

Overview of Current System

Activities and Statistics

Infrastructure and Systems Activities

Statute table update.

E-Filing upgrade switched from Oracle JAVA to Corretto JAVA (open source, no-cost) in preparation for Oracle JAVA (being decommissioned 10/30/20).

E-Filing upgrade provides: 1) quickest possible notice when Adlib is backed up, and 2) a daily notice to e-filing admin if there is something stuck in a status of "Submission Pending."

E-Filing and/or FCE upgrade provides: 1) the ability to initiate a case with multiple attorneys, and 2) the ability to view multiple documents on a single ROA within the e-filing display.

E-Filing database changes to reduce CPU usage on the database server and to provide speedier processing in the Judge Review Queue.

Other Accomplishments

Provided the ability of a trial court judge to file on cases at the Montana Supreme Court.

Provided an analysis and spreadsheet to e-filing Clerks of District Courts for e-filing of documents at their own courts.

Went live with e-filing at:
Havre City (v5, criminal only)
Big Horn County District Court
Fallon County District Court
Asbestos Claims District Court

Created an extensive spreadsheet system to resolve attorney bar number conflicts at all courts. This is one of the most time-consuming tasks we do.

Corrected the document name on the Certificate of Service for multiple documents served.

Currently testing the ability to configure documents to not receive a COS, such as for a Proposed Order.

Scheduled Activities

Schedules Disrupted but moving forward

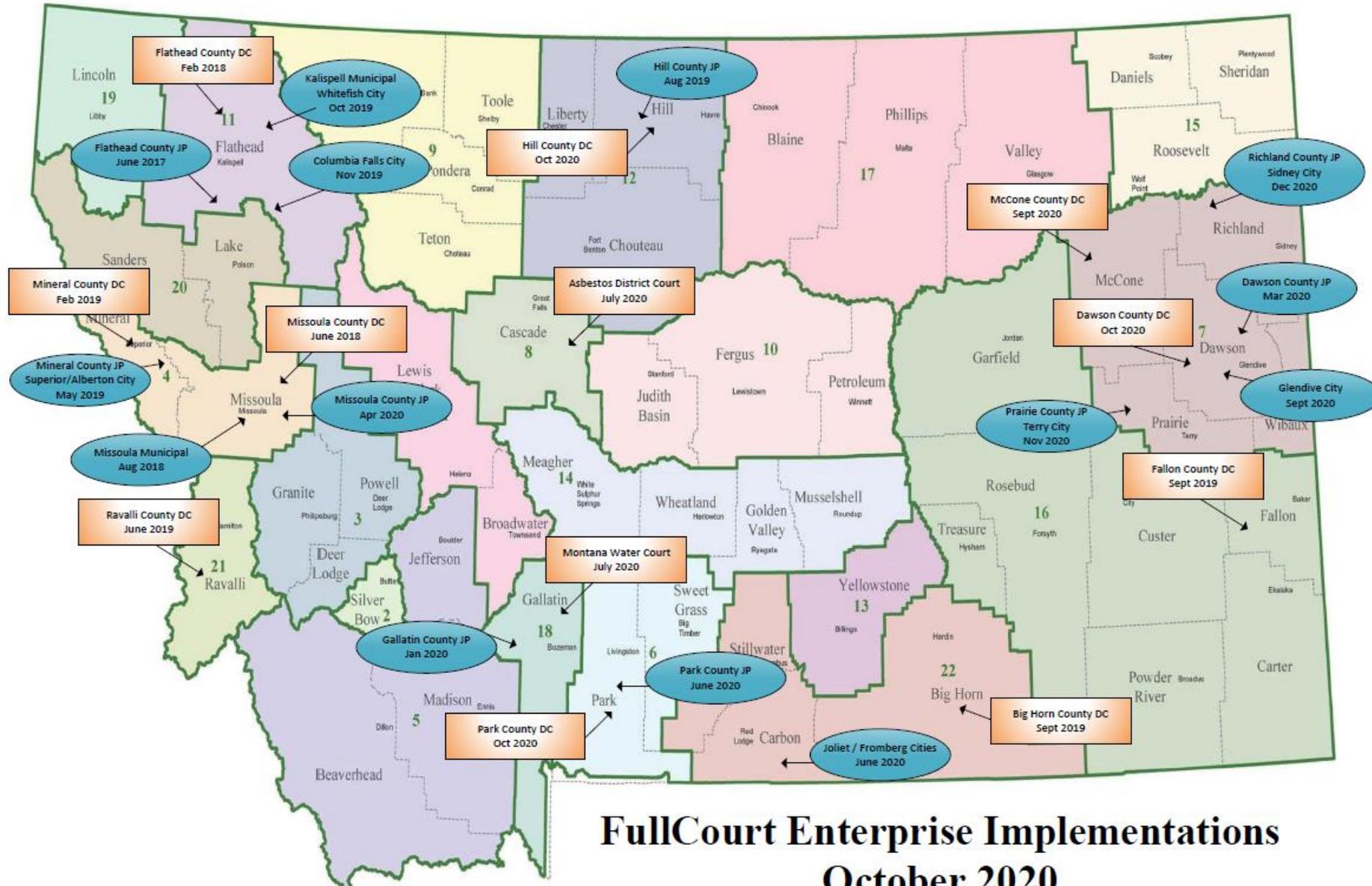
October,
November,
December
2020
and beyond

October 27: Hill County District Court will be upgraded to FCE integration (civil e-filing)

November 17th: Gallatin County Justice Court will be live with e-filing (FCE integration)

January 2021 possible courts have not yet been contacted so we are not listing them here.

