

Final Report of the OSB / OJD Task Force on Oregon eCourt Implementation

February 23, 2018

The Oregon State Bar/Oregon Judicial Department (OSB/OJD) eCourt Implementation Task Force convened for the first time in May 2008. The original membership consisted of a mixture of lawyers, judges, and OSB and OJD staff who came together to strategize on ways to ensure that Oregon eCourt was successfully implemented. Over time, the membership expanded to include other court stakeholders, such as representatives from companies doing business with OJD and the courts.

The Task Force's original charge was:

To work cooperatively with the Oregon Judicial Department to assist in the implementation of the Oregon eCourt initiative over the next five years; provide input and feedback from bar members on the implementation of Oregon eCourt; develop a strategy to communicate with and educate bar members about Oregon eCourt programs; and provide periodic updates to the Board of Governors.

Over the next eight years, the group served as a conduit between practicing attorneys, OSB, the Professional Liability Fund (PLF), other stakeholders, and OJD, helping to ensure that the manner in which the Oregon eCourt system was implemented took into account the needs of the public and of attorneys working with the courts every day. With Oregon eCourt's final implementation in mid-2016, the Task Force transitioned to less frequent meetings but continued to monitor the system's usage and provided feedback to the OJD regarding questions or concerns raised by OSB members.

The Task Force was chaired by former OSB Board of Governors member Mark Comstock. Over the eight years between its creation and OJD's final Oregon eCourt implementation, dozens of OSB members as well as numerous OJD staff members regularly participated in meetings, which were generally held either in the OSB offices in Tigard or at the chair's office in Salem. Meetings were open to the public, and meeting notices were distributed via an email list that grew to include nearly 200 recipients.

Pre-Implementation

In the early years, the Task Force coordinated with OJD extensively on changes that needed to be made to the Uniform Trial Court Rules, to provide a framework for the statewide transition to an electronic court environment. That work involved outreach to bar members, especially through bar sections and committees, as well as the PLF, to gather feedback on proposed rules, and resulted in many changes to alleviate practicing lawyers concerns.

One of the major areas in which the Task Force sought early feedback regarded the scope and manner of providing online document access. As reported in the Task Force's First Interim Report:

All members of the Task Force and court staff acknowledge that a tension exists between two important policy goals: the need to provide as much information to the public through eCourt as possible about cases within the court system, and the responsibility maintain reasonable data security to safeguard sensitive information provided to the courts.

The Task Force sent draft proposals to the chairs of the Business Law, Business Litigation, Computer and Internet Law, Juvenile Law, Family Law, Estate Planning and Administration, and Criminal Law Sections as well as other interested groups to solicit feedback. Many of those groups provided extensive feedback either in writing or in person at future Task Force meetings, and many of those groups' concerns were accommodated in OJD's ongoing efforts to plan a structure for providing online document access with an accompanying new Draft UTCR Chapter 22. OJD has followed the initial structure of the draft rule to date in opening up statewide remote online access to certain users, which - since early 2014 -- includes all active OSB members.

The Task Force also worked to communicate proposed UTCR changes – both regarding document access and otherwise – to the general OSB membership through numerous media, including the Bar Bulletin, Capitol Insider, Bar News email alerts, and on the OSB's website.

Early on, the Task Force – as well as OJD workgroups tasked with creating the draft UTCRs – struggled with a large number of very specific and often very technical questions. For example, it was initially unclear what kinds of personally identifying information would be available through remote electronic document access. Intuitively, many lawyers imagined a state system working similarly to the federal PACER system in which almost all information contained in filings is made public. However, the difference in variety of cases and filings in state court – each with their own unique complications and problems – in conjunction with the high number of self-represented litigants in state court - made that approach unfeasible. Those concerns led to months, and in some cases years, of discussions about the appropriate manner in which to make court information available to the public.

The Task Force also provided input on a package of Supplementary Local Rules that OJD adopted to apply to each Oregon eCourt that went live, once implementation began.

Pilot Courts and Early Implementation

Oregon eCourt implementation initially began in 2009-10, with several pilot courts around the state, but including only electronic content management in small claims and landlord-tenant cases, in four pilot courts. In early 2011, OJD transitioned to Tyler Technology's Odyssey single-solution system -- an integrated system that includes case management, document management, eFiling, financial, and other components. OJD planned a new staged, five-year rollout, where the Odyssey case management, document management, and financial system went live in all case types in a court at once. OJD began implementation with a pilot court (Yamhill County) in mid-2012, followed by three early adopter courts (Crook-Jefferson, Linn, Jackson) over the next nine months. Beginning in mid-2013, it then followed a rolling schedule where groups of courts around the state went online every several months through mid-2016, with the largest courts going live as stand-alone events (Multnomah, Clackamas, Washington-Oregon Tax Court). OJD has configured and added other integrated components to the Oregon eCourt system over time, including eFiling (see next section), interactive forms, and jury management.

The Task Force's major role during these early stages transitioned to reviewing the efficacy of implementation at each stage of the rollout and discussing problems encountered by local bar members, as well as issues surrounding statewide consistency. The OSB, in its role in facilitating the Task Force's work, solicited feedback from local bar associations and practicing attorneys in local counties as to the successes and failures encountered during implementation. The goal in all cases was to advise the OJD – through the Task Force – of any issues that would compromise access to justice or otherwise cause problems for local attorneys and look for solutions before moving on the next group of counties.

In most cases, local implementation went smoothly. In general, implementation in earlier counties progressed more slowly and was more likely to run into unexpected problems, but OJD learned from each rollout, and later counties tended to progress more and more smoothly and experience fewer issues as part of implementation.

Examples of issues that the Task Force addressed in the early rollouts were (1) necessary shut-downs of the Oregon Judicial Information Network (OJIN) during go-live -- including access issues for lawyers and other stakeholders, such as title companies -- and how to most effectively communicate that information to OSB members and minimize disruption; (2) how to provide critical judgment-entry information to title companies, OSB members, and others; and (3) generally, many issues relating to the transition from paper-based to electronic-based courthouses.

During this time, the Task Force decided to encourage attorneys to contact OSB directly with questions or concerns about Oregon eCourt, which OSB would then pass along to the Task Force as necessary. To that end, OJD added significant information to its website informing attorneys about resources available if they have questions, including contact information for staff who would be able to direct them to the appropriate person to address their concerns. Also, OJD, OSB, and PLF staff developed effective working relationships and consistent channels of communication that facilitated problem-solving in this time period.

eFiling Implementation

OJD began rolling out the eFiling and eService component of the Oregon eCourt system, File & Serve, in 2013, about a year after the initial pilot court implementation. OJD followed the same court implementation schedule for File & Serve, first implementing in the courts that already had gone live and then making File & Serve part of a staged implementation for those that remained -- installing File & Serve in the remaining courts about six weeks after each court's initial system implementation. In December 2014, OJD implemented mandatory eFiling for OSB members, for all courts who then were using File & Serve; in the remaining courts, mandatory eFiling rules were triggered about six weeks after File & Serve implementation. OJD added mandatory eFiling for the appellate courts in 2015.

Throughout the planning and rollout of File & Serve, the Task Force addressed many issues relating to eFiling and eService -- including input on multiple updates to UCR Chapter 21 (Filing and Service by Electronic Means; Electronic Files of the Court), practical, mechanical, and transactional cost concerns, and statewide consistency issues. OJD also worked with OSB and PLF staff to facilitate eFiling trainings around the state, as well as providing notifications to OSB members about eFiling implementations, mandatory transitions, and system down-times.

Late and Post-Implementation

As the statewide rollout progressed, the Task Force continued to address issues that arose over time, for example: (1) vetting and facilitating OSB section and member comment on proposed amendments to Oregon eCourt-related UTCRs, such as UTCR 5.100 (proposed orders and judgments), UTCR 21.120 (retention of documents by eFilers), and many other rules (eFiling/eService and otherwise); (2) raising and addressing lawyer needs in the system, such as automatic email notification of entry of orders and judgments, and consistency improvements in accepting eFilings; and (3) discussing updated subscription plans for case and document access. The Task Force also provided a forum for discussing legislative proposals regarding Oregon eCourt funding – including funding derived from fees paid by the civil bar – that ultimately informed decisions later made by the Oregon Legislature. And, the Task Force discussed additional ongoing system updates, such as OJD's 2015 implementation of interactive online forms, with new form packets being added each year to assist self-represented litigants and the courts alike.

As implementation moved into the later stages, some of the Task Force's focus shifted to issues related to maintaining and improving upon the existing system. With the new focus came a new charge for the Task Force during its final year:

To work cooperatively with the Oregon Judicial Department and OSB members to monitor the ongoing operation of Oregon eCourt; to gather input and feedback from OSB members on how well Oregon eCourt is working for them and their staff; to propose solutions for problems identified by OSB members and court staff; to maintain communication with OJD and continue to educate bar members about Oregon eCourt programs; and to provide periodic updates to the Board of Governors.

Ongoing Task Force discussions included both technical issues related to the capabilities of the system itself and policy issues regarding how the system will be managed and funded in the future. Many of those discussions are likely to continue, as access to Oregon eCourt becomes more and more synonymous with access to the court system itself.

Two User Satisfaction Surveys

The final group of counties to go live with Oregon eCourt did so at the end of June 2016, with eFiling for those counties added in August. During the spring leading up to the end of formal implementation, the OSB – at the request of OJD's independent quality assurance consultant – conducted a survey of OSB members and their staff regarding their overall satisfaction with Oregon eCourt. While the survey was not conducted by the Task Force itself, the responses are instructive as to the success of the statewide implementation.

The OSB received 850 survey responses, and the demographic information suggests that a broad cross-section of Oregon attorneys and their staff responded. Overall, the survey results showed a large degree of satisfaction with Oregon eCourt. Significant majorities of respondents indicated separately that eFiling had expanded access to the courts, increased productivity, and lowered costs for their practice. Likewise with the new subscription-based service that provides OSB members with case information and

remote document access (the Oregon Judicial Case Information Network (OJCIN)), the vast majority of respondents indicated both that they were able to successfully use the system to find the information they were looking for and that the system was more efficient than their previous experiences with the old case management system and the courts.

Survey respondents also provided extensive feedback regarding difficulties they have had and suggested improvements to the Oregon eCourt system, which are worth discussing in their own right. Overall, however, the survey responses were quite positive.

A follow-up survey was conducted in conjunction with creating this report in December of 2017. The second survey asked some questions, which were similar to the original survey, to assess any significant changes in responses, as well as addressing some new areas that had been topics of discussion within the task force. Some of the new issues addressed in the second survey included compliance with UTCR 21.100 and the observed time for entry of documents into OECL.

The second survey largely received similar results to the first, with more than 70% of respondents indicating that eFiling had expanded their ability to file pleadings and approximately the same number indicating that it had improved the productivity of their office. A plurality of respondents indicated that it also reduced operating expenses and client costs.

Conclusion

The OSB/OJD Oregon eCourt Task Force has proved to be a successful partnership for OSB and OJD that has provided great benefit to Oregon's lawyers and to the courts as a whole. Through the Task Force, the OSB has had an ongoing opportunity to advance the interest of its members relating to their work in the courts, provide practical input to the OJD, and obtain information about the development, implementation, and maintenance of Oregon eCourt. In turn, OJD has been able to learn -- from the perspective of lawyers, staff, and others who interact with the courts on a daily basis -- how it can develop and use Oregon eCourt to most effectively serve the citizens of Oregon, who rely on the courts to enforce laws, resolve disputes in a fair and timely manner, and ensure access to justice.

2017 eCourt User Survey Results

Executive Summary

In December of 2017 the OSB Public Affairs Department, on behalf of the OSB/OJD eCourt Implementation Task Force, released a survey for OSB members soliciting feedback on Oregon eCourt. This new survey followed up on a survey in May of 2016 that accompanied the formal end of eCourt implementation. The intention of this new survey was to inform the creation of the final task force report that accompanies the formal end of the Implementation Task Force.

Many questions were repeated for the purpose of comparing the answers between the two surveys and seeing if there were any major shifts in opinion. Some additional questions were also included in the new survey for the purpose of looking at specific issues that had more recently been raised by the task force.

Overall Favorability

Most responses were generally favorable, with over 71% of respondents indicating that electronic filing had expanded their ability to file pleadings (Q3) and approximately 70% indicating that it had increased the productivity of their office (Q4). In both of these cases favorable responses were about 5% higher than in the previous survey.

A plurality of respondents – just over 43% - indicated that it had reduced expenses, while only 17% indicated it had increased expenses (Q5). These results are almost identical to the results in the 2016 survey.

Both surveys asked essentially the same question regarding the user's overall experience with OJD File and Serve, in which they were asked to rate their level of satisfaction on a scale of 0-10. Users showed a notably higher level of overall satisfaction in the 2017 survey.

2016 – 21.2% responded 0-4; 30.3% responded 5-6; 39.7% responded 7-8; 8.8% responded 9-10.

2017 – 12.71% responded 0-4; 25% responded 5-6; 44.25% responded 7-8; 18% responded 9-10.

Questions Regarding eService

One complaint that had been made by respondents in the 2016 survey is that some attorneys do not add their service contact information to each case when they use the eFiling system, despite being required to do so by UCR 21.100. A question was added to the 2017 survey to address this specific issue.

The reality of this problem was borne out by the survey results, with only 58% of respondents indicating they always comply with the rule, and further 12% indicating they comply "most of the time". About 12% of respondents answered that they comply "never", "almost never", or "sometimes"; while 17% of

respondents indicated they were unaware of the rule. (Q6) A large number of respondents specifically commented on this issue, and suggested some version of not allowing attorneys to file at all without first including service information. (Q8) Practitioners who self-identified as practicing in Family Law, Criminal Law, and Litigation/Dispute Resolution appear to have reported somewhat higher levels of familiarity and compliance with the rule, although the sample sizes are relatively small.

A related question asked about what methods of service users are choosing to employ. Only 41% of respondents indicated they primarily serve documents through OJD File and Serve. (Q7) Most respondents indicated they still choose to use a different method of service. While many respondents commented that they employ multiple methods of service, some indicated a lack of trust in File and Serve's eService system. Practitioners who self-identified as practicing in Criminal Law and Juvenile Law appear to most frequently use electronic services through OJD File and Serve.

Delay in documents appearing in the register

Two new questions were also added addressing what is sometimes called "latency" – in this case referring to the amount of time between the submission of a document for filing and notification that the document has been entered in the register. While these questions don't address the technical functioning of the system, they do address the attorney's experience in filing documents.

In the case of documents other than unsigned orders, 77% of respondents indicated that on average a document posted to the register within 3 days, while less than 5% indicated it took 10 days or longer. (Q10)

However, in the case of orders submitted for judicial signature, only 26% indicated the document had generally been processed within 3 days. 34% indicated it averaged 10 days or longer, and 10% indicated that it generally took 21 days or longer. (Q11)

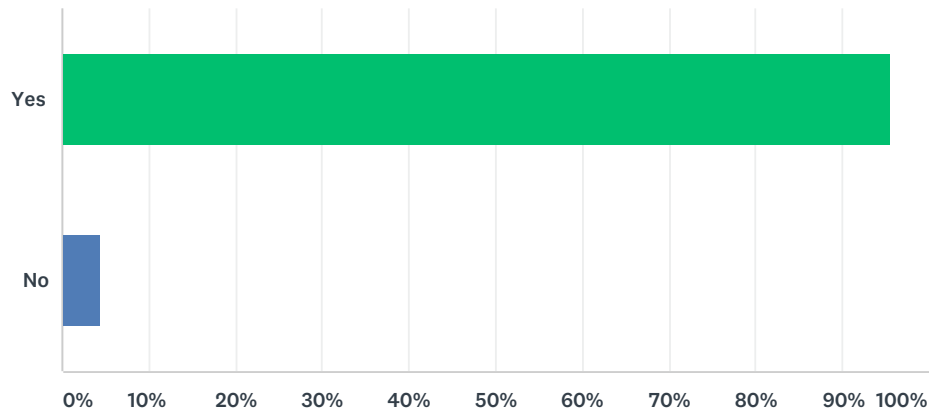
Conclusions

Overall the survey provided similar results to the 2016 survey, but displayed a modest increase in satisfaction with the system that we might expect to see 18 months after final implementation.

