not intrude.
- The courts seem to have adopted the Zoom product for hearings, and attorneys have followed suit. I am not confident that the Zoom product is secure and have suggested that an alternate platform should be used.
- They are all basically ok, I do wish there was more use of fully end-to-end encrypted products like Wire.
- Tighter security.
- Transcription needs improving; security.
- Work on added security.

### **Improve Audio (27 Responses)**

- Better audio. **(3 Responses)**
- Ask that more people utilize Bluetooth head set and audio via phone call in to the platform rather than speaker microphone on camera or laptop.
- Better audio capabilities so that all participants can be heard clearly and at the same volume, and also allowing multiple voices to be heard simultaneously as would occur if the proceeding was in person.
- Better audio connectivity.

- Better sound and microphone options. Better audio capabilities.
- Enhanced audio quality.
- Get better quality microphones.
- Having two people in the same room on the same video conference but with separate devices causes feedback. Wish that could be eliminated.
- I guess better sound somehow.
- I recommend calling in on a phone rather than using computer audio. This is a best practice I have adopted for all hearings and mission critical video conferences.
- I wish that there was less feedback when someone joined via cell phone.
- If there was a way that when two parties speak over each other it did not cut the feed so the court reporter could receive all information, that would be ideal.
- Improvement in live time audio.
- Individual microphones.
- Individual volume adjustment.
- It would be good to have high quality microphone/camera suggestions.
- Less audio feedback.
- Not sure how to correct the audio issues would need tech support.
- Occasional issues with sound feedback.
- Optimization of audio.
- Removable, Bluetooth headsets are key to ensure good sound quality and avoid feedback.
- Strongly encourage participants to call in via a landline for better sound.
- The sound is a challenge. I use wired headphones.
- Very difficult with audio.
- Wish I knew - this seems like a tech issue - the sound quality has been an issue.

### **Private Chat/Breakout Rooms (26 Responses)**

- Allow for private chats between attorneys and clients.
- Better ability to use break rooms and be able to chat to host when done.
- Better breakout rooms for Teams/Ring.
- Find a way to allow more robust and secure attorney to client communication during hearings.
- For GoToMeeting - allow breakout rooms and make it easier to share screen.
- For mediation: there should be a feature to allow the mediator to communicate with the parties in only one of the breakout rooms via a chat function, to alert them that the mediator would like to join their breakout room. Presently the mediator must contact someone in that breakout room by a text message or phone call, as there's no way to communicate to the people in one breakout room via a Zoom function.
- For use of Teams in mediation, simplify set-up for breakout rooms.
- Going to separate rooms.
- I think Zoom works great for mediations because of the breakout room capability. I don't know of another platform that offers breakout rooms or something similar. Those platforms would improve if breakout was available.
- I would like to have a feature to create sub-rooms, which will be ideal for side conversations.
- Lifesize is easier than Zoom to set up meetings but does not have the ability like Zoom to have “sub-rooms” and a “waiting room.” Zoom also has better annotation features within the platform.
- Likely a change to incorporate ability for those outside persons to participate in separate breakout rooms.
- More integrated chat feature.
- Need some form of communication with client during hearing/trial that is confidential and NOT captured as part of the recorded record.
- Nothing other than the breakout room is an option that many Judges aren't aware of or do not know how to use it. Some jurisdictions are using that tool and it works great.

- Persistent breakout rooms.
- Private channels easily accessed.
- Private chat rooms for attorney-client communication during hearings.
- Private chat with co-counsel while attending hearings. As we cannot privately provide assistance to each other during the said hearing.
- Pull them into a breakout room to confront and assist people with issues.
- Right now host in mediation allows use Zoom breakout rooms for client conference - but courts have yet to allow that for client conference during hearing-have to text or use cell phone concurrent with hearing if client is remote.
- Teams lacks breakout rooms.
- Teams needs breakout rooms.
- The ability for counsel and the client to meet in a separate break out room during hearings. Having the ability to set up those rooms on your own as a meeting participant.
- The lawyer needs to be able to control breakout room etc., to ensure confidentiality.
- The private chat function should be truly private. It appears private but when a court reporter is present, all of the chats become part of the transcript which waives attorney-client privilege. Thankfully, I was not the unlucky person to learn this the hard way.

### **Improve Video (23 Responses)**

- Ability to create a pre-set arrangement/view of participants so everyone has the same layout (i.e., judge top middle square, counsel top left and top right, etc.).
- Ability to see surroundings of participants for more reliable use in trial and depositions.
- Adding a mechanism for legal objections by keystroke rather than risking not being heard or seen by the court during a proceeding would be optimal.
- Allow for digital Zoom function on webcams so participants can frame their faces better on camera so we can see each other more clearly.
- Better quality of video.

- Custom buttons for legal tasks (making an objection, offering an exhibit, etc.) and customizable button layout (with user-definable hotkey support).
- Implement a “monitor” feed that shows the presenter/presentation as others on the conference see them.
- Implement note-taking functionality or enable integration with popular applications.
- In Zoom webinars (like the waiting rooms for appellate oral argument), I'd like visual confirmation that my camera and mic are off because in Webinar format I understand that's supposed to be the case, but those icons are not there. I think this has been implemented, but with the use of breakout rooms, a chime or other sound when someone enters the room (mostly applies in mediations).
- More granular control for focusing on particular speakers/video feeds.
- Rather than a raised hand symbol or literally raising your hand on video to await your turn to be heard, would be nice to have “red light” show on your video signaling you want to be heard, or something similar.
- Redesign the UI to accommodate multi-display setups and full-screen focus mode so that a presenter would have the ability to arrange notes, evidence, etc. on one display while viewing the video feed on another, with the ability to turn on a virtual Do Not Disturb that silences/postpones notifications and prevents application focus from being switched.
- Signaling to the Court for attention.
- Simultaneous iPad integration for document review while also viewing the people on the video call.
- Some kind of sidebar that enabled (and ensured) that all other users were looking at the same document during the call.
- The ability to be logged into multiple rooms at the same time.
- The ability to pan the room where the witness is located, and to assign each participant a location on the screen.
- The ability to simultaneously view exhibits and participants clearly and easily.
- The ability to view each party's exhibits directly from the platform.
- The Zoom feature of only allowing one speaker at a time makes it a challenge to raise objections. Need a visual component to assist.

- There needs to be some sort of “GO/NO-GO” indicator that signals whenever anyone has been booted off the conference call. Then, everyone needs to stop once someone gets booted. We can't make objections if we can't hear what's being put on the record, and the court needs to stop making a record when the attorneys aren't present.
- Very difficult with video.
- Zoom only picks up one person speaking so the Court may not see or hear a timely contemporaneous objection. Signs take up space on the desk. If the Court is using “speaker mode” (where they only see the speaker) the court may not even see the sign.

### **Mute Control (22 Responses)**

- A way to automatically mute speakers. It's hard to get the attention of the judge if you are making an objection.
- A way to make objections that stops others from talking until the record is made/the judge rules.
- All hosts should start with everyone muted by default.
- Automatic mute, where the Judge controls the sound.
- Better mute controls to avoid interruptions.
- Clerk should have the ability to mute participants as well as the judge.
- Don't allow parties to talk over each other. Use an automatic mute.
- Easier mute.
- For court proceedings, the JA or other court personnel should be taught to how to mute all participants as defendants and attorneys present for large dockets all have varying levels of technological capabilities and sometimes do not realize they are unmuted and disrupting a hearing.
- Have one person at a time speak.
- Instructions to the judiciary and hearing officers to teach them how to mute all other participants when there are multiple hearings and cases on a docket.
- It is sometimes difficult to get the control bar to come up to mute or take other action.
- More obvious notification that speaker is on mute.

- No change to the platform, but the hosts need to be better informed on their roles and ability to mute participants and take control.
- None to the platform, but people need to be more cognizant that it's difficult when more than one person is talking at a time.
- People talking over each other constantly.
- Power to mute and unmute people.
- Simplify muting of self/others.
- The ability for the judge to only allow one speaker at a time.
- The ability to mute participants.
- To have the host to be able to mute others who are not actively participating with background noise.
- Zoom should be more user friendly, i.e. muting/unmuting participants. seems like this confounds some users.

### **Arrangement of Video Windows (20 Responses)**

- Ability to arrange video windows in the order I want to see them in. And maybe hide other video windows I do not need to see.
- Ability to see all people present during meeting.
- Being able to arrange the order of the video screens and more customization/control with respect to typing names/titles of participants.
- Being able to focus on the judge.
- Being able to see all participants at once, even if more than 15 attendees. It would also be great to be able to re-size each attendees' video feed within Zoom or Google Meet, or to minimize/hide some attendees but not others.
- Better ability to Zoom in or Zoom out.
- Customizable window placement and sizing.
- Easier use of seeing everyone on the meeting.

- Enable the host to organize the “squares” in the gallery view.
- Expand screen to see more than 25 at one time.
- Freezing the tiles in place so they do not move around when people enter or exit the meeting.
- It is difficult to keep track of all the participants and the documents only on one screen. Not sure how to remedy that.
- It would be nice if there was a Zoom option that automatically showed all participants in an equal size tile window format on the screen and included a tile to allow only me to view my desktop so that I could view my notes or a document on screen as needed.
- More control over the video windows and which ones are displayed.
- More flexibility in who I see on the screen (ability to deselect individuals in the primary view so I can focus on better on the ones important to my client's proceeding/case).
- Multiple screen capability so one can see the document and the witness at the same time.
- Multiple views - i.e. being able to see the judge, but also the witness stand and the gallery and opposing counsel table when some parties are in person and others are remote.
- Side bar or side panel to review pleadings, documents, and exhibits.
- Too many windows on the screen while dealing with evidence, need some way to queue it up.
- Would be nice to be able to put documents or photos on the screen for advocates to see/use.

### **Ease of Use/User Friendliness (15 Responses)**

- Ease of use for charts, exhibits, etc.
- Ease of use.
- Easier camera “preview” before joining conference.
- Easier multi-conference use.
- Easier to log on.



