




CIVIL SERVICE COMMISSION

COUNTY OF LOS ANGELES

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DATE: July 17, 2020

TO: All Advocates and Interested Parties

FROM: Mahdi A. Mohamed 
Executive Director

SUBJECT: Webex Hearing Protocol

Thank you for attending Cisco Webex Meetings presentation. Upon receiving some great feedback, we have developed this Webex Hearing Protocol.

Cisco Webex Meetings is a viable alternative to conduct hearings from remote locations, allowing anyone to attend hearings virtually from their home or their attorney/representative's office.

The Civil Service Commission is a licensee of Cisco Webex and, as such, there is no cost to participants. To participate in a Webex hearing, one must meet the following system requirements:

- Internet access: Wi-Fi or hard-wired Internet connection
- Smartphone, tablet, laptop or desktop with microphone, speakers, and camera/webcam
- Chrome, Firefox, Internet Explorer, Safari web browser or with the Cisco Webex App (requires installation)
- Webex works on Windows, macOS, iOS and Android

Please note that the Civil Service Commission Procedural Rules are fully applicable to the virtual hearings.

We have implemented the following procedures for a seamless and efficient hearing:

Exhibits

1. Parties are encouraged to submit both PDF and hard copies of the exhibits to Civil Service Commission at least five business days prior to the first day of the scheduled hearing.
2. In order to avoid unfair surprise, parties are also encouraged to exchange lists of proposed exhibits along with prehearing statements prior to the hearing.
3. Exhibits raised by parties during the hearing may be admitted at the discretion of the presiding Hearing Officer.

Attendance/Schedule

1. Webex hearings are open to the general public except for peace officer appeals pursuant to *Copley Press*.
2. Webex hearings, just like in-person hearings, will be held from 9:00 am to 5:00 pm unless parties wish to schedule a half-day hearing for a specific reason.
3. In a full day hearing, there will be a one-hour lunch break and two 15-minute breaks (morning and afternoon).
4. All participants shall remain connected to Webex during the entirety of the hearing, including any recess. Parties may mute and/or turn off their cameras during this time. However, the camera must remain operative while the witness is on the record.

Recordings

1. The Commission will NOT, nor is it obligated to, record any Webex hearing.
2. The hearing will be transcribed by an assigned court reporter, transcripts of which will be the official record of the hearing.
3. Parties can obtain full or partial hearing transcripts from the assigned court reporting agency at their own expense.

Witnesses

1. Representatives are responsible for inviting witnesses by forwarding the Commission's Webex invitation email in order for them to join the hearing.
2. Representatives are also responsible for serving their witnesses with standardized subpoena forms no later than ten business days prior to scheduled hearing.
3. Representatives are responsible for preparing their own witnesses and testing out their respective capabilities to attend the hearing virtually.

Prior to the Meeting

1. Each party is responsible for testing required system and ensuring that all logistical requirements are satisfied.
2. System testing should be conducted at least 48 hours before a scheduled hearing.
3. Participants should log into Webex hearing at least 5 minutes before the scheduled meeting.

4. Because Webex hearings could take as long as eight hours, parties must ensure that operating devices are adequately charged and/or have power cables or back-up batteries available as necessary.

Hearing Officer's Role

1. The Hearing officer presides/hosts the meeting and may utilize the "Lock/Unlock Meeting" feature to manage witnesses in and out of the hearing. The Hearing Officer may remind representatives to have upcoming witnesses to be ready for testimony.
2. The Hearing Officer assigns the meeting participant as the "Presenter" when the participant is ready to speak. As common courtesy, one should wait until the current presenter is finished with their presentation or testimony before proceeding with their presentation.
3. If necessary, the Hearing Officer may require a participant/witness to orient his or her camera to provide a 360-degree view of the remote location to ensure that unauthorized persons are not present.

Conduct During the Meeting

1. At the beginning of the hearing, you must identify any individuals present with you in the room.
2. If you and your representative are attending together in a single location, the other participants must be able to view the both of you in a single screen.
3. Although the Hearing Officer has the ability to "Mute" or "Unmute" participants as needed, microphones should be set to "Mute" mode when you are not speaking in order to minimize background noise, paper shuffling and other disruptions.

4. The court reporter may interrupt the proceeding as needed to clarify items/names for the record.
5. Parties are asked to avoid talking over one another and speak at a slower pace than usual.
6. In the event of a disruptive participant, the Hearing Officer may choose to end the meeting and instruct the parties to re-join in a separate Webex email invite.

Case Presentation

1. Parties may utilize the “Share Content” feature to present their exhibits to the Hearing Officer and respective parties. This feature allows all participants to view exhibits (PDF, Words, Excel, PowerPoint) in real time.
2. Parties may also utilize the “White Board” to share their exhibits/demonstrations.
3. Audio and video sharing through “Share Content” is currently NOT available.

Technical Difficulties and Troubleshooting

1. In the event of a connection failure or glitches, parties may continue to participate in the hearing by dialing-in using the conference number provided in the email invitation.
2. You must alert the Hearing Officer immediately if there are any technical difficulties during the hearing. In such an event, the proceedings may be paused as needed to accommodate any technical issues.