Comments provided by respondents provide a wealth of information regarding specific concerns and experiences and are worth reading. While the comments point to a number of areas where it would be nice to ultimately see improvement, many complaints reflect more on policy decisions that have been made regarding the nature of changing services than point to any failure in the system itself.

Q1 Have you used the OJD's web page, often called the web portal, in the past five years to have direct, online access to court calendars, case searches, access to case documents or electronic filing of court case documents, or any of the other new interactive services?

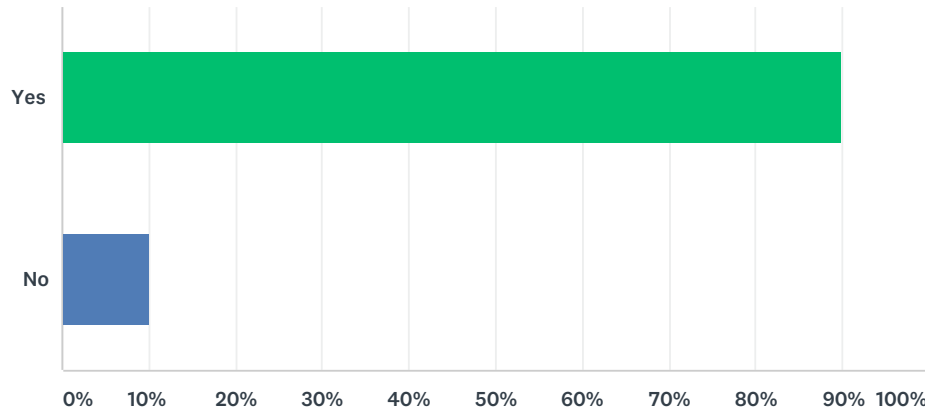
Answered: 316 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	95.57%	302
No	4.43%	14
TOTAL		316

Q2 Have you used the Oregon Judicial Department electronic filing system (OJD File and Serve)?

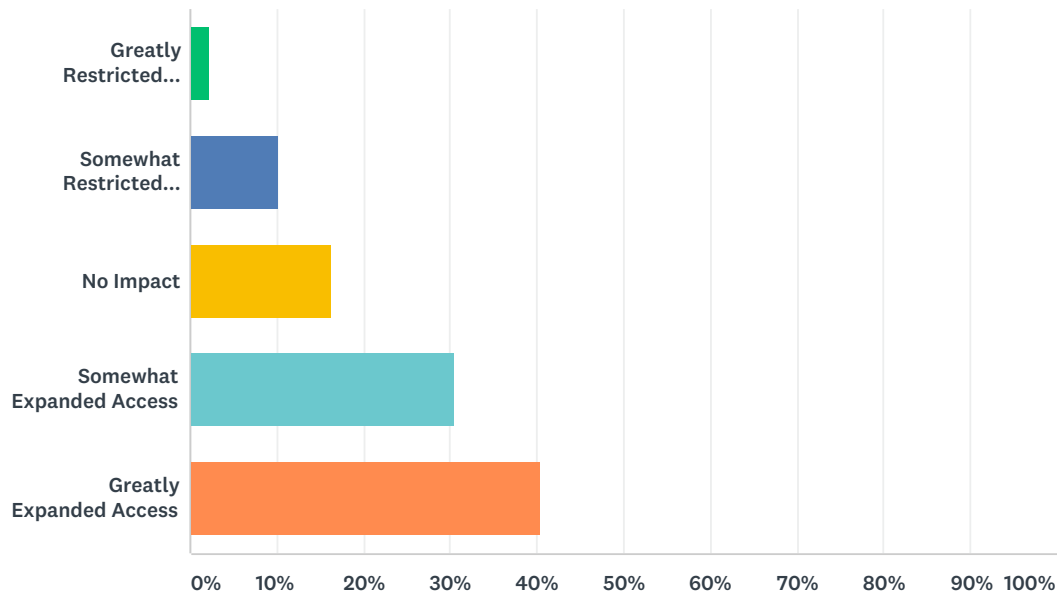
Answered: 316 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	89.87%	284
No	10.13%	32
TOTAL		316

Q3 How has having electronic filing available affected your ability to file pleadings in the Oregon circuit courts?

Answered: 252 Skipped: 64



ANSWER CHOICES	RESPONSES	
Greatly Restricted Access	2.38%	6
Somewhat Restricted Access	10.32%	26
No Impact	16.27%	41
Somewhat Expanded Access	30.56%	77
Greatly Expanded Access	40.48%	102
TOTAL		252

#	PLEASE TELL US WHY YOU GAVE THIS RATING.	DATE
1	No more running to the court to file.	1/2/2018 2:40 PM
2	Saves multiple trips to the courthouse	12/26/2017 2:04 PM
3	IN some respects it is easier than sending items via courier, it is just very time consuming.	12/23/2017 12:46 PM
4	We never had difficulty filing pleadings before electronic filing.	12/22/2017 4:44 PM
5	1) process is not intuitive or logical; 2) way, way too many rules	12/21/2017 12:19 PM
6	Some filings are rejected, and I can't always understand why. I'm not sure how to file notarized documents, for example.	12/21/2017 10:35 AM
7	Able to file any time of day	12/21/2017 9:45 AM
8	Same speed of filing	12/21/2017 7:15 AM
9	Much easier to file than paper	12/20/2017 10:08 PM
10	It helps with non-local counties.	12/20/2017 4:54 PM

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11	I've litigated for 35 years. This system is: time consuming (TIME WASTING is a better word for it!), buggy, UNRELIABLE, inefficient, not user friendly, does not allow for emergency or SOL filings as needed (ie, in person at courthouse!!) , and is subject to the whims of the clerks who operate it. Different counties utilize & interpret the rules regarding it differently. It's not an improvement! It should be optional - not mandatory for attorney's to file with this system. It's costing my clients a considerable extra amount to use this system, because of the problems mentioned here, and because a stamp and an envelope work much better, faster and cheaper!	12/20/2017 3:59 PM
12	It is markedly easier to scan and file rather than using hard copy	12/20/2017 3:35 PM
13	Efiling makes it easier to review public record information.	12/20/2017 3:34 PM
14	I was always able to file pleadings. Electronic filing made the process easier and faster but did not affect the ability to file per se.	12/20/2017 3:13 PM
15	compared to the green screen of OJIN? This is like heaven.	12/20/2017 3:08 PM
16	The opportunity for face to face discussion with a filing clerk has been removed.	12/20/2017 2:59 PM
17	I have only used electronic filing and have never used paper filing.	12/20/2017 2:58 PM
18	It is so easy now to make sure your documents are filed, and you can do it from anywhere. I do have concerns, however, about the way certain documents are rejected and need to be re-filed.	12/20/2017 2:57 PM
19	We can file right from our office. It can be frustrating if the pleading gets denied for some reason.	12/20/2017 2:54 PM
20	I could always file documens by mail.	12/20/2017 2:46 PM
21	Quick and Simple and the service option helps get documents to counsel quicker	12/20/2017 10:26 AM
22	Can file remotely and after hours	12/20/2017 9:52 AM
23	It's a simpler process. Saves time and trees.	12/20/2017 9:07 AM
24	w/ electronic filing it may take 2-3 days for a judge to view a memo re legal issues	12/20/2017 7:12 AM
25	While timeconsuming it saves trips to teh courthouse	12/19/2017 8:29 PM
26	I don't have to go down to the courthouse to file, which means that I don't have to find time between 8 and 5 to do so.	12/19/2017 4:33 PM
27	Have to hire staff with special skills for an action that previously required handing documents to a court clerk - sneaky way for the state to externalize its costs onto citizens.	12/19/2017 4:20 PM
28	Much more convenient to file from my office	12/19/2017 4:02 PM
29	It's time consuming either way.	12/19/2017 3:42 PM
30	It's available 24/7 and much easier than running to the courthouse with lots of papers	12/19/2017 1:25 PM
31	I dont have to make a trip to the courthouse or mail documents	12/19/2017 1:14 PM
32	It has made it generally easier and quicker to use the efile system than to conventionally file documents with the court.	12/19/2017 1:08 PM
33	Documents are frequently returned do to filing errors -	12/19/2017 11:50 AM
34	Filing can be done at any time, including after hours.	12/19/2017 10:58 AM
35	I'm a new lawyer and e-filing had been the only thing I know	12/19/2017 10:51 AM
36	It's faster and I don't have to make trips to the courthouse. I can do it at any hour of the day.	12/19/2017 10:49 AM
37	I like being able to file motions remotely (from court or home).	12/19/2017 10:43 AM
38	Filing is great but e-serving is a pain	12/19/2017 10:41 AM
39	N/A I only filed documents a few times and I no longer use this in my current position.	12/19/2017 10:40 AM
40	filing pleadings from your desk at any time	12/19/2017 10:40 AM
41	Only one or two times more difficult, otherwise MUCH easier.	12/19/2017 10:36 AM
42	You can file immediately from anywhere.	12/19/2017 10:19 AM
43	Still file all the same things just have to follow additional rules.	12/19/2017 10:17 AM
44	I'm able to file where and when needed, just as I had beforehand.	12/19/2017 10:14 AM

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45	It has greatly expanded my ability to file documents	12/19/2017 10:13 AM
46	STANDARD REQUESTS, MOTIONS AND FORMS CAN BE FILED SIMPLY.	12/19/2017 10:05 AM
47	Allows filing from home and access to out of county documents	12/19/2017 9:58 AM
48	It just keeps me from having to go down the block to file so it is quicker.	12/19/2017 9:49 AM
49	everything is at your fingertips	12/19/2017 9:39 AM
50	Have a hard time with various technicality reason why a document is rejected. Was never an issue when filing in-person. Takes longer to try to get documents filed. Sometimes it is nearly impossible.	12/19/2017 9:34 AM
51	I am not able to file well without secretarial help on my own	12/19/2017 9:32 AM
52	Did not put greatly bc we cannot file in justice court and we cannot file dom-rel contempt through e-file.	12/19/2017 9:21 AM
53	it is lovely not having to go to the courthouse, but it sometimes has been an issue with filing being rejected for inconsequentila reasons.	12/19/2017 9:14 AM
54	The codes are too limited and the court clerks have way too much authority to reject a filing. Court clerks, whho aren't even lawyers, should have no say in what a party files. Theat is between the parties and the court.	12/19/2017 9:08 AM
55	I practiced in many different counties; e filing made filing documents more efficient	12/19/2017 8:57 AM
56	Can do it from the comfort of my office	12/19/2017 8:54 AM
57	(24/7 mostly) remote access to filing has increased efficiency by an order of magnitude	12/18/2017 6:54 PM
58	Lawyers are able to file documents at any time, we are no longer limited by courthouse "hours of operation."	12/18/2017 5:26 PM
59	Sometimes it's a guessing game as to what will be accepted and what won't. Also, when you could take it to the window, you knew when it was filed. Now, if the clerks are terribly busy elsewhere, it can take quite a while for something to get filed.	12/18/2017 4:16 PM
60	Much better than submitting pleadings on paper	12/18/2017 4:13 PM
61	I didn't file much in Circuit Court, e-Filing has a learning curve.	12/18/2017 3:28 PM
62	E-filing is great, but the system itself is a bit "clunky" and decidedly not the most user friendly experience on the internet	12/18/2017 3:26 PM
63	MUCH easier and cheaper than hiring someone to take documents into the courthouse for filing (or FedExing them to the court)	12/11/2017 1:36 PM
64	One more program to use and maintain for occasional filing. Simply a hurdle to prevent lawyers from practicing other than you anticipated	12/11/2017 10:44 AM
65	When pleadings are not accepted timely and then rejected days later, at best it really messes up the notices of the proceeding and at worst makes me say untruths because of the utcr statement saying notices were sent.	12/10/2017 10:08 AM
66	Exceptions to e-filing vary between counties, and it is very slow getting signatures for show cause orders, which greatly restricts an attorney's ability to get short matters heard in family law. It's nice to not have to drive to each courthouse though.	12/7/2017 9:49 AM
67	Efiling saves a lot of time either personally filing or messenger filing documents. Draw backs occur when procedures differ by county - such as Notice of Restitutions in FED cases where some counties require they be filed manually and others require they be filed electronically.	12/6/2017 7:11 PM
68	allows for later filing deadline of 11:59 p.m. versus 5:00 p.m. court open hours	12/6/2017 3:46 PM
69	Multnomah County needs to improve posting of orders and judgments that have been signed. It is woefully slow to non-existent compared to either the federal system or Washington State (including King County).	12/6/2017 2:46 PM
70	I don't file pleadings, I review and audit them. The electronic system makes them more accessible.	12/6/2017 1:48 PM
71	makes possible after hours and weekend filing	12/6/2017 1:21 PM
72	I began practicing in 2014, and wasn't really filing prior to electronic filing	12/6/2017 1:14 PM

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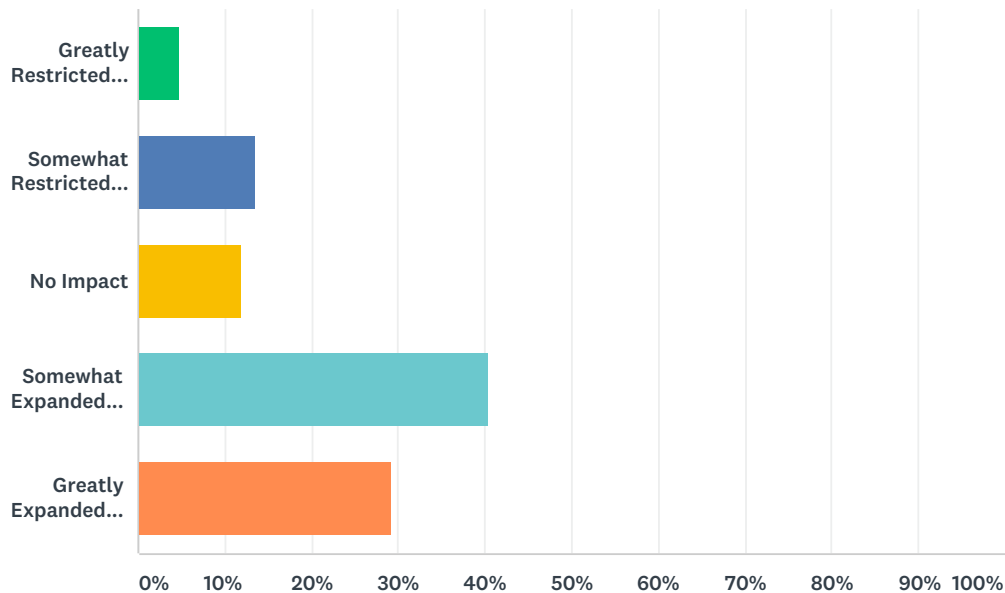
73	No more trips to the court house to file or mailing expense and delay.	12/6/2017 1:01 PM
74	We were already using Openonline	12/6/2017 12:37 PM
75	Well, the convenience of filing from my office.	12/6/2017 12:34 PM
76	Reduced the extra step of physical delivery - speeding filing process	12/6/2017 12:32 PM
77	Easy to file from the office	12/6/2017 12:15 PM
78	Easier to file electronically. Great new addition, but hasn't really expanded ability to file.	12/6/2017 12:13 PM
79	The question is unclear. Before e-filing, I could still file paper pleadings. It is much easier now, but that is not an answer offered.	12/6/2017 11:38 AM
80	For a solo practitioner with no staff it is a major hassle to navigate the website and service is high impossible	12/5/2017 6:17 PM
81	Less paper/less walking to courthouse	12/5/2017 3:53 PM
82	After hours filing ability and not travelling to Medford great	12/5/2017 12:17 PM
83	We were able to file pleadings by mail, but e-filing gives us a bit more time.	12/5/2017 11:50 AM
84	It saves time of going to the court to file the documents and you can file after regular court hours.	12/5/2017 11:45 AM
85	I don't have to drive or arrange for others to file outside my county.	12/5/2017 10:19 AM
86	It is nice to be able to file online. However, I did not file anything prior to having E-Filing available, so I'm just comparing to what I think it would have been like.	12/4/2017 7:34 PM
87	Has REALLY slowed down pendente lite family law practice. Before, I could take OSC's personally to sign and file. Now, it goes into the queue and it has taken up to 14 days to get and OSC signed. This has dramatically impacted accessibility to the court in emergent circumstances.	12/4/2017 3:40 PM
88	Much easier to file	12/4/2017 2:58 PM
89	My experience is mostly positive. I mourn the loss of the person-to-person contact I experienced with court staff and at ex-parte, but generally the experience has been positive, and I certainly understand it is necessary.	12/4/2017 2:25 PM
90	So much more convenient, probably saves clients money (I am now at a non-profit so this does not apply to me now, but did when I was in private practice)	12/4/2017 2:11 PM
91	I can file materials with the court from anywhere at any time. I can look at pleadings as well.	12/4/2017 2:09 PM
92	The ability to obtain timely relief or simply orders to show cause has been greatly impacted - delays in service, etc.	12/4/2017 1:59 PM
93	I can file and access the court system 24/7. What a time saver!	12/4/2017 1:54 PM
94	Clunky, difficult to navigate system and counties vary widely as to how they send notice of signed Judgments	12/4/2017 1:33 PM
95	24-7 availability. No need to courier last-minute filings.	12/4/2017 1:32 PM
96	The system was clunky to learn and not intuitive. It made it hard to learn how to do it under the stress of a deadline.	12/4/2017 1:32 PM
97	We can easily file in any county across the state without having to mail or arrange delivery.	12/4/2017 1:20 PM
98	I and my staff can file anytime from anywhere. That is nice.	12/4/2017 1:05 PM
99	don't have to travel 30 miles to file something; can review documents online without going to courthouse	12/4/2017 12:40 PM
100	Instant access - don't have to go to courthouse	12/4/2017 11:53 AM
101	Filings rejected more often than physical filings	12/4/2017 11:48 AM
102	Cuts out the lag time of delivering or mailing documents to the courthouse.	12/4/2017 11:39 AM
103	I can file cases outside regular court hours.	12/4/2017 11:17 AM
104	No more driving to the courthouse	12/4/2017 10:40 AM