- I think most of the issues have been user error, so I am not sure specific changes are necessary to optimize the video platforms I have used.
- Improve ease of use.
- Make it easier to operate.
- Make it easier to schedule & coordinate (integrate with my calendar (windows & mac))
- Make it more user friendly.
- Make more user friendly.
- Making documents easier to use.
- More fluidity.
- Much more ease of use.
- User error or lack of infrastructure so not sure if there are any solutions other than making it simpler to use.

#### **Admitting Evidence (14 Responses)**

- A better ability to admit evidence.
- Better way to present evidence - must be shared with all prior to laying foundation, etc.
- Ease with evidence presentation and use.
- Evidence handling has to be improved.
- I would make a uniform method of transmitting evidence.
- It would be nice to have a platform that was specific to legal proceedings, i.e. something that was easier to show evidence.
- Lack of securely transmitting evidence to the court system for hearings and trials (i.e., bank statements, and other sensitive data otherwise protected) thus creating the likelihood of identity theft.
- Making it possible to mark documents as evidence in real time.

- Must devise a better platform for the production of evidence at a hearing. Those hearings take hours, when normally they would last 30 min.
- Providing documentary evidence has been a little challenging.
- Some sort of efficient platform to offer evidence during hearings that doesn't require emailing - that really takes a lot of time.
- The presentation of exhibits gets cumbersome, and most judges are requiring early submission of all exhibits, including impeachment and rebuttal exhibits, which kind of defeats the purposes of impeachment. There needs to be a better way to introduce exhibits in real time during trials.
- There has to be a way for people to use exhibits easily and effectively.
- What I would like would be an easier way to use exhibits during depositions and hearings.

#### **Easier Access for Clients (14 Responses)**

- Courthouse terminal for participation by pro se parties without access to technology.
- Ease for clients.
- Easier access for clients. A few depositions had to be rescheduled because the deponent could not figure out the technology.
- Having the attorney pass that video technology knowledge to the client.
- I have been in a couple hearings that it is painfully obvious the attorney did not prepare the client and it made the hearing difficult to proceed because the party was troubleshooting their technology issue at the start of the hearing.
- I think the issue is mostly when clients have to connect. As for the attorneys, it has worked quite well.
- It has to be made easy as clients are clueless.
- It is both difficult for me and a client to access and often pops into the wrong virtual meeting.
- Make easier for clients to use. It's Florida, we have many older clients.
- Make free places for clients to go for court proceedings.

- Make it easier for clients to access without having to set up a Microsoft account.
- Many of my clients have had issues using Microsoft Teams efficiently. Usually, for whatever reason, they have trouble with video. Often, they are trying to log-in from a cell phone, so the Internet service is not the best and the video is choppy.
- Some clients have had difficulty arranging for Zoom hearings when links are not provided.
- The links should be made public. Some judges have major issues with other attorneys seeing their proceedings where in the Sunshine State, they should all be public. The lack of transparency going on right now is troubling.

### **Hardware/Equipment (8 Responses)**

- Better equipment.
- Generally, the hardware is the issue. Using older outdated technology may interfere with using these virtual platforms.
- I think it would be better with two monitors and a scanner on hand.
- I think it's more of an equipment problem for me.
- I will likely invest in additional big screen infrastructure.
- Need to require all lawyers, judges, and participants (such as expert witnesses) to have minimally quality standards for equipment including picture, cameras, sound, etc.
- No change - just need Courts to impose an obligation on attorneys to ensure they and their client/deponents have the equipment to meaningfully participate in depositions.
- Until everyone has access to updated audio and video equipment, there is no way to optimize the platform.

### **Acknowledgement of Presence (6 Responses)**

- Be able to exit and rejoin, with a greeting of some sort to indicate I have rejoined. In a very lengthy docket sounding, I rejoined and had no idea if the docket sounding was still proceeding; I was not greeted, placed on hold, etc.
- Do not admit people to a video meeting until you are ready for their specific case.
- Doorbell function in Zoom to announce coming in and out of rooms.

- For mediation, I would love a feature where I could “knock” on the door of the virtual room before entering.
- For use of Zoom during mediations, ability to “knock” or otherwise warn parties when I as mediator re-enter the breakout rooms.
- There should be an audible announcement when people come and go to let others know that they are there.

### **Multiple Cameras (6 Responses)**

- Create ways to ensure no one is in a room with a witness.
- Despite the challenges, this has kept us going...maybe an “honor lock” type of system for the camera to ensure that no one else is in the room with the witness or deponent and that they aren't using notes or other materials.
- Have witness and attorney defending the deposition in the same frame if they are in the same room to avoid any temptation to communicate with the witness during the deposition.
- If Zoom can record both the witness who is pinned in the depo and simultaneously the gallery view.
- It is impossible to verify that the deponent is not receiving assistance from counsel and/or other written means via electronic or in-person writings.
- There should be multiple cameras. There should be a camera of the entire room where the witness is located, and there should be another camera focused on the witness. I also do not like having to “share screen” in order to show exhibits to witnesses.

### **Policies (6 Responses)**

- Disclaimer of confidentiality prior to meeting.
- Guidelines to include stating your name before you speak.
- Optimization would be in the form of video-conferencing specific procedural rules dictated by the presiding judge to avoid confusion among counsel as to how to avoid the common issues. Perhaps everyone has and holds up a talking stick to indicate when they are going to talk.
- Pretrial orders need to include expected and adopted practices when sharing exhibits and preserving the right to object. i.e. it is more practical to use a sign that says “objection”

than for an attorney to state same since the audio connection only allows for one person at a time to speak.

- Require attorneys and witnesses through policy to turn on their video/camera in order to appear at hearings.
- Some legal requirements need to be created on how things are done in the remote room.

### **Calendar/Scheduling (5 Responses)**

- Additionally, it may be helpful for large calendar dockets to consider breaking the cases into different Zoom rooms, so that the court can address all the cases set at a particular time before turning to the next group of cases set at another later time on the docket - this could assist to prevent attorneys from sitting and listening endlessly to an entire court calendar for their case to be called, when the court hasn't even reached that time frame on the docket.
- After one sets up a meeting everyone but the scheduler gets an email/invitation. The program should send a notification to the scheduler so you can confirm it is correct.
- Allow scheduling a hearing to create an event in all parties/attorney's calendar.
- More organization and communication on the courts part communicating whether hearings are in person or Zoom and sharing the Zoom links.
- More streamlined way for staff to create meeting links/schedule video meetings for the attorneys from the respective accounts. Right now, the staff has to have each attorney's personal password, or the attorney has to send the link to the staff, due to "hosting" issues. Additionally, the ability for clients to use a link for a video meeting with more minimal sign in requirements.

### **Backgrounds (5 Responses)**

- A way to set background ahead of time when not in a call.
- Eliminate backgrounds so bandwidth can be higher.
- Stock backgrounds that are plain in color.
- Virtual background option. Ability to preview yourself on video before you join. Virtual background to kick in automatically rather than manually when you enter a meeting (this seems to be hit or miss for me despite the same settings).
- Virtual backgrounds, or at least the ability to blur backgrounds is important.

### **Video Only (5 Responses)**

- Ensure that clients have the ability to get on camera and not phone.
- If the hearing is video - all parties should be required to attend by video. It would also be helpful if the connection remained stable throughout the hearing.
- It is hard when you cannot see some parties because they are participating behind a square that states they are on the phone.
- Only allow video appearances.
- Platforms that do not allow phones.

### **Waiting for a Conference to Begin (5 Responses)**

- Better communication with the Court prior to the beginning of a hearing to alert me of their timing and delays.
- Do a positive response when connecting to the court for a hearing/trial that says I have successfully connected and that I am just waiting on the judge to start the meeting, versus the current way to wait which involves staring at a blank screen and wondering if the judge is becoming irritated that I am not online.
- I'd like to see the ability for the platform host/moderator to send messages/updates to attendees in the virtual waiting room to give them an update on when we will begin.
- More logical and apparent method of seeing/accommodating those in lobby, e.g. time of entry, case name, and updates on when it will begin.
- The time to have all participants join the conference can take time and either cause a delay or have some attendees miss the first few minutes.

### **Witnesses (5 Responses)**

- A method for replaying witness testimony when it cuts out during the hearing.
- Address technical and ethical issues as a result of having multiple witnesses providing testimony from one location. Example. How do we know opposing counsel is sequestering witnesses?
- I would like a program that would allow for more realistic direct and cross examination of witnesses.

- In trial, being able to sequester witnesses which I have not done yet. Something easy I'm assuming.
- The ability to sequester witnesses with some assurance that the witnesses are not tapping into the livestream of the court proceedings available on YouTube.

#### **Call-In By Telephone (4 Responses)**

- Easier incorporation of telephone conference, rather than VOIP.
- Ensure there is always a phone call in as a backup.
- Permit counsel to appear at all hearings by telephone rather than video conferencing.
- Video technology must always provide a non-Internet based call-in so that video can take place via the web platform and audio can simultaneously function with 5G technology.

#### **Courts Need to Use It (4 Responses)**

- Have the Courts use it, instead of things like Court Call.
- Have the Courts use it and learn how to use it.
- Somehow the Court has to improve their system and use Zoom.
- The only difficulty I have encountered relates to judges not being able/willing to use Zoom (and thus abruptly canceling hearings!!)

#### **Interpreters/Translators (4 Responses)**

- If interpreters have needs, the party and interpreter should be in the same room in the courthouse.
- Standard translating services. It is very difficult to find good translators that know what to do on Zoom.
- Troubleshooting issues with the interpretation/language setting.
- Use simultaneous, rather than consecutive, translation when multiple languages are involved (Zoom is the only platform that can do this right now).

### **More Intuitive (4 Responses)**

- Better optimization of intuitive tools in these platforms.
- More intuitive controls.
- More intuitive operation.
- More modernization options.

### **Upload Documents (4 Responses)**

- Ability to upload documents for a particular hearing through the Zoom platform, as opposed to screen sharing.
- Better use of programs that allow for the rapid upload.
- Easier ability to upload, etc. or access documents.
- Include a mechanism for uploading/submitted files safely to other participants.

