

Superior Court of California County of Santa Clara

CONTACT

JESSICA KELLOGG

Communications Program Manager

jkellogg@scscourt.org

(408) 334-9236



FOR IMMEDIATE RELEASE: March 11, 2025

Introducing the Virtual Public Counter: Enhancing Access to the Traffic Clerk's Office

SAN JOSÉ, Calif. (March 11, 2025): Removing barriers to accessing the Court remains a top priority for the Superior Court of California, County of Santa Clara. The need for in-person visits to the courthouse to handle court matters has long been a challenge for many Court users, particularly those with limited or no access to transportation, demanding work schedules, or difficulty navigating busy downtown areas. To address this issue, Traffic Court litigants can now get assistance via video chat online (in addition to email and telephone services already available). CourtCall's Virtual Public Counter™ enables Court users to speak face-to-face with a Traffic clerk through the Court's website in English and Spanish.

"The implementation of this service will provide a remote experience that closely resembles an in-person visit to the courthouse," said Presiding Judge Julie Emede. "Clerks will perform the same tasks as they would for individuals physically present, ensuring continuity and efficiency in service delivery."

How to Access the Virtual Public Counter

Individuals with questions about their Traffic Court matters can get access to the Virtual Public Counter on the Court's website at this link:

[Virtual Public Counter | Traffic Clerk's Office | Superior Court of California | County of Santa Clara.](#)

Hours of Operation *(Excluding Court Holidays)*

- **Monday - Thursday:** 8:30 AM - 3:00 PM
- **Friday:** 8:30 AM - 12:00 PM

This initiative aligns with the Court's ongoing commitment to improving accessibility and ensuring all users receive the assistance they need efficiently and conveniently.

###