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105	Ecourt saves us the time it takes to walk documents over to the court but it has increased the administrative costs of the practice.	12/4/2017 10:30 AM
106	I file all the pleadings I normally would have. It is just made my job easier.	12/4/2017 8:50 AM
107	Because, as a matter of fact, I find that the the system is a significant impediment to filing. It is unreliable and opaque.	12/4/2017 8:15 AM
108	It's easier and faster, but not expanded or restricted	12/4/2017 3:39 AM
109	It hasn't restricted ACCESS, but it had made the process much longer and more complicated.	12/3/2017 3:49 PM
110	The new system allows court staff to reject pleadings with little or no contact with the lawyer, and scant explanation given. Whereas previously one could go to the courthouse and meet with staff and supervisors to resolve the issue, now the process of resubmission can take weeks. This is especially frustrating in Clackamas County, where Lisa Edwards, a non-lawyer, has been empowered to reject filings that do not meet her personal interpretation of the law.	12/2/2017 6:57 PM
111	It has made filing extremely easy and efficient	12/1/2017 3:23 PM
112	Having instant access to pleadings is vital in any practice.	12/1/2017 2:47 PM
113	Much more convenient with 24/7 access; less travel	12/1/2017 2:21 PM
114	I am not limited to filing when the courthouse is open.	12/1/2017 1:05 PM
115	It's easier to file in counties in which I am not located.	12/1/2017 11:45 AM
116	The ability to submit a document for filing without having to deal with the delay caused by mailing.	12/1/2017 9:30 AM
117	We have had difficulty filing "unusual" pleadings.	12/1/2017 9:18 AM
118	much more convenient. No running to courthouse, etc.	12/1/2017 8:59 AM
119	It's convenient but frustrating (picking the type of document is confusing, sometimes applications get inexplicably rejected)	12/1/2017 6:40 AM
120	More convenient for filing deadlines in counties that are far from my office.	11/30/2017 8:47 PM
121	learning curve, but time saver, so ultimately they equal out	11/30/2017 8:12 PM
122	I used to mail them. Now I efile them.	11/30/2017 6:55 PM
123	I work for a legal services organization, and the majority of my clients require fee waivers, which I can't file electronically.	11/30/2017 4:41 PM
124	Saves so much time, also allows for after hours filing.	11/30/2017 4:26 PM
125	filings get kicked back where court staff is wrong. they rename filings incorrectly. not enough categorie. really whats the point o the service sservice contact information . I'm already having to be in OECl system before i can even file & then the court sends me more emails to waste more of my time	11/30/2017 4:24 PM
126	Court clerks frequently reject documents for minor reasons, making the process time consuming and difficult.	11/30/2017 4:01 PM
127	So much easier to file. I appreciate the fact I do not have to drive or pay delivery to drive motions to courthouse.	11/30/2017 3:58 PM
128	The ability to access filing is easier but perhaps not larger than traditional filing.	11/30/2017 3:55 PM
129	I can easily file in remote counties on my own, rather than having to hire someone to file for me	11/30/2017 3:28 PM

Q4 How do you assess the impact of electronic filing on your productivity and the productivity of your office?

Answered: 250 Skipped: 66



ANSWER CHOICES		RESPONSES	
Greatly Restricted Productivity		4.80%	12
Somewhat Restricted Productivity		13.60%	34
No Impact		12.00%	30
Somewhat Expanded Productivity		40.40%	101
Greatly Expanded Productivity		29.20%	73
TOTAL			250

#	PLEASE TELL US WHY YOU GAVE THIS RATING.	DATE
1	Anyone in the office can efile.	1/2/2018 2:40 PM
2	When electronic filing works, it is great. When it doesn't work, it is a MAJOR hassle that takes a significant amount of time to resolve. And, unfortunately, it seems that the number of problems outweigh the times everything runs smoothly.	1/1/2018 1:29 PM
3	saves the trips to town, but it is sometimes cryptic, as if the filing headings were not determined by attorneys or legal staff.	12/26/2017 2:04 PM
4	Very time consuming to scan upload to efilng. Then the filing codes are asinine. No lawyer had anything to do with litigation could possibly have had any input in coming up with these non sequitur abbreviations that do not comport with common sense. It also takes forever to open a new case and add in all the data, up front.	12/23/2017 12:46 PM
5	We save a very small amount of time not sending service documents to parties or opposing counsel.	12/22/2017 4:44 PM
6	Same as #3 - process not intuitive and too many rules	12/21/2017 12:19 PM
7	No longer have to drive to courthouse to file documents. Can do this outside of 8-5 hours.	12/21/2017 9:45 AM
8	Same speed of filing as before	12/21/2017 7:15 AM

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9	Still producing pleadings and other documents, just saving trips to the courthouse to file, and scanning	12/20/2017 10:08 PM
10	Having access is very, very helpful, but the search capability is very poor.	12/20/2017 4:54 PM
11	See comments above - it's a HUGE TIME WASTER AND COSTING CLIENTS UNNECESSARY EXPENSE.!	12/20/2017 3:59 PM
12	Much easier and more stream-lined than paper filing. Lane County has a great turn-around time, too.	12/20/2017 3:46 PM
13	It is very much a mixed bag. some things are easier. some types of access are much	12/20/2017 3:34 PM
14	E-filing made filing much quicker and easier - in most cases at least.	12/20/2017 3:13 PM
15	I can grab case materials from anywhere at anytime. I can see the contents of filings. See response to number 1.	12/20/2017 3:08 PM
16	Without face to face interaction with court clerks, rejection and re-submissions of envelopes is time intensive.	12/20/2017 2:59 PM
17	The work in reviewing the docket or preparing pleadings to file is the same, but the ability to get things filed or get a docket from the Court has greatly expanded.	12/20/2017 2:57 PM
18	See above. It's usually a time saver, but sometimes causes frustration.	12/20/2017 2:54 PM
19	Filing electronically is quicker than filing by mail.	12/20/2017 2:46 PM
20	Saves time from making paper copies and having to file them with the Judge's staff, smoother system	12/20/2017 10:26 AM
21	Service still somewhat hindered, as the DA's rarely enter themselves for service.	12/20/2017 9:16 AM
22	Have to follow up with court to make sure filings are accepted, docketed, etc.	12/20/2017 8:08 AM
23	some times posted material does not come up for 2-3 days: also in a post conviction case memos I filed were not found in the trial court file even though there was a record of argument re memos. DA supplied my work to DOJ counsel	12/20/2017 7:12 AM
24	It is very time consuming to file anything	12/19/2017 8:29 PM
25	court runs for staff are much faster.	12/19/2017 4:33 PM
26	See above answer - nothing can get done unless specially hired staff are available (sometimes she is sick).	12/19/2017 4:20 PM
27	Although we do not have to do a 'court run' to file documents, there are many forms rejected based off of confusion or minor mistakes which makes things move slower	12/19/2017 3:51 PM
28	The whole thing if having to scan documents and convert to a PDF has been a hassle, and court staff have been way way too picky and particular (and often flat out incorrect) in rejecting some filings.	12/19/2017 3:42 PM
29	My office now does the work of filing rather than the court staff	12/19/2017 2:40 PM
30	Sometimes the codes don't match the documents and it takes time to figure out the correct filing	12/19/2017 1:25 PM
31	Efiling is sometimes cumbersome. I still do not understand how to add contacts and feel like I need to relearn everything whenever I file something.	12/19/2017 1:14 PM
32	Efiling has made it exceptionally more efficient for our office file pleadings for all of our cases, in many different circuit courts. Having a set of standard eFiling rules has also helped reduce confusion (though keeping up with the particular eFiling SLRs for a few courts has been a huge headache).	12/19/2017 1:08 PM
33	The court requires follow up paper motions and orders for motions and orders granted orally in court. This adds staff time and resource to schedule changes that used to be managed by the court.	12/19/2017 11:50 AM
34	We can get it done and move on.	12/19/2017 10:58 AM
35	See above comment	12/19/2017 10:51 AM
36	It's faster and I don't have to make trips to the courthouse. I can do it at any hour of the day.	12/19/2017 10:49 AM
37	A lot of the work now is on the staff to categorize the document it creates additional overhead.	12/19/2017 10:48 AM

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38	no more court runs	12/19/2017 10:40 AM
39	More efficient, no travel.	12/19/2017 10:36 AM
40	Neutral. It has made filing somewhat easier, but also created new challenges in receiving other parties' filings or serving multiple parties, some of whom do not or cannot accept electronic service.	12/19/2017 10:26 AM
41	Really, what it has done is created more work and the expectation that we can do more.	12/19/2017 10:19 AM
42	Nice to not be required to personally deliver things.	12/19/2017 10:17 AM
43	It would be a higher rating if District Attorney's accepted eService at the beginning of the case	12/19/2017 10:14 AM
44	While I no longer have mailing / trips to the courthouse, I have to prepare documents and take the time to enter in the system.	12/19/2017 10:14 AM
45	LOTS OF LAWYERS ARE NOT MAKING THE EFFORT TO LEARN HOW TO USE IT.	12/19/2017 10:05 AM
46	Every county seems to have their own interpretations re efilng	12/19/2017 9:50 AM
47	It just keeps me from having to go down the block to file in Court so it is quicker.	12/19/2017 9:49 AM
48	Not having to file by mail or in person has saved this firm a great deal of time.	12/19/2017 9:48 AM
49	no more trips to the courthouse	12/19/2017 9:39 AM
50	Have a hard time with various technicality reason why a document is rejected. Was never an issue when filing in-person. Takes longer to try to get documents filed. Sometimes it is nearly impossible. Sometimes it takes an extremely long time to be able to file a document.	12/19/2017 9:34 AM
51	Attorneys and some secretaries either cannot, or are poorly skilled at efilng, some secretaries can do so more quickly than prior, net impact is negligible	12/19/2017 9:32 AM
52	There are requirements that lead to things being rejected from e-file that force us to redo things	12/19/2017 9:21 AM
53	able to get documents online and file online without leaving the office.	12/19/2017 9:14 AM
54	not having to go to the courthouse to file documents is a plus.	12/19/2017 9:08 AM
55	Ability to file out of county without mail or travel, ability to look up information electronically	12/19/2017 8:57 AM
56	sometimes delays in accepting filings	12/19/2017 8:54 AM
57	now takes more of my time	12/19/2017 6:59 AM
58	(24/7 mostly) remote access to filing has increased efficiency by an order of magnitude	12/18/2017 6:54 PM
59	Efiling requires a lot more work inhouse than previous paper filing.	12/18/2017 5:26 PM
60	Since my office is directly across the street from the courthouse, it was a simple thing to prepare something to be filed, take it over, file it, get a stamped copy and return to the office to put it in the file. Now, it's a thing of e-filing, hoping it doesn't get rejected, waiting for it to be accepted, getting online to get a certified copy and, if an order was filed, waiting for the court notification to go and download/print the signed order to place with the file. However, being able to access documents at all times of the day or night is quite nice.	12/18/2017 4:16 PM
61	easier	12/18/2017 4:13 PM
62	I (a lawyer) do less clerical work.	12/18/2017 3:28 PM
63	Definitely more time consuming for staff. System is slow (relative to other web functionalities) and has lots of arbitrary minutae to learn and keep track of.	12/18/2017 3:26 PM
64	Takes a bit more staff time to accomplish vs. hiring runner to take documents to court, but the cost is far less and it can be done MUCH more quickly	12/11/2017 1:36 PM
65	sorting our the system is not billable, not intuitive and not any quicker.	12/11/2017 10:44 AM
66	I need more staff because what used to take 30 minutes to assemble and get to the court can take 1-2 hours to process as efilng. We can adjust to this reality and perhaps the burden shift is appropriate.	12/10/2017 10:08 AM
67	This is not a well designed question. It has made it much more productive for multi-county practice, but the routine 3-week lag for what used to be an ex parte signature, and lack of notifications for unsigned orders is very inconvenient	12/7/2017 9:49 AM