### **Virtual Bailiff (4 Responses)**

- Always have a skilled staff member of the Court on standby or in charge of answering the incoming calls and assigning them to hearing “rooms”.
- Digital/virtual bailiffs.
- Have a virtual or digital bailiff.
- Utilize a “virtual bailiff” for the event who is familiar with the conferencing platform and can coordinate the flow of parties, attorneys, witnesses and exhibits during the proceeding.

### **Alternate Ways to Participate (3 Responses)**

- Allow attorneys to appear in person, yet have others appear via remote video or telephone.
- Allow cell phone connection to client if not in same room.
- Ability to be able to be in two or three motion calendars going at once and jump from one to the other.



### **More Time Needed (3 Responses)**

- Allow more time for hearings.
- Allow more time for the process since the audio/parties/or witnesses may cause interruption or delay in presentation or questioning.
- More time built into court hearings for technical issues.

### **Provide Equipment (3 Responses)**

- Free use of video conferencing platform, to avoid incurring charges that must be billed to clients or written off, which deters use of such platforms.
- Providing devices for video platforms to attorneys to work remotely.
- Providing secure, high speed Internet access for parties in rural areas.

### **Waiting Room (3 Responses)**

- Ability to have “waiting rooms” where status of certain matters can be observed while others wait to take part of the conversation.
- Ability to show docket and where the Judge is on docket when you are placed into a waiting room, placing parties who are not named automatically into a separate “waiting room” so that all participants are recognizable.
- Allow Judges to get a better handle on the “waiting room” option. I was in a hearing where it was all messed up and got sent to a waiting room, then kicked out, and when I had to testify, I had to explain to the Judge why I was not in the waiting room, as I should have been.

### **Hide Windows (2 Responses)**

- A way to screen share with some participants and not others.
- Ability to add password for a document (exhibits) for impeachment purposes.

### **Need to See Others (2 Responses)**

- Also, difficult to assess personal behaviors over video which greatly reduces the effectiveness of the process and endangers our client’s due process rights.

- For trials by other attorneys, I would like to be able to see the prospective jurors during jury selection and throughout the trial.

### **Testing Equipment (2 Responses)**

- Attorneys and mediators, however, need to be more prepared and test exhibits, PowerPoints, etc.
- Testing the equipment/software prior to the hearing.

### **Miscellaneous (31 Responses)**

- A judge allowing you to blank your screen when not speaking. It's very hard to look at yourself for 6 hours.
- Ability to handle credibility issues.
- Allow more than one voice at a time to be heard.
- Allowing it to save documents to the platform so you can have subfolders prepared in anticipation of a hearing/depo where you can access all documents you need without having to access your desktop.
- Allowing multiple hosts.
- Attorney client private conversations is difficult if client is remote.
- CART services.
- Connection to the filings with the clerk of courts.
- Enlargement of documents.
- Have fewer Case Management Conferences.
- Hearings need to be held in public. These platforms are all private.
- I would like it to time the events and send me a report of how long I was in each room.
- I would not allow the “calls” to be taped unless there was a “pop-up” and everyone's consent was given.

- Improved voting procedures - being able to tally the votes collected immediately and having that vote count shared with all members of the group would save a lot of time and hassle on committee work.
- My opponent should not be able to erase my annotations.
- No problem with the video platform, but I would suggest that jails be able to call the incarcerated defendant when the attorney is present versus the attorney waiting until their client is called.
- Only require certain hearings be held via video and the rest with voice only. In bankruptcy for the middle district, a fee of \$70 is required for appearances through Court Solutions and I think that is excessive.
- Searchable meeting IDs.
- Set hearings for UMC for times certain, to lessen the “Kick out” factor.
- Some way to guarantee participation.
- Streamlined judicial calendars. Digital “cattle call” criminal soundings are brutal online experiences.
- That a person must be on a computer using Zoom and not a phone.
- The ability to search for a meeting if you don't know the court info, e.g. look up a judge's name.
- The platforms should have an easy “add to contacts” every time you log in.
- There needs to be a backup phone number to call in in case someone's link for the video conference doesn't work.
- To be able to object easily and stop the proceeding until there is a ruling.
- Utilize Vizetto so it can be more interactive.
- We all likely need to have the State of Florida step in and demand all cable be replaced with fiber optic. The issue is not the “software.” The issue is the “pipeline” for the data to pass through. The coaxial cable that was laid into the ground years ago is inadequate to pass the amount of data that is being pushed through the system in light of the pandemic.
- We need specific rules requiring any uploaded document for hearing to be exchanged a certain number of days in advance between counsel and allow for an objection period. We

also need someone to monitor when the Internet is not working, because you can miss important parts of a hearing and have no ability to later object, etc.

- When I go to Court, I have a deputy or clerk to let me know what is going on with my wait time and hearing time. When I log in to Zoom I get a message that I am waiting for the administrator to let me in, but I have no way of knowing if I am in the right place or why my hearing is delayed or if it is cancelled or if the Court is having issues. It is very stressful logging in and waiting without knowing why there is a wait.
- Zoom needs to indicate proper time zone – use “Pacific” time when it is “Eastern” time.

**12. If The Florida Bar were to offer a member benefit where members could receive remote computer repair/tech support initially for free followed by a reduced fee, how likely would you be to utilize this potential member benefit?**

<u>Category</u>	<u>Percent</u>
Very likely	8
Somewhat likely	14
Not likely	59
Unsure at this time	19

**12a. If “Very” or “Somewhat Likely”, for what types of instances would you use this service for?**

A total of 128 responses were provided on specific instances where a remote computer repair/tech support service would be utilized. All responses were reviewed and categorized. The table below lists the four most frequently mentioned categories.

<u>Category</u>	<u>Number of Responses</u>
General Tech Support Issues/Repairs	26
Software Issues	20
Computer Problems/Hardware	16
Video Conferencing	14

**(128 Total Responses)**

**General Tech Support Issues/Repairs (26 Responses)**

- Tech support. **(7 Responses)**

- **Repair. (3 Responses)**
- Any computer problems common when using a computer on a daily basis.
- Glitches.
- I have no tech support so for everything.
- I very frequently have minor tech issues and have hired a tutor to assist with basic questions like how to create a zip drive. If this were free, I would be thrilled.
- Relatively simple computer issues that I encounter and am not at all tech savvy enough to address and resolve.
- Routine help with IT issues that arise.
- Simple IT type issues that can be fixed online.
- Solve some problems.
- Solving IT difficulties for those colleagues who seem to have problems using the platforms with us.
- Tech issues with office equipment.
- Tech issues.
- Technical problems and questions on how to copy and send documents to clients, court and opposing counsel.
- To help me with other technology problems.
- Troubleshooting PC glitches.
- When there are technical difficulties.
- With any issue my computer is having.

**Software Issues (20 Responses)**

- Address software problems.
- Assistance with Office 365.

- Assistance with software.
- Call for help when some of my programs are not properly working.
- Consultation on software updates.
- Document management. Docusign has been helpful, but are there other ways to manage and sign documents?
- Document sharing.
- Help installing and working new software on new/replacement PCs. We are too small for an IT department and most PC stuff is user friendly enough that I have become the IT guy but need the occasional guidance.
- Help with upgrades or system questions.
- I would likely use it to solve compatibility issues between software and hardware applications.
- Microsoft Outlook issues.
- Problems with software program integrations.
- Questions about glitches and software upgrades.
- Questions about software compatibility.
- Set up of new software.
- Software downloads.
- Software updated with the latest developments and technology options.
- Various computer issues with Word.
- We are trying to move from using remote desktops to complete “in the cloud” software and have a challenge in choosing services (although that doesn't really sound like what you're suggesting to offer) and then figuring out how to download and implement them.
- We frequently have problems related to Windows and Microsoft products which are very difficult to get service for. Problems in setting up and administering Office 365 products.

### **Computer Problems/Hardware (16 Responses)**

- After existing service plans expired (Dell) on computers.
- Assistance setting hardware.
- Assistance in upgrading the equipment in our office since that is our goal for future productivity.
- Fixing breakdowns.
- Hardware crashes.
- Hardware malfunctions.
- If my computer system were to crash, it would be very helpful to have a computer repair/tech support person to be able to call quickly and efficiently without having to hire someone privately at potential exorbitant cost.
- My primary need right now would be help with scrubbing old computers. I have many that are collecting dust because I'm afraid I won't remove all information or that the service I use won't comply with ethical/confidentiality requirements for attorneys. It's a shame because I think there are students and others who could use the machines if I could be confident about my ability to remove data on them.
- Office networking issues. Currently installing a server at the office and IT person is not very reliable.
- Overall computer problems.
- PC issues.
- Printer issues.
- Setting up a camera for my computer (I am using my laptop now).
- To install a camera on my computer and the software necessary to run it.
- Varies greatly, e.g. error messages, computer not working as anticipated, etc.
- We often find our printers and copiers have somehow become “disconnected” from our laptops/desktops -i.e., scanner no longer will scan to desktop despite sharing same network, ditto for copier.

### **Video Conferencing (14 Responses)**

- Assistance with remote video conferencing.
- For showing exhibits during testimony, including videos and audio recordings.
- Help with video conferencing.
- I would call for help with videoconferencing and maybe other computer/system issues, but I am leery of using a company I do not know or trust.
- I would utilize the service to make sure that Zoom/Microsoft Teams conferencing can be done with as little interruption as possible. As it stands right now, I am being told that I just have to live with the interruptions.
- If asked to use a video conferencing platform I am not familiar with.
- If I had an emergency, where I was having severe problems causing me to be unable to join a video conference.
- Improved functionality of video/audio conference web-based platforms. As a heavy tech user who does not know much beyond basic fixes to cache, etc., I've experienced differences based on the hardware used were not anticipated. A computer tech can usually solve these issues remotely if available on-call.
- Primarily if problems with video hearings and video depositions to have tech support when it does not work.
- Training for commonly used court video proceedings.
- Video issues.
- Virtual conferences.
- When encountering video conference problems and/or any other type of computer program or computer problems.
- Zoom issues.

### **Connectivity Problems (10 Responses)**

- Assistance with connection problems and set up.
- Connection problems.



