



## JUDICIAL COUNCIL OF CALIFORNIA

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# REPORT TO THE JUDICIAL COUNCIL

*Item No.: 22-052*

For business meeting on January 21, 2022

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**Title**

Report to the Legislature: State Trial Court  
Electronic Filing and Document Service  
Accessibility Compliance

**Agenda Item Type**

Information Only

**Date of Report**

December 31, 2021

**Submitted by**

Judicial Council Staff  
Martin Hoshino, Administrative Director  
Kathleen Fink, Manager, Information  
Technology

**Contact**

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### Executive Summary

Assembly Bill 103 (Stats. 2017, ch. 17), the public safety bill approved by the Governor on June 27, 2017, amended Code of Civil Procedure section 1010.6(h), which requires that any system for the electronic filing and service of documents used by a California trial court must be accessible to individuals with disabilities as provided in the statute. The amendment also requires the Judicial Council to submit four reports between June 2018 and December 2023 to the appropriate committees of the Legislature relating to the trial courts that have implemented a system of electronic filing and service of documents. This December 2021 report is the third of the four required reports.

### Relevant Previous Council Action

On August 21, 2014, the Judicial Council adopted the judicial branch's four-year *Strategic Plan for Technology* and the two-year *Tactical Plan for Technology*. Key to both plans are four goals that drive the technology strategy for the judicial branch:

- Goal 1: Promote the Digital Court
- Goal 2: Optimize Branch Resources
- Goal 3: Optimize Infrastructure
- Goal 4: Promote Rule and Legislative Changes

Goal 1, Promote the Digital Court, addresses the need to deliver technical solutions that are sophisticated, effective, efficient, and responsive. The solutions should not create barriers to access, especially to indigent clients, people with disabilities, or those with language access needs. Goal 1 of the *Strategic Plan for Technology* aligns with the provisions of Code of Civil Procedure section 1010.6(g), which requires that any system for the electronic filing and service of documents used by a California trial court must be accessible to individuals with disabilities.

## **Analysis/Rationale**

This report provides an overview of efforts to date to determine the trial courts' level of compliance with AB 103. It identifies all the courts that have implemented a system of electronic filing and service of documents, the name of the entity or entities providing the system, and whether the system complies with the specified requirements.

In March 2018, the Judicial Council Information Technology office conducted a survey of the 58 trial courts to determine compliance with AB 103. Based on survey results, 24 of the 58 trial courts provided electronic filing and electronic document service either directly, through vendor services, or a combination of vendor and in-house services. This information was reported to the Legislature in the report dated June 2018.

The Judicial Council's Information Technology office has continued to follow up with the 58 trial courts, and the vendors providing electronic filing and electronic document service, to monitor any changes in the information given previously. The second report, dated December 31, 2019, found that the number of trial courts providing electronic filing and electronic document service had increased to 29. That number has grown since the last report, with 33 of the 58 trial courts now providing some form of electronic filing and electronic document service, with 88% of those courts in compliance with AB 103.

## **Fiscal Impact and Policy Implications**

Compliance under AB 103 (specifically Code of Civil Procedure section 1010.6(h)) is the responsibility of the providers of systems for the electronic filing and service of documents, including any information technology applications, internet websites, or web-based applications. The cost for the service providers to achieve and/or maintain compliance under AB 103 is unknown.

## **Attachments and Links**

1. Attachment A: *Report of State Trial Court Electronic Filing and Document Service Accessibility Compliance*



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*Chief Justice of California*  
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MR. MARTIN HOSHINO  
*Administrative Director*  
*Judicial Council*

December 31, 2021

Hon. Nancy Skinner  
Chair, Senate Committee on Budget and Fiscal Review  
Chair, Joint Legislative Budget Committee  
Legislative Office Building  
1020 N Street, Room 502  
Sacramento, California 95814

Hon. Thomas J. Umberg  
Chair, Senate Judiciary Committee  
State Capitol, Room 2187  
Sacramento, California 95814