State of Montana Judicial Districts



**FullCourt Enterprise Implementations
October 2020**

**Montana Supreme Court
E-Filing Automation Committee**



Statistics as of 10/8/20

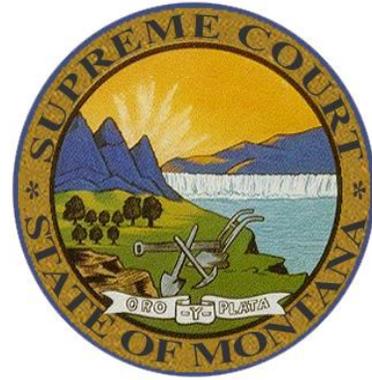
Active, Registered E-Filers:

- 1 Chief/6 Supreme Court Justices
- 1 Clerk of the Supreme Court
- 38 District Court Judges
- 18 Limited Court Judges
- 33 Clerks of District Court
- 1957 Prosecutors/Attorneys
- 110 Court Reporters
- 371 Case Participants
- 1495 Authorized Staff
- 1 System Administrator
- **4031 total active users** (3,781 total active users on 5/20/2020)

10/8/20 Filings Submitted	10/8/20 Number of Cases	Court	5/20/2020 Filings Submitted	5/20/2020 Number of Cases
48,985	3,335	Montana Supreme Court	45,004	3,152
118,023	14,146	Missoula County District Court *	103,008	12,731
6,606	694	Mineral County District Court *	5,830	630
41,044	11,550	Missoula Municipal Court *	35,982	10,659
3,169	805	Mineral County Justice Court *	2,693	702
13,207	695	Fergus County District Court ^	11,572	643
1,806	368	Fergus County Justice Court ^	1,483	305
34,627	9,180	Missoula County Justice Court of Record *	26,001	5577
2,010	402	Lewistown City Court ^	1,717	341
1,758	69	Judith Basin County District Court ^	1,583	65
1,055	196	Judith Basin Justice Court ^	956	182
13,365	4,304	Yellowstone County Justice Court ^	11,339	3,781
91,134	8,050	Yellowstone County District Court ^	71,254	6,941
51,682	6,807	Flathead County District Court *	38,880	5,549
22,299	6,985	Billings Municipal Court ^	17,250	5,618
4,597	1,452	Hill County Justice Court of Record *	2,967	1,161
39	16	Town Court of Superior *	26	12
16	7	Alberton City Court *	9	6
7,072	446	Hill County District Court ^	4,645	358
457	34	Chouteau County District Court ^	233	25
108	10	Liberty County District Court ^	15	3
11,325	5,388	Flathead County Justice Court *	4,855	3,031
2,060	782	Kalispell Municipal Court *	671	344
474	132	Whitefish Municipal Court *	203	69
336	137	Columbia Falls City Court of Record *	79	45
601	208	Havre City Court 7/21/2020 ^		
217	73	Asbestos Claims District Court 8/4/2020 *		
337	139	Big Horn County District Court 8/25/2020 *		
21	14	Fallon County District Court 9/29/2020 *		
478,430	76,424	Totals	388,255	61,930

* denotes FCE court ^denotes v5 court

**Montana Supreme Court
E-Filing Automation Committee**



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Open Action Items

Open Items with E-Filing Vendor

- Problem with opening documents from some eService notifications (proposed solution unacceptable)
- Attorneys ability to change their name after registration (7.2.0)
- Occasionally support staff suddenly becomes “detached” from primary user (7.2.0)
- Adding notes in the judge review queue without first creating a draft filing (7.2.0)
- Display clerk’s comments to judge in judge review queue (7.2.0)
- Strip metadata from all documents
- eService notification is missing information
- Option for judge to select a specific page to sign
- Skin/Mask the role of Prosecutor to “Govt Attorney”
- Set a default court for those who want one

Open Items with FC/FCE Vendor

- Judge Review occasionally displaying wrong document or throwing error- only 3 separate instances in 1,000s of filings (8.1 patch 2)
- Withdrawn prosecutors showing up in e-filing (8.1 patch 2)
- Modify e-filing processing page to display receipt number (8.1)
- Modify e-filing for active-only attorney search results in “Search by Name” (8.1)
- Add ability to sort the clerk review queue by judge (8.1)
- Dismissed parties should not appear in e-filing
- Information on 2nd page of clerk processing is lost if partially complete

Internal Work

- Judy Tice resigned, and we are seeking a replacement
- New Identity Management software: Okta will replace ePass
 - Lisa leading the project, working with E-Filing Vendor and SITSD
- Instructional videos
 - We will take into consideration the Survey results
 - We foresee a benefit to creating a Judge Review Queue video
- Limited Jurisdiction filing type/subtype requests anticipated
- Work with Peg and Shirley to perfect how Writs are to be e-filed
- SL (statutory lien) cases need coordination to be enabled
- “Clerk’s E-Filing Start-Up” booklet underway for all future remote e-filing installations
- Begin analysis of Water Court case and workflows



Reports from Subcommittees

- Rules – Immediate goal is to have a rule regarding mandatory withdrawal of attorneys from cases. Case access for (former) support staff is also important to address.
 - Best Practices – Provide an official guide delineating state-wide best practices.
 - Survey – Create, solicit responses, tabulate results.
- 



COVID-19 Lessons Learned

Justice Shea/Committee/Staff Discussion

New Items from
committee
members/others

Request for an “alert” for items in the Judge Review Queue:

- Judge Hayworth is requesting that a message be sent to him, perhaps once a day, that there are filings in his queue. He has a home territory of seven counties, as well as cases throughout the state. When fully implemented, he will need to check each of those courts on a regular basis.
- Judge Hayworth posited an option that judges could set according to their personal desires of receiving a message or not.
- The Asbestos Claims Court judges, also asked about such an option. Their Asbestos Court cases are often presided over by judges who are not otherwise using e-filing in their local jurisdictions. They are not in the habit of checking any e-filing queues.

