2020 Technology Survey Results and Trends
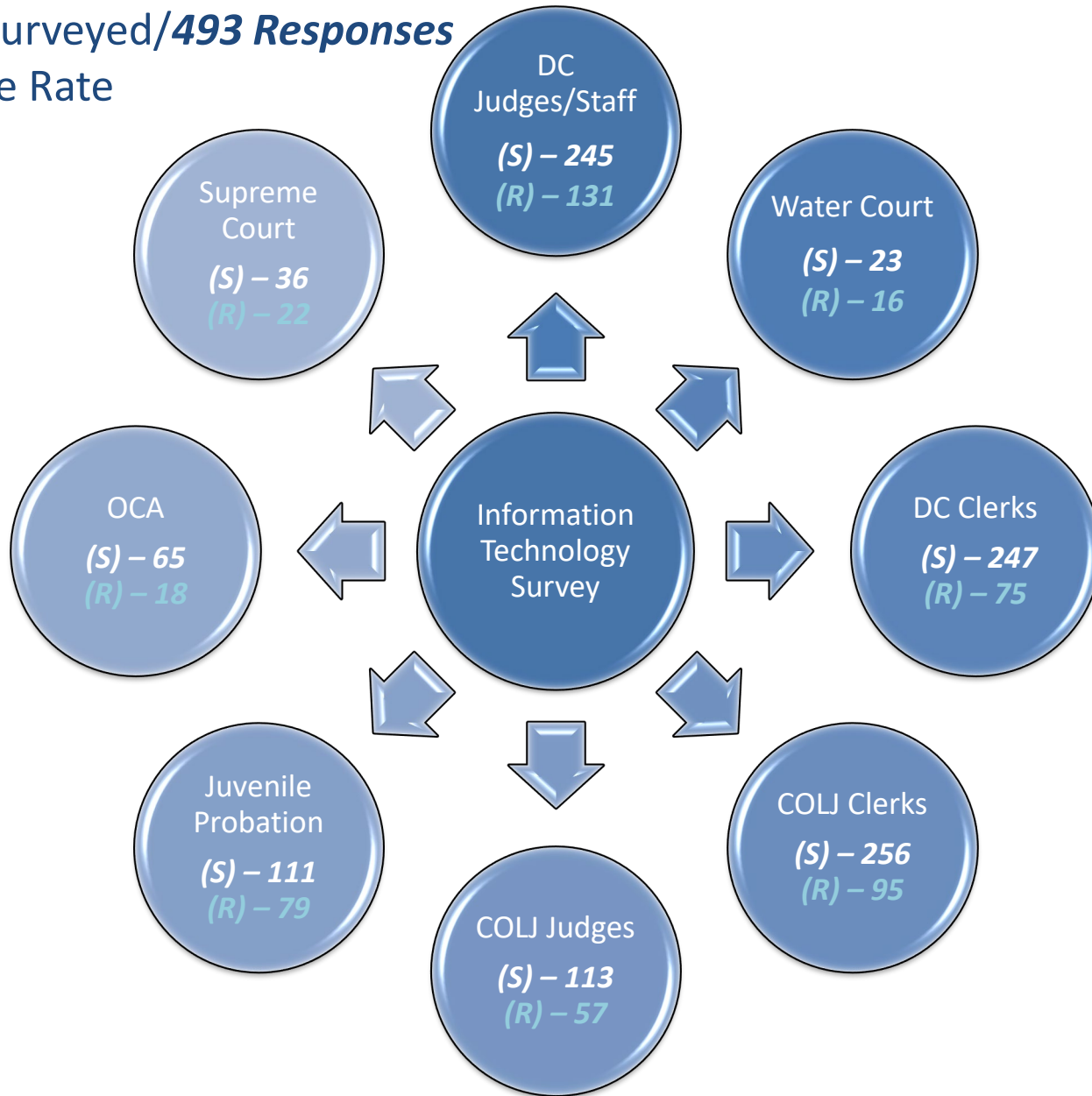
November 2020

Groups/Users Surveyed

1,096 Users Surveyed/***493 Responses***
45% Response Rate

DC Judges/Staff
(S) – 245
(R) – 131

Supreme Court
(S) – 36
(R) – 22

Water Court
(S) – 23
(R) – 16

OCA
(S) – 65
(R) – 18

Information Technology Survey

DC Clerks
(S) – 247
(R) – 75

Juvenile Probation
(S) – 111
(R) – 79

COLJ Judges
(S) – 113
(R) – 57

COLJ Clerks
(S) – 256
(R) – 95

2020 Court IT Survey Response
2020 to 2018 Comparison
Overall Response – 45%

Participants	2020 Surveys Sent	2020 Responses	2020 Percentage	2018 Surveys Sent	2018 Responses	2018 Percentage
District Court Judges, Staff & Water Court	268	147	**55%**	237	163	69%
Clerks of the District Court	247	75	**30%**	243	116	48%
Juvenile Probation Officers	111	79	**71%**	116	82	71%
Courts of Limited Jurisdiction Judges & Clerks	369	152	**41%**	350	170	49%
Supreme Court and Clerk of the Supreme Court	101	40	**40%**	119	54	45%
OVERALL SURVEY RESULTS	1,096	493	**45%**	1,065	585	55%