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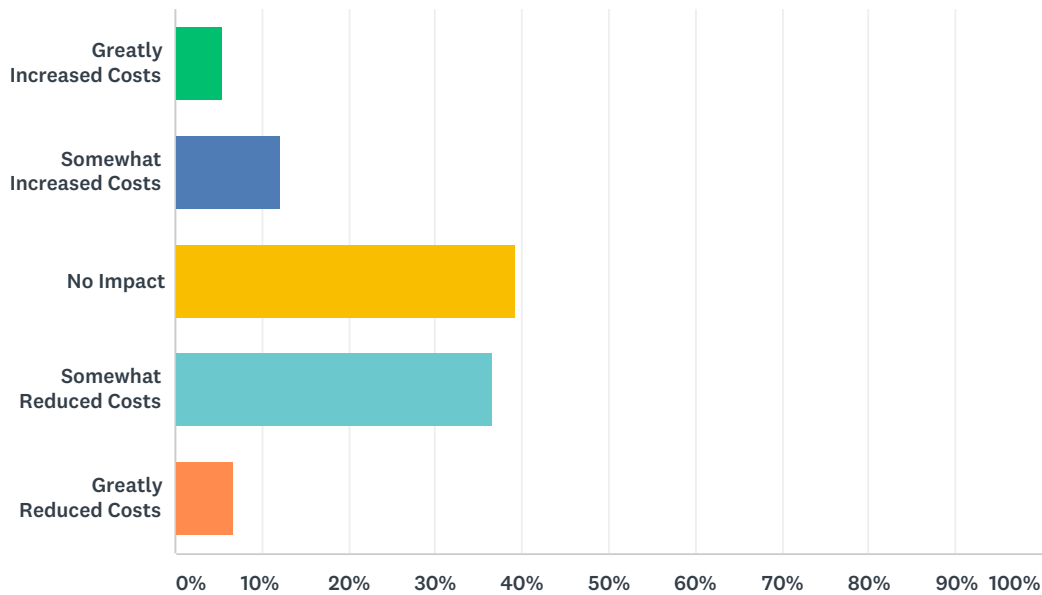
68	Saves a lot of mailing and faxing.	12/6/2017 7:11 PM
69	see above (3)	12/6/2017 3:46 PM
70	My office has processed all types of pleadings. Electronic pleadings move faster around the court.	12/6/2017 1:48 PM
71	decreasing travel time for filing	12/6/2017 1:21 PM
72	no need to drive out to neighboring counties any more	12/6/2017 1:14 PM
73	5 minutes to file without postage or travel to court house.	12/6/2017 1:01 PM
74	Easier and less time-consuming than paper filing	12/6/2017 12:37 PM
75	We have to "hunt and peck" for entry of judgments because we are not served a copy or consistently notified of their entry	12/6/2017 12:32 PM
76	So many things that don't fit in the categories, so can't be filed. If it fits, great, if it doesn't fit, it is a disaster.	12/6/2017 12:15 PM
77	We still have issues with things getting rejected if staff or attorney don't follow procedures.	12/6/2017 12:13 PM
78	I like the speed of electronic filing without relying on the mail. I like to be able to file on weekends. I like to be able to download documents from the court file. I like to look up any case and see pleadings.	12/6/2017 11:38 AM
79	With no staff it takes me a very long time to file and service is impossible.	12/5/2017 6:17 PM
80	Quicker/less out of office time walking to courthouse	12/5/2017 3:53 PM
81	It will be better once accounting codes are properly populated	12/5/2017 12:17 PM
82	E-filing is quicker and easier than paper filings.	12/5/2017 11:50 AM
83	It has allowed us to file more quickly by doing it from the office.	12/5/2017 11:45 AM
84	Efiling saves many trips to the courthouse.	12/5/2017 11:07 AM
85	The coding in the system does not match Oregon Law or legal practice causing a guessing game among staff	12/5/2017 10:40 AM
86	We don't do that much outside our county	12/5/2017 10:19 AM
87	This was we don't have to physically file documents and reduces trips to the courthouse.	12/4/2017 7:34 PM
88	E court saves making trips to the courthouse. Major plus! It allows access to court files, which is great when clients fail to bring court documents to a first meeting. But the delays in getting orders and judgments signed substantially offset these advantages.	12/4/2017 3:40 PM
89	Much of the work is the same, but less time wasted with paper trivia	12/4/2017 2:58 PM
90	No trips to the courthouse and ability to file after business hours!!	12/4/2017 2:26 PM
91	Although at times the filing of unusual documents creates headaches, I've saved hours and hours of time with the ability to file standard documents electronically.	12/4/2017 2:25 PM
92	I only say somewhat because sometimes things are rejected for silly reasons, have to re-file. But once you know what they watch for it's not as bad.	12/4/2017 2:11 PM
93	For the same reasons as above. It also takes the mail out of the equation.	12/4/2017 2:09 PM
94	Delay in entry of judgments, delay in obtaining show cause orders causes delays in moving cases along.	12/4/2017 1:59 PM
95	Difficult when a client is filing with a fee waiver	12/4/2017 1:35 PM
96	When the system went into place, I found that I wasn't trusting it, and was sure that an opponent would file something I wouldn't see.	12/4/2017 1:32 PM
97	Staff no longer has to go to the court and wait around for filings to be processed and accepted or rejected. They can keep working and address things as needed.	12/4/2017 1:05 PM
98	Time saver	12/4/2017 11:53 AM
99	Places burdens that were on the court staff onto everyone else	12/4/2017 11:48 AM
100	Cuts out some steps.	12/4/2017 11:39 AM

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101	It takes more time to file a document because of all the information we need to provide to Tyler Tech.; It takes time for filings to be "accepted"; Sometimes filings need to be submitted more than once before they will be accepted; It is difficult to coordinate docketing with the filing of cases which have specific time limits (FEDs); The amount of paper that is used to print out and save submitted and accepted documents is ridiculous.	12/4/2017 11:17 AM
102	Although there are a lot of steps to go through, filing from the office is very convenient	12/4/2017 10:40 AM
103	Because, as a matter of fact, I find that the the system is a significant impediment to filing. It is unreliable and opaque.	12/4/2017 8:15 AM
104	It's easier and faster	12/4/2017 3:39 AM
105	Having to make separate filings (and occasionally multiple volumes) makes the entire process take much longer. Before I could print a document, sign it and submit it to the court. Now I have to print it, sign it, scan it in separate files, upload it in separate files, and, if it isn't too large, submit it.	12/3/2017 3:49 PM
106	see the response above	12/2/2017 6:57 PM
107	Speeds up filings	12/2/2017 1:20 PM
108	More time spent fiddling with the website and PDFs, rather than printing. Less time spent going to the courthouse.	12/1/2017 3:37 PM
109	No more trips to the courthouse.	12/1/2017 2:47 PM
110	Same as #3	12/1/2017 2:21 PM
111	It is more efficient to instantly file pleadings rather than having to spend someone to the courthouse	12/1/2017 1:05 PM
112	Not having to walk pleadings to the courthouse or send a messenger to make sure they get there is a plus. Also, ability to file after 5pm.	12/1/2017 11:45 AM
113	In some ways, it increases productivity and in other ways it decreases productivity.	12/1/2017 9:18 AM
114	saves much time - more convenient. Especially like having electronic access to documents in court file.	12/1/2017 8:59 AM
115	Easier to print and mail	12/1/2017 6:40 AM
116	It is easy to check status of pending orders and judgments	11/30/2017 8:47 PM
117	Takes more time to efile than to mail.	11/30/2017 6:55 PM
118	Litigation is not a large part of my practice, so it only somewhat expands overall productivity. If I litigated more often, electronic filing would have greatly expanded productivity.	11/30/2017 4:26 PM
119	the time i waste filing. things are filed then set up so i cant access them	11/30/2017 4:24 PM
120	I am a new attorney so this is all I know.	11/30/2017 4:09 PM
121	Less time in travel to courthouse	11/30/2017 3:58 PM
122	Electronic service has eliminated the need to serve by mail.	11/30/2017 3:56 PM
123	The ability to file from the office and not rely on mail has increased efficiencies.	11/30/2017 3:55 PM
124	I don't have to run to the court to file, don't have to make special copies. Figuring out what I can attach together versus separately and what codes to use can take time, but overall I spend less time filing	11/30/2017 3:28 PM
125	It's easier to file, but there are so many glitches and ways to miss things that I spend more time having to figure out whether something has been filed by opposing counsel or the court.	11/30/2017 3:24 PM

Q5 What impact has electronic filing had on both your operating expenses and client costs?

Answered: 241 Skipped: 75



ANSWER CHOICES	RESPONSES	
Greatly Increased Costs	5.39%	13
Somewhat Increased Costs	12.03%	29
No Impact	39.42%	95
Somewhat Reduced Costs	36.51%	88
Greatly Reduced Costs	6.64%	16
TOTAL		241

#	PLEASE TELL US WHY YOU GAVE THIS RATING.	DATE
1	Less paper used; less messenger services used.	1/2/2018 2:40 PM
2	sometimes it is a faster method, other times with the rejections being so many it is more time consuming	12/26/2017 2:04 PM
3	My staff and I spend more time filing, and checking emails and then dealing with problems or rejected filings than we ever did before. Also, when opening a new case, it takes a lot of time to upload the party contact data.	12/23/2017 12:46 PM
4	We have probably saved a few stamps.	12/22/2017 4:44 PM
5	It can take me longer sometimes but I choose not to bill the clients. I absorb it.	12/21/2017 12:19 PM
6	As I mainly do criminal defense, it has not changed these elements	12/21/2017 7:15 AM
7	see above	12/20/2017 10:08 PM
8	Less copying.	12/20/2017 4:54 PM
9	See above.	12/20/2017 3:59 PM
10	Now have to pay for access to OECL.	12/20/2017 3:46 PM

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11	Less copy and postage costs	12/20/2017 3:35 PM
12	i'm not sure how to answer this at the public defenders office. filing fees are waived in most of our cases.	12/20/2017 3:34 PM
13	Probably slightly reduced expenses and costs	12/20/2017 3:13 PM
14	Lost time re-submitting envelopes.	12/20/2017 2:59 PM
15	Because we can easily do the filing and be able to check the docket without having to make calls and wait for confirmation, and do not have to hire someone to take documents to court, expenses are reduced.	12/20/2017 2:57 PM
16	Not sure. I'm not in charge of costs.	12/20/2017 2:54 PM
17	It is a cost saving not to have to prepare and mail copies of documents.	12/20/2017 2:46 PM
18	Indigent Defense doesn't incur filing costs	12/20/2017 10:26 AM
19	No need to print out filings	12/20/2017 9:52 AM
20	less time involved in getting matters filed and fees pd	12/20/2017 7:12 AM
21	Shifted the actual filing to my office increasing overhead. Before could file stuff when went to courthouse creating efficiencies, now very inefficient	12/19/2017 8:29 PM
22	public defender's office	12/19/2017 4:33 PM
23	I previously could file things myself without special equipment or training.	12/19/2017 4:20 PM
24	I had to buy additional computer software for this.	12/19/2017 3:42 PM
25	The time it takes to file is something that our office has to eat. I don't think it is fair to pass that along to a client.	12/19/2017 2:40 PM
26	It has definitely reduced cost in postage, printing and scanning, as well as the hours it takes our legal assistant to prepare filings for service.	12/19/2017 1:08 PM
27	It takes more time and staff effort to file things electronically. The Court also demands that all oral motions are followed up with paper motions and orders - which again increases costs.	12/19/2017 11:50 AM
28	See above comment	12/19/2017 10:51 AM
29	There is no paper waste.	12/19/2017 10:49 AM
30	Greater staff time and overhead.	12/19/2017 10:48 AM
31	Unknown.	12/19/2017 10:36 AM
32	Unclear. It has increased some staffing costs (time). Other costs may have decreased. Going paperless overall will help decrease storage costs long-term.	12/19/2017 10:26 AM
33	You must have all the hardware and an internet connection.	12/19/2017 10:19 AM
34	More staff time.	12/19/2017 10:17 AM
35	Slightly reduced costs, it would be a higher rating if District Attorney's accepted eService at the beginning of the case	12/19/2017 10:14 AM
36	Time is time. I see it as a wash.	12/19/2017 10:14 AM
37	PUBLIC DEFENDER OFFICE	12/19/2017 10:05 AM
38	takes less time to file	12/19/2017 9:39 AM
39	Had to change internet providers- cost more. Buy new scan machine in case that was the problem-wasn't.	12/19/2017 9:34 AM
40	I do not have access to firm financial information and therefore cannot say	12/19/2017 9:32 AM
41	cut expenses for copying & postage	12/19/2017 9:21 AM
42	We must now use our own credit card for filing fees. This creates an accounting issue paying those fees and transferring money from trust to the firm's account.	12/19/2017 9:08 AM
43	monthly charges	12/19/2017 8:57 AM
44	unknown to me	12/19/2017 6:59 AM

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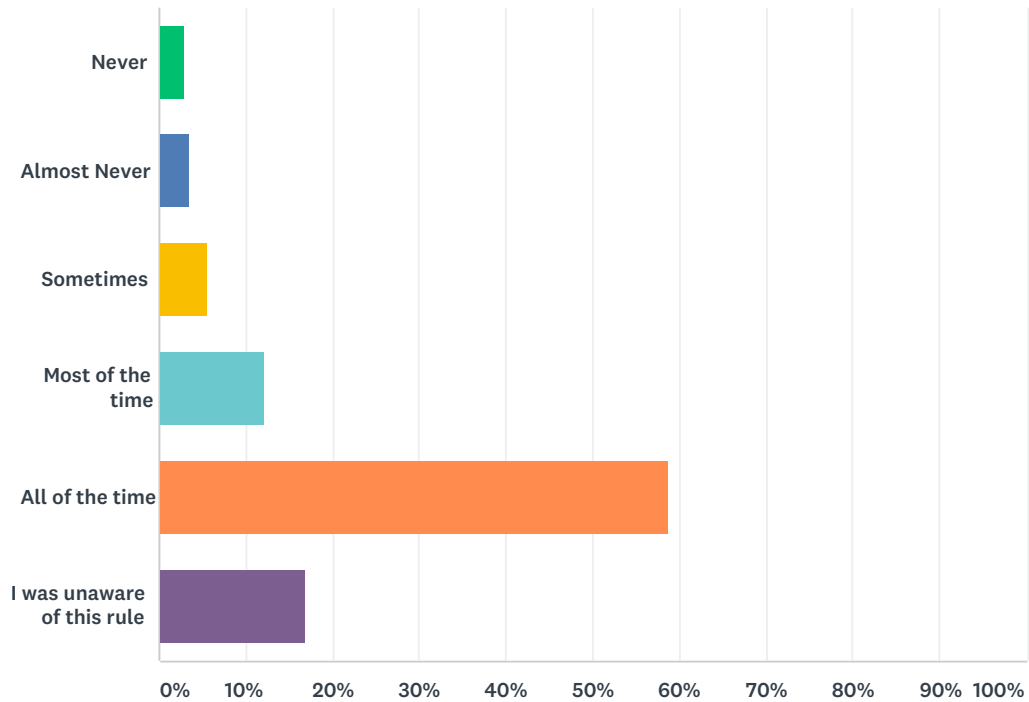
45	(24/7 mostly) remote access to filing has increased efficiency by an order of magnitude	12/18/2017 6:54 PM
46	Time it takes to scan all documents, organize them, and efile them takes longer than previous process	12/18/2017 5:26 PM
47	It actually takes a little more time to finalize and sign and then scan to PDF and then get online to e-file the documents and then retrieve the filed documents once they are available.	12/18/2017 4:16 PM
48	I file briefs in the appellate courts, and photocopying and mailing saved.	12/18/2017 3:28 PM
49	Has obviated the need for a filing service or FedExing filings to the court. Now, if we could just get judges to stop requiring bench copies...	12/11/2017 1:36 PM
50	Of course there is an additional monthly fee to be an attorney litigating in Oregon in addition to my bar dues.	12/11/2017 10:44 AM
51	See answer to 4 above. In addition the UTCR notices seem to duplicate our proof of service/mailling that is required for many probate pleadings.	12/10/2017 10:08 AM
52	More employee time spent on filing various documents than when taken to the court office	12/8/2017 10:18 AM
53	Same issue. Appointment of a custody evaluator is a great example-- it takes 5 weeks to get a hearing that used to be a 1 week or 2 week turnaround, so I have to cajole opposing counsel or have my client pay 100% of the cost.	12/7/2017 9:49 AM
54	No time in lines to file in person thus saving the client fees. Savings in mailing costs.	12/6/2017 7:11 PM
55	saves delivery charges previously incurred with filing at the courthouse	12/6/2017 3:46 PM
56	Filing fees in Oregon are still very substantial--especially for defendants. Washington, for example, doesn't charge defendants to answer.	12/6/2017 2:46 PM
57	s/a no. 4 above	12/6/2017 1:21 PM
58	again, no need to take the time to travel to neighboring counties	12/6/2017 1:14 PM
59	Postage no longer. Gas for travel to court house no longer.	12/6/2017 1:01 PM
60	less postage, paper and copying.	12/6/2017 12:37 PM
61	Don't have to drive out to a courthouse to file to avoid risk of untimely filing through the mail.	12/6/2017 12:34 PM
62	Access the Court's case file is quite costly for solos unless litigation/probate is bulk of practice	12/6/2017 12:32 PM
63	AGain, causes huge problems in Juvenile court where many things do not fit the model this was intended for.	12/6/2017 12:15 PM
64	We don't have to messenger docs to the courthouse or send attorneys to ex parte as much. I think on balance it is more cost effective for clients	12/6/2017 12:13 PM
65	Before I had to do cover letters and cards, which I do not have to do now. Now I have extra emails to process. The certificates of service and certificates of readiness add a lot of extra time. They probably eliminate time savings.	12/6/2017 11:38 AM
66	I work exclusively with low income clients who I don't charge.	12/6/2017 10:29 AM
67	Staff not having to be away from their desk	12/5/2017 3:53 PM
68	More time to shepard through the filing on line which should improve over time	12/5/2017 12:17 PM
69	reduced postage expenses for the office overall; reduced messenger fees to the client for last minute filings	12/5/2017 11:50 AM
70	Efiling saves mileage reimbursement costs for trips to the courthouse that are not taken.	12/5/2017 11:07 AM
71	We don't pass travel costs for filing onto clients, and our staff is not overwhelmed	12/5/2017 10:19 AM
72	I don't have anything to compare to, but I'm pretty sure the fees are the same or even slightly higher than previously.	12/4/2017 7:34 PM
73	saves tgrips to courthouse to file.	12/4/2017 3:40 PM
74	Flat fee rates for most of what I do, so my time spent filing wasn't really charged to the client.	12/4/2017 2:26 PM
75	See above.	12/4/2017 2:11 PM
76	Postage is reduced.	12/4/2017 2:09 PM