- Connectivity for all parties.
- Connectivity issues because COMCAST support is next to non-existent.
- Connectivity issues or software accessibility.
- Connectivity of my devices.
- Internet issues.
- Internet problems.
- Networking issues - no one seems to really understand how it works or why it doesn't.
- Wi-Fi issues.

#### **Security/Virus Protection (9 Responses)**

- Computer and phone hacking prevention/audits.
- Computer clean up and security check.
- Cyber security consult.
- Hacks.
- Removing viruses.
- To increase the efficiency of my office system and to confirm that all appropriate security protocols are in place to store, transmit and protect confidential data and client information.
- Virus detection and removal.
- Virus protection.
- Virus removal.

#### **Supplemental Assistance for Me/IT Team (7 Responses)**

- Anything my current IT team could not handle.
- I am tech savvy so I would only use this if there is a tech issue I could not solve (and there's always a first time).

- I have a “computer geek” company I use locally, so if they aren't available when I need them, I would be open to using a remote tech.
- If I had specific tech support questions that I couldn't find elsewhere and where/if The Florida Bar was better suited to answer my questions than the host company or our IT company. For example, how to handle something in Zoom for a hearing.
- Interested and appreciate the benefit but concerned about coordination with my current technology service provider for seamless operation and single source responsibility.
- IT supplemental support. Perhaps main support, in the event if it is a better overall.
- When our IT person is not available.

**Depends on Situation (6 Responses)**

- Depends on service offered. (2 Responses)
- Depends what my future problems are.
- It would depend upon the problems experienced and potential response times.
- Recovering data, and otherwise I would have to assess what kind of services could be provided.
- Use would depend on the nature of the problem. Most tech problems I have experienced so far, I have managed on my own (and I am not Tech savvy).

**Hearings (4 Responses)**

- Hearings.
- I think this would be helpful when it comes to hearings between the member and the Court. Having the ability to have our firm's IT department trouble-shoot connection issues with the court may help determine if the repair/fix is on our end or not. I think this potential benefit might be better realized if used to assist the legal aid providers, public defender offices, state attorneys' offices, attorney general offices. Any remaining resources could/should then be used for solo and small firms at a reduced rate.
- Major hearings and trials.
- Scheduling hearings, mediation, and depositions.

### **General Instructions (3 Responses)**

- Instructions. (2 Responses)
- Instructions on properly saving files, cleaning up those I have already, using other computer functions.

### **If I Were to Become a Sole Practitioner (3 Responses)**

- I am considering moving to start my own firm, and this step would better facilitate this.
- If I were on my own.
- If I were to become a solo practitioner and needed assistance.

### **Miscellaneous (9 Responses)**

- Blue screen of death.
- Expand my use.
- If I had questions utilizing court electronic filings or media platforms.
- It has to be as qualified as my current service, as timely, and less expensive.
- Learning how to handle documentary evidence seamlessly.
- Probably use on my personal equipment and needs as my company does not support personal hardware/software.
- Remote support/tools for teaching staff or clients how to engage technology. As a younger member with greater IT capability I regularly find myself acting as IT support for older colleagues. A service to refer to would be beautiful.
- To enhance my home-based platform. I won't deny it, it is much easier to work from home every now and then.
- To help me figure out the confusing and inconsistent instructions put forth by (1) the Miami-Dade County Courthouse to utilize its programs; and, (2) the e-filing system.

**12b. If The Florida Bar were to offer a member benefit where members could receive remote computer repair/tech support initially for free followed by a reduced fee, how likely would you be to utilize this potential member benefit? – BY Type of Practice, Size of Firm, and Region**

**Type of Practitioner**

<u>Category</u>	<u>Private Practice Percent</u>	<u>Gov't. Practice Percent</u>	<u>Other Legal Position Percent</u>
Very likely	9	4	7
Somewhat likely	15	6	10
Not likely	57	73	62
Unsure at this time	19	17	21

**Size of Firm**

<u>Category</u>	<u>One attorney Percent</u>	<u>2 to 10 attorneys Percent</u>	<u>11 to 20 attorneys Percent</u>	<u>Over 20 attorneys Percent</u>
Very likely	13	8	4	4
Somewhat likely	18	15	14	7
Not likely	53	56	58	73
Unsure at this time	16	21	24	16

**Region**

<u>Category</u>	<u>North Region Percent</u>	<u>Central/SW Region Percent</u>	<u>Southeast Region Percent</u>
Very likely	7	9	9
Somewhat likely	16	12	15
Not likely	59	59	58
Unsure at this time	18	20	18

12c. If The Florida Bar were to offer a member benefit where members could receive remote computer repair/tech support initially for free followed by a reduced fee, how likely would you be to utilize this potential member benefit? – BY Age Group

<u>Category</u>	<u>Age Group</u>			
	35 or under years of age	36 to 49 years of age	50 to 65 years of age	Over 65 years of age
	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>	<u>Percent</u>
Very likely	10	8	9	8
Somewhat likely	11	13	14	17
Not likely	54	61	60	55
Unsure at this time	25	18	17	20

13. Please list any type of **technology related resources** that you would like to see The Florida Bar consider providing to possibly help you address challenges in your daily practice of law that have been created by the COVID-19 pandemic:

A total of 458 responses were provided on technology related resources that The Florida Bar should consider providing to possibly help address challenges in the daily practice of law that have been created by the COVID-19 pandemic. All responses were reviewed and categorized. The table below lists the five most frequently mentioned categories.

<u>Category</u>	<u>Number of Responses</u>
Education/Training/Guides	109
Free or Discounted Video Conferencing/Zoom	78
Software Discounts	32
Court Uniformity/Consistency	29
Notary/Signings	29

**(458 Total Responses)**

**Education/Training/Guides (109 Responses)**

- A written guide for tools available in the remote platforms.
- Additional remote CLE courses.
- Advanced seminars on use tips.

- Advice, seminars, forums addressing document maintenance and storage for lawyers in a safe, secure, and affordable environment.
- An area on The Florida Bar website to seek help on common tech issues, perhaps like a FAQ site, or an organized site to ask questions. Perhaps there's something there, but I don't ever go to TFB website. The best access to TFB resources is through emails like the one announcing this survey. There's just no reason to go to TFB website on a regular basis.
- Assistance in how to set up equipment optimally for hearings/trial and/or assistance with technical issues.
- Attorney focused non-technical explanation on how to use the different platforms and standardization of platforms between jurisdictions. Maybe CLE on the use of platforms? Sometimes a basic detail such as how to share screens when a remoter user has more than one monitor and “new” pop-up screens that are unfamiliar can prevent a proceeding from going forward.
- Attorneys need best practices for conducting depositions.
- Availability to practice and review logistics education especially as it relates to more complicated or evidentiary proceedings. Especially if we are not using Zoom.
- Basic instructions on Zoom. Basic instructions on GoToMeeting.
- Basic Zoom training for attorneys.
- Best practices for mediations held via Zoom, or helpful hints.
- Camera positioning and body language tips.
- Change of techniques to present over a video platform - both hearings & depositions.
- CLE on Microsoft Teams? Or other platforms.
- CLE.
- CLEs on technology.
- Clues about various Zoom like applications.
- Comprehensive user guide for Zoom.
- Continued CLEs on how best to present evidence/documents during mediation and at Zoom hearings. I would also like to learn how to do simple “call outs” on documents, without having to use a trial litigation company or trial pad.

- Continued training for platforms for lawyers.
- Easy to use, basic instructions for use of each common platform (WebEx, Teams, Zoom) and maybe some tips/tricks for utilizing these platforms to maximize your efficiency and effectiveness.
- Education regarding telephone and Internet issues inherent in remote and multiple workspaces, including economical cloud server options.
- Electronic brochures for pro se litigants on using Zoom since it's being used heavily statewide.
- Examination/cross examination and presentation of evidence in electronic litigation.
- Free technology CLEs on how to better use video conferencing.
- General tech support and video conferencing.
- Generally, guidance on using myfloridacourt system.
- Generally, use of the Microsoft Teams and Zoom technology.
- Guidelines for how to handle technology glitches during hearings.
- Handbook/guide on how to effectively conduct a remote trial if it should become applicable.
- Hands on CLE seminars on how to effectively use the platforms.
- Help with remote connecting into the office-not just cloud based connection.
- Help with updating websites and marketing materials. Help with automating systems within the law firm.
- How to organize exhibits electronically for extended hearings for ease of access to witnesses and court.
- How to use smart phone with documents sending, different apps for that application, etc.
- How-to training.
- I think information on the best practices for things would be helpful.
- I think The Florida Bar could assist users by offering some basic computing classes (many people do not know the basics of the operating system, or Word) and some seminars on

new software tools that might benefit them, for example, productivity software or shared calendars, etc.

- I think the Tech Road Show (and perhaps a continuing series of the road show which updates the technology available as that continues to evolve during this pandemic) would continue to prove helpful.
- I would like an instruction on the use of Microsoft Teams.
- I would love to see training on the basics for the use of various digital platforms. For example, Microsoft Teams, Zoom, GoToMeeting, WebEx, Instagram Live, Facebook Live, Twitter, TikTok and YouTube.
- I would suggest more scenario-based training on best practices for remote depositions, mediations, arbitrations, and bench trials.
- Information on best practices.
- Instructional classes on using the technology.
- Instructional videos on Microsoft Teams because that is a more secure platform than Zoom.
- Instructions in written format along with video presentations.
- It would be great to have an easy “How To” guide laying out the steps (and tips) of how to do things that will commonly need to be done during hearings, depositions, mediation. For instance, changing your screen name or main photo; screen sharing; sharing videos with audio; tips on how to mark exhibits and stay organized; etc.
- I've seen some people struggle with Zoom. A phone number where people can get quick basic help to get up and running on a platform and familiar with its most basic and commonly used features might be helpful.
- Just help in knowing how to use the resources and to be sure I am using them for maximum benefit.
- LinkedIn Learning (formally Lynda.com) has great video resources for learning new platforms. I learned many different software platforms using this service.
- List of technology and equipment for running a virtual law office; best methods for coordinating and managing group calendaring; how to simplify email review, response, and filing; protocols for downloading court filings and getting submissions into the right place.
- Maybe free CLE's on how to use Zoom for depositions, etc. for some of the lawyers out there who are less familiar or less comfortable with using technology in general.



