NEWS RELEASE

New York State
Unified Court System

Hon. Joseph A. Zayas
Chief Administrative Judge

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Court Modernization Action Committee Reports on Progress, Next Steps to Advance Quality of Justice Services

NEW YORK—The Court Modernization Action Committee (CMAC) — created in 2023 to guide the Unified Court System's (UCS) modernization agenda — has issued a report detailing ongoing progress and outlining next steps to expand and enhance virtual proceedings, modernize technology and facilities, improve communication with court users, and strengthen access to justice. Through sustained collaboration among judges, court staff, practitioners, and community stakeholders, the UCS continues to advance reforms aimed at delivering more accessible, efficient, and resilient court services statewide.

Currently led by four co-chairs, Kings County Supreme Court Justice Patria Frias-Colón, Office of Court Administration Director of Technology Christine Sisario, and distinguished attorneys Scott B. Reents and William Silverman, the committee comprises representatives from inside and outside the court system who meet regularly to review progress and gather feedback from users and stakeholders across New York. Its work builds on recommendations issued by the Pandemic Practices Working Group, which evaluated the courts' response to COVID-19 and identified modernization opportunities.

"The Unified Court System continues to move forward with a modernization strategy that prioritizes fairness, efficiency, and meaningful access for every New Yorker," said Chief Administrative Judge Zayas. "The progress documented in this report demonstrates how innovation — guided by feedback, research, and real-world experience — can strengthen the courts while making them more responsive to the needs of the public."

"I am grateful for CMAC's leadership in helping to implement recommendations that improve the court experience for all users," added First Deputy Chief Administrative Judge Norman St. George.

Key achievements highlighted in the report include:

• Enhanced Virtual Proceedings: The New York Virtual Court Appearance Platform (NY-VCAP) supported hundreds of appearances this year across all judicial districts. The platform replicates in-court functionality while adding features such as virtual hallways, clear role identification,

on-screen evidence sharing, and transcription. A major expansion is planned for 2026, ultimately reaching 500 courtrooms.

• Statewide Growth of E-Filing: More than 16.9 million documents were electronically filed in 2025. Family Court participation doubled; the Court of Claims implemented mandatory e-filing; and New York City Civil Court added Consumer Credit e-filing with over 35,000 filings since July.

• Improved Accessibility: Online accommodation request systems further expanded, with redesigned forms in final testing for statewide rollout. The courts also advanced ADA accommodations for virtual appearances.

• Enhanced Communication and Public Access: The UCS Communications Department in May launched the New York State Courts reimagined public website. The revamped website offers plain-language content, easier navigation, more translated materials, and an accessible design. Additionally, automated appearance reminders — sent by email, text message, and mail — have been expanded to help reduce missed court dates.

• Courtroom Modernization: The UCS Division of Court Modernization updated nearly all courtrooms statewide with upgraded audio systems and assistive listening devices, with most courtrooms now equipped to support hybrid appearances. County partnerships contributed millions of dollars to implement technology improvements.

• Workforce and Continuity Improvements: Telecommuting eligibility expanded to approximately 3,000 employees; and nearly 17,000 laptops were distributed to support remote work and continuity of operations.

• Stakeholder Engagement: CMAC held nine Virtual Listening Sessions, collecting input from more than 50 participants on virtual proceeding usage, technology gaps, access barriers, and opportunities to strengthen modernization efforts statewide.

Next steps endorsed by the advisory group include the continuing rollout of the New York Virtual Court Appearance Platform; ongoing enhancements to the redesigned website; further expansion of e-filing across courts and case types; additional expansion of the Virtual Court Access Network (VCAN); development and implementation of livestreaming policies; augmented training for judges, attorneys, and court users; enhanced emergency preparedness; and development and implementation of responsible artificial-intelligence tools to improve court operations and public access.

The full 2025 CMAC Progress Report is available online at https://www.nycourts.gov/LegacyPDFS/CMI/2025-CMAC-Progress-Report.pdf.

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