



EPRAP ADVISORY COMMITTEE

2/23/2022

CONCERNS WITH ZOOM HEARINGS

1. Many tenants have disabilities that make using Zoom difficult / impossible.
 - Tenant who are: hard of hearing, vision difficulties, unfamiliarity with computers, etc.
2. Tenants do not have access to computer/phone or the data necessary to use their phone
 - Limited data plans can prevent tenants from using data to use Zoom video. Some areas of King County do not have good signal
3. Website not accessible for tenants who do not speak English.
4. Website difficult to navigate
 - The link to the Zoom Court is called "Ex Parte Zoom" - non-lawyers do not understand this means Eviction cases. When you click Evictions on the Court's website, you get taken to the Sheriff's website.
5. Materials explaining Zoom are confusing, not in plain language, and only in English.

SOLUTIONS

1. Court should provide an in-person option for eviction hearings.
 - The Court could create satellite rooms in the courthouse and community centers with computers and people on site to support tenants in using the computers if Zoom still needs to be used. Transportation support should be provided/offered to tenants who need this support as well and the Courts could coordinate with community organizations, churches, etc.
2. Translate all materials into multiple languages
3. Simplify the materials about using Zoom and use plain language
4. People should not have to click through multiple pages on the court's website to get to the zoom court.
 - Make the website clearer and more public-friendly (i.e. put in big bold red letters at top of the page: "Do you have an eviction hearing? Click here to go the Zoom Court" or something similar)
5. A phone number should be available for tenants to call to get support in logging into Zoom