Hon. Philip Y. Ting  
Chair, Assembly Committee on Budget  
Vice-Chair, Joint Legislative Budget Committee  
State Capitol, Room 6026  
Sacramento, California 95814

Hon. Mark Stone  
Chair, Assembly Judiciary Committee  
1020 N Street, Room 104  
Sacramento, California 95814

*Re: Report on State Trial Court Electronic Filing and Document Service Accessibility Compliance*, as required under Code of Civil Procedure section 1010.6(h)(5)(A)

Dear Senator Skinner, Senator Umberg, Assembly Member Ting, and Assembly Member Stone:

Under Code of Civil Procedure section 1010.6(h)(5)(A), the Judicial Council is submitting *State Trial Court Electronic Filing and Document Service Accessibility Compliance*.

December 16, 2021

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If you have any questions related to this report, please contact Ms. Kathleen Fink, Manager, Judicial Council Information Technology, at (415) 865-4094 or [kathleen.fink@jud.ca.gov](mailto:kathleen.fink@jud.ca.gov).

Sincerely,



Martin Hoshino  
Administrative Director  
Judicial Council

MH/KF/cc

Enclosure

cc: Cara L. Jenkins, Legislative Counsel

Erika Contreras, Secretary of the Senate

Sue Parker, Chief Clerk of the Assembly

Eric Dang, Policy Consultant, Office of Senate President pro Tempore Toni G. Atkins

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Mark McKenzie, Staff Director, Senate Appropriations Committee

Hans Hemann, Principal Consultant, Joint Legislative Budget Committee

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Matt Osterli, Consultant, Senate Republican Fiscal Office

Morgan Branch, Consultant, Senate Republican Policy Office

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Sandy Uribe, Chief Counsel, Assembly Public Safety Committee

Jennifer Kim, Consultant, Assembly Budget Committee

Jay Dickenson, Chief Consultant, Assembly Appropriations Committee

Kimberly Horiuchi, Principal Consultant, Assembly Appropriations Committee

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MR. MARTIN HOSHINO  
Administrative Director  
Judicial Council

Report title: *Report on State Trial Court Electronic Filing and Document Service Accessibility Compliance*

Statutory citation: Assembly Bill 103 (Stats. 2017, ch. 17)  
Code section: Code of Civil Procedure section 1010.6(h)

Date of report: December 31, 2021

The Judicial Council has submitted a report to the Legislature in accordance with Code of Civil Procedure section 1010.6(h).

The following summary of the report is provided under the requirements of Government Code section 9795.

Assembly Bill 103, the public safety bill approved by the Governor on June 27, 2017, amended Code of Civil Procedure section 1010.6(h), which requires that any system for the electronic filing and service of documents used by a California trial court be accessible to individuals with disabilities, as provided.

This report provides an overview of efforts to date to determine the trial courts' level of compliance with AB 103. It identifies all the courts that have implemented a system of electronic filing and service of documents, the name of the entity or entities providing the system, and whether the system complies with the specified requirements.

In March 2018, the Judicial Council's Information Technology office conducted a survey of the 58 trial courts to determine compliance with AB 103, and during subsequent years courts were contacted to update the information. Based on the information received, currently 33 of the 58 trial courts provide electronic filing and electronic document service and 88% of those courts are compliant with AB 103.

The full report can be accessed here: [www.courts.ca.gov/7466.htm](http://www.courts.ca.gov/7466.htm). A printed copy of the report may be obtained by calling (415) 865-4600.

