



JUDICIAL COUNCIL OF CALIFORNIA

455 Golden Gate Avenue · San Francisco, California 94102-3688

www.courts.ca.gov

REPORT TO THE JUDICIAL COUNCIL

For business meeting on: September 21, 2018

Title

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

Agenda Item Type

Information Only

Date of Report

August 6, 2018

Submitted by

Judicial Council staff
Martin Hoshino, Administrative Director
Virginia Sanders-Hinds, Principal Manager,
Information Technology

Contact

Virginia Sanders-Hinds, (415) 865-4617
virginia.sanders-hinds@jud.ca.gov

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(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 as provided in the statute. The amendment also requires the 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 June 2018 report is the first of the four submissions.

Relevant Previous Council Action

On August 21, 2014, the Judicial Council adopted the 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 as provided in the statute.

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, currently 24 of the 58 trial courts provide electronic filing and electronic document service either directly, through vendor services, or a combination of vendor and in-house services. Preliminary feedback from the courts and vendors indicates a substantial level of compliance, with plans for achieving full compliance within the specified time frame of June 2019.

Fiscal Impact and Policy Implications

Compliance under AB 103 (specifically Code of Civil Procedure section 1010.6(g)) 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 Assembly Bill 103 is unknown.

Attachments

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



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455 Golden Gate Avenue
San Francisco, CA 94102-3688
Tel 415-865-4200
TDD 415-865-4272
Fax 415-865-4205
www.courts.ca.gov

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Chief Justice of California
Chair of the Judicial Council

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Chair, Executive and Planning Committee

HON. DAVID M. RUBIN
Chair, Judicial Branch Budget Committee
Chair, Litigation Management Committee

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Chair, Technology Committee

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MR. MARTIN HOSHINO
Administrative Director,
Judicial Council

July 3, 2018

Hon. Holly Mitchell
Chair, Senate Budget and Fiscal Review Committee
State Capitol, Room 5019
Sacramento, CA 95814

Hon. Hannah-Beth Jackson
Chair, Senate Judiciary Committee
State Capitol, Room 2187
Sacramento, CA 95814

Hon. Philip Ting
Chair, Assembly Budget Committee
State Capitol, Room 6026
Sacramento, CA 95814

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

Re: Report on State Trial Court Electronic Filing and Document Service
Accessibility Compliance (June 2018), as required under Code of Civil
Procedure section 1010.6(g)

Dear Senator Mitchell, Senator Jackson, Assembly Member Ting, and
Assembly Member Stone:

Attached is the Judicial Council report required under Code of Civil
Procedure section 1010.6(g) regarding State Trial Court Electronic Filing
and Document Service Accessibility Compliance.

Assembly Bill 103, the public safety bill approved by the Governor on
June 27, 2017, amended 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 shall be accessible to
individuals with disabilities as provided.

July 3, 2018

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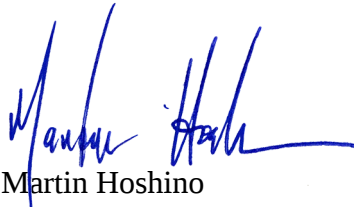
The amendment also requires the Judicial Council to submit four annual reports to the appropriate committees of the Legislature relating to the trial courts that have implemented a system of electronic filing and service of documents. This June 2018 report is the first of the annual submissions.

The report (Attachment A) provides an overview of efforts to date to determine the level of compliance. 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 requirements of Assembly Bill 103.

Attachments B1–B4 are response letters from some of the vendors that provide electronic filing and service of documents, verifying whether their system complies with subdivision (g). If their system is not fully compliant, the vendors then describe the actions they are taking to make their system compliant. We anticipate hearing from more vendors.

If you have any questions related to this report, please contact Virginia Sanders-Hinds, Principal Manager, Judicial Council Information Technology, at 415-865-4617 or virginia.sanders-hinds@jud.ca.gov.

