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**From:** Kevin Pollock <kevin@pollockfirm.com>  
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**To:** Comments Mailbox  
**Subject:** [External]Comments on the Future of Court Operations

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Dear Hon. Glenn A. Grant, J.A.D.:

I generally agree with recommendations that you have set forth with respect to the types of hearings that should be conducted remotely versus in-person. I would suggest some rules clarifying how participants should appear remotely. Specifically, there is a significant difference when a party appearing remotely:

1. Appears normally;
2. Calls in;
3. Has a poor internet connection; or
4. Is in the distant background of a video.

The ability to clearly see into a person's eyes and see their demeanor is important for credibility and to confirm if they understand. However, I think clear guidelines should assist with most of my concerns on the rare times I ever actually need to appear in court.

Thank you.

Very truly yours,

Kevin A. Pollock, Esq., LL.M.

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