Co-counsel where one is an e-filer, but others are not

E-FILING RULES SUBCOMMITTEE – 6/12/2020 MEETING MINUTES

ATTENDEES: Karen P. Kane, Hon. Dan Wilson, Nick Aemisegger; Phyllis Smith
MINUTES by Karen P. Kane

ISSUE

This is the 2nd and final meeting. This subcommittee was asked to consider whether a rule or rules should be developed to address how to best eliminate e-filing (and potentially, Full Court) access to confidential/sealed cases (such as DN, Involuntary Commitment, Adoption, etc.) by staff members of registered E-filing attorneys who have left that attorney's employ or who no longer should be linked to that attorney's access as an authorized staff member.

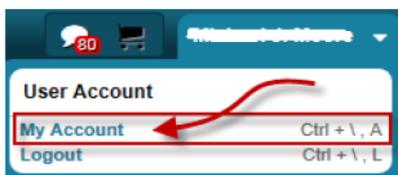
DISCUSSION POINTS

- Members discussed a proposal that attorneys registered with the E-filing system should be prompted at a regular interval (perhaps every 90-days to 6 months) to both (1) change their E-filing password; and (2) verify/confirm that any staff member(s) who the attorney has registered as "Authorized Staff" (and who are linked to the attorney's E-filing User Name/Account) remain authorized to maintain the E-filing access. If an attorney's "Authorized Staff" is no longer employed by that attorney, or otherwise should not have access the attorney's cases via the E-filing system, then the attorney would be required to deactivate the "Authorized Staff" member's account and disable Staff access [potentially using DEACTIVATE ACCOUNT button in system (below).

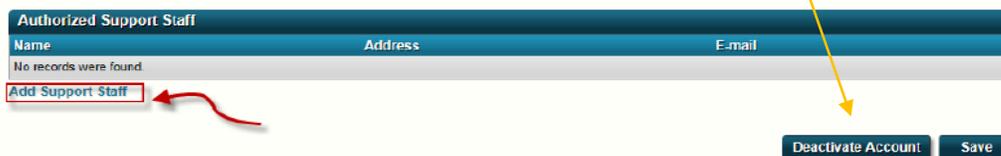
Adding Authorized Staff

If you are registering with the role of "Authorized Staff," inform the individual on whose behalf you will use the system that you are now successfully registered.

Those registered with the role of Attorney, Prosecutor, Judge, Justice and Clerk of Court may add authorized users. **Authorized users will have full and complete access to your E-Filing account** with the single exception being that they will not be able to add or remove authorized users. They may submit legal documents on your behalf. The signature on an automatically generated Certificate of Service will read "Electronically signed by [Authorized Staff] on behalf of [name of principal]."



To add an authorized user, log in to your account and use the drop-down by your name to bring up "My Account."



At the bottom of the screen, click on the Add Support Staff link.

- Members also discussed that there needs to be a way for attorneys to also deactivate Staff member access to FULL COURT at the same time and perhaps Lois Schuyler and Lisa Mader can bring this issue to the attention of those who are responsible for maintaining Full Court Access.
- This subcommittee approved the following general rules to bring to the attention of the E-filing Committee for consideration:

PROPOSED RULES

1. Only authorized users may access confidential/sealed cases via the Electronic Filing System for Montana Courts; and
 2. At regular intervals, such as every 90-days or every 6 months, all registered users of the Electronic Filing System for Montana Courts should be electronically prompted and required to:
 - a. Change their password; and
 - b. Verify that any previously authorized staff member linked to the attorney's E-filing account remain entitled to access, and if not, the attorney shall take immediate steps to deactivate the staff member's account.
- In lieu of a further telephonic meeting, this subcommittee's members agreed to approve these minutes via email and to submit to the E-filing Committee for discussion at the next meeting or whenever appropriate.

E-FILING RULES SUBCOMMITTEE – 6/1/2020 MEETING MINUTES

ATTENDEES: Karen P. Kane, Hon. Dan Wilson, Nick Aemisegger; Phyllis Smith

MINUTES by Karen P. Kane

OLD BUSINESS

None -- this is the 1st meeting.

NEW BUSINESS

This subcommittee was asked to consider whether a rule should be developed regarding mandatory withdrawal motions to be filed by attorneys who represented a parent or other party in a DN in order for clerks to receive orders of withdrawal to remove the attorneys and block future access to the electronic records by the attorney and any staff linked to the attorney's account.