Sincerely,



Martin Hoshino
Administrative Director
Judicial Council

MH/VSH

Attachments:

1. Attachment A: *Report on State Trial Court Electronic Filing and Document Service Accessibility Compliance*
2. Attachment B-1: Vendor Response Letter–File & Serve Xpress
3. Attachment B-2: Vendor Response Letter–Journal Technologies
4. Attachment B-3: Vendor Response Letter–LegalConnect
5. Attachment B-4: Vendor Response Letter–One Legal
6. Attachment B-5: Vendor Response Letter–Tyler Technologies

July 3, 2018

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cc: Diane F. Boyer-Vine, Legislative Counsel
Daniel Alvarez, Secretary of the Senate
E. Dotson Wilson, Chief Clerk of the Assembly
Eric Dang, Policy Consultant, Office of Senate President pro Tempore Toni G. Atkins
Alf Brandt, Senior Counsel, Office of Assembly Speaker Anthony Rendon
Misty Feusahrens, Special Assistant, Office of Assembly Speaker Anthony Rendon
Anita Lee, Senior Fiscal and Policy Analyst, Legislative Analyst's Office
Tina McGee, Executive Secretary, Legislative Analyst's Office
Rebecca Kirk, Program Budget Analyst, Department of Finance
Margie Estrada, Chief Counsel, Senate Judiciary Committee
Christopher Frances, Consultant, Senate Budget and Fiscal Review Committee
Shaun Naidu, Consultant, Senate Appropriations Committee
Matt Osterli, Consultant, Senate Republican Fiscal Office
Mike Petersen, Consultant, Senate Republican Policy Office
Alison Merrilees, Chief Counsel, Assembly Judiciary Committee
Jennifer Kim, Consultant, Assembly Budget Committee
Jay Dickenson, Chief Consultant, Assembly Appropriations Committee
Jessica Peters, Principal Consultant, Assembly Appropriations Committee
Daryl Thomas, Consultant, Assembly Republican Office of Policy & Budget
Paul Dress, Consultant, Assembly Republican Office of Policy & Budget
Amy Leach, Minute Clerk, Office of Assembly Chief Clerk
Jennifer Troia, Principal Consultant, Joint Legislative Budget Committee
Cory T. Jaspersen, Director, Governmental Affairs, Judicial Council
Peter Allen, Director, Public Affairs, Judicial Council
Laura Speed, Supervising Attorney, Governmental Affairs, Judicial Council
Yvette Casillas-Sarcos, Administrative Coordinator, Governmental Affairs, Judicial Council



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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(g)

Date of report: June 29, 2018

The Judicial Council has submitted a report to the Legislature in accordance with Assembly Bill 103 (Stats. 2017, ch. 17).

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(g), which requires that any system for the electronic filing and service of documents used by a California trial court shall 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 Assembly Bill 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, currently 24 of the 58 trial courts provide electronic filing and electronic document service either directly, through vendor services, or a combination of vendor and in-house services. Preliminary feedback from the courts and vendors indicates a substantial level of compliance, with plans for achieving full compliance within the specified time frame of June 2019.

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

JUDICIAL COUNCIL OF CALIFORNIA

Hon. Tani G. Cantil-Sakauye

*Chief Justice of California and
Chair of the Judicial Council*

Martin Hoshino

*Administrative Director,
Judicial Council*

OPERATIONS AND PROGRAMS DIVISION

Robert Oyung

Chief Operating Officer

INFORMATION TECHNOLOGY

Robert Oyung

Interim Director

Virginia Sanders-Hinds

*Principal Manager and
Primary Author of Report*

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

REPORT TO THE LEGISLATURE
JUNE 2018



JUDICIAL COUNCIL
OF CALIFORNIA

Report to the Legislature

Code of Civil Procedure Section 1010.6(g)

Assembly Bill 103 amended Code of Civil Procedure section 1010.6(g), which requires that any system for the electronic filing and service of documents—including any information technology applications, Internet websites, or 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, shall 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 annual reports 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 shall include the following information:

1. The name of each court that has implemented a system of electronic filing and service of documents;
2. A description of the system of electronic filing and service;
3. The name of the entity or entities providing the system; and
4. 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 is due by June 30, 2018; the second report is due by December 31, 2019; the third report is due by December 31, 2021; and the fourth report is due by December 31, 2023.

Report on Trial Court Electronic Filings and Service of Documents

In March 2018, the Judicial Council 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, currently 24 of the 58 trial courts provide 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 the extent of deployment of electronic filing and document services, whether the services were in-house or outsourced, and the vendors providing those services. The Judicial Council Information Technology office followed up the survey with letters issued to vendors, requesting feedback on the status of their level of compliance as required under AB 103. Preliminary feedback from the courts and vendors indicates a substantial level of compliance, with plans for achieving full compliance within the specified time frame of June 2019.