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77	Delays in obtaining necessary relief causes increased conflict in cases and higher anxiety for clients which relates to increased costs	12/4/2017 1:59 PM
78	No more wasted time standing around.	12/4/2017 1:05 PM
79	Time saver	12/4/2017 11:53 AM
80	Costs and time spent making copies, postage for service, etc.	12/4/2017 11:48 AM
81	Reduced some postage expense.	12/4/2017 11:39 AM
82	The amount of time it takes to file a document has increased; paper costs have increased.	12/4/2017 11:17 AM
83	Staff time has been reduced as to the limited trips to the courthouse	12/4/2017 10:40 AM
84	Increased administrative costs due to the need for greater document retention and storage.	12/4/2017 10:30 AM
85	We saved costs by not printing on paper or mailing documents to all parties, as well as the time that takes, and binders and space we used to need to file all of that paper.	12/4/2017 10:14 AM
86	most of my pleadings are in probate and most don't require service. Efiling reduces mailing costs and time.	12/4/2017 3:39 AM
87	I work for government, so I don't see the costs.	12/3/2017 3:49 PM
88	I don't think we spend any less time with efiling than we did before	12/2/2017 1:20 PM
89	Less postage and time for preparing mailing	12/1/2017 3:23 PM
90	No longer necessary to hire messengers to deliver items to court for filing.	12/1/2017 2:47 PM
91	less time and travel expense	12/1/2017 2:21 PM
92	I do not have to bill clients for a staff member to run to the courthouse to file things.	12/1/2017 1:05 PM
93	I think it is a wash. The time we spend doing the filing is probably the same as the cost of getting the filing to the courthouse.	12/1/2017 11:45 AM
94	I would think - due to no messenger services, etc.	12/1/2017 8:59 AM
95	It is very, very expensive to access	12/1/2017 8:42 AM
96	I am an arbitrator so file for free	11/30/2017 8:12 PM
97	Takes more time to efile, costing clients in increased fees.	11/30/2017 6:55 PM
98	Paper and Ink not needed	11/30/2017 6:22 PM
99	The fee structure is outrageously unfair to small firms and solos (even after the recent "adjustments." Upgrading the entire filing system should not be done on the backs of practicing lawyers, but rather, all filing fees should be raised to cover the ECF costs, with a modest usage charge for practitioners (ala PACER, the federal system)	11/30/2017 6:12 PM
100	I cannot validate the time involved by the support staff, as I don't see the time sheets	11/30/2017 6:04 PM
101	While there is an additional fee, it also saves clients money on my time	11/30/2017 4:54 PM
102	Litigation is not a large part of my practice, so it only somewhat reduces costs. If I litigated more often, electronic filing would have greatly reduced costs.	11/30/2017 4:26 PM
103	dont know, i dont due \$ side of things	11/30/2017 4:24 PM
104	The ability to file pleadings directly from our office without need of messengers to paper file has greatly decreased costs.	11/30/2017 4:17 PM
105	Fees increase(d).	11/30/2017 4:09 PM
106	Due to less travel times where deadlines are short.	11/30/2017 3:55 PM
107	Some reduction in copying costs and time for filing, but those are relatively small costs in the overall cost of litigation	11/30/2017 3:28 PM

Q6 UTCR 21.100 requires an attorney to add their service contact information to each case where they use the electronic filing system. How often do you comply with this rule?

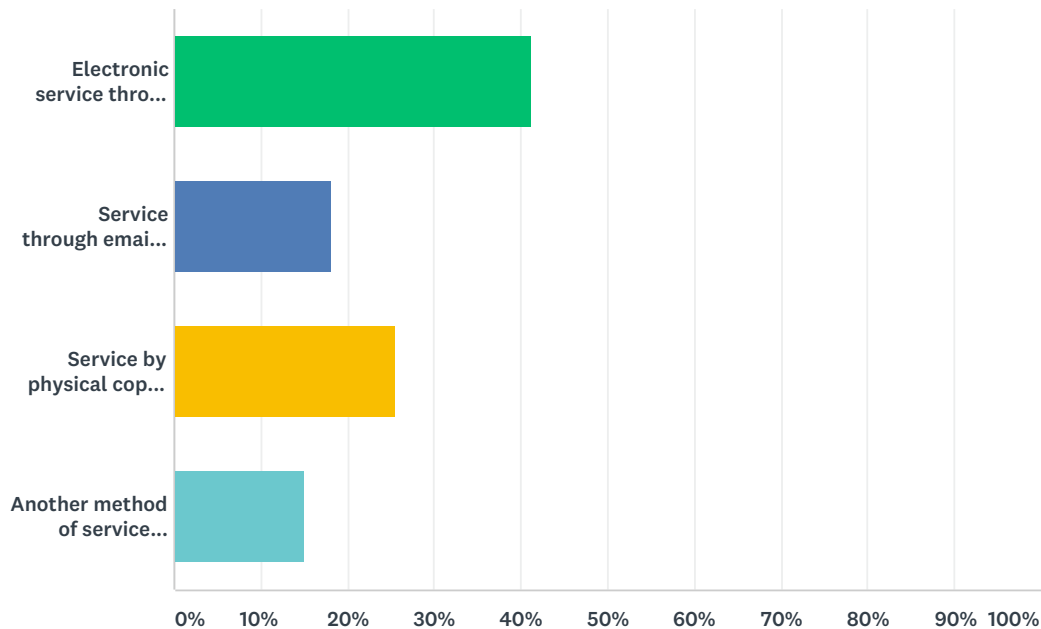
Answered: 247 Skipped: 69



ANSWER CHOICES	RESPONSES	
Never	2.83%	7
Almost Never	3.64%	9
Sometimes	5.67%	14
Most of the time	12.15%	30
All of the time	58.70%	145
I was unaware of this rule	17.00%	42
TOTAL		247

Q7 When you electronically file a document, for which eFiling is permitted, what forms of service do you primarily choose to employ?

Answered: 247 Skipped: 69



ANSWER CHOICES	RESPONSES	
Electronic service through OJD File and Serve	41.30%	102
Service through email outside of OJD File and Serve	18.22%	45
Service by physical copies of documents	25.51%	63
Another method of service (please specify)	14.98%	37
TOTAL		247

#	ANOTHER METHOD OF SERVICE (PLEASE SPECIFY)	DATE
1	We do electronic service through OJD file and serve and serve by mail, unless an ORCP 9 agreement is in place, and email too.	1/2/2018 2:40 PM
2	we still email or mail.	12/26/2017 2:04 PM
3	Mail or fax. I do not like nor do I trust e-service.	12/23/2017 12:46 PM
4	I use all three methods	12/21/2017 2:59 PM
5	actual service or email and mail if permitted.	12/20/2017 3:59 PM
6	N/A - have not had a case where service is required (exclusively probates)	12/20/2017 3:46 PM
7	I will actively engage opposing counsel to exchange documents pursuant to ORCP 9 (via email)	12/20/2017 3:08 PM
8	we do OJD file and serve, but also back it up with mailing physical copies so we can be sure filings are received	12/20/2017 2:57 PM
9	both electronic service through OJD File and Serve AND service through email outside of OJD File and Serve	12/20/2017 12:16 PM
10	all 3 of the above	12/20/2017 7:12 AM

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11	Physical, fax, or mail	12/19/2017 10:41 AM
12	We also send a seperate email with copies attached.	12/19/2017 10:17 AM
13	email service	12/19/2017 9:14 AM
14	Does not apply	12/18/2017 4:13 PM
15	I chose this in order to make a comment. I do mostly probate work, so my notices go to individuals who are not attorneys. Therefore, I mostly do paper service.	12/10/2017 10:08 AM
16	I have found that many of my opposing attorneys claim that they have not agreed to email service pursuant to the ORCPs, and so they will not accept service through the eFiling system. So we usually serve through the system and combine it with facsimile to avoid the argument.	12/9/2017 12:37 PM
17	I do not file, nor do I serve documents.	12/6/2017 1:48 PM
18	OJD file and serve plus separate email plus (sometimes) mail	12/6/2017 1:21 PM
19	E-service through OJD File and Serve and also email courtesy copy to counsel	12/6/2017 12:22 PM
20	We do file and serve but also service by fax and email. Many lawyers don't know how to use file and serve properly and I often don't get notifications even if I am registered.	12/6/2017 12:13 PM
21	I usually do electronic service and paper mailing and sometimes email. In probate, I have to mail paper copies to interested parties	12/6/2017 11:38 AM
22	Fax, email or mail and sometimes courtesy efile service in addition, but not as sole means of service	12/5/2017 10:47 AM
23	I've only filed one case with the state court so far, and we just hired a process server for service of the initial complaint. For future service after counsel appears, I'll use electronic service through OJD File and Serve if it is free.	12/4/2017 7:34 PM
24	Depends on if other party is pro se. If there is an attorney, then e-serve through outside email. Pro se gets physical copies.	12/4/2017 2:11 PM
25	Fax	12/4/2017 1:59 PM
26	I typically do both electronic service only unless I am working across from a pro se or older attorney who doesn't like the new electronic service.	12/4/2017 1:05 PM
27	Electronic service through file and serve AND sending a hard copy and e-mailing a copy to the other party	12/4/2017 10:30 AM
28	Fax (online, it sends a PDF and we receive an email with PDF attached)	12/4/2017 10:14 AM
29	Fax and mail.	12/2/2017 6:57 PM
30	Fax: Mostly because attorneys are not adding themselves as service contacts	12/2/2017 1:20 PM
31	Fax, email, 1st class mail	12/1/2017 2:21 PM
32	email and fax	12/1/2017 10:43 AM
33	Service through OJD File and Serve does not work	12/1/2017 9:18 AM
34	I am a mediator and collaborative practice attorney who files co-petitions. No need for service.	11/30/2017 6:55 PM
35	handdeliver, fax & email. Per Oregon court rules service for criminal matters via OECL is not proper service	11/30/2017 4:24 PM
36	Use both e-Service and email.	11/30/2017 4:18 PM
37	I wish I could OJD File and Serve every filed document, but it is rare that anyone complies with UTCR 21.100, so I am regularly forced to serve by mail. Even when I am setup to receive e-service through OJD File and Serve, attorneys routinely still serve me by mail.	11/30/2017 3:53 PM

Q8 What enhancements to the electronic filing system would provide you the most benefit?

Answered: 180 Skipped: 136

#	RESPONSES	DATE
1	Giving the documents a document number; Showing who got served with pleading.	1/2/2018 2:40 PM
2	Requiring all courts to post documents in .pdf. It works with all computers and are easier to work with. .tiff files are awful.	1/1/2018 1:29 PM
3	Requiring county district attorneys to accepts service through OJD File and Serve	12/26/2017 6:01 PM
4	Better clarification of filing code names/In depth training on the use of the program	12/26/2017 2:04 PM
5	Change the damn filing codes/abbreviations to something that makes sense. Paying filing fees does not always work the way it should, if for some reason you mistakenly pick the wrong filing code. Also, why not send out a monthly statement showing party's name, case no. And filing fees paid to the court. The credit card statements do not provide adequate case filing information about which case/client and amount. Also, it would be nice if the court sent out emailed receipts for payments made.	12/23/2017 12:46 PM
6	1. A party should not be able to file electronically unless they enter their service contact information or check a box saying N/A; 2. it would be helpful if there was notice from the court when documents in probate cases are signed; 3. being able to code LTTM when initially filing petition and letters testamentary in probate cases; 4. consistency across courts of same procedures being followed; 5. cross training with court clerks to pinch hit for each other on document acceptance for other departments; 6. some way to tell or receive on line notification when an order is waiting for a judge to sign	12/22/2017 4:44 PM
7	Cut down the rules and have the system be more flexible for the user	12/21/2017 12:19 PM
8	Automatically attach attorney service contact info, improved notification of signed orders and judgments	12/21/2017 10:34 AM
9	At this time none.	12/21/2017 9:45 AM
10	Make it mandatory or automatic for counsel to sign up for e-service, like the federal court system.	12/21/2017 9:38 AM
11	attorney access to indictments from the moment of filing, pre-arraignment=critical need,	12/21/2017 7:15 AM
12	integrate the systems; send links to download the court's filing (orders, etc) just as links are provided by the service notices;	12/20/2017 10:08 PM
13	N/A	12/20/2017 5:12 PM
14	improve the search capability. Right now it is terrible and limited and time-consuming	12/20/2017 4:54 PM
15	SIMPLIFY IT, MAKE IT RELIABLE, LESS TIME CONSUMING AND IDIOT PROOF - AND ALLOW ACTUAL MAIL OR COURTHOUSE FILINGS AT THE ATTORNEY'S DISCRETION!!	12/20/2017 3:59 PM
16	It would be nice if signed Orders could be uploaded to Odyssey.	12/20/2017 3:46 PM
17	push dates to law firms	12/20/2017 3:34 PM
18	Greater restriction on confidential filings and access to confidential filings. Parties occasionally file documents as confidential when the document should not be confidential. Confidential filings restrict the access of litigants to the confidential documents, which seems unnecessary to me since parties should have access to all documents - especially the documents that they file.	12/20/2017 3:13 PM
19	Consistency among the trial courts about requirements - some require certain things that others do not, resulting in documents being rejected - often for reasons that do not seem to comport with the rules	12/20/2017 2:57 PM
20	I was under the impression that we typically can't eserve documents unless the recipient has set something up to accept. Being able to regularly do this would be awesome.	12/20/2017 2:54 PM
21	Notification when documents are judicially signed	12/20/2017 2:46 PM

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22	The mechanism to add service contact information of opposing counsel or opposing parties is very cumbersome. Having a system where all bar members have their service information updated automatically by the OSB records would be nice.	12/20/2017 2:46 PM
23	being able to file motions several of client's cases rather than doing it individually	12/20/2017 12:16 PM
24	na	12/20/2017 10:26 AM
25	Requirement that the DA's offices enter themselves for service.	12/20/2017 9:16 AM
26	Don't let party initiate new case without entering contact information	12/20/2017 8:08 AM
27	accuracy and preservation of documents and case history	12/20/2017 7:12 AM
28	A document should be deemed filed as of the date a filing is attempted, even if the document is rejected for a technical reason.	12/19/2017 11:42 PM
29	List of the codes for documents so don't have to scroll through all the possibilities before choosing	12/19/2017 8:29 PM
30	streamline the filing code options	12/19/2017 4:33 PM
31	Get rid of it.	12/19/2017 4:20 PM
32	automatically updating service contact information for attorneys	12/19/2017 3:51 PM
33	Take out all the unnecessary "save draft" steps, and eliminate the fees for filing documents in on going cases.	12/19/2017 3:42 PM
34	I don't have a problem paying something for the service but I think the monthly cost along with the additional time it takes to file is unreasonable.	12/19/2017 2:40 PM
35	more filing selections like the Federal system	12/19/2017 2:01 PM
36	Retain some basic data like case name and number so we don't have to type it out every time; also give us a discount when the system is down and we are trying to get access to court records	12/19/2017 1:25 PM
37	don't need to mail pleadings or make a trip to the courthouse	12/19/2017 1:14 PM
38	I can think of none at the moment. There have been some significant updates to the system and the user interface over the last year (I think, within that timeframe) that have made it much, much easier to use and understand.	12/19/2017 1:08 PM
39	Reduced filing code options, reduced paper motions and orders.	12/19/2017 11:50 AM
40	Make it easier to find the correct filing code	12/19/2017 11:18 AM
41	none	12/19/2017 10:58 AM
42	The ability to add contacts to the efile & serve. Better categories to label documents.	12/19/2017 10:49 AM
43	Easier search function to find document category.	12/19/2017 10:48 AM
44	Prosecutors making themselves available for service	12/19/2017 10:43 AM
45	The state attorneys rarely have e-service set up	12/19/2017 10:41 AM
46	accessibility to documents	12/19/2017 10:40 AM
47	YOU COULD REQUIRE COURT TO ACCEPT ORIGINAL DOCUMENTS IF ATTORNEY IS IN FOREIGN JURISDICTION. THE KIOSKS ARE CLOSED!!!!	12/19/2017 10:36 AM
48	The ability to sign up a firm, versus an individual attorney. It is extremely cumbersome to enroll individual attorneys on individual cases and then change them all when cases get reassigned or someone leaves.	12/19/2017 10:26 AM
49	make it searchable by document title. Stop logging me off so quickly. I have to log back in all of the time and it is annoying	12/19/2017 10:19 AM
50	More ease of use and less time for filing complicated series of documents.	12/19/2017 10:17 AM
51	Automatic additions of District Attorney's to eService when they file charges with the Court	12/19/2017 10:14 AM
52	Having to efile PPORs with contested motions is ridiculous and a waste of time. I would like that eliminated.	12/19/2017 10:14 AM
53	Forcing state agencies and attorneys to accept service of electronic filings	12/19/2017 10:13 AM