DISCUSSION POINTS

- Is this problem so prevalent that it requires a rule? Members discussed, thought possibly - no.
- Does the e-filing system have an internal mechanism in place to easily discontinue access (e.g., by checking or unchecking a box on an attorney/staff account or name?) Unknown at this time. May need to discuss with Lois or the ECF developer. [members acknowledge that there may be a cost associated with any ECF internal changes, and it could be significant.]
- This issue is not relegated solely to DN cases. It would impact any non-public, sealed matter (i.e., Involuntary Commitments; Adoptions, sealed DR cases - parenting plan / dissolution.)
- Nick stated that OPD attorneys (at least in his region) do not file Motions for Leave to Withdraw as Counsel because, per MCA 46-8-103, OPD representation ends statutorily. [See 46-8-103: **Duration of assignment.** (1) When counsel has been assigned, the assignment is effective until final judgment, including any proceeding upon direct appeal to the Montana Supreme Court, unless relieved by order of the court that assigned counsel or that has jurisdiction over the case. (2) If counsel determines that an appeal would be frivolous or wholly without merit, counsel shall file a motion with the

court requesting permission to withdraw. The motion must attest that counsel has concluded that an appeal would be frivolous or wholly without merit after reviewing the entire record and researching applicable statutes, case law, and rules and that the defendant has been advised of counsel's decision and of the defendant's right to file a response. The motion to withdraw must be accompanied by a memorandum discussing any issues that arguably support an appeal. The memorandum must include a summary of the procedural history of the case and any jurisdictional problems with the appeal, together with appropriate citations to the record and to the pertinent statutes, case law, and procedural rules bearing upon each issue discussed in the memorandum. Upon filing the motion and memorandum with the court, counsel's certificate of mailing must certify that copies of each filing were mailed to the local county attorney, the attorney general's office, and the defendant. The defendant is entitled to file a response with the court.]

- Phyllis stated that clerks would likely need some sort of order/directive from the judge(s) in their regions to make a change to representation electronically (such as an order allowing withdrawal). Clerks would not want to make these types of decisions on who the attorney of record is or isn't on their own.

- Members discussed tangential issue of Title 41 guardianships – and filing the decree/Letters in order for the matter to be “public record.” Phyllis said her district opens “public” DG cases to lodge the guardianship documents. Karen noted that Title 41 differs from Title 72 in that if the guardianship of an Adjudicated Youth in need of Care is impacted in any way in the future (guardian dies or is rescinded, etc.) then notice of the disruption to the YINC’s guardianship is mandated to go to CFS as well as the child’s GAL, and parents (if their parental rights are intact); and if the guardian is rescinded, either a successor guardian can be appointed or Legal Custody of the YINC reverts back to CFS (per 41-3-444). Karen stated various jurisdictions handle this issue very differently. Members thought perhaps standardizing an approach to this issue would be a good future topic to peruse.

- Karen wondered whether the issue with electronic access to sealed records lingering after a case is over could be dealt with via a user certification (perhaps clicking

a box) that the parties agree that the use of E-filing system will be in a lawful manner and that rules of professional conduct apply; but noted this may not take care of the issue with regard to attorney staff.

- Members discussed the “Roving Assistant” issue again – Karen wondered whether attorney’s staff/assistants’ access to E-filing, since connected to attorneys, would remain unless and until the attorney changed the password, or whether some other mechanism needed to be triggered to “eject” that staff member’s access. Members thought knowing the answer to this might be helpful.

- Members discussed providing a warning to E-filing users that they should change their access password regularly, and especially when staff who previously were linked to their e-filing accounts leave their employment; to prevent previously employed staff from accessing the attorney’s case records in the E-filing system.

- Ultimately, Judge Wilson recommended a broad, rather than a narrow rule, that stated something along the lines of “No attorney registered with the E-filing system may access files that the attorney is not authorized by law to access.” Members agreed that perhaps a certification or verification acknowledging this in the E-filing registration process would be sufficient. Members discussed the fact that user access could be tracked, and wondered whether a warning of this fact would be of any use. (e.g., that all users leave a “trail of breadcrumbs” on the E-filing system as to what documents they view.

- Since no subcommittee members had much useful knowledge of the internal system functionality in relation to the questions of Roving Assistant access; and ease of placing a certification/verification/acknowledgment in the E-filing registration system, members discussed asking Lois Schuyler to the next (or a future) subcommittee meeting.

- The next telephonic meeting will be on June 12, 2020 at 9:00 a.m. by calling (406) 449-7478 [prompt] 8005#.

Best Practices for Montana Courts Electronic Filing

How Does E-Filing Work?

Electronic filing (e-filing) provides a secure portal to official court case records for the Montana Supreme Court and trial courts at all levels. It enables filers and courts to efficiently process documents, to accept fees, and to manage the flow of information among filers, clerks and judges.

- Filers log onto the secure e-filing website to file case-related documents and to pay appropriate filing fees to any participating court.
 - Clerks Accept or Reject Submissions
Court clerks receive the electronically filed documents and associated fees for processing, review the documents, and accept the filings or return them for correction. The system returns a notification to the filer for the accepted and time-stamped documents.
The clerks may electronically route proposed orders and other documents to judges for their electronic review and signature.
-

Access the e-filing portal using: <https://mtefile.courts.mt.gov>

- Even if you are logging in with ePass Montana, you must use this website.

Getting Help: Please use our information page at: <https://courts.mt.gov/courts/efile> for instructions, FAQs, videos and other information before calling.

- To contact the e-filing technical staff, email: efilingtechsupport@mt.gov or call 800.284.6017.

Temporary Electronic Filing Rules are found here:

<https://courts.mt.gov/portals/189/efile/instructions/registration.pdf>.

Participating Courts are those listed in the **Court Policy** document available from the main login page or at this location: <https://courts.mt.gov/portals/189/efile/docs/crt-policy.pdf>

- Consult trial courts' local rules to determine if e-filing is mandatory.

Internet Browser: Chrome is preferred. Have only one window open at a time to avoid errors.

- Please log off the system (not merely close the tab or window) when you are done using it.

Who can file: Access to case documents is limited to counsel of record, judges and court staff.