During the coming fiscal year, the Judicial Council Information Technology office will follow up with the trial courts and vendors providing electronic filing and electronic document service to monitor progress toward achievement of compliance under AB 103, with the goal of meeting the June 2019 time frame.

Courts that Provide Electronic Filing, Electronic Service of Documents, and the Entity Providing Services

Table A below provides a summary of the survey results 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:

- Courts have vendor solutions that are not yet compliant with AB 103;
- Courts have deployed in-house solutions that are not yet compliant with AB 103; and
- Courts do not provide Public Electronic Services.

Table A

Superior Court County	Entity or Entities Providing Electronic Services	Service Description	Compliant with Section 508 and Web Content Accessibility Guidelines	Data Source
Alameda	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Alpine	No public electronic services			
Amador	No public electronic services			
Butte	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Calaveras	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Colusa	No public electronic services			
Contra Costa	File & ServeXpress	Electronic Filing and Electronic Service	No	Vendor
Del Norte	No public electronic services			
El Dorado	No public electronic services			
Fresno	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Glenn	No public electronic services			
Humboldt	No public electronic services			

Superior Court County	Entity or Entities Providing Electronic Services	Service Description	Compliant with Section 508 and Web Content Accessibility Guidelines	Data Source
Imperial	No public electronic services			
Inyo	No public electronic services			
Kern	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Kings	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Lake	No public electronic services			
Lassen	No public electronic services			
Los Angeles	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
	Journal Technologies	E-Delivery for Unlimited Jurisdiction Personal Injury	No	Vendor
Madera	No public electronic services			
Marin	No public electronic services			
Mariposa	No public electronic services			
Mendocino	No public electronic services			
Merced	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Modoc	No public electronic services			
Mono	No public electronic services			
Monterey	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Napa	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Nevada	No public electronic services			
Orange	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
	Court-managed system	Locally developed e-service application with e-filing provided through multiple EFSPs	Yes-DDS Legal EFSP portal	Court

Superior Court County	Entity or Entities Providing Electronic Services	Service Description	Compliant with Section 508 and Web Content Accessibility Guidelines	Data Source
Placer	No public electronic services			
Plumas	No public electronic services			
Riverside	No public electronic services			
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	No public electronic services			
San Bernardino	No public electronic services			
San Diego	Tyler Technologies	Electronic Filing and Electronic Service for family cases.	Yes	Vendor
	One Legal	Electronic Filing and Electronic Service	No	Vendor
San Francisco	Court-managed system through EFSPs	Twenty-two (22) court-approved Electronic Filing Service Providers available for the public to use	No	Court
San Joaquin	No public electronic services			
San Luis Obispo	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
San Mateo	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Santa Barbara	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Santa Clara	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Santa Cruz	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Shasta	No public electronic services			
Sierra	No public electronic services			

Superior Court County	Entity or Entities Providing Electronic Services	Service Description	Compliant with Section 508 and Web Content Accessibility Guidelines	Data Source
Siskiyou	No public electronic services			
Solano	No public electronic services			
Sonoma	No public electronic services			
Stanislaus	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Sutter	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor
Tehama	No public electronic services			
Trinity	No public electronic services			
Tulare	Journal Technologies	Electronic Filing and Electronic Service	No	Vendor
Tuolumne	No public electronic services			
Ventura	No public electronic services			
Yolo	No public electronic services			
Yuba	Tyler Technologies	Electronic Filing and Electronic Service	Yes	Vendor

Attachment B includes samples of vendor responses to the inquiry regarding their status of compliance to the requirements under AB 103.



500 E. John Carpenter Freeway
Suite 250
Irving, TX 75062
Tel: (888) 529-7587

June 15, 2018

Suzanne Schleder
Senior Business Systems Analyst
Judicial Council Information Technology
455 Golden Gate Avenue
San Francisco, CA 94102-3688
email: Suzanne.Schleder@jud.ca.gov

Re: Electronic Filing System Accessibility

Dear Ms. Schleder:

Our response to Mr. Oyung's request for information related to the accessibility of File & ServeXpress' electronic document filing and service application is attached. Together with a description of our system, we are providing an assessment of our compliance with Section 508 requirements and Web Content Accessibility Guidelines 2.0 (AA), as well as our plan to implement the remediation for each non-compliant requirement.