- Maybe some training.
- Microsoft Office/Outlook training.
- More free CLE on use of technology.
- More online CLE disbursed across the various requirements such as professionalism and ethics.
- More seminars on technology use in law from AI, document automation, web design, Internet, and social media marketing, etc.
- More seminars to assist with video conferencing issues.
- More training on virtual technology.
- More tutorials on web conferencing - Court Map - and office management.
- Need some basic courses on how to deal with all of this for us paper boomers. Fellow attorneys who are from my era have left the practice due to technology issues, others have cut down what they can do. No doubt being able to have hearings sitting in your office is convenient and saves clients' money but to us that did not grow up with this stuff it is challenging.
- One problem I see is when other attorneys are afraid or unsophisticated in online work and are afraid of using Zoom for mediations or other meetings.
- Paperless office strategies, including electronic file sharing strategies.
- Perhaps a course on conducting Zoom depositions and using multiple screens in that process.
- Personal assistance to elder members of the bar - I had a co-counsel who could not make an appearance because he didn't know how to use Zoom.
- Probably more ways to effectively use Zoom. Or ways to get involved in The Florida Bar while still being remote.
- Provide support if video conferencing is not working at least 95%.
- Remote work CLE course.
- Requirement of a free 10-minute HOW-TO video for litigants for Zoom.

- Seminars and educational opportunities for attorneys regarding technology advances and resources available to the legal profession, including legal research options, document generation and storage options, software and hardware advice and recommendations.
- Set up for hearings.
- Short free instructional videos on how to be more efficient with commonly used software. Powers in PDF software (and how you don't have to use Adobe), using OneNote for practice, how to use Word more efficiently (templates, styles), inexpensive plug-ins like TheFormTool, avoiding Google Apps and Gmail and similar free emails, how to set up a domain email address and a quick and dirty website, etc. Use real attorneys to discuss how they use the tools effectively for various kinds of practices.
- Software training.
- Some lawyers want to go back to the way things were - leads me to believe they have a hard time with the technology we are all now using. Any CLEs on how to use Zoom, etc. would probably be helpful.
- Support for video conferencing related issues.
- Teach a platform in a comprehensive seminar.
- Teach the old people how to use it. I'm good.
- Templates for Zoom or Teams backgrounds for use in hearings, etc.
- The ability to present documents to the court via the video conferencing being used.
- The importance of reducing the use of other devices while using Zoom to allow for more bandwidth. Running other applications in the office takes up additional bandwidth that, when available, improves Zoom connection.
- The only thing that might make sense would be “How To” videos on using Zoom, Microsoft Team Meetings, or other platforms; but these are probably readily available on You Tube, probably.
- There are a fair number of lawyers who need training on using video platforms and the “etiquette” on such platforms.
- Tips for use of Zoom and like technology for hearings and depositions.
- Tips/tricks to make use more efficient.
- Training about publishing exhibits on zoom.

- Training and tools to prevent wire transfer fraud encryption for communications and file transfers training and guidance regarding eDiscovery and information governance.
- Training computer support.
- Training for common video platforms.
- Training for litigants to use Zoom (or posting of webinars/how to) for different devices.
- Training for older and less tech savvy attorneys.
- Training in Zoom and Teams.
- Training on adopted Court platforms.
- Training on document sharing during the hearing.
- Training on how to recognize and steps to avoid scams, phishing, etc.
- Training on how to use surveys conducted during webinars and other remote presentations.
- Training on the different platforms available, particularly those used by the courts, would be helpful.
- Training on use of different platforms.
- Training on using software platforms for legal practice would be helpful. An example would be how to prepare digital exhibits or access and upload these best methods during hearing/trial.
- Training using Zoom in court proceedings and depositions, so attorneys know how to comply with the rules of evidence.
- Training.
- Trainings by Zoom or other platform, including access to pre-recorded webinars without previously being signed up. Access to resources for Zoom trainings and perhaps some set wallpapers to have as the background, such as the Florida Seal.
- Trainings.
- Tutorials on best practices (ex. use of exhibits).
- Tutorials on courtroom procedures using video technology.

- Tutorials on technology.
- Webinars on how to improve your image on Zoom.
- Webinars on using Court Map and E-Filing.
- Zoom use tutorials to get everyone up to speed quickly on how best to use this platform for mediations, depositions, client consultations and hearings. Everyone has been pretty much figuring this stuff out on their own as the pandemic has dragged on.

**Free or Discounted Video Conferencing/Zoom (78 Responses)**

- Discount on Zoom. **(13 Responses)**
- A discounted Zoom membership would be great.
- A free platform for the attorneys to use that is reliable and can handle a lot of people logging in at same time. I think that there is no reason to go back to rushing in traffic to get to a courthouse to wait 40 minutes to be called by the judge for 5-minute hearing. That should remain to be done remotely even after Covid-19. It is more efficient for all.
- A group arrangement with Zoom.
- Additional member discounts for products like Zoom would be advantageous, especially since I use Zoom for both my VOIP and video conferencing needs. In addition, the member discounts through Lenovo and Dell address basic computers, but not the more advanced servers or NAS configurations, which I am having to implement as I work primarily from home but regularly travel to clients' homes (versus a centralized office location) and having access to my files is paramount.
- Bar sponsored reduced costs for Zoom Pro.
- Benefits by: Videoconference service (e.g., WebEx, Zoom (higher security version)), Conference call service (e.g., UberConference, StartMeeting, Zoom again).
- Discount on Zoom or GoToMeeting.
- Discounted prices for the premium features on the video platforms, such as Zoom.
- Discounted rate for Zoom accounts and related equipment.
- Discounted Zoom subscriptions.
- Discounted Zoom/GoToMeeting, etc.

- Discounts for court reporters who are now up charging us for the use of video conferencing platforms such as Zoom, when we are required to use them. It seems monumentally unfair, particularly to the small or solo law practitioners.
- Discounts on Zoom.
- Free/discounted video conferencing software.
- Free or discounted membership with Zoom.
- Free access to technology like Zoom without a time limitation.
- Free or reduced rate video platform that could more easily be used for both court appearances and interaction with clients and other attorneys.
- Free or reduced-cost platforms provided to legal services programs (I understand the Bar has considered offering a platform for the Sections to use, instead of each Section purchasing their own subscription; if that's the case, the same offer should be made to legal services providers - their ability to connect with clients is more important now than it's ever been before).
- Free secure video conferencing platform for multiple attendees.
- Free unlimited Zoom.
- Free video conference platform.
- Free video conference service, or service costing no more than \$10 per conference.
- Free video conferencing.
- Free conference accounts.
- Free Zoom service for extended meetings.
- Free Zoom.
- Give us the advanced version of Zoom for free.
- Group reduced rates for Zoom.
- I would like to be able to communicate with my clients at the jail via a secure video line I don't have to pay for.

- If the Bar offered a limited number of free Zoom (or other platform) meeting links per month, I may use that.
- Legal platform at reduced rate.
- Negotiate a group rate for Zoom.
- Negotiated pricing with Zoom for sole practitioners.
- Offering members, a Zoom platform (besides the free one) at a reduced rate than currently charged.
- Perhaps recommendations and discounted packages for platform technology.
- Potentially provide members with their individual Zoom/GoToMeeting subscription; we currently have one for the entire firm. Online networking events, encouraging greater participation.
- Provide Zoom for free.
- Reduced cost for paid Zoom subscriptions.
- Reduced fee video conferencing platform.
- Reduced price for video platforms.
- Reduced, comprehensive video conferencing platform.
- Reliable, more cost effective integrated communication platform.
- Secure reduced fee-based video conferencing platform for solo practitioners.
- Secure video conferencing for legal needs that is free.
- Secure video platform to conference with clients at no cost.
- Show us how to receive free Zoom.
- Video conference license at no cost.
- Video conferencing at reduced rate.
- Video conferencing for free.
- Zoom and Microsoft Teams - free.

- Zoom and MS Teams for free.
- Zoom and/or Microsoft Teams discounts.
- Zoom business level membership at reduced cost.
- Zoom discounts and group membership.
- Zoom discounts or another platform that can be unified across the state to allow for depositions, long hearings, etc., and avoiding having to passing these technology costs.
- Zoom discounted rate.
- Zoom for free.
- Zoom meeting discounts.
- Zoom or other remote communication service membership discount.
- Zoom or similar video conferencing group discount rates for members.
- Zoom or some other platform at no cost.
- Zoom, GoToMeetings, and related platforms for a discount - they're expensive and some platforms (Zoom) limits the number of participants or time you can be on the call while using the free service.
- Zoom, Microsoft Teams at no cost.
- Zoom, Microsoft Teams for free.
- Zoom, WebEx discounts.

**Software Discount (32 Responses)**

- Software discounts. **(11 Responses)**
- Adobe Pro or Adobe DC at a discount. I pay \$15/mo.
- Anti-virus and anti-ransomware products at reduced rates.
- Case management software at a discount for legal aid agencies.

- Case management software discounts.
- Case tracking and management software discounts.
- Client management and document management applications (cloud based) for a discount.
- Cloud computing, DocuSign, or other digital document executions for less.
- Discounted rates for software; free or discounted training for staff on how to use the commonly used technology.
- Discounts for software.
- Discounts on Dropbox, Monday, Trello, and other programs needed to run remotely.
- Discounts on premium subscriptions to password managers like LastPass.
- Discounts on services and products commonly used by practicing lawyers.
- Get NetDocuments as a reduced benefit.
- Getting discounted rates for Bar members for online software resources.
- Marketplace to save on legal specific bundles of software.
- Microsoft product licenses reduced.
- More technology software related resources and discounts.
- Office365 discount.
- Reduced cost remote data transfer options (to replace disks and thumb drives).
- Time and billing products where the developers aren't wearing a mask (and carrying a proverbial gun) to charge for monthly “maintenance” as opposed to buying software for a reasonable price and upgrading when necessary.
- Vizetto's Reactive Suite at a reduction.