## **JUDICIAL COUNCIL OF CALIFORNIA**

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**Martin Hoshino**  
*Administrative Director  
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# **Report on State Trial Court Electronic Filing and Document Service Accessibility Compliance**

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REPORT TO THE LEGISLATURE

DECEMBER 2021



JUDICIAL COUNCIL  
OF CALIFORNIA

# **Report on State Trial Court Electronic Filing and Document Service Accessibility Compliance**

## **Code of Civil Procedure section 1010.6(g)**

Assembly Bill 103 amended Code of Civil Procedure section 1010.6(g), which requires any system for the electronic filing and service of documents—including any information technology applications, internet websites, and web-based applications—used by an electronic service provider or any other vendor or contractor that provides an electronic filing and service system to a trial court, regardless of the case management system used by the trial court, must satisfy both of the following requirements:

(A) The system shall be accessible to individuals with disabilities, including parties and attorneys with disabilities, in accordance with Section 508 of the federal Rehabilitation Act of 1973 (29 U.S.C. Sec. 794d), as amended, the regulations implementing that act set forth in Part 1194 of Title 36 of the Code of Federal Regulations and Appendices A, C, and D of that part, and the federal Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12101 et seq.).

(B) The system shall comply with the Web Content Accessibility Guidelines 2.0 at a Level AA success criteria.

Further, the amendment requires the Judicial Council to submit four reports between June 2018 and December 2023 to the appropriate committees of the Legislature relating to the trial courts that have implemented a system of electronic filing and service of documents.

These reports must include the following information:

- The name of each court that has implemented a system of electronic filing and service of documents;
- A description of the electronic filing and service system;
- The name of the entity or entities providing the system; and
- A statement as to whether the system complies with subdivision (g) and, if the system is not fully compliant, a description of the actions that have been taken to make the system compliant.

The first report was due by June 30, 2018; the second by December 31, 2019; the third is due by December 31, 2021; and the fourth is due by December 31, 2023.

## **Report on Trial Court Electronic Filings and Service of Documents**

In March 2018 the Judicial Council's Information Technology office conducted a survey of the 58 trial courts, seeking information on electronic filing and electronic service of documents. Based on survey results included in the first report dated June 30, 2018, 24 of the 58 trial courts provided electronic filing and electronic document service, either directly through vendor

services or a combination of vendor and in-house services. Information gathered from the court survey included (1) the extent of deployment of electronic filing and document services, (2) whether the services were in-house or outsourced, and (3) the vendors providing those services. The second report, dated December 31, 2019, found that the number of trial courts providing electronic filing and electronic document service had increased to 29.

The Information Technology office has continued to follow up with the 58 trial courts, and the vendors providing electronic filing and electronic document service, to monitor any changes in the information previously provided. Since the last report, 33 of the 58 trial courts now provide some form of electronic filing and electronic document service.

**Courts That Provide Electronic Filing, Electronic Service of Documents, or Both, and the Entities Providing the Service**

Table 1 below provides a summary of the survey results and follow-up based on data gathered from the trial courts, the case management system (CMS) vendors, and the electronic filing service providers (EFSPs) providing the electronic filing and electronic document service. The results from the survey indicate various stages of development and deployment of electronic services. The results indicate:

- 43 percent (25 trial courts) do not provide public electronic services.
- 57 percent (33 trial courts) do provide public electronic services. Of those courts:
  - 88 percent are compliant with AB 103; and
  - 12 percent are not yet compliant with AB 103.

**Table 1. Summary of Court Survey Results**

Superior Court	Provider	Service Description	AB 103 Compliant?	Data Source
Alameda	Journal Tech.	Electronic filing and electronic service	Yes	Vendor
Alpine	<i>No public electronic services</i>			
Amador	<i>No public electronic services</i>			
Butte	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Calaveras	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Colusa	<i>No public electronic services</i>			
Contra Costa	<i>No public electronic services</i>			
Del Norte	<i>No public electronic services</i>			
El Dorado	<i>No public electronic services</i>			
Fresno	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Glenn	<i>No public electronic services</i>			
Humboldt	<i>No public electronic services</i>			