Please let me know if you have any questions.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Keith G. Foote".

Keith G. Foote
Court Accounts Manager
File & ServeXpress LLC



File & ServeXpress System Description and Accessibility Guideline Compliance Statement June 15, 2018

1. The following California courts have implemented File & ServeXpress for efilings and eservice of documents:

- Contra Costa Superior Court
- San Francisco Superior Court

2. A brief description of the File & ServeXpress system for efilings and eservice:

File & ServeXpress (FSX) is the largest provider of services focused exclusively on the eFiling and eService needs of courts and law firms. FSX's File & Serve application allows users to electronically file documents with courts (and other "triers of fact"), as well as electronically serve those documents to opposing counsel through FSX's secure web-based system. The application integrates directly with court case management and document management systems and supports courts in the receipt, review, and acceptance of electronically filed documents. Because File & Serve is a cloud-hosted Software as a Service application, FSX centrally controls the secure processing, transmission, and storage of sensitive data without requiring law firms or courts to download software or maintain servers. For over 25 years FSX has provided technology to simplify litigation workflows for firms and streamline case management for courts. FSX securely hosts over 100M documents filed into over 1,300 courts nationwide, and FSX supports an active user base of roughly 190,000 users across 30 states, the District of Columbia, and the Pacific Islands.

3. Statement of compliance with Section 508 requirement and Web Content Accessibility Guidelines 2.0 (AA):

The File & ServeXpress system is not compliant with 11 of the 38 Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements. File & ServeXpress is not compliant with the five Section 508 requirements that are substantially equivalent to corresponding WCAG 2.0 guidelines. An assessment of File & ServeXpress' compliance or non-compliance with each of the 38 WCAG 2.0 AA requirements is contained herein.

4. File & ServeXpress has taken the following actions to achieve Section 508 and WCAG 2.0 AA compliance:

File & ServeXpress has assessed the system's compliance with each of the 38 WCAG 2.0 AA requirements. File & ServeXpress has documented the required remediation for the 11 requirements the system does not currently comply with. FSX has scheduled development resources to research and implement the remediations for each non-compliant requirement.

File & ServeXpress (FSX) is non-compliant with the WCAG 2.0 standard for the 11 criteria below:

- 1.3.1 Info and Relationships** Level A
 FSX fails to convey page structure via Accessible Rich Internet Applications (ARIA) HTML attributes to indicate page sections or elements on pages.
Remediation: Use ARIA attributes to define page sections and elements.
- 1.4.3 Contrast (Minimum)** Level AA
 FSX fails to present all text with a color contrast ratio of 4.50:1. The blue "MailBox" text on the main dashboard has a contrast ratio of 4.37:1 against its grey background.
Remediation: Increase the contrast of all blue text elements that appear over grey backgrounds.
- 2.1.1 Keyboard** Level A
 Not all FSX page element may be accessed using only keyboard strokes, including "Filing & Service" and "Search" menus which both contain submenu items.
Remediation: Add tabindex values to attributes that require navigation via tab.
- 2.4.1 Bypass Blocks** Level A
 FDX has no mechanism for skipping content blocks such as navigation bars that appear across multiple pages.
Remediation: Add "skip to content" links at the beginning of each page's navigation bar.
- 2.4.5 Multiple Ways** Level AA
 FSX does not provide multiple ways to reach pages such as a navigation bar in combination with a sitemap containing links to all pages.
Remediation: Create a site map page that may be reached from the dashboard page.
- 2.4.6 Headings and Labels** Level AA
 FSX uses meaningful descriptions for headings and labels for most sections of content, though some temporary elements such as notification blocks use empty label tags.
Remediation: Ensure that temporary notification elements have descriptive labels.
- 3.1.1 Language of Page** Level A
 The default language (English) of FSX pages cannot be programmatically determined by use of lang attributes.
Remediation: Add a lang attribute to each FSX page.

3.3.1 Error Identification

Level A

Some FSX pages include error container made with the WAI-ARIA aria-live="assertive" attribute, FSX does not include additional aria-atomic="true" attributes for these containers to ensure assistive technologies can read errors after multiple invalid submissions.

Remediation: Add aria-atomic attributes for each WAI-ARIA attribute used in FSX.

3.3.2 Labels or Instructions

Level A

Not all FSX input fields have descriptions or instructions, including fields within the Quick Start section.