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54	REQUIRING THE STATE TO FOLLOW THE RULES AND USE ELECTRONIC SERVICE RATHER THAN ON THE OLD FAX MACHINE.	12/19/2017 10:05 AM
55	Automatically adding service contacts to cases; or requiring it when case is set up so DA has to accept electronic service	12/19/2017 10:00 AM
56	Don't allow filing unless you add yourself as a service contact.	12/19/2017 9:50 AM
57	more easily find service contacts. If there are a lot in your service contacts list, it can be time consuming to page through the list. Also, on the list of filing types, it will only jump to whatever you type once. If you accidentally click out of that box, or didn't find what you were looking for with your first try, you have to just scroll through the whole list.	12/19/2017 9:49 AM
58	Improve the queuing with the actual circuit court judge so they are aware of all filings as they happen.	12/19/2017 9:48 AM
59	type one letter and have the system take you to that letter in the filings, instead of having to scroll through all of the choices	12/19/2017 9:39 AM
60	I would change some of the basic features. I would change the rejection process. I would have the court staff file the documents since they know the codes.	12/19/2017 9:34 AM
61	allow documents to be filed in hard copy as they once were alongside the current system	12/19/2017 9:32 AM
62	adding justice courts!	12/19/2017 9:21 AM
63	the ability to give my service information for all cases at once instead of individually in each case	12/19/2017 9:14 AM
64	ability to e serve the DAs	12/19/2017 8:57 AM
65	unknown	12/19/2017 6:59 AM
66	Better GUI with improved user workflow design and better navigation	12/18/2017 6:54 PM
67	Being able to see more information when looking at daily calendars (such as name of attorney without opening each individual case on a docket)	12/18/2017 5:26 PM
68	Not get logged out of the system quite so quickly. When I'm looking up information for several files at one time, I'm often kicked off before getting finished.	12/18/2017 4:16 PM
69	You should be able to add a service contact while submitting a filing.	12/18/2017 3:49 PM
70	OJCIN needs to have documents numbers (as OJIN did)!	12/18/2017 3:28 PM
71	better/faster server	12/18/2017 3:26 PM
72	I wish you didn't have to input all the same information multiple times when filing in a juvenile dependency case where there are multiple children and case numbers	12/18/2017 3:25 PM
73	Multnomah County needs lots of help. I have seriously delayed entry of judgments that will cause damage to clients. I have one judgment signed by a judge in Multnomah Count on 10/30/17 and it's still not entered in the court record as of today 12/18/17. Maddening. Clackamas and Washington County seem to have their operation in order but Multnomah County needs a better system, more clerks or a new director of document entry to get the job done. It's untenable.	12/18/2017 3:23 PM
74	Define what the filing codes are so the correct one can be selected.	12/18/2017 3:18 PM
75	Ability to see the file names of uploaded documents at the review screen just before filing	12/11/2017 1:36 PM
76	The rules don't seem to fit with a probate practice very well. The statute requires a proof of mailing and then I have to provide a UTCR statement at the end of my proof of mailing that such proof doesn't require more proof of notice. Besides being a brain teaser of how much proof you need of your proof, it seems like excessive extra work.	12/10/2017 10:08 AM
77	I believe that the conflict between the requirement for consent for email service and the requirement to accept service by using the eFiling system needs to be expressly rectified.	12/9/2017 12:37 PM
78	Make searching more intuitive - oftentimes, the search function will not work because of anomalies such as typos in the original entry, omission of middle initial, capitalization, etc. The system's search functions should be more flexible.	12/7/2017 5:38 PM
79	More info popups/explanations. Even after training, many of the fields are confusing. An info pop up that explains what the field is intended to be used for would be very helpful.	12/7/2017 10:46 AM

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80	Uniform rules about submission of documents, faster turnaround at the county level, ability to take short matters to ex parte for faster turnaround	12/7/2017 9:49 AM
81	Notice when a Judgment is entered	12/6/2017 7:11 PM
82	The categories don't always fit the document; so more categories.	12/6/2017 6:52 PM
83	quick processing, better notes for why rejected	12/6/2017 5:25 PM
84	access by judges to documents filed under seal	12/6/2017 3:46 PM
85	I would like if signing up for e-service was automatic when appearing in a case, and if it were automatic to e-file and e-serve, as opposed to having to select service	12/6/2017 3:07 PM
86	See #1 above.	12/6/2017 2:46 PM
87	Provide for automatic acceptance of papers and service to other parties. The delay between filing and acceptance (and sending the "notice") is so long that I email all parties with the filed paper. The state-court system takes too long. I wish it were more automatic and quick, like the federal system.	12/6/2017 2:28 PM
88	Being able to see what the filer sees - so that we can answer questions. Better access to prior submitted envelopes and documents.	12/6/2017 1:48 PM
89	clarification of the rules related to service via email outside of OJD File and Serve: the rules seem to say that if you efile, you accept electronic service but is that any electronic service, or only electronic service through OJD File and Serve.	12/6/2017 1:14 PM
90	Emailed "Notices of Signed Documents" are a waste of time- send the actual document! Also, when order's or judgments are reviewed but not signed by the judge, a notice must be generated- this is a serious malpractice trap. Make it easier to add service contacts for opposing counsel. The "firm service contacts" process is terrible	12/6/2017 1:09 PM
91	Search function for filing codes	12/6/2017 1:01 PM
92	Fewer clicks, also the noticed of signed document should identify the document.	12/6/2017 12:37 PM
93	It is very unclear to people when the system will do electronic service on other parties and when it will not. Many lawyers are failing to serve documents thinking that this system works like CmECF, when it doesn't.	12/6/2017 12:34 PM
94	Determining the proper filing fee is very difficult.	12/6/2017 12:34 PM
95	One systems for filing and accesses all publicly available court documents at a reasonable cost	12/6/2017 12:32 PM
96	When a filing is rejected, there should be a way to have the notice go to all personel in office, including all lawyers and secretary. All court notices should be part of the same service and should get served on anyone who wants them.	12/6/2017 12:22 PM
97	This must be redone for Juvenile Court. It does not fit our practice at all and has made a huge mess.	12/6/2017 12:15 PM
98	A better system for serving documents is necessary.	12/6/2017 12:13 PM
99	Email notification whenever a judgment or order is signed.	12/6/2017 11:38 AM
100	More standardization between county practices.	12/6/2017 10:29 AM
101	The service function is terrible	12/5/2017 6:17 PM
102	Unsure	12/5/2017 3:53 PM
103	Better auto populating of fees, also a look up for motions and declarataions that go together	12/5/2017 12:17 PM
104	When an attorney e-files, automatically add their service contact information becuase a lot of attorneys do not do this and then you can't serve them via the file and serve system	12/5/2017 11:50 AM
105	The notice system is flawed and inconsistent. Not everyone on the service contact list will get notice of entry of judgment. If a note is made on the judgment giving a reason that it was not signed there is no notice given of this. You have to go and check to see what is going on with your judgment. When you have a large caseload, it is burdensome to keep track of every judgment that you are waiting on. Also, everyone that efiles should be required to include their email contact information so efile and serve is accurate and complete. We end up mailing all documents to parties because although they efile in the case, their service contact information is not listed so it is unclear that they will get documents that have been efiled and served.	12/5/2017 11:07 AM

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106	reduce cost	12/5/2017 10:47 AM
107	prevent people from being able to access OCJIN unless they add themselves to a case - we spend a lot of time double serving because lawyers do not add themselves	12/5/2017 10:40 AM
108	An easier website to navigate.	12/5/2017 10:19 AM
109	More user-friendly guides and step-by-step instructions for those who haven't done it before; allowing the confirmations to go to staff email instead of just attorney	12/4/2017 7:34 PM
110	find a way to speed up signing and entry of orders and judgments.	12/4/2017 3:40 PM
111	Odyssey require adding firm service contact before filing if none exists	12/4/2017 2:58 PM
112	Better explanation and offering of electronic service when other party is the State of Oregon.	12/4/2017 2:26 PM
113	I guess I'm not clear on how e-serve works,	12/4/2017 2:11 PM
114	Getting a order back, regarding of being granted or denied, without having to get a notice that vaguely says something was signed. I would also recommend altering dismissal timeframes when pleadings are pending or rejected to avoid dismissal traps.	12/4/2017 2:09 PM
115	The system is unnecessarily restrictive in its options	12/4/2017 2:01 PM
116	Consistency with acceptance and timeliness with review and processing of pleadings	12/4/2017 1:59 PM
117	add the ability to view filings without a separate subscription to OCJIN	12/4/2017 1:33 PM
118	Need to improve how to add appropriate fee to the filing	12/4/2017 1:32 PM
119	Make system very easy to learn and based on information OSB already has about the OSB member	12/4/2017 1:32 PM
120	get rid of it	12/4/2017 1:20 PM
121	Notices when a court has entered an order, as there is when the court enters a judgment.	12/4/2017 1:20 PM
122	1) Make it so whenever a document is filed, all attorneys on the case are automatically notified. 2) Make notices of documents being signed by the court be automatically sent to all lawyers on the file. Currently some areas of law (like guardianships) require the clerk to manually notify the lawyer that his or her judgment has been approved - if the clerk thinks about it, and has time, and does not get distracted.	12/4/2017 1:18 PM
123	Ask my assistant.	12/4/2017 1:05 PM
124	--	12/4/2017 12:40 PM
125	consistency between counties/courts with what is marked "confidential" in dom rel files. Attorneys should have access to pleadings such as the Uniform Support Declaration that some counties restrict access to.	12/4/2017 12:37 PM
126	Better online access to documents filed with the court	12/4/2017 11:48 AM
127	Can't think of anything.	12/4/2017 11:39 AM
128	It would help if, when we print out things from Tyler Tech (such as "Pleading Submitted" notices), it would help if the email or the notice would fit on 1 page instead of 2 pages. The "fill-in-the-blanks" forms at the State website are cumbersome and difficult to find.	12/4/2017 11:17 AM
129	More specific categories of documents to file	12/4/2017 10:40 AM
130	Being able to add my assistant's e-mail to the file and serve e-mails	12/4/2017 10:30 AM
131	A description of the filing codes would be invaluable, and useful info like when filing proof of service you select the party served, instead of the party you represent like you do with every other document filed.	12/4/2017 10:14 AM
132	Send me a copy of "signed documents" via email instead of just a notice. Allow me to add other attorneys to the file so more than one attorney gets the notices for the case--such as for out of state lawyers when I'm acting as local counsel.	12/4/2017 10:01 AM
133	Automatic service contact sign up. I would like to use this feature more but other counsel is not signing up. Because it is a screen that gets skipped unless it is selected, I think some do not know about it.	12/4/2017 8:50 AM
134	Receive copies of orders and signed documents not just a notice of them.	12/4/2017 8:25 AM

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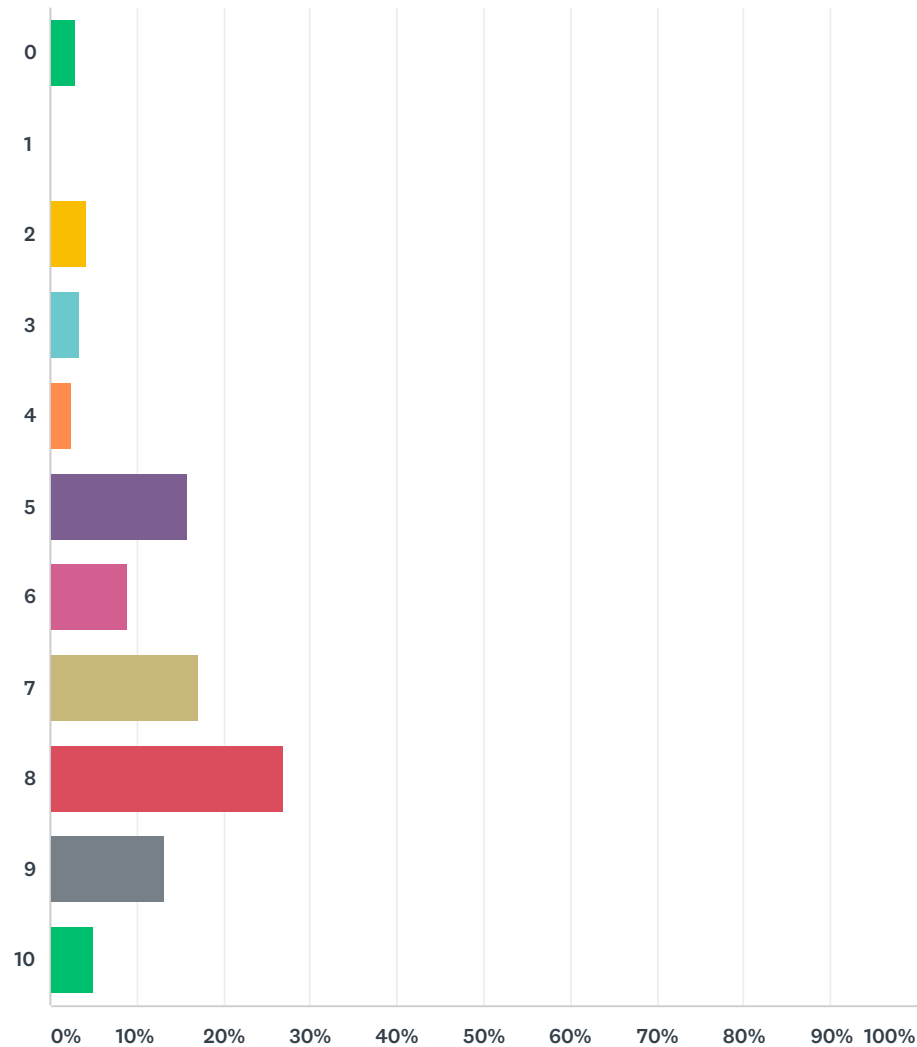
135	Enhanced reliability and simplified instructions for filing.	12/4/2017 8:15 AM
136	Streamline the filing screens. Why go through payment information to file every document when very few require a filing fee, for example?	12/4/2017 3:39 AM
137	Allowing me to file without separating. Adding the ability to attach audio and video files.	12/3/2017 3:49 PM
138	The ability to file outside court hours	12/2/2017 6:57 PM
139	Require all signing up as a service contact upon appearance by an attorney; make it mandatory. Clarify filing/service requirements when an arbitrator is assigned under UTCR 13	12/2/2017 1:20 PM
140	An attorney should not be able to file electronically if they have not signed up as a service contract. We end up having to serve the noncompliant attorney via mail or fax. This is inefficient and creates uncertainty.	12/1/2017 3:38 PM
141	Automatic registration of service contact information when named as attorney of record in a case.	12/1/2017 3:37 PM
142	Certified copies of filed documents should be available electronically.	12/1/2017 3:28 PM
143	Enforcing other attorneys to sign up as a service contact. I find many probate cases where I can't e-serve the other attorney because they haven't added themselves.	12/1/2017 3:23 PM
144	Automatic service and more options for named documents.	12/1/2017 2:47 PM
145	N/A	12/1/2017 2:21 PM
146	notification to parties when a judgment is signed (we get them now for orders, but not judgments)	12/1/2017 1:05 PM
147	A knowledgeable person to reach by phone when a filing is rejected. A filing system that is less petty.	12/1/2017 12:40 PM
148	Somehow making sure that ALL attorneys add their service information - maybe automatically getting this info from the Bar website and allowing corrections as needed. Very frustrating to try to e-serve and realize the attorney hasn't entered info, then you need to change service certificate before you can file.	12/1/2017 11:45 AM
149	allowing service via e file and serve by adding opposing parties that need to be served	12/1/2017 10:43 AM
150	You need to make file and serve work like PACER	12/1/2017 9:20 AM
151	Better electronic notices. Being able to determine which case a notice relates to through a subject line (rather than needing to open the attached file).	12/1/2017 9:18 AM
152	Requiring attorneys to be signed up for electronic service for each of their cases.	12/1/2017 8:59 AM
153	Reduce cost, make available to paralegals and support staff; push out all notifications and filing	12/1/2017 8:42 AM
154	More intuitive choices of document type	12/1/2017 6:40 AM
155	filing code assistance	12/1/2017 6:06 AM
156	pop-up window to scroll through the filing types	11/30/2017 9:26 PM
157	Uniformity among different counties.	11/30/2017 8:47 PM
158	A less quirky system would be nice	11/30/2017 6:55 PM
159	drag and drop uploading, doc type selector preferential showing of types most frequently selected by the user, default selection of Eservice, default as public status with an option to flag as private, require user to have entered Eservice contact into that case before enabling the "submit" button, don't require payment source selection when filing requires no payment!	11/30/2017 6:22 PM
160	Stop charging lawyers so much!	11/30/2017 6:12 PM
161	Better filing codes	11/30/2017 5:09 PM
162	Require the party that initiates a civil case to also be listed as a recipient for eService instead of having to manually enter their service contact information.	11/30/2017 4:53 PM
163	Defendants never use UTCR 21.1 referenced above. The documents should be accepted despite defects like they are in federal court. The system shouldn't allow you to do functions that need payment without prompting you to pay!	11/30/2017 4:42 PM
164	e-filing of fee waivers; automatic service of efiled documents (as in federal system)	11/30/2017 4:41 PM
165	Automatic notification of signed judgments	11/30/2017 4:26 PM