IT Performance Results

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	# of Responses	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
OVERALL RATING		**48.47%**	**45.59%**	**5.10%**	**0.84%**
IT Support	423	50%	46%	3%	1%
IT Support Promptness	420	45%	50%	5%	0%
IT Support Professionalism	418	74%	25%	0%	0%
Courtroom Technology Upgrades	128	23%	55%	19%	2%
Courtroom Technology Training	117	30%	56%	11%	3%
COURTS ELECTRONIC FILING	171	32%	57%	9%	2%
CASE MANAGEMENT SUPPORT					
FullCourt/Jury Support	197	40%	51%	7%	2%
JCATS	69	55%	45%	0%	0%
Back-On-Track Support	61	38%	61%	2%	0%
C-Track Support	16	38%	56%	6%	0%

IT Performance

DISSATISFACTION THEMES

Help Desk Ticketing System
- Time Sensitive Needs / Need for Immediate Assistance
- Not Enough Resources Available for Immediate Assistance
- Create Ticket / Wait for a Return Call
  - Response/Action Plan
    - Help Desk Incident Management/Triage Process/Escalation Management

Courtroom Technology Issues (audio/video) / Court Delays
- Equipment Difficulties Causing Court Delays
- Delayed Responses
- Equipment Needs
  - Response/Action Plan
    - Help Desk Incident Management/Triage Process/Escalation Management
    - Perform Courtroom Equipment Analysis
      - Identify Equipment Upgrade Plan within Existing Funding

Case Management Systems Support

- **Courts Electronic Filing**
  - 89% Very Satisfied/Satisfied
  - 11% Dissatisfied/Very Dissatisfied

- **FullCourt / Jury Management**
  - 91% Very Satisfied/Satisfied
  - 9% Dissatisfied/Very Dissatisfied

- **JCATS Support**
  - 100% Very Satisfied/Satisfied

- **JCATS - BOT Support**
  - 98% Very Satisfied/Satisfied
  - 2% Dissatisfied/Very Dissatisfied

- **C-Track Support**
  - 94% Very Satisfied/Satisfied
  - 6% Dissatisfied/Very Dissatisfied

Technology or Service	Average Effectiveness
Montana Courts Website (courts.mt.gov)?	3.13
Courts Electronic Filing?	3.11
Courtroom Audio Systems?	3.00
Video Conferencing Systems/Software?	2.92
Court Reporting Systems (FTR, Steno, etc.)?	2.78
Online Fees/Fines Payments?	2.70

4 = Very Effective   3 = Effective   2 = Needs Improvement   1 = Inefficient

Court Technologies Effectiveness
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2020 Priority	2020 Importance	2018 Priority	Emerging Technologies
1	2.37	↑ Not Surveyed	Electronic/Automated Information Exchange (DOR, DOJ, DOC, DPHHS, DNRC, Local Law Enforcement/Prosecutors)?
2	2.26	↓ #1	Web-Based Public Access to Court Records?
3	2.16	↑ #4	Online Electronic Jury Questionnaires?
4	2.08	↓ #2	Courtroom e-Evidence Presentation Equipment?
5	1.98	↓ #3	Web-Based Court Calendars for the Public?
6	1.84	↓ #5	Text Reminder Technologies (Automated Notification System)?

3 = Very Important   2 = Important   1 = Not Important

Individual Group Priorities

Common Technology Themes Among Diverse Groups
- ❖ Electronic/Automated Information Exchange *(7 of 7 groups)*
- ❖ Online Electronic Jury Questionnaire *(3 of 7 groups)*
- ❖ Web-Based Public Access to Court Records *(2 of 7 groups)*
- ❖ Courtroom Evidence Presentation Equipment *(2 of 7 groups)*
- ❖ Text Reminder Technologies *(1 of 7 groups)*

➤ **Supreme Court Justices/Clerk's Office**
1. Web-Based Public Access to Court Records
2. Electronic/Automated Information Exchange

➤ **District Court Judges**
1. Courtroom e-Evidence Presentation Equipment
2. (Tied) Online Electronic Jury Questionnaire – Electronic/Automated Information Exchange

➤ **Water Court**
1. Web-Based Public Access to Court Records
2. Electronic/Automated Information Exchange

➤ **District Court Clerks**
1. Electronic/Automated Information Exchange
2. Online Electronic Jury Questionnaire

➤ **COLJ Judges**
1. Electronic/Automated Information Exchange
2. Text Reminder Technologies (Automated Notification System)

➤ **COLJ Clerks**
1. Electronic/Automated Information Exchange
2. Online Electronic Jury Questionnaire

➤ **Juvenile Probation**
1. Electronic/Automated Information Exchange
2. Courtroom e-Evidence Presentation Equipment