- Filing transcripts, reports to the court, and other documents is available to "case participants."

Registration is a two-step process and instructions are found at:

<https://courts.mt.gov/portals/189/efile/instructions/registration.pdf>

- All attorneys working for government agencies should register in the role of Prosecutor (even those whose practice is exclusively civil).
 - You must have an individual email address for each e-filer.
 - You have the obligation to keep your account password secure; attorney's legal assistants must log in with a separate account which is connected directly with the attorney.
 - Complete your registration within a single setting if possible.
-

Submitting Filings

Request Emergency Filing: use this filing only when appropriate. If it is something that you would normally call the judge's chambers about, check this box and call as well.

Motion – Unopposed: use this label (filing subtype) for the quickest action.

Specific filing requirements at the Montana Supreme Court are detailed in the Electronic Filing Rules and the Technical Policy Manual found on our information page: <https://courts.mt.gov/courts/efile>.

Document Preparation – in general

- After combining electronic files, save as an “optimized pdf” or, if using Mac equipment, save in PDF/X format.
- Scanners have a wide variety of settings: make certain that you are scanning as a single document (as opposed to separate pages) and that all pages are scanned at “Letter” size and not A4. Set the output to pdf and check that the resulting file is not unusually large.
- Reserved locations for court stamps on all documents: top right-hand corner and bottom right-hand corner.
- Use the closest labels (filing types/subtypes) for the documents you are filing. The clerks will correct most of them if necessary, EXCEPT if you are filing a document for which you must pay statutory filing fees (see note below for civil filing tips).
- If you are filing documents at a trial court which include an exhibit, appendix, or other document, combine all document pages into a single document whenever practicable. However, note that filing at the Supreme Court requires these documents to be separate.
- Document size is limited to about 20 mg. If you have a file that is larger than this, split it into multiple parts and upload the parts as individual documents in the same filing.
- Name your documents appropriately. Refrain from using acronyms in document titles.

Document Preparation – Proposed Orders at trial courts

- Check local rules; what is accepted at one court may be rejected by another. For example, judge signature lines may or may not be accepted on proposed orders, depending on the court.
- Save and submit a proposed order in a .docx format. Save all templates for proposed orders in .docx format. This allows a judge to modify the document before signing.
- Remove all headers and footers to eliminate vertical numbering and right-hand vertical lines.
- File stamp is in the upper right-hand corner; judge signature occupies the bottom right corner. Leave these areas blank.
- Remove the date/signature line. It is generally acceptable to replace these lines with the following: ELECTRONICALLY DATED AND SIGNED BELOW
- Remove all metadata. It is your responsibility to deliver a proposed order to the court without metadata attached.
- Note that there are special instructions for preparing documents at the Supreme Court. See the Temporary Electronic Filing Rules and Technical Operations Manual located at <https://courts.mt.gov/courts/efile/instructions>.

Filing on Civil Cases at trial courts

- Instructions: <https://courts.mt.gov/portals/189/efile/instructions/EfilingCivilCases.pdf>.
- Video: <https://www.youtube.com/watch?v=aU9q6gNeXqY&feature=youtu.be>
- Select a label (filing type/subtype) that results in the correct fee being charged. If you do not see a fee assessed on the Filing Information page, stop, and try again with a different filing type.
- If you submit a filing with a fee and the filing is rejected, resubmit the filing with a fee waiver and make a comment of the original receipt number of your payment.
- Summonses are electronically available on the case after the clerk has accepted and processed the filing. Give the clerk a half hour to finish issuing the summons(es) after you get the approval notification and then view the case from the e-filing system and print the issued summons(es) and serve as usual.

Fee Table

Use these filing types to pay the statutory filing fees on civil cases. These must be used even if you are requesting a fee waiver.

Filing Type	Filing Subtype	Fee	Valid Cases	New or Existing
District Courts				
Answer/Brief	Answer First Appearance	70.00	DV, DR	Existing
Answer/Brief	Answer and Counterclaim	70.00	DV, DR	Existing
Complaint	Complaint	120.00	DV	New
Complaint	Complaint in Intervention	80.00	DV, DR	Existing
Foreign Capital Depository Judgment	Foreign Capital Depository Judgment	2500.00	DV	New
Judgment	Confession of Judgment	45.00	DV	Both
Judgment	Foreign Judgment	90.00	DV-FJ, DR-JR	New
Judgment	Judgment Entry from Prevailing Party	45.00	DV, DR	Existing
Judgment	Stipulated Judgment	45.00	DV, DR	Existing
Judgment	Transcribe Judgment (*see note below)	45.00	DV-TJ, DR-JT	New
Motion	Motion for Substitution of Judge	100.00	DV, DR	Existing
Motion	Motion to Dismiss First Appearance	70.00	DV, DR	Existing
Motion	Motion to Intervene	80.00	DV, DR	Existing
Petition	Joint Petition for Dissolution	200.00	DR	Both
Petition	Petition	120.00	DV, DR	New
Petition	Petition for Contested Amendments to Parenting Plan	120.00	DR	Existing
Petition	Petition for Custody	120.00	DR	Both
Petition	Petition for Dissolution of Marriage	200.00	DR	Both
Petition	Petition for Emancipation	120.00	DV-EM	Both
Petition	Petition for Invalid Marriage	120.00	DR	New
Petition	Petition for Legal Separation	180.00	DR	Both
Petition	Petition for Name Change (Adult)	120.00	DV, DR	Both
Petition	Petition for Name Change (Minor)	120.00	DV, DR	Both
Petition	Petition for Parenting Plan	120.00	DR	Both
Petition	Petition for Reinstatement of Driver's License	120.00	DV-RL	New
Petition	Petition for Release of Excess Proceeds	120.00	DV-RE	Both
Petition	Petition for Summary Dissolution	200.00	DR	Both
Petition	Petition for Writ of Certiorari	120.00	DV-WE	New
Petition	Petition to Intervene	80.00	DV, DR	Existing
Limited Jurisdiction Courts				
Complaint	Civil Complaint	\$50.00	CV	New
Answer	Answer	\$30.00	CV	Existing
Motion	Motion to Dismiss for Lack of Jurisdiction	\$30.00	CV	Existing
Judgment	Confession Judgment	\$20.00	CV	Existing
Judgment	Judgment Fee	\$20.00	CV	Existing
Judgment	Summary Judgment	\$20.00	CV	Existing