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166	too long to list & dont have time to type a novel	11/30/2017 4:24 PM
167	if a proposed order/judgment is rejected as unsigned, a notice to the filer would be helpful.	11/30/2017 4:18 PM
168	Better clarity in the e-ticket receipt information. Sometimes what is actually being filed is difficult to discern. Even better would be if the documents that were filed were immediately accessible via OJD file and serve as a pdf attachment versus having to log in to the case docket to download.	11/30/2017 4:17 PM
169	so arduous; its incredibly clunky and time consuming. file a cover for each document which can ultimately be more documents than seem necessary for what is being sought.	11/30/2017 4:16 PM
170	Automatic addition of service contact information to each associated case.	11/30/2017 4:09 PM
171	Automatic addition of attorneys by Court so I don't have to add the attorneys myself. It would be more accurate to have them on file and for the court to add same attorney with correct info over and over rather than to do it by each firm each time.	11/30/2017 4:01 PM
172	More guidance on when motions and declarations should be combined as one doc versus filed as two docs	11/30/2017 3:59 PM
173	a cheat sheet of some sort for filing codes!	11/30/2017 3:58 PM
174	Automatic email notification for every order, judgment, or filing even if not "served"	11/30/2017 3:56 PM
175	It would be nice to be automatically added to the service, as in federal court, rather than have to add the attorney which can be forgotten. It is also hard to navigate the portal-it is not intuitive.	11/30/2017 3:55 PM
176	Implement a mandatory e-service like we have in federal court in Oregon. Mail service needs to go away, and the voluntary nature of UTCR 21.100 is entirely ineffective if the goal is for everyone to use e-service w/ OJD File and Serve. It may as well just be called OJD File for now.	11/30/2017 3:53 PM
177	Please also allow for more than 1 email address to receive notices for cases!!!! Attorneys are notoriously bad at forwarding emails to their assistants. Also the system is overly complicated, as is the Oregon State Court system in general. I wouldlike to see OJD follow the federal court system's lead.	11/30/2017 3:25 PM
178	It should be like the federal system where, if any party files something, all parties receive email notification.	11/30/2017 3:24 PM
179	More user friendly instruction; we are always directed to go to TylerHost when we have questions and it is not very efficient.	11/30/2017 3:23 PM
180	Notice when an order is "unsigned"	11/30/2017 3:18 PM

Q9 On a Scale of 0 to 10, with 0 being the lowest level of satisfaction and 10 being the highest, please rate your overall experience with OJD File and Serve.

Answered: 244 Skipped: 72



ANSWER CHOICES	RESPONSES	
0	2.87%	7
1	0.00%	0
2	4.10%	10
3	3.28%	8
4	2.46%	6
5	15.98%	39
6	9.02%	22
7	17.21%	42

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8	27.05%	66
9	13.11%	32
10	4.92%	12
TOTAL		244

#	PLEASE TELL US WHY YOU GAVE THIS RATING.	DATE
1	Opposing counsel does not serve us through efilng.	1/2/2018 2:40 PM
2	Too many problems. System is down too much. Courts filing .tiff documents	1/1/2018 1:29 PM
3	It's a pain to have to refile something from scratch if the court clerk rejects it in error - it would be nice if they could reassess and accept it upon finding the error; and the user interface could be more intuitive (e.g., prompt early on in filing envelope creation asking the number of documents to be filed)	12/26/2017 6:01 PM
4	it mostly works. needs a few tweaks to make it better.	12/26/2017 2:04 PM
5	See all the above. It is ponderous and time consuming and the abbreviations and codes do not make sense.	12/23/2017 12:46 PM
6	first there was the learning curve; now there are glitches occasionally, but court staff and Tyler staff are very helpful	12/22/2017 4:44 PM
7	The filing site is cumbersome and it is not always clear what needs to be done. It takes a lot of learning by trial and error. When putting in the document codes, sometime it takes several tries in order to enter the code. The process is not that user friendly.	12/21/2017 2:59 PM
8	the system is not intuitive and there are too many rules	12/21/2017 12:19 PM
9	great system	12/21/2017 9:45 AM
10	It is outrageously priced. How can it cost this much?	12/21/2017 9:38 AM
11	I need more access to documents such as pre-arraignment indictments. Also, we should have the ability to scan and enter signed plea petitions prior to the plea date.	12/21/2017 7:15 AM
12	EXTREMELY user unfriendly. Obviously those in charge at OJD and Odyssey don't use it day-to-day. If they did, there would be dramatic changes in usability and support. Each court should have a telephone contact to answer questions that arise about efilng, and any rejected filing should be explained and include a contact telephone number or email address for further inquiry	12/20/2017 10:08 PM
13	mediocre	12/20/2017 5:12 PM
14	poor search capability. filing is the easy part.	12/20/2017 4:54 PM
15	See above	12/20/2017 3:59 PM
16	in a firm with a large volume of cases, it is very difficult to switch cases to different attorney names when there are caseload switches.	12/20/2017 3:34 PM
17	There are a couple problems, such as the confidential filing issue identified above but I am generally very satisfied with OJD File and Serve	12/20/2017 3:13 PM
18	It could use better organization and integration with OEI document access	12/20/2017 3:10 PM
19	Efilng finally brought us all into the 21st century.	12/20/2017 3:08 PM
20	See answers above	12/20/2017 2:59 PM
21	inconsistency in the counties about requirements	12/20/2017 2:57 PM
22	As mentioned above.	12/20/2017 2:54 PM
23	The interface is cumbersome and at times it is difficult to determine the next step in filing. The interface is also unclear and ungainly when it comes to filing attachments to documents such as declarations and exhibits. I like the idea of electronic filing but think that the present system could have been designed to be easier to understand and use.	12/20/2017 2:46 PM
24	I use the old File&Serve and like it much better than the new	12/20/2017 10:26 AM

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25	System is good, court clerks need to enter filings in consistent and timely manner	12/20/2017 8:08 AM
26	Too time consuming, OJD just shifted its costs to us and we get to eat the costs for an inefficient system	12/19/2017 8:29 PM
27	It has been really useful. I cannot file and serve in all counties because the DA Office has not added their service contact information.	12/19/2017 5:36 PM
28	it is super convenient, however the amount of filing codes makes it difficult to get a pleading through that is not a regular filing. Things have been rejected that have previously been accepted filed in that manner and vice versa - it just depends on who is on the receiving end.	12/19/2017 4:33 PM
29	I assume you can read my answers to the questions.	12/19/2017 4:20 PM
30	seems ridiculously outdated	12/19/2017 4:18 PM
31	This is such a hassle.	12/19/2017 3:42 PM
32	I like the fact that we have access to as much of the courts files that we do. But the cost of this service is too high.	12/19/2017 2:40 PM
33	Still some glitches	12/19/2017 1:25 PM
34	The service contact thing is too confusing. Needs to be simplified.	12/19/2017 1:14 PM
35	Overall, the eFiling system works wonderfully! There are a few small glitches that I find that could be fixed (with some drop-down menus) but otherwise, it has been extremely helpful.	12/19/2017 1:08 PM
36	It's fine. Not great if the power is out, I'd like to have the option to file in person in that case.	12/19/2017 12:15 PM
37	The system was billed as a tool to reduce our dependence on paper and as an efficiency improvement. It has been neither.	12/19/2017 11:50 AM
38	I don't want to have to store payment information when none of my filings require payment. Also, file and serve could be easier to use. The entire process could be a little more streamlined.	12/19/2017 11:32 AM
39	we can always do better	12/19/2017 10:58 AM
40	Seems to work fairly well.	12/19/2017 10:49 AM
41	There are many motions available to me in the pull down which I never use; a list that adjusts or prioritizes often-used motions would be more efficient.	12/19/2017 10:43 AM
42	sometimes it is not updated in a timely manner	12/19/2017 10:40 AM
43	It really is very easy to use.	12/19/2017 10:36 AM
44	This has shifted a great deal of work onto our firm. It is unclear whether cost and workload reductions will offset the increases.	12/19/2017 10:26 AM
45	It's alright. I liked going to the courthouse and meeting with people, including staff and other attorneys. Efile killed that. Now we seldom leave our desks.	12/19/2017 10:19 AM
46	See the need for the system but think the state should have used their own programmers and resources to build something they own.	12/19/2017 10:17 AM
47	Again, experience other than eService upon District Attorney's has been great	12/19/2017 10:14 AM
48	I appreciate having everything electronic. Sometimes the system is slow / experiencing problems, which interferes with my ability to get work done in a timely manner.	12/19/2017 10:14 AM
49	THE RECORDS ARE AVAILABLE AND GOOD TO DOWNLOAD.	12/19/2017 10:05 AM
50	Easy to use and administer	12/19/2017 10:00 AM
51	Mostly very easy.	12/19/2017 9:49 AM
52	Imperfect roll out. DA Offices are not following the service rules and we are not seeing all filings in a timely fashion.	12/19/2017 9:48 AM
53	I find this incredibly efficient and easy to use.	12/19/2017 9:39 AM
54	much easier, less time consuming, ability to see exactly when you filed a document	12/19/2017 9:39 AM
55	There a lot of issues with efilng that make it by far more complicated to file something than handing a hard copy to the clerk.	12/19/2017 9:34 AM

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56	Because I am not well versed in file and serve, it seems to require many additional steps that are not easy for someone who has other tasks than clerical ones to master	12/19/2017 9:32 AM
57	system is good, could use some improvements with search engines and different abilities	12/19/2017 9:14 AM
58	Using computers for important tasks will always be my last choice. When a cyber attack takes place and the court's computer system is down indefinitely a sorry lesson will be learned. Go back to paper file and give up this insane love affair with computers.	12/19/2017 9:08 AM
59	PACER and ECF still far better; OJD kinda clunky	12/19/2017 8:57 AM
60	not real time....takes too long to see items added	12/19/2017 6:59 AM
61	Great first try. Hope Tyler can improve GUI usability	12/18/2017 6:54 PM
62	I love the access we now have to court documents and being able to file at any time of the day and on weekends	12/18/2017 5:26 PM
63	It's still a work in progress until the kinks get worked out and it's always easier to e-file than to walk it over to the courthouse.	12/18/2017 4:16 PM
64	It's pretty user frieny but it is really slow.	12/18/2017 3:49 PM
65	The appellate system works very well, I'm less used to the Circuit Court system.	12/18/2017 3:28 PM
66	as stated above	12/18/2017 3:26 PM
67	I wish you didn't have to input all the same information multiple times when filing in a juvenile dependency case where there are multiple children and case numbers	12/18/2017 3:25 PM
68	IT doesn't save me time overall.	12/18/2017 3:18 PM
69	This has potential to be helpful, but can be difficult to navigate if you don't file pleadings very often.	12/12/2017 1:03 PM
70	Works okay, but still needs improvement. The federal court filing system is much better. For example, it allows you to file a "main" document and related documents. Also, there is no file size limit per filing (and there is a limit on "envelope size" in OJD). The federal system automatically calculates if a fee is due vs OJD which asks for payment info regardless of whether the filling requires a fee. And I could go on...	12/11/2017 1:36 PM
71	just one more program with multiple parts that makes a multi jurisdictional practice so much harder.	12/11/2017 10:44 AM
72	There are good things and things that still need to get worked out. The most frustrating thing is thinking you filed something, sending the 20-day notice and then getting your filing rejected days later. To be cautious, I have started the notice period over again. This could cost my clients real money if a tax deduction is at stake. If I don't have to start the notice period over, then a statute or UTCR stating that would be great.	12/10/2017 10:08 AM
73	It is simple to use, with the interface being intuitive. It is a great way to find pleadings easily in any case, and in that sense has made the practice of law more efficient.	12/9/2017 12:37 PM
74	Generally provides superior convenience over paper filing, but can sometimes cause confusion about service rules. Additionally, some fields are ambiguous.	12/7/2017 10:46 AM
75	We knew when we bought an out of the box product that we would all have to adapt our workflow to match the software. There are a few areas where the compromise is too great.	12/7/2017 9:49 AM
76	Much more convenient than manual filing.	12/6/2017 7:11 PM
77	It can be clumsy to use with limited support and documents get kicked back all the time.	12/6/2017 6:52 PM
78	The program is helpful but it is not perfect	12/6/2017 5:25 PM
79	Washington state and the federal system is way better.	12/6/2017 2:46 PM
80	Other parties are not providing their contact information, preventing e-service through the court system. Also, e-service doesn't work well because of the delay between filing and acceptance (and sending the "notice" of the filing). It's too slow.	12/6/2017 2:28 PM
81	My paralegal does virtually all of my filing for me, so I have very limited experience with it.	12/6/2017 1:55 PM
82	I appreciate the ability to electronically file and serve, but I think that we can continue to improve on the system	12/6/2017 1:14 PM