### **Court Uniformity/Consistency (29 Responses)**

- A campaign to become more uniform throughout the State. If we are to do a case in Vero Beach and they use a totally different plat form, that becomes very time consuming to spin



up on a whole new process. (So, then we pass on those opportunities and that cuts into a profit source).

- A location where you can find all courts/judge's procedures, similar to the "Guide to Judicial Practices in Florida's Federal Courts".
- A unified platform for hearings administered by the court system to ensure uniformity and security throughout Florida.
- A uniform statewide list of rules/procedures for remote depositions and hearings.
- Consistency in the video conferencing platform used with the Courts across the State.
- Continue urging all Courts to work remotely, including the continuation of court proceedings via Zoom.
- Court system should have its own platform.
- Establishing uniform standards/practices for judicial proceedings would be helpful. Everything seems idiosyncratic and improvised.
- Have the Courts decide on one or two formats to use.
- I wish the Courts would have a dedicated platform where they publish the Zoom log-on information for attorneys as it is relatively easy to misplace the MANY e-mails the Court sends out (WAY in advance) with the Zoom information.
- I would Court IT departments (perhaps specific to Circuit) to provide what platforms they use and be available for questions. Judges have preferences when holding remote hearings.
- If the courts throughout the state could be convinced to use one and only one means of conducting remote hearings, that would be a big help.
- It would be nice if all the courts across the state used the same video platform for hearings, trials, etc.
- More uniform virtual procedures through the states as it relates to hearings. A unified platform where we can file our evidence/exhibits which does not requires filing them one by one on the clerk docket as Miami requires (such obligates us to file a notice of confidentiality for each exhibits, when more than few exhibits are involved it is incredibly time consuming when a better solution could be implemented (as it is the case in Broward county). In addition, filing our exhibits on the clerk docket makes us extremely nervous, especially when such exhibit could be have very confidential information or be very personal to the parties involved (such as pictures) and a glitch could happen ( whether our staff's fault or the clerk, humane error is always a possibility) which would make such

exhibit not confidential. This is a real concern for us, and many attorneys have agreed with me.

- More uniformity in the Courts; one standardized platform for all.
- Perhaps some sort of uniform recommendations for courts to adopt, as I imagine most practitioners would follow the lead of the courts and prefer to use whatever system we can expect to use in court.
- Practicing law for 40 years, technology issues are my biggest issues. Each circuit has different requirements for setting up and attending hearings, for someone technologically challenged like myself this is a big issue.
- Specific guidance for the courts and clerks to help facilitate transitioning to remote appearances in a more uniform manner.
- Standardization of platform used for court proceedings in all circuit courts, so that attorneys practicing in multiple jurisdictions across the state can become familiar with and learn the intricacies of a single platform for purposes of court proceedings.
- The Florida Bar needs to step in and create and advocate for uniform state-wide rules regarding the use of technology in proceedings. There isn't even consistency within a circuit court never mind between them. The Florida Bar is really behind the curve on this and needs to step up and stop leaving it up to the judiciary to decide everything with no real significant input from The Florida Bar - you are demonstrating that you are useless and obsolete. Too many surveys. Too many meetings. Not enough action.
- Uniform e-filing system Statewide.
- Uniform system for court proceedings.
- Uniformity across all circuit and county courts, and clerks, in technology uses; Every Judge and Clerk has different procedures and it is very hard to keep track of all of them. One unified platform, like the eFiling portal, would be an improvement.
- Uniformity on what is used across all Florida Courts.
- Uniformity in divisional instructions for remote access use for legal proceedings.
- Uniformity pertaining to Court hearings and procedures.
- Upgrade the entire judiciary to Zoom for government so everyone is on the same platform.
- We should consider changes to the Rule of Evidence or Civil Rules to better accommodate remote virtual proceedings.

- Work more with courts to ensure that hearings are completed when they are scheduled.

### **Notary/Signings (29 Responses)**

- A platform for remote online notary for non-real estate matters. (i.e. Estate Planning Documents and other standalone documents).
- Assistance in e-signing and remote notarization - both the procedures and actual computer steps.
- Accusign at reduced rate.
- Digital signing platforms & compliance; the jurisdictions are not uniform with accepting digital signatures.
- DocuSign Remote Online Notarization.
- DocuSign.
- Electronic document signing.
- Electronic signature platform (i.e., DocuSign).
- Get related services such as DocuSign.
- I'd like the e-filing system to allow electronically signed documents with the security platform attached. That way, I won't have to print the electronically signed document, scan it, and then upload it, which defeats the whole purpose of doing everything electronically.
- Make The Florida Bar e-filing system recognize Adobe Fill & Sign documents, so we do not have to print and scan those documents in.
- More information about the RON platforms and costs would be useful.
- More information regarding remote execution of documents and remote notarization.
- Online Notary Services.
- Reduced fee/access to on-line notary (RON)
- Remote notarization and witness services electronic or digital will/Trust/deed signings.
- Remote notarization platform.

- Remote notarization that doesn't require what the Dept. of Financial Services has deemed necessary to be approved, so we can have the documents sent to our Cloud as well, not only a third party and at no cost to the client.
- Remote notarization, remote signing.
- Remote notarization/witnessing and electronic signature platform.
- Remote notary service on a pay-per-use basis. We explored having one or more of our paralegals certified as remote Notaries, but the cost was prohibitive, particularly as our day-to-day notary needs are not great.
- Remote online notarization of estate planning documents.
- Resources for online notarization for those members who do notarization.
- RON platforms or RON attorney services.
- Some company that will take on Will, Trust and POA notarization.
- Support for remote notarizations.
- The move to virtual signings and notarizations.
- Use of remote signatures for clients.
- Would love a platform that is legally compliant to notarize wills and trusts remotely.

### **Security (23 Responses)**

- Collaborations with companies with the goal of offering a comprehensive array of IT security for lawyers. Cloud services, back-ups, VPNs, software/malware, password management, 2FA, etc. Lawyers are vulnerable right now.
- Confirmation of security of various video conferencing platforms. E.G., if we Zoom with CLNT, have we taken all necessary precautions to maintaining client communications confidential, and if not, what platform should we be using?
- Continued cybersecurity information in working remotely.
- Cyber protection.
- Cyber security.

- Cyber security. Find good cyber products & get group pricing. Some of the firms are not cost effective or usable for smaller firms. Find platforms that are more secure than Zoom & more private than Google & Microsoft products.
- Cybersecurity and backups.
- Cybersecurity options.
- Encryption for emails.
- Encryption services for client communications.
- Ensuring protection of client information transmitted via these tech platforms.
- Evaluation of security needs, such as when do we need VPN's and encryption.
- Information and instruction on cyber security issues.
- It would be helpful if The Florida Bar could vet video-conferencing platforms and even other tech programs (Outlook, Teams, Drobox, Cosmolex, etc.) to determine whether the platform sufficiently protects privileged information.
- Military grade encrypted transmission of documents to the court system and other attorneys.
- More secure video conferencing platforms for consultations with potential and established clients.
- Online security.
- Perhaps recommend/adopt/make available a robust video conferencing program that does not have the potential security issues identified with Zoom. Most federal government agencies have prohibited Zoom use for secure traffic.
- Security advice.
- Security, virus, and intrusion detection.
- Security/confidentiality ratings, not just warnings.
- Service to assess security of all devices and to recommend/install security software, etc.
- Start emphasizing/requiring secure, encrypted communications with clients. Zoom and the rest are not secure; email is not secure, etc.

### **Laptops/Computers/Hardware Discounts (18 Responses)**

- Acquisition of laptops and standalone computer systems.
- Bulk purchasing options.
- Cameras mics, headsets, supply discounts.
- Computer hardware discounts.
- Discounted hardware, if needed for platform.
- Discounted, high quality video streaming equipment (webcams and noise-canceling headsets).
- Discounts for hardware.
- Discounts for technological equipment.
- Discounts on technology packages (monitors, lights, good webcams, tripods, green screens).
- Discounts on technology related video products, like better resolution cameras, green screens, microphones, etc.
- Encourage lawyers to get better audio-visual hardware by providing discounts.
- Free video cameras to all members.
- Offer computers for reduced sale.
- Possible discounts on computer hardware upgrades.
- Printers that are discounted.
- Recommendations and discounts for home office new technology and workstations (ex. new computer, monitor, all-in-one printer).
- Relationships with Office Depot, Best Buy, or other computer providers to buy the tech devices necessary to work remote, for a discounted price.
- Video is okay, but what really matters is what is being said by counsel, witnesses, and the court. A recommended or standardized combination of headphones (normalizing that counsel can wear headphones during proceedings to have the best listening capability and

avoid feedback loops through microphone) and an input microphone (so that statements are as clear as possible during remote proceedings) could be pushed out by the bar. Whether it's a reduced price through a bundle offered by a partner-vendor, or merely a recommendation of "this is what the bar believes accomplishes sufficient audio clarity for proceedings," those would be a step towards judges and attorneys focusing less on image and more on the clarity and content of their statements.

### **Video Conferencing Platform (16 Responses)**

- A tech monitored platform for depositions and trials where the judge and attorneys do not have to be proficient and the proceeding can be recorded to eliminate the need for a court reporter.
- A video conferencing platform with document review built in (through tablet/iPad) which could be used for court and depositions.
- A video platform similar to Zoom that is solely done by the Florida Bar for Legal Proceedings and/or client meetings complete with appropriate safety measure to protect confidentiality. Also, that would include jail capability.
- A video platform that is intuitive and easy to use.
- Access to a platform containing court documents and public records statewide using Florida Bar number to log in instead of the hodge-podge of access to records and documents and multiple platforms (each requiring a unique username and password) in use by the counties/courts throughout the state.
- Have backup options with a new platform. If the Court only uses Zoom and Zoom crashes (for any reason) we're in trouble.
- If there was a platform that could be used exclusively by the courts and attorneys, I would be interested.
- It would be great if the Bar took over and managed a statewide video conferencing platform approved by SCOFLA.
- Just a better video conferencing platform that makes it efficient to have hearings.
- Maybe consider a video conferencing platform in which to communicate with clients that is community friendly.
- Not necessarily the Bar, but I would love to see a uniform video conference platform like Florida, in a way the e-portal system ultimately unified e-filing across Florida.
- Pick one platform for all Florida lawyers.