*Electronic Filing and Document Service Accessibility Compliance*

<b>Superior Court</b>	<b>Provider</b>	<b>Service Description</b>	<b>AB 103 Compliant?</b>	<b>Data Source</b>
Imperial	Journal Tech.	eDelivery portal for electronic submission of files	No	Vendor
Inyo	No public electronic services			
Kern	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Kings	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Lake	<i>No public electronic services</i>			
Lassen	<i>No public electronic services</i>			
Los Angeles	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
	Journal Tech.	Electronic filing and electronic service	Yes	Vendor
Madera	<i>No public electronic services</i>			
Marin	<i>No public electronic services</i>			
Mariposa	<i>No public electronic services</i>			
Mendocino	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Merced	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Modoc	<i>No public electronic services</i>			
Mono	<i>No public electronic services</i>			
Monterey	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Napa	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Nevada	<i>No public electronic services</i>			
Orange	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
	Court-managed system	Locally developed e-service application with e-filing provided through multiple EFSPs	Yes	Court
Placer	Journal Tech.	Electronic filing and electronic service	Yes	Vendor
Plumas	<i>No public electronic services</i>			
Riverside	Journal Tech. & in-house system	Electronic forms and filing	Yes	Vendor
Sacramento	In-house system	Small claims and unlawful detainer electronic filing. Utilizes fillable Adobe forms that can be submitted directly to the court via embedded controls.	No	Court
San Benito	<i>No public electronic services</i>			
San Bernardino	Tyler Tech.	Electronic forms and filing	Yes	Vendor
San Diego	Tyler Tech.	Electronic filing and service for family cases	Yes	Vendor

*Electronic Filing and Document Service Accessibility Compliance*

<b>Superior Court</b>	<b>Provider</b>	<b>Service Description</b>	<b>AB 103 Compliant?</b>	<b>Data Source</b>
	One Legal	Electronic filing and service	Yes	Vendor
San Francisco	Court managed	14 court-approved EFSPs available for public use	Yes	Court
San Joaquin	Court managed	Court portal for electronic filing (civil, small claims, and probate)	No	Court
San Luis Obispo	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
San Mateo	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Santa Barbara	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Santa Clara	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Santa Cruz	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Shasta	<i>No public electronic services</i>			
Sierra	<i>No public electronic services</i>			
Siskiyou	<i>No public electronic services</i>			
Solano	<i>No public electronic services</i>			
Sonoma	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Stanislaus	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Sutter	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Tehama	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Trinity	<i>No public electronic services</i>			
Tulare	Journal Tech.	Electronic filing and electronic service	Yes	Vendor
Tuolumne	<i>No public electronic services</i>			
Ventura	Journal Tech.	eDelivery portal for electronic submission of files	No	Vendor
Yolo	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor
Yuba	Tyler Tech.	Electronic filing and electronic service	Yes	Vendor

**Electronic Filing Service Provider Compliance with AB 103**

Table 2 below provides a summary of the survey results and follow-up based on data gathered from the trial courts, the CMS vendors, and the EFSPs providing the electronic filing and electronic document service. More than 100 EFSPs offer e-filing services to California courts. While the list of EFSPs is lengthy, most of the EFSPs utilize an e-filing interface powered by either LegalConnect or Green Filing. Only 17 are distinct e-filing providers. Of these:

- 1 requires compliance verification; and
- 16 are currently compliant.

The table below shows the status of each EFSP that has created an e-filing interface or portal for e-filing.

**Table 2. Summary of EFSP Compliance Survey Results**

EFSP Vendor	AB 103 Compliant?
American LegalNet	Yes
Continuing Education of the Bar (CEB)	Yes
DDS Legal Support	Yes
eFilings of America (EOA)	Yes
Express Network	Yes
File & ServeXpress	Yes
Green Filing	Yes
InfoTrack/One Legal	Yes
Intresys/TurboCourt	Yes
Journal Technologies	Yes
LegalConnect	Yes
Nationwide Legal	Yes
Paszko Attorney Service/Efficient Legal Support	Yes
Tristar Software	Unverified
Tyler Technologies	Yes
US Legal PRO	Yes
W-W-OneTouch	Yes

The firms listed in table 3 below offer either courier or concierge e-filing services and do not provide direct e-filing for the public.