Remediation: Add descriptive labels to all input fields.

4.1.1 Parsing

Level A

Some FSX pages include non-unique element IDs such as the #Container and #Mailbox IDs on the main dashboard.

Remediation: Change the names of element IDs as required to ensure unique IDs.

4.1.2 Name, Role, Value

Level A

Not all FSX input fields are made to be programmatically parsed with HTML labels or WAI-ARIA attributes.

Remediation: Add descriptive HTML labels to all FSX input fields.

FSX is compliant with the WCAG 2.0 standard for the 27 criteria below:

1.1.1 Non-text Content

Level A

FSX uses alt text to label images descriptively.

1.2.1 Audio-only and Video-only (Prerecorded)

Level A

FSX has no audio or video.

1.2.2 Captions (Prerecorded)

Level A

FSX has no audio or synchronized media.

1.2.3 Audio Description or Media Alternative (Prerecorded)

Level A

FSX has no time-based media or video.

1.2.4 Captions (Live)

Level AA

FSX has no live audio.

1.2.5 Audio Description (Prerecorded)

Level AA

FSX has no audio or video.

1.3.2 Meaningful Sequence

Level A

The meaning of content on pages in FSX is not affected by the layout order.

1.3.3 Sensory Characteristics	Level A
FSX does not use sensory queues other than text to convey meaning.	
1.4.1 Use of Color	Level A
FSX does not use color to convey meaning.	
1.4.2 Audio Control	Level A
FSX has no audio.	
1.4.4 Resize text	Level AA
All text in FSX can be resized.	
1.4.5 Images of Text	Level AA
FSX does not have any images containing text except for its Logotypes, which are considered essential under WCAG 2.0 guidelines.	
2.1.2 No Keyboard Trap	Level A
All FSX page elements that may be navigated to using only a keyboard interface may be navigated away from using only a keyboard interface.	
2.2.1 Timing Adjustable	Level A
No FSX pages are constrained by time limits.	
2.2.2 Pause, Stop, Hide	Level A
No FSX content moves, blinks, scrolls, or auto-updates.	
2.3.1 Three Flashes or Below Threshold	Level A
FSX has no content that flashes or blinks.	
2.4.2 Page Titled	Level A
FSX uses meaningful page titles.	
2.4.3 Focus Order	Level A
The sequence of navigation elements in FSX do not affect the meaning of content or the operation of the website, and the order of tab indexes is logical.	
2.4.4 Link Purpose (In Context)	Level A
Each FSX link contains text describing the purpose of the link.	
2.4.7 Focus Visible	Level AA
FSX page elements indicate that they are the focused item navigated to using only a keyboard.	
3.1.2 Language of Parts	Level AA
The language of each block of content in FSX can be programmatically determined.	

**3.2.1 On Focus**

Level A

FSX does not initiate page actions such as form submission or navigation context changes when any page element becomes focused.

3.2.2 On Input

Level A

FSX does not change the context of a page or add elements to a page in response to user form or control input that occurs prior to form submission.

3.2.3 Consistent Navigation

Level AA

There is no change to the order of repeated navigational elements in FSX's navigation link bar across different pages that use the bar.

3.2.4 Consistent Identification

Level AA

FSX identifies the purpose of page components consistently when the same components are used across different pages.

3.3.3 Error Suggestion

Level AA

FSX indicates error correction suggestions with text when likely remedies for errors are known. For example, the default FSX error page indicates that the user should close their browser, navigate back to the website, and repeat the last action.

3.3.4 Error Prevention (Legal, Financial, Data)

Level AA

FSX allows users to review transactions for errors before they are submitted. All changes made by a user to user-controllable data are reversible.

Journal

TECHNOLOGIES, INC.

RECEIVED

JUN 05 2018

Judicial Council

May 30, 2018

Mr. Robert Oyung
 Chief Operating Officer
 Judicial Council of California
 455 Golden Gate Avenue
 San Francisco, California 94102-3688

Dear Mr. Oyung:

Journal Technologies, Inc. (JTI) is in receipt of your May 11, 2018 letter concerning information related to the accessibility of any system of electronic filing and service of documents as required by California Code of Civil Procedure section § 1010.6(g).

JTI is implementing our eFiling product in the Los Angeles Superior Court. This product will be fully compliant as outlined by June 30, 2019 and will be our strategic direction going forward. Once implemented within the Los Angeles Superior Court, further implementations are expected within JTI's other court clients.