- Platforms when “attending” or conducting court proceedings, whether hearings, depositions, or trials.
- Some platform that is better than Zoom.
- The creation of a legal platform designed for video hearings and bench trials would be wonderful.
- Uniform, secure, video conferencing platform for communications with clients and court hearings.

**List of Providers/Review of Products (15 Responses)**

- A continue updated list of providers used by attorneys and large firms for RON, online video platforms, e- closings etc. The Bar does do some of this...but the lists are not updated with some user experiences. Of course, it is understood that typically the bar does favor or market one service over another.
- An open forum or website dedicated to listing what technology is available to attorneys and specifically to sole practitioner or small offices.
- Articles and reviews on litigation software solutions - Agile Law is an incredible tool for depositions, but lawyers we work with on the other side of cases have rarely heard of it (or anything like it). I'd LOVE to find similar for hearing/trial practice. The Florida Bar could be on the forefront of helping lawyers know what tools are out there.
- Equipment reviews, like a consumer reports on headsets, monitors, laptops.
- Evaluation and comparison of legal software and hardware products. That would be very helpful.
- Help by listing the best software or machine to meet a particular need, and especially data removal.
- Maybe a preferred provider for practice management and accounting technology like Clio, Cosmolex, PCLaw etc.
- Product reviews of microphones, external cameras, external speakers, lighting, etc.
- Recommendations for case management efficiencies; work from home efficiencies.
- Software product review.
- Software reviews.



- Something akin to a “Consumer Reports” type of analysis of the software and platforms available for lawyers. This would make it easier for lawyers to shop for and select software and platforms that meet their purposes. There are likely options available to us, but we are not aware. The uptake of new technology has been so quick that most lawyers learned the first couple of systems that they were exposed to and do not know that other systems are available that may be more suited for their practices.
- Suggested hardware to use such as cameras.
- Though I have primarily used Zoom, I know that Go to Meeting, Microsoft Teams and other platforms also work well. I would like to be able to use the one that works the best, but don't have any practical way of determining which one that would be. It would seem that The Florida Bar would be in a position to help its members make that determination by providing reviews and information.
- Would love a list of recommended software solutions for different issues and a detailed review of them. I know QB is great, but how good it for a law practice? Is the billing solid? Are ABA codes included? That sort of thing.

#### **Internet Benefits (15 Responses)**

- Boost my Wi-Fi.
- Discount high speed Internet connection.
- Discounts worked out with Verizon, T-Mobile, etc. for mobile hotspot devices would be great given the need to have e-mail and Internet access while on the road, at clients' homes, etc. would be beneficial - especially since I want to avoid public or home networks that are unsecured and could potentially expose client data.
- Ensure my Internet connectivity while working from home.
- First and foremost, an excellent Internet connection for video (Zoom or any other).
- I need high speed Internet for home use. 100 gigs is not enough.
- If it is possible to have a different bandwidth for legal proceedings that would be great.
- Improved Wi-Fi reception.
- Lobby for increased regulation of Internet providers to provide services to rural locations. In 2020 this is just as important as electricity or phone service.

- Lobbying for better and faster Wi-Fi across the state would be excellent. As a country we are woefully behind the speed of Wi-Fi across the world, and the virtual monopolies of most companies that allow them to dominate an area or at best, choose between terrible and slightly less terrible for your internet provider are despicable.
- Outlook and Wi-Fi to be provided.
- Receive the fastest Internet at a reduced rate.
- Strong wireless Internet for all attorneys.
- The Florida Bar cannot provide the tech resource of fiber optic. What it can do is lobby to have fiber optic or a wireless or satellite internet technology be incorporated in the infrastructure of Florida.
- We need more bandwidth and therefore our internet provider has increased our internet costs. Members could benefit from The Florida Bar group bargaining contract with an Internet service provider.

**None (14 Responses)**

- I do not believe video should be the future of litigation in Florida. Courtrooms by nature are designed to keep everyone at a distance. We can safely have courtroom proceedings. If people are grocery shopping and going out to eat, we can be back in the courtroom.
- None. A one-size-fits-all tech approach would not address all the firm specific issues effectively. A computer tech must be trusted given the sensitive information available and it is important for the firm to have an ability to build the trust with a tech person or firm. A one-size-fits-all would result in multiple contractors or call in centers.
- None. I have long thought that the Bar is wholly out of touch with the reality of law practice. The CLE tech seminars I have attended have consisted of people listing various software programs, not showing, explaining, or teaching anything. I see no hint that that will change. (I learned Zoom from attending non-law-related events; got zip from the Bar.) Please do not make error that, because I am over 65, I am not teachable, but the assumption that “you already know that” prevents Bar seminars from teaching, especially in technology area, where all the seminars are run by people from big firms (with lots of IT help in-house). Since 65% of attorneys at least are in small firms, this never made sense to me.
- None. I work for a large company with an internal IT and would not be able to utilize anything not approved.
- None. Trials need to be done in traditional courtrooms. Anything less than this is an injustice and should be unacceptable to all Bar members.

- Not in favor of this service.
- Our firm has its own IT provider and I'm not certain that I would utilize anyone other than our firm IT.
- Stick to discounts on existing services and maybe some information on best practices. Avoid adding things that are not widely used to the IT “stack”, most of us already have to use multiple overlapping systems because people are on different platforms. Try not to add to that part of the problem.
- The public defender offices have funded IT departments that meet our needs.
- The want is not there. I already have these resources.
- There is an abundance of technology information available. In fact, there may be too much, making it overwhelming to access and utilize. Most of us are doing fine in adapting to the current necessities of utilizing technology. Not everyone wants to work from home and spend their days in Zoom conferences.
- Unless the Bar wants to expand into network services providing bandwidth with video packet prioritization, there is literally nothing the Bar can do.
- With an in-house IT department, we are not likely to use the Bar.
- Would like less! I am not a fan of the technology which takes overuse of paper. Since e-filing, there are so many more unnecessary steps having to be taken, and not necessarily billable time being spent, to utilize required technology.

### **Tech Support/Help Desk (13 Responses)**

- A Help Desk for tutorials on updates in video systems upgrades, changes etc.
- Actual tech support for those attorneys who do not have a dedicated IT team might be of interest to some.
- Again, maybe some tech support to assist when the audio does not work right to connect to these important hearings and depositions as have had difficulty with both Zoom and Cisco WebEx for depositions and hearings. Thanks.
- Although I would likely not take advantage of it, offering tech support for members would be excellent, especially training for attorneys who may not feel as comfortable with technology.
- An advisor who could answer questions.

- As suggested, just some remote access to address and resolve mostly minor issues with my computer that are not necessarily related to Covid-19.
- Computer/tech repair or assistance walking through tech programs.
- Have a “Helpdesk” service similar to what I had at the courthouse prior to retirement. The Helpdesk staff members were skilled in everything to how to use apps to creating power point presentations with embedded links.
- I think one of the biggest issues facing solo practitioners is getting assistance from technology professionals. I have noticed that solo practitioners against whom I litigate have to troubleshoot by themselves in depositions etc. So, a service that came with a Florida bar benefit where they could hire a tech person for specific projects, like assistance during a deposition or court hearing would be invaluable. Just like there is Ruby Receptionists for those who can't hire a full-time receptionist, or contract paralegal services there should be affordable contract tech specialists to assist solos.
- IT resource/guys for small firms that are tech savvy and do not have an IT firm on retainer but could use a trusted IT resource/guys for occasional issues.
- IT specialists.
- Tech repair assistance, assistance setting up computer programs.
- We are very computer reliant now with Zoom hearings and such; general tech support for computer issues would be a huge benefit.

### **Cloud Storage (11 Responses)**

- Cloud storage. (3 Responses)
- Backup and storage options.
- Free/discounted encrypted cloud portal so that clients and attorneys can safely upload and exchange files. I don't need a full case management platform.
- I would like to see The Florida Bar vet cloud storage security and also email and video conferencing technologies so that a small practitioner could rely on The Bar's finding that certain providers are sufficiently secure to use these services comfortably. Currently I use no cloud storage or document transmittal; I can encrypt and password protect documents to email them, but I don't know whether Zoom is secure so tend not to use any video conferencing that I initiate.
- Information on cloud-based technology and programs, what is available and what each can do for you.

- More CLEs on the topics of remote, cloud-based data management for their practices.
- Our biggest challenge is not COVID-19 related. We have been attempting to transition to all cloud-based services for over a year now. We are on our third consultant who may be terminated soon. Our frustration is born of lack of competent consultants and cloud-based providers being more limited than advertised in many instances. We are close to reverting to a good old-fashioned in-house hub and spoke server configuration.
- Partnerships with cloud-based storage solutions like Dropbox.
- Right now, my biggest challenge is document storage in the cloud. We are still tethered to our desktops in the office for storage. Having to drive to the office to manually reboot a desktop because my paralegal who lives 45 miles away can't get into his desktop is a giant PITA!!

### **Access for Low Income Parties (9 Responses)**

- Access for indigents.
- Access for low income individuals to computers/laptops/smartphones and Wi-Fi at locations around the county to better allow them to participate in video court hearings.
- Access to video conferencing technology to low-income litigants.
- Pro se computer labs or other tech access for low income or pro se parties.
- Provide access to low income parties.
- Resources for civil pro se parties.
- Resources for clients to appear remotely as many have only a cell phone. If Covid-19 and issue for the Court, it is certainly an issue to have a client sitting next to you for court appearances. Need real time communications with client during Zoom hearings.
- The Florida Bar should seriously look into cooperating with existing resources to provide tech access to indigent and pro se litigants. i.e. Libraries could have a space where a litigant can attend court via Zoom. Florida Access works in cooperation with business locations who are willing to host a computer access portal on their premises for people to use for the SNAP benefits, etc. This could be combined with tech-based access to Zoom for court attendance purposes.
- To the extent that any exist, circulating information to members about free Internet technology or resources would be helpful when working with clients/witnesses/parties who do not have stable (or any) internet at home for remote video conferencing.