District Courts: if you are filing a generic Petition on an existing case that does not require you to pay a fee, use Petition/Petition (No Fee).

E-FILING SURVEY SUBCOMMITTEE

- *Lisa Mader, Subcommittee Chair*
- *Audrey Barger, Judge, Hill County Justice Court*
- *Shirley Faust, Clerk, Missoula County District Court*

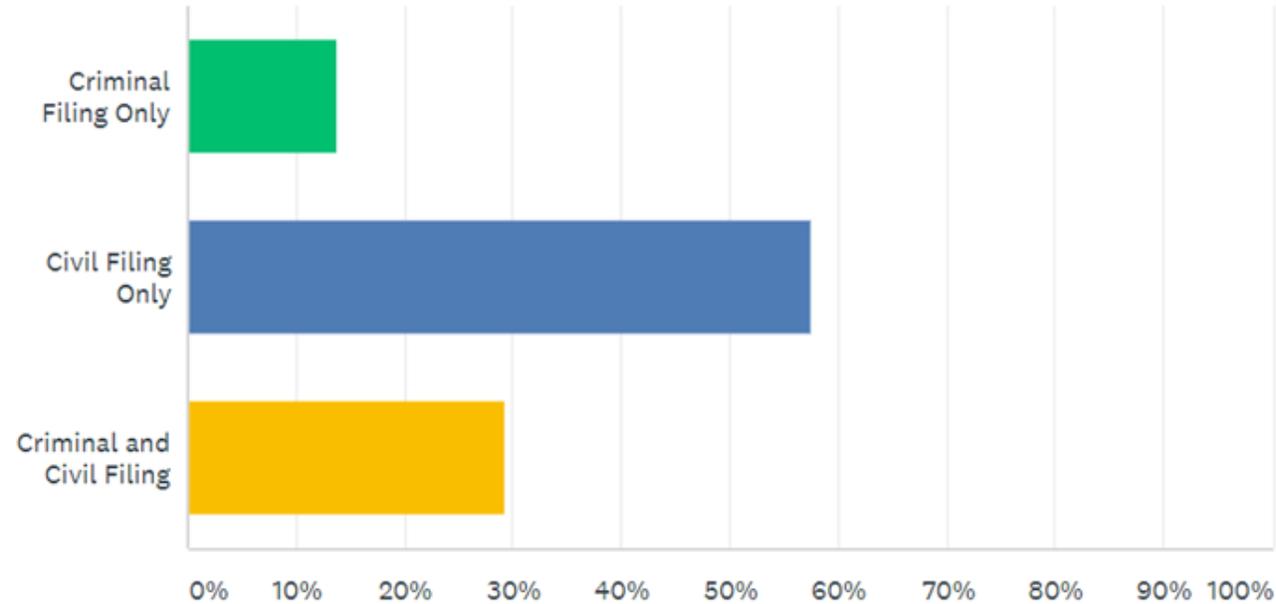
SUBCOMMITTEE ACTIVITIES

- Subcommittee met on 8/11/2020 to formulate a survey plan
- Final agreement on survey content 8/17/2020
- 1st Official E-Filing Survey sent on 8/20/2020
 - Distribution Group 3,925 email addresses
 - 476 Undeliverables/Suspected Spam/No Longer e-filing
 - Total Received Survey – 3,449
 - 9/16/2020 Follow-Up Reminder
 - 9/30/2020 Closed Survey
 - 915 Total Responses Received
 - 27% Responses Received

SURVEY RESULTS

What type of Court e-filings do you submit? (Check all that apply.)