While the fully complaint eFiling product is being developed, JTI has implemented various forms of eFiling within the State of California. None of these implementations are using the new eFiling product. The current implementations and their status are listed in the following table.

Court Name	Description	Compliance	Actions that will be taken to comply
Los Angeles Superior	eDelivery for Unlimited Jurisdiction Personal Injury	No	eFiling for Unlimited Civil scheduled for fall of 2018 which will replace eDelivery
Ventura Superior	eDelivery for all case types	No	eFiling for all case types scheduled by June 30, 2019
Contra Costa Superior	eFiling for Complex Litigation	N/A	None required - no portal access provided by JTI
Tulare Superior	eFiling for all case types	No	eFiling on JTI's new product for all case types scheduled by June 30, 2019

Each of these existing implementations will be migrated to the complaint eFiling product by June 30, 2019. In addition, JTI will be providing a complaint eDelivery product for those courts that are on the eDelivery product at that point in time.

Sincerely,

Ron Beach
 COO

May 31, 2018

Suzanne Schleder
 Senior Business Analyst
 Judicial Council Information Technology
Suzanne.Schleder@jud.ca.gov

Dear Ms. Schleder:

The purpose of this correspondence is to respond to the Judicial Council of California's letter dated May 11, 2018 requesting information related to the accessibility of the Rapid Legal / LegalConnect system of electronic filing and service of documents as required by California Code of Civil Procedure section 1010.6(g).

As a point of clarification, the system of electronic filing and service of documents used by Rapid Legal is also used by other service providers under the brand LegalConnect. However it is Rapid Legal, operating as LegalConnect, who retains all contracts with Courts and court technology providers (for example Orange County Superior Court and Tyler Technologies, Inc.) for the purpose of electronic filing and service of documents. This response is on behalf of all organizations using the LegalConnect system.

1. As of May 31, 2018 the LegalConnect platform enables electronic filing and service of documents to the Superior Courts of the following California counties:
 - Through direct contract with the court:
 - Orange County Superior Court, Civil Division
 - San Francisco Superior Court
 - Through contract with Tyler Technologies, Inc:

○ Butte ○ Calaveras ○ Fresno ○ Kern ○ Kings ○ Los Angeles, Probate & Family ○ Merced ○ Monterey ○ Napa	○ Orange, Family Law Division ○ San Luis Obispo ○ San Mateo ○ Santa Barbara ○ Santa Clara ○ Santa Cruz ○ Stanislaus ○ Sutter ○ Yuba
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2. A brief description of the system of electronic filing and service:

As a certified Electronic Filing Service Provider (EFSP) we are compliant with all current eFiling standards. And while compliance is critical, delivering an electronic file & serve system that's simple to use – from a legal professional's point of view, not our own – is equally important. That's why we included legal professionals in the design process of building our easy to use system. The end result? Our electronic file & serve system enables both attorneys and legal support staff alike to quickly place orders for eFiling and eService, easily manage cases and corresponding documents and retrieve Conformed Copies and Proofs of Service anytime.

3. Statement of compliance:

- As of May 31, 2018, the LegalConnect system is not compliant with the accessibility requirements outlined in CCP 1010.6(g)(2)(A) & (B).
- As of April 1, 2018, the LegalConnect system has been compliant with the requirements of CCP 1010.6(g)(4)(D) regarding accommodation for individuals with disability. The LegalConnect system clearly states on all login pages that an individual with disability may request an accommodation to file and serve documents electronically, and provides contact phone and email address, as well as contact person for any complaints.

4. Description of actions taken to make the system of compliant:

The LegalConnect product and engineering team has begun planning and design for system changes that will fully comply with CCP 1010.6(g)(2)(A) & (B). These changes will be completed before the June 30, 2019 deadline.

Please feel free to contact me at (909) 6664-9568 or LSwain@legalconnect.com with any questions related to the above information, or other questions about the Rapid Legal / LegalConnect system for electronic filing and service of documents.

Sincerely,

Larry Swain

Larry Swain
Vice President of Products

June 1, 2018

Suzanne Schleder, Project Manager
Judicial Council of California
455 Golden Gate Ave.
San Francisco, CA 94102

Via email to suzanne.schleder@jud.ca.gov

Good day Ms. Schleder,

We are in receipt of the letter from Mr. Rob Oyung, dated May 11, 2018, in which we were asked to provide an update regarding certain provisions of C.C.P. 1010.6, within AB103.