### **Document Sharing (7 Responses)**

- A good way to share documents and exhibits in conjunction with video conference.
- Document sharing resources.
- Ease of sharing documents and other tangible evidence at hearings and meditations.
- GoToMeeting (other alternatives to Zoom). ways for virtual depositions to allow witnesses in Duces Tecum requests to in real time 'produce' their documents so that they can be 'uploaded' and 'shared' at the deposition without reliance on outside third-party emailing services.
- Simultaneous document sharing and organizing.
- Sharing documents – need resources.
- Standards for confidentiality worries, or waivers. Zoom has a share screen and I'm hesitant to use it because some attorneys are just animals and may use it as an attempt to hack your system.

### **Do Not Get Involved (6 Responses)**

- I don't think this is a Bar function; just make resources available on the website.
- I don't think it is practical. Everybody has their own IT person. I don't want The Florida Bar to get involved in picking and choosing which IT company is best.
- Not the Bar's business, leave this to professionals in the field.
- Stay out of it because you lack the basic understanding of what an office needs.
- Stay out of this. Also, stop harvesting members' data. Provide transparency on the type of information the Bar collects on members web activity.
- Stop trying to do everything remotely and accept that this pandemic has caused severe economic harm and personal stress on all officers of the court!

### **Clerks of Court (5 Responses)**

- Access to the Clerk(s) of Court by phone or e-mail.
- Filing documents through ePortal can be challenging since documents don't show up accepted and difficulty in reaching clerk to fix, clerk rejects for unexplainable reasons,

can't reach clerk. Have not attempted video platform deposition but that will surely be a challenge particularly with dealing with identifying and handling of exhibits.

- I'm not sure the Bar can do this but the biggest challenge I encounter is with the clerk's office. In Miami-Dade they are functioning in a hybrid style with many things still requiring you to physically go to the clerk's office next, they cannot be accessed remotely such as certifications, obtaining certified orders, etc. This creates random courthouse trips for each case since I have no other reason to go there and my staff works remotely as well.
- More communications with the membership to weed out potential issues and suggest changes to the clerks based on that communication. This could be something the technology committee could handle or create a special committee that can meet often, virtually, to react more quickly to statewide issues. Direction should come from the top.
- Trying to create uniformity among the clerks of court statewide on their respective systems to access materials filed of record and listed on the docket.

#### **Courts/Judges (5 Responses)**

- Honestly, if the e-filing portal were set up for every judge at every court to receive cover letters and proposed Orders through the portal, it would facilitate probate and litigation significantly. (I.e., use the existing resources better). Additionally, any assistance with training mediators to use Zoom's functions (separate virtual "break out" rooms) and recommendation of well-performing deposition platforms would be welcome.
- Judicial staff responsiveness should be addressed. Now that many people are working remote, it has become difficult to get someone on the phone for scheduling or any emergencies. For example a simple request for an extension has on many occasions been a task that takes several hours including multiple phone calls and emails because you cannot get anyone on the phone other than a receptionist and they won't put you through to anyone out of the office via a cell phone etc.
- Support courts to help them use the platforms more proficiently and securely.
- The judges are in charge of the online "virtual" meetings and they really don't know what they are doing a lot of the time. It would be wise to donate resources towards educating them on technology as well as the attorneys.
- Train the judges. They are most of the problem.

#### **Exhibits (5 Responses)**

- A better way to exchange exhibits.

- Devise a protocol for submitting hearing/trial exhibits wherein a party need not disclose all their evidence 5 days prior to the actual hearing.
- I personally do not require technology related resources from The Florida Bar, but the Bar should consider the implementation of (or advocating for the judicial branch's implementation of) technology to facilitate the real-time presentation of evidence during a trial or evidentiary hearing conducted remotely. Some courts are requiring all evidence proposed to be offered to be mailed or otherwise transferred several days before the trial or evidentiary hearing, but that procedure does not facilitate the use of impeachment or other evidence which may become relevant to introduce based on the events that occur at the trial or evidentiary hearing. There should be an opportunity for a litigant to introduce evidence at any time he/she could as if the proceedings were conducted traditionally, and this could be accomplished through establishing a secure, court-maintained server with software (which should be free to Florida bar members at least) which has an easy-to-use user interface to facilitate ease of use by courts, court administration, and litigants. The idea is that evidence can be marked for identification remotely, uploaded to the server using simple software (e.g., drag and drop as if you were handing the document to the clerk at trial), and the parties and court would have immediate access to the uploaded document. The court can review the evidence, decide whether to admit it, then the clerk can mark the exhibit and incorporate it into the case file as he/she would if the evidence were to be admitted through a physical exchange of a document at a traditional hearing.
- Some form of cloud-based depository to upload evidence for trials, which the court and all interested parties can access in real-time as needed. Particularly during trials.
- Use of exhibits.

### **Open Courts (5 Responses)**

- I would like to see an end to video conferencing for hearings and have the Supreme Court allow for in person hearings again. The draconian measures taken in response to this very weak virus is beyond baffling. Open up Florida now.
- Open the Courts.
- Open the courts back up to in person hearings.!! I have one judge trying to hold a significant hearing requiring testimony from a client, me, two experts and a lender of money; plus, whatever testimony the opposing counsel wants to present. I have no clue how to participate and/or manage such a hearing on Zoom or any other platform. She is attempting to allot 20 minutes on Zoom for a 5-hour hearing.
- The Bar and the Court should reopen completely and give individual participants the choice of appearing in person, or not.



- We need a plan to provide a safe, secure, in person environment for the conduct of trials and hearings. It has been 7 months since the initial pandemic's bloom, yet neither the Bar nor anyone else has a plan for trying cases in the event Covid-19 is with us for years (as many people believe it will be). This means we need space suits for jurors and court personnel, and the construction of positive pressure rooms and negative pressure rooms. The lack of urgency on the part of courts and the Bar is very discouraging.

### **Ethics (4 Responses)**

- A chat room for quick Q&A for technology concerns would be good, and maybe the same for any quick ethical or professionalism questions that arise in using virtual technology for proceedings.
- Ethics considerations.
- Guidance on any ethical considerations we have to be aware of.
- Technology capable of compliance with HIPAA and attorney ethical obligations.

### **Scheduling (3 Responses)**

- Ability to attend multiple conferences that are all set at same time for daily court calendars.
- Help with scheduling & calendaring.
- Integrate scheduling of hearings, mediation and depositions with my calendar and other people's calendar.

### **Forms (2 Responses)**

- Free Probate forms and free real estate contracts.
- Resources to help automate state court forms and templates.

### **Legal Research (2 Responses)**

- Broader FastCase membership.
- Making online legal research available for free/at a reduced cost.

### **Miscellaneous (14 Responses)**

- A standard virtual background would help those who log on from their couch.
- Allowing for free appearances to all state and federal hearings.
- As a government lawyer, I can only use resources contracted and/or specifically approved by government for use on government devices.
- CART services.
- Court transcription services.
- Everyone knows how to set up a home office by now. But what if Comcast (or AT&T goes down)? Hotspots don't always work. What are the alternatives to connect?
- How to handle the increased demand and expected response time from the multitude of clients who almost universally use email and text rather than scheduling meetings and phone calls.
- In content put out by the Bar, a standard in quality. CLE, as example, has extremely inconsistent audio that appears to be unchecked and not managed well.
- It would be great to have resources/tech experts to verify that the encrypted email (such as RPost or another company) and file sharing sources (such as Citrix) that I use are up to par and what I can do better.
- Make the BOG meetings available to the membership on a live video platform.
- Maybe a court reporting service for depositions so any tech issues could be addressed, and problems avoided.
- Probably not “spot on” to your question, but we really MUST address filing of pleadings. Every trial attorney can give examples, but there are a number of lawyers who “specialize” in filing pleadings between 4:45PM and 5:00AM. These “night stalkers” intentionally file after hours to create unnecessary pressure on their adversaries. Often, when coupled with a long weekend, they can invade a lawyer's or client's personal time. E-filing should be closed from 6:00PM to 6:00AM, in my opinion.
- Remote receptionist (we know the Bar has discount through Ruby Receptionist - but think in light of Covid-19 it is more important and with influx of customers) rates could be lower.
- Serious discussion on how to maintain electronic files and how to transition from paper. Do we keep all this paper that comes into the office, even if we scan it in?

**14. In what COUNTY is your primary law practice?**

<u>County</u>	<u>Percent</u>
Alachua	1
Baker	0
Bay	<1
Bradford	<1
Brevard	2
Broward	12
Calhoun	<1
Charlotte	<1
Citrus	<1
Clay	<1
Collier	2
Columbia	<1
DeSoto	0
Dixie	0
Duval	6
Escambia	1
Flagler	<1
Franklin	0
Gadsden	<1
Gilchrist	0
Glades	0
Gulf	0
Hamilton	<1
Hardee	0
Hendry	0
Hernando	<1
Highlands	<1
Hillsborough	11
Holmes	0
Indian River	<1
Jackson	0
Jefferson	0
Lafayette	<1
Lake	1
Lee	2
Leon	3
Levy	<1
Liberty	0

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<u>County</u>	<u>Percent</u>
Madison	<1
Manatee	1
Marion	1
Martin	1
Miami-Dade	18
Monroe	1
Nassau	<1
Okaloosa	<1
Okeechobee	<1
Orange	7
Osceola	1
Palm Beach	9
Pasco	1
Pinellas	6
Polk	1
Putnam	<1
Santa Rosa	<1
Sarasota	3
Seminole	2
St. Johns	1
St. Lucie	<1
Sumter	<1
Suwannee	<1
Taylor	0
Union	0
Volusia	2
Wakulla	0
Walton	0
Washington	0
Out-of-state	4

**15. What is your age?**

<u>Category</u>	<u>Percent</u>
35 years of age or younger	11
36 to 49 years of age	32
50 to 65 years of age	37
Over 65 years of age	20

**16. Which of the following sections of The Florida Bar are you currently a member of?  
(MULTIPLE RESPONSE QUESTION – CHECK ALL THAT APPLY)**

<u>Category</u>	<u>Percent</u>
Real Property, Probate & Trust Law Section	42
Trial Lawyers Section	23
Business Law Section	21
Family Law Section	20
Criminal Law Section	11
Appellate Practice Section	9