Answered: 907 Skipped: 8

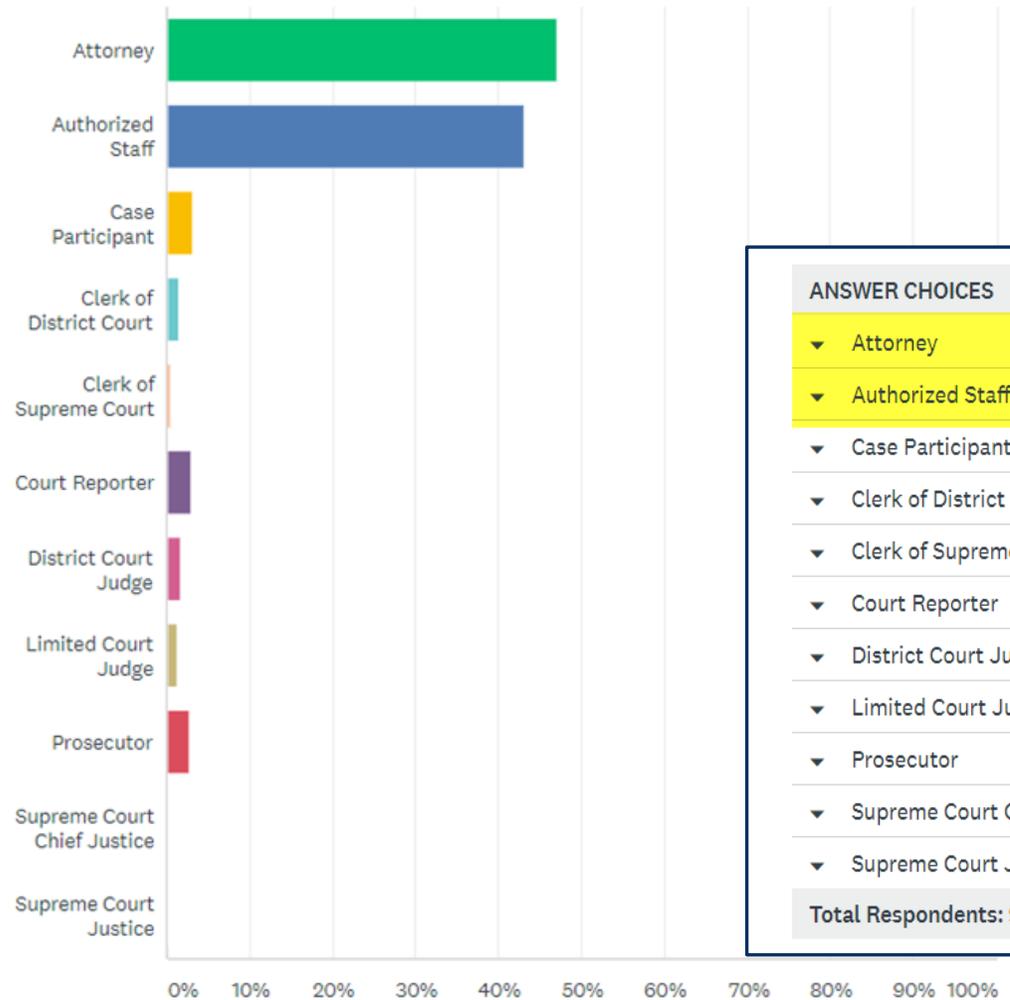


ANSWER CHOICES	RESPONSES
▼ Criminal Filing Only	13.78% 125
▼ Civil Filing Only	57.55% 522
▼ Criminal and Civil Filing	29.22% 265

SURVEY RESULTS

In what capacity do you work in the Court's E-Filing system?

Answered: 914 Skipped: 1



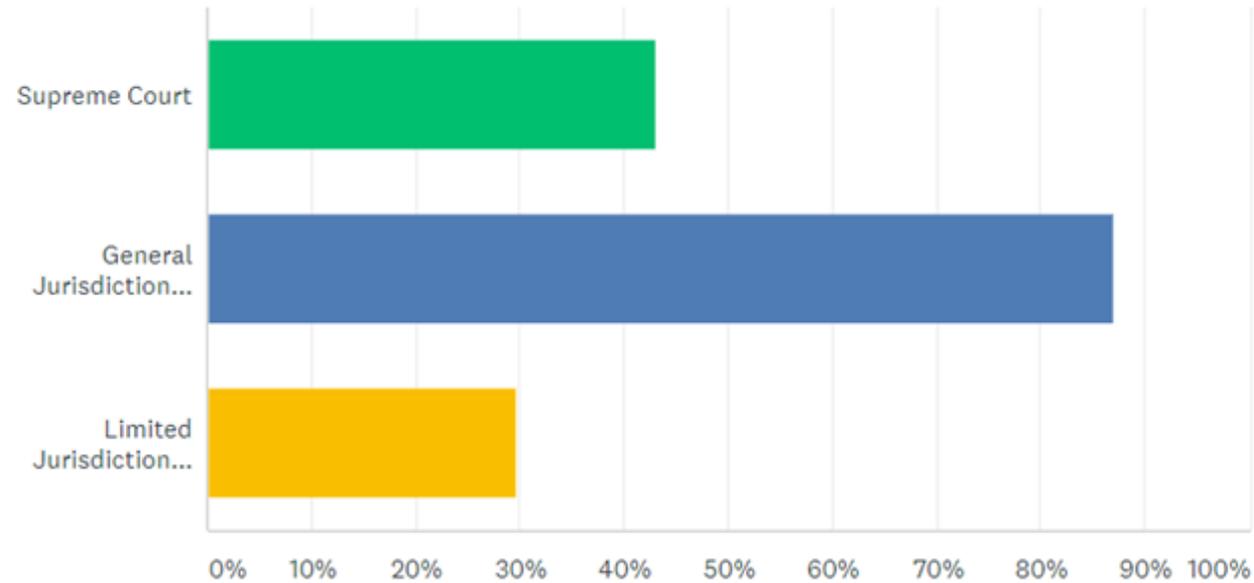
ANSWER CHOICES	RESPONSES
▼ Attorney	47.16% 431
▼ Authorized Staff	43.11% 394
▼ Case Participant	3.17% 29
▼ Clerk of District Court	1.53% 14
▼ Clerk of Supreme Court	0.33% 3
▼ Court Reporter	2.84% 26
▼ District Court Judge	1.75% 16
▼ Limited Court Judge	1.31% 12
▼ Prosecutor	2.63% 24
▼ Supreme Court Chief Justice	0.11% 1
▼ Supreme Court Justice	0.11% 1

Total Respondents: 914

SURVEY RESULTS

In what level of court do you commonly e-file? (Check all that apply.)