Our update is as follows:

1. The following courts have implemented our application/system, or more appropriately written, our platform is live in the following California counties:
 - a. Butte
 - b. Calaveras
 - c. Fresno
 - d. Kern
 - e. Los Angeles
 - f. Merced
 - g. Monterey
 - h. Napa
 - i. Orange
 - j. San Diego
 - k. San Francisco
 - l. San Luis Obispo
 - m. San Mateo
 - n. Santa Barbara
 - o. Santa Clara
 - p. Santa Cruz
 - q. Stanislaus
 - r. Sutter
 - s. Yuba

2. Our eFiling and eService platform is built for our customer's success with a fast and intuitive ordering workflow with added features to ensure their filings are successfully submitted. Filers simply register for an account (at no charge) and can then upload their document(s) and submit their transactions. Any fees charged, whether they be statutory filing fees, technology fees (e.g. EFM or cost-recovery) or our service fees are automatically billed to the customer.
3. Our system does not yet fully comply.
4. We have taken the following actions, however:
 - a. We have complied with subdivision (g)(4)(C): "Designate a lead individual to whom any complaints concerning accessibility may be addressed and post the individual's name and contact information on the entity's Internet Web site."
 - b. We have complied with subdivision (g)(4)(D): "Provide to an individual with a disability, upon request, an accommodation to enable the individual to file and serve documents electronically..."

You can view what we've implemented by [clicking here](#).

- c. Regarding compliance with subdivisions (g)(2)(A) and (B), accessibility to individuals with disabilities, and compliance with the Web Content Accessibility Guidelines 2.0 at a Level AA success criteria, respectively, we have taken the following actions:
 - i. Socialized internally the June 30, 2019 deadline with our Executive Management Team and other appropriate departments.
 - ii. Held several meetings with several of those departments, including but not limited to Engineering, Marketing, Product and User Experience.
 - iii. Begun an in-depth analysis of the Web Content Accessibility Guidelines 2.0.
 - iv. Formed a WCAG Compliance Team, currently consisting of the following individuals:
 1. Cliff Baum, Customer Support Manager
 2. Richard Heinrich, Director of Marketing
 3. Carolyn Glendenning, Director of Product
 4. Mark Schwartz, Manager, Court Relations and Public Policy
 5. Todd Vincent, Group Product Manager, Data Integration

We appreciate the Judicial Council's support of this far reaching accommodation for disabled individuals and will continue to move forward in order to comply no later than June 30, 2019.

Please feel free to reach out to me if you have any further needs, questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Schwartz". The signature is fluid and cursive, with the first name "Mark" and last name "Schwartz" clearly distinguishable.

Mark Schwartz
Manager, Court Relations and Public Policy
mschwartz@onelegal.com
415-475-6254

**A RESPONSE FOR:
Judicial Council of California**

Request for Compliance
California Code of Civil Procedure
section § 1010.6(g)

PRESENTED BY:
Tyler Technologies



June 29, 2018

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Tyler Technologies, Courts & Justice Solutions, 5101 Tennyson Parkway, Plano, TX 75024
800.431.5776 · 972.713.3770 · 972.713.3777 fax · www.tylertech.com



Dear Ms. Schleder,

The purpose of this correspondence is to provide the Judicial Council of California with the information requested related to the accessibility of Tyler Technologies' electronic filing and service systems (Odyssey File & Serve™ and Odyssey Guide & File™), as required by California Code of Civil Procedure section § 1010.6(g). Section 1010.6(g)(7) provides that "[a]n entity that contracts with a trial court to provide a system for electronic filing and service of documents shall cooperate with the Judicial Council to prepare its reports to the Legislature in a complete and timely manner." The information provided within this written response is to comply with this rule and assist the Judicial Council of California with its report preparation to the Legislature.

Background

Effective Jun 27, 2017, section 4 of Assembly Bill 103 amended section 1010.6 of the Code of Civil Procedure to add a new subdivision, as follows:

(2) Any system for the electronic filing and service of documents, including any information technology applications, Internet Web sites, 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, shall 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.

(Code Civ. Proc., § 1010.6(g)(2)(A)–(B).)