**Table 3. Concierge or Courier Service Firms**

Attorney's Messenger Service	On-Call Legal
Cutting Edge Legal Services, LLC	Prime Solutions 4 U
Freewheelin' Attorney Service	ProVest
LawHelp Interactive	S&R Services
Legal Lawgic	United Process Servers
Legal Photocopy Service	Wheels of Justice
NorCal Courier and Legal Services	

The firms listed in table 4 are individual EFSPs that offer services to the public and have verified compliance either by utilizing the interfaces offered by Green Filing or LegalConnect, or by certifying their own portal.

**Table 4. AB 103-Compliant EFSPs**

123 E-File (Green Filing)	Continuing Education of the Bar
2 Filing California	Countrywide Process, LLC (LegalConnect)
A&A Legal Service, Inc. (Green Filing)	County Legal Attorney & Notary Service (LegalConnect)
A&M Attorney Services (LegalConnect)	County Process Service, Inc. (Green Filing)
AAA E-Filing (Green Filing)	Court Connection (Green Filing)
ABC Legal	Court Filing California (Green Filing)
ACE Attorney Services, Inc. (Green Filing)	Court Link (LegalConnect)
Advanced Attorney Services (LegalConnect)	Creekside e-filing (Green Filing)
Aggressive Legal Services (Green Filing)	D&T Legal Services (LegalConnect)
ALL-N-ONE Legal Support, Inc. (LegalConnect)	Dauntless Legal Services
Allstar Attorney Service (Green Filing)	DDS Legal Support
American Legal Net	Direct Legal Support
AmStar Express (Green Filing)	Downtown Documents LTD (LegalConnect)
Angeles Legal Services (LegalConnect)	Eddings Attorney Services (Green Filing)
Apex Legal Services	Efficient Efiling/Paszko Attorney Services
ASAP Legal Solution (LegalConnect)	e-Legal Services, Inc. (Green Filing)
Attorney Related Services Inc. (LegalConnect)	Express Network (LegalConnect)
Attorney Services (LegalConnect)	File & ServeXpress
Attorney's Certified Services	First Legal
Bender's Legal Service (Green Filing)	Flat Rate Process Service (Green Filing)
Beyond e-Discovery (LegalConnect)	Golden State Attorney Service (LegalConnect)
BFRM Legal Support Services (LegalConnect)	Green Filing
Bosco Legal Services, Inc. (LegalConnect)	Janney & Janney (LegalConnect)
By the Book Attorney Service (Green Filing)	Journal Technologies
Calwest Attorney Services	Judy's Roadrunners (LegalConnect)
Case Anywhere (LegalConnect)	Kern Legal Services, Inc. (LegalConnect)
Commercial Process Serving, Inc. (LegalConnect)	L&L Legal Assistance (LegalConnect)

LegalConnect	Rezac-Meyer Attorney Service (LegalConnect)
LegalConnect/Rapid Legal Inc.	Run With It (Green Filing)
Legal Document Server (LegalConnect)	Sables Servco Service of Process
Legal Document Specialist (LegalConnect)	(LegalConnect)
Legal e-File (Green Filing)	Saddleback Attorney Service (LegalConnect)
Legend Legal Services (LegalConnect)	Santoni Investigations (LegalConnect)
LSS Legal Services (LegalConnect)	Sayler Legal Service (Green Filing)
Nationwide Legal (LegalConnect)	Signal Attorney Service (Green Filing)
Odyssey eFileCA	Sterling Madison Company (LegalConnect)
One Hour Delivery (Green Filing)	Swift Attorney Services (LegalConnect)
One Legal	Temecula Attorney Services (LegalConnect)
Online Legal Courier (Green Filing)	USA Legal Network Inc. (LegalConnect)
Pacific Coast Legal Services (Green Filing)	USA Express (LegalConnect)
PacTrack Legal	WIN-WIN ALSSI Inc. (Green Filing)
ProLegal (LegalConnect)	W-W-OneTouch Inc. (Green Filing)
Rapid Legal (LegalConnect)	Zachs Legal Services (Green Filing)