Answered: 911 Skipped: 4



ANSWER CHOICES



RESPONSES



▼ Supreme Court

43.14%

393

▼ General Jurisdiction (District Courts)

86.94%

792

▼ Limited Jurisdiction (Justice and City Courts)

29.64%

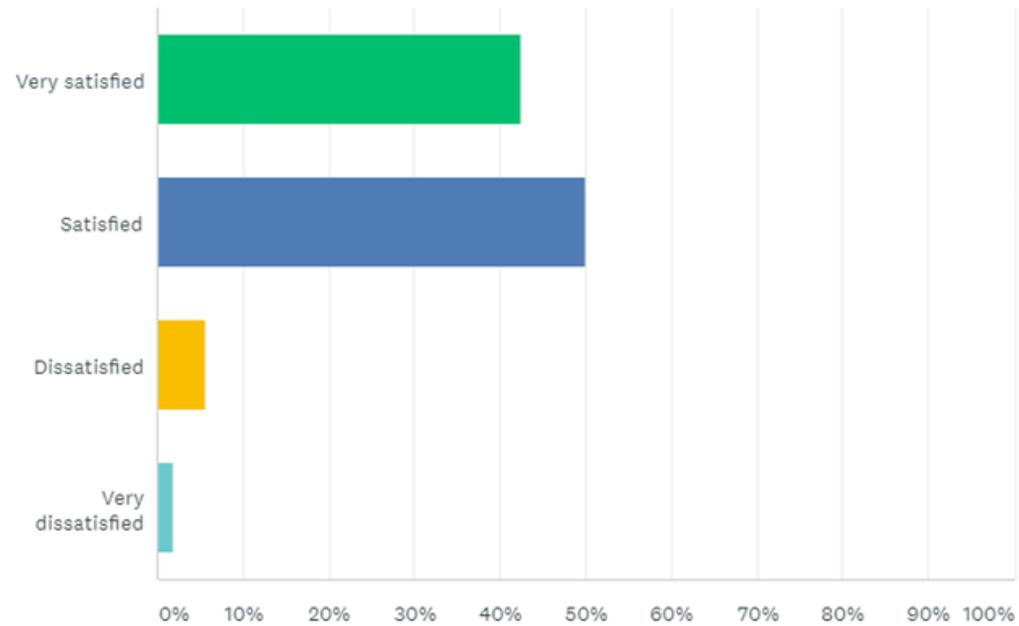
270

Total Respondents: 911

SURVEY RESULTS

Please rate our communication as it pertains to e-filing system maintenance and/or outages.

Answered: 869 Skipped: 46



ANSWER CHOICES	RESPONSES
▼ Very satisfied	42.46% 369
▼ Satisfied	50.06% 435
▼ Dissatisfied	5.64% 49
▼ Very dissatisfied	1.84% 16
TOTAL	869

SURVEY RESULTS

List, in priority order, 3 things you like best about the Courts E-Filing System

Like Categories	# of Responses	% of Responses
Convenient/Efficient/Ease of Use	521	63%
Saves Paper/Time/Money	188	23%
24 Hr Filing/Available Anytime/Anywhere	118	14%
Miscellaneous	6	1%
Grand Total	833	100%

SURVEY RESULTS

List, in priority order, 3 things you dislike about the Courts E-Filing System

Dislike Categories	# of Responses	% of Responses
Technical System Issues - Outages/Slowness	127	25%
System Difficult to Use	106	20%
Expansion to More Courts	87	17%
Filing Types Sub-Type Confusion	61	12%
Case Access Limitations/Lack Public Access/Expanded Case Types	56	11%
Differing Court Rule Frustration	44	8%
Case Searches Difficult	37	7%
Grand Total	518	100%

Miscellaneous Functionality Dislikes	# of Misc Responses	% of Misc Responses
Uncategorized	84	36%
Email/Notification/Service Dislikes	44	19%
Access Dislikes	29	12%
Payment Issues Dislikes	25	11%
Approval Slowness	18	8%
Multiple/Batch Document Issues	14	6%
Paper Required after E-Filing	8	3%
Judge Queue & Queue Routing Issues	6	3%
Lack of Personal Contact	5	2%
Grand Total	233	100%

SURVEY RESULTS

If you had one suggestion to improve the effectiveness/efficiency of the Courts E-Filing System, what would it be?

Improvement Suggestion	# of Responses	% of Responses
Expand to More Courts	130	33%
Make More User Friendly / Remove Redundancies	53	14%
Differing Court Rules / Processes	40	10%
Open Case Searches Beyond Attorney Designated Cases / More Public Access	37	9%
Expand Document Descriptions / Filing Type Sub-Types	30	8%
Increase Speed	28	7%
More Training - Court Staff, Attorneys, Attorney Staff	25	6%
Improve Case Search Functionality	21	5%
Add More Case Types	14	4%
Faster / No Approval of Filings	12	3%
Grand Total	390	100%

SURVEY RESULTS

Please provide ideas for short training videos that the OCA could develop and publish for user references.

- ❖ Step-by-Step / Basic How To Use the System End to End
- ❖ How to Select Accurate Filing Type / Sub-Type
- ❖ Correct Document Formatting
- ❖ Understanding Case Searching
- ❖ Uploading Documents – Multiple / Batch
- ❖ How to File Non-Standard / Complex Cases

NEXT STEPS

- How often to survey?
 - Every 2 years?
 - Every 1 year?
- Continue E-Filing Implementations
- Continue Technical Environment Improvements
- Discussion