In addition, subdivision (g)(3) provides:

(3) A vendor or contractor that provides an electronic filing and service system to a trial court shall comply with paragraph (2) as soon as practicable, but no later than June 30, 2019.

Commencing on June 27, 2017, the vendor or contractor shall provide an accommodation to an individual with a disability in accordance with subparagraph (D) of paragraph (4).

(Code Civ. Proc., § 1010.6(g)(3).)

Action / Response

The Judicial Council of California requested that Tyler Technologies (Tyler) respond to the below inquiries to help in its report preparation for the Legislature.

1. The name of each court that has implemented your application/system, for electronic filing and service of documents.

- a. Tyler currently offers two unique solutions for the electronic filing and service of documents in the state of California.
 - i. Tyler's Odyssey File & Serve™ solution has been implemented in 20 of the 58 California Superior Courts. Those Superior Courts include Alameda, Butte, Calaveras, Fresno, Kern, Kings, Los Angeles, Merced, Monterey, Napa, Orange, San Diego, San Luis Obispo, San Mateo, Santa Barbara, Santa Clara, Santa Cruz, Stanislaus, Sutter and Yuba.
 - ii. Tyler's Odyssey Guide & File™ solution is available in 10 of the 58 California Superior Courts. Those Superior Courts include Fresno, Kern, Los Angeles, Merced, Monterey, Napa, Orange, San Luis Obispo, San Mateo and Santa Cruz.

2. A brief description of the system of electronic filing and service.

- a. Tyler's Odyssey File & Serve™ solution enables the electronic filing and service of documents with the court via a secure, web-based portal, including online filing for self-represented litigants. This highly automated system allows courts to transition from paper-based processes to a streamlined technology-based electronic filing (e-filing) system, which automatically submits documents to the court in real time. This results in the elimination of paper, enhanced Court operations, reduced operational expenses, and improved efficiencies.
- b. Tyler's Odyssey Guide & File™ is a free, secure, web-based portal for easily filing and service Court documents. This document assembly program assists self-represented litigants with filing specific Court documents by guiding them through a series of questions to automatically generate Court approved forms. Odyssey Guide & File™ offers self-represented litigants the flexibility of completing interviews anytime, from anywhere, reducing the number of erroneous filings and decreasing the Court staffs' time spent on answering questions from the public.

3. A statement as to whether the system complies with the subdivision referenced above.

- a. Tyler believes that both solutions offered in the state of California are compliant with subdivision (g)(3) referenced above, which requires the vendor or contractor to comply with paragraph (2) as soon as practicable, but no later than June 30, 2019. In addition, subdivision (g)(3) requires the vendor or contractor provide an accommodation to an individual with a disability in accordance with subparagraph (D) of paragraph (4).

Tyler's Odyssey File & Serve™ solution and Guide & File™ solution are 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.). Both Tyler offered solutions also comply with the Web Content Accessibility Guidelines 2.0 by achieving a conformance level AA on the testable success criteria.

4. If the system is not fully compliant, a description of the actions that have been taken to make the system compliant.

- a. Tyler's Odyssey File & Serve™ solution utilizes a 3rd party tool titled "*Walk Me*" to ease the transition into electronic filing. Walk Me helps guide users through the various screens of the solution to help them become acclimated to the utilizing the electronic filing and service system. Walk Me is an ADA compliant tool but we are currently investigating whether the ADA compliance functionality has been enabled within the California Odyssey File & Serve™ environment. We are working closely with our Walk Me partners and expect to have confirmation on this very soon.

In addition to the above, Tyler's Odyssey File & Serve™ solution offers a few additional options for individuals with a disability to receive assistance with using our application. On the homepage of our Odyssey File & Serve™ solution, Tyler has added a link in the "*Self Help*" section titled "*Filers with Disabilities*". Clicking on this link will direct users to a page providing them with immediate contact information to receive assistance with using the solution. The individual may select from Tyler's chat support or telephone support to obtain the assistance needed to utilize the Odyssey File & Serve™ solution.

Conclusion

If additional information is needed from Tyler Technologies for the Judicial Council of California to adequately prepare its report to the Legislature on this topic, please let us know.

Sincerely,



Terry Derrick
General Manager, eSolutions
Tyler Technologies, Courts & Justice Division

cc:

Robert Oyung, Chief Operating Officer of the Judicial Council of California
Virginia Sanders-Hinds, Principal Manager of the Judicial Council of California