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83	Helps a lot, but in comparison with the federal system, the functionality is very lacking- ie service should be electronic by default, notices for unsigned or rejected documents are generated etc.	12/6/2017 1:09 PM
84	Ease of filing	12/6/2017 1:01 PM
85	Generally okay. Don't like the delay between filing and confirmation that the filing is accepted.	12/6/2017 12:34 PM
86	Convenience of electronic filing is somewhat outweighed by high cost of court file access and lack of notice for entry of judgments	12/6/2017 12:32 PM
87	There should not be a separate system for court notices.	12/6/2017 12:22 PM
88	Again, this does not fit Juvenile Court needs.	12/6/2017 12:15 PM
89	Frustrated with service issues, but on balance, it works well	12/6/2017 12:13 PM
90	We should get emails when orders and judgments are signed. Also, the court rules that are part of the process are cumbersome for probate cases.	12/6/2017 11:38 AM
91	Time consuming and service is impossible	12/5/2017 6:17 PM
92	Sometimes difficult to find or pick the right code for a document	12/5/2017 3:53 PM
93	Fee payment issues.	12/5/2017 12:17 PM
94	I love the ease of filing; just needs a few adjustments to be great!	12/5/2017 11:50 AM
95	It works very well most of the time. I have called support a few times and they have been very helpful.	12/5/2017 11:45 AM
96	It's better than when we didn't have eFiling, but there are some issues that need to be fixed.	12/5/2017 11:07 AM
97	Coding is bad, and lawyers don't add themselves so still have to do all the steps of paper serving(print, mail, confirm, file or scan proof of mailing ect) = a net increase in work and costs for my staff that I cannot recoup	12/5/2017 10:40 AM
98	I haven't yet used it, so I don't know!	12/4/2017 7:34 PM
99	a balance of the above factors	12/4/2017 3:40 PM
100	21.100 not enforced; document formats sometimes fail; clerks make up random rules about filing that are not actually rules	12/4/2017 2:58 PM
101	No trainings have really explained electronic service and made me feel comfortable using it.	12/4/2017 2:26 PM
102	See my comments, above.	12/4/2017 2:25 PM
103	Very happy with it, but room for improvement (courthouse gatekeepers are too strict, interface could be improved)	12/4/2017 2:11 PM
104	Compared to ECF, Oregon's system needs work. Whoever named the event codes doesn't practice law much too. It uses titles for documents that virtually no one uses. The search feature is terrible.	12/4/2017 2:09 PM
105	The system is unnecessarily restrictive and is too slow in accepting documents. The court also relies on it too heavily. There is no customer service.	12/4/2017 2:01 PM
106	The process has not sped up or streamlined anything from a practice perspective.	12/4/2017 1:59 PM
107	I love it! Greatly reduces time and paper. Easy proof that documents were filed and served on a certain date.	12/4/2017 1:54 PM
108	clunky and difficult to navigate; county court personnel not notifying attorneys once orders and/or judgments are signed	12/4/2017 1:33 PM
109	Clunky and non-intuitive. Assumes lots of time to learn its use.	12/4/2017 1:32 PM
110	0	12/4/2017 1:20 PM

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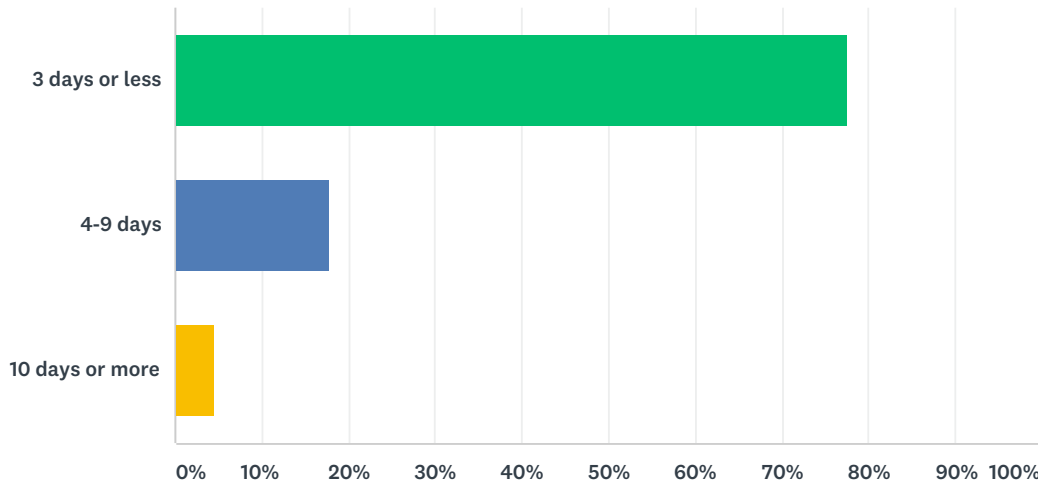
111	The system is clunky, there are no automatic notices when things have been signed by a judge in some areas of law, there is not auto notification to all lawyers on a file when something is filed in the file, just for starters. Another area of frustration is the insistence on using the OSB Directory e-mail address for all court business. We should be able to provide an alternate address. Because the OSB sells our information to all and sundry, I get up to 300 spams a day sometimes on my "official" e-mail. It would be nice to have a court only address - which could default to the OSB Directory Address, but which could be a separate address, maintained on a separate list, just as we can now do with addresses that we use for OSB list serves	12/4/2017 1:18 PM
112	Sometimes the system does not have the option I need.	12/4/2017 1:05 PM
113	most of the time it works; Tyler service reps very helpful when issues come up, but sometimes need to talk with a live person in the court, and it's difficult to impossible to figure out who to contact or to make contact	12/4/2017 12:40 PM
114	It would be nice if we had access to older cases as well.	12/4/2017 11:53 AM
115	Can't view everything I would like to be able to view.	12/4/2017 11:48 AM
116	In general, I am very pleased.	12/4/2017 11:39 AM
117	Because filing with the courts used to be a very simple process, and now it is very time-consuming and cumbersome.	12/4/2017 11:17 AM
118	All in all, it is a great service, but sometimes the documents are rejected for reasons that seem illogical	12/4/2017 10:40 AM
119	E-mail is not always the most reliable method. If there is a glitch with our ISP, or our network, or a specific computer then there is the possibility of missing the service.	12/4/2017 10:30 AM
120	Overall its working fairly well, but it can require double work, which is annoying, and is clunky in some ways (particularly with signed documents like Orders from judges--some counties we don't even get a notice, much less an electronic copy of the signed document emailed to us).	12/4/2017 10:01 AM
121	Excellent, just e-service cannot be completely utilized and it is cumbersome to have to check the service box, then see the counsel has no enrolled, then back out and un check the box.	12/4/2017 8:50 AM
122	Overall, very pleased with filing. Sometimes can't find a document title that fits.	12/4/2017 8:25 AM
123	Because, as a matter of fact, I find that the the system is a significant impediment to filing. It is unreliable and opaque.	12/4/2017 8:15 AM
124	As usual, different courts interpret uniform rules differently.	12/4/2017 3:39 AM
125	Because I hate it. I hate trying to read the court's notes and I hate filing with this system.	12/3/2017 3:49 PM
126	Filing codes are not intuitive and there are few, if any, resources to guide which code to select.	12/2/2017 1:20 PM
127	Service issues need to be worked out; the court staff frequently forget to cause attorneys to be notified of the filing of orders and judgments, and we frequently learn that an order/judgment is entered by logging on and searching, rather than receiving a court notice.	12/1/2017 3:38 PM
128	Still not intuitive, too many steps, too difficult to become a service contact.	12/1/2017 3:37 PM
129	It works great, but could be improved in some areas.	12/1/2017 3:23 PM
130	It is easier to meet filing deadlines.	12/1/2017 2:47 PM
131	A few times, the spots to include information have bugged out, but for the most part, it works really well.	12/1/2017 2:33 PM
132	It's working smoothly and the tech support, as well as court staff are very helpful in addressing any issues.	12/1/2017 2:21 PM
133	need notificaion of signed judgments, then a 10	12/1/2017 1:05 PM
134	See above.	12/1/2017 12:40 PM
135	It's somewhat clunkier than the federal system if you have to file multiple documents, as well as the issues with attorneys not entering service info.	12/1/2017 11:45 AM
136	We still have different courts interpreting rules differently. The speed of a filing being accepted.	12/1/2017 10:43 AM
137	eFiling is great, but we encounser lots of problems with File and Serve	12/1/2017 9:20 AM

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138	Love the convenience and access to what is in the court file. Especially when working on appeals.	12/1/2017 8:59 AM
139	It does not push out all case filings and you can't serve support staff	12/1/2017 8:42 AM
140	The site does not notify me when I've started a filing but failed to submit it. Because there is more than one screen before submitting the filing, I've forgotten to actually submit it.	12/1/2017 8:14 AM
141	Multiple filings is a bit cumbersome	11/30/2017 9:26 PM
142	eFiling is superior to conventional filing, but the system we have is not as user friendly as it could be.	11/30/2017 8:47 PM
143	Incredibly difficult to use outside of metro area. Clerks don't review filings quickly. Not available to answer questions. Give conflicting information.	11/30/2017 7:37 PM
144	Cost to clients and overly complex filing process.	11/30/2017 6:55 PM
145	It's a little clunky and needs some enhancements, but in the end it works and saves a lot of time and effort over making and mailing service document sets and going to the court to file	11/30/2017 6:22 PM
146	Did I mention, Stop charging lawyers so much!	11/30/2017 6:12 PM
147	The acceptance rate varies throughout the counties	11/30/2017 6:04 PM
148	The rejection of filing with the rules necessary for relation back is a terrible system. The process should necessitate less rules not more. Having to file everything in one pdf is also not preferable.	11/30/2017 4:42 PM
149	It provides unequal access to low income litigants	11/30/2017 4:41 PM
150	I also lived through efile implementation in another state, and it was much more intuitive and less clunky than it has been in Oregon. Also, they would not reject pleadings if there was a minor error, they would file and notify you for next time. Much more client-friendly approach than Oregon has had.	11/30/2017 4:26 PM
151	OJIN was way better. OECL is a piece of crap platform which OJD crammed onto it. its less robust. theres many things i can no longer access which are of importnace to my practice. Have to send someone to get cert copuies because we cant download because we're not allowed access	11/30/2017 4:24 PM
152	There's a lot of misinformation with attorneys. Many believe that it costs extra to use the service option in e-filing. In the smaller/rural counties, the court and attorneys are very resistant to using the service options. I'm still getting a lot of mail through USPS from attorneys and courts, which only delays notice and moving the matter forward.	11/30/2017 4:18 PM
153	because that's what it deserves. See above.	11/30/2017 4:16 PM
154	It would be convenient if documents were not rejected so frequently for very minor reasons.	11/30/2017 4:01 PM
155	ECF in district court still infinitely more intuitive/easy to use	11/30/2017 3:59 PM
156	system works well and communication from clerks when atty error involved is good in my county	11/30/2017 3:58 PM
157	The difficulties with navigating the portal make it less user friendly than the appellate system or the federal court system.	11/30/2017 3:55 PM
158	Filing is easy, but could probably be even more streamlined. Certainly is much more user friendly than federal court. The major drawback is that e-service is rarely used and is not forced on filers. Streamline filing a bit more, and make e-service actually mandatory, and I would give it a 10.	11/30/2017 3:53 PM
159	I find the system relatively easy to use, although codes and attachment rules have tripped me up	11/30/2017 3:28 PM
160	It's much better than filing physical copies, but it is needlessly complicated.	11/30/2017 3:25 PM
161	I frequently do not receive e-notice of filings by opposing counsel or the courts.	11/30/2017 3:24 PM
162	Compared to PACER, it is not user friendly, it is not consistent across counties, and documents often are rejected and it is not clear why.	11/30/2017 3:23 PM

Q10 From the time of submission of a document you are filing (other than an unsigned order) to the time of entry of the document in the register in OECl, the average time is:

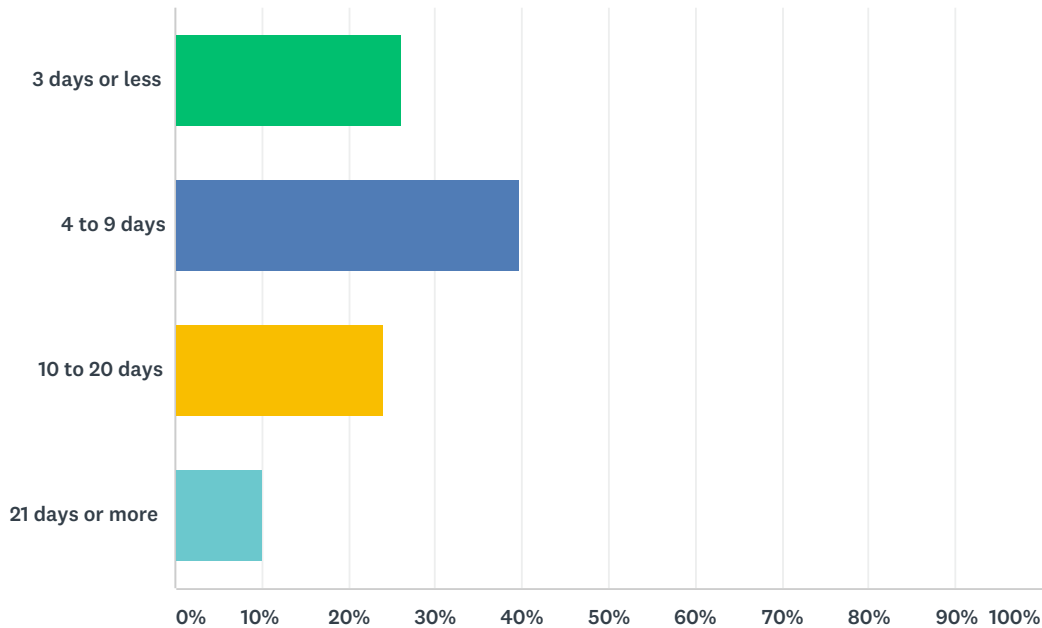
Answered: 241 Skipped: 75



ANSWER CHOICES	RESPONSES	
3 days or less	77.59%	187
4-9 days	17.84%	43
10 days or more	4.56%	11
TOTAL		241

Q11 From the time of submission of an order for judicial signature to the time of notification the order has been signed (not including any time for service and/or response), the average time is:

Answered: 229 Skipped: 87



ANSWER CHOICES	RESPONSES	
3 days or less	26.20%	60
4 to 9 days	39.74%	91
10 to 20 days	24.02%	55
21 days or more	10.04%	23
TOTAL		229

Q12 Have you had any specific experiences with eFiling that you would like to share?

Answered: 92 Skipped: 224

#	RESPONSES	DATE
1	I don't like to bother clerks with "where is my signed order" inquiries.	1/2/2018 2:41 PM
2	There is not enough space in this little box. It was a nice idea in theory and pain in the neck in practice. All you have done is shift court clerk work over to law office staff.	12/23/2017 12:48 PM
3	The Court staff in the 7th Judicial District are extremely helpful and pleasant to work with.	12/22/2017 4:45 PM
4	Although the probate clerk in my county is a pleasure to deal with, the process for filing non-public data, and for filing the copy and later, the original will, is cumbersome.	12/21/2017 12:21 PM
5	Submitted ex parte order for alternative service (no other party yet appearing). Waited for two weeks and no response. Checked OEI for status, the PPO showed "unsigned." Wrote to court to ask that it be considered, and was astonished to learn that "unsigned" meant "considered and denied" and that court was waiting for further information from me. How was I supposed to know that? Communication is a two-way street! Second: th appellate efilng "lost password"p	12/20/2017 10:13 PM
6	no	12/20/2017 5:12 PM
7	See above.	12/20/2017 3:59 PM
8	I never get notices from probate that a judgment or order has been signed. Not sure why but I have to search myself to ascertain if the order or judgment was signed.	12/20/2017 3:36 PM
9	The instructions and the UTCR could be clearer, especially with regard to filing ancillary documents associated with motions such as declarations and exhibits. I have had a couple of previous occasions where I had to file again when the clerk rejected the submission. One time the reason was that I had filed a certificate of service separate from the motion and another time was because I attached a declaration to the motion rather than filed it as a separate file. I have had to spend a lot of time reading the UTCR and user manual to figure these things out because the instructions were poorly drafted.	12/20/2017 2:51 PM
10	Rather than a notice that an order has been signed, service of the actual order would be appreciated. Especially with Juvenile cases, as only 1 person has access.	12/20/2017 9:17 AM
11	Sometimes I will file a document on the day it is due. It will be rejected late in the afternoon for a technical reason (e.g., the exhibit and the declaration are not a single PDF, certificate of service is incorrect, etc.). I will be unable to refile until the following day, and the filing date is now late.	12/19/2017 11:45 PM
12	DA office has not yet entered their service contacts so I am unable to serve thru this system. Also, because they do not use the efile and serve I get a hard copy and e-mail copy from them. Terribly inefficient.	12/19/2017 5:38 PM
13	I have had situations where items get rejected (for example, an Aid and Assist motion, where the motion needs to be public but the report needs to be confidential) when filed the way we were told to file it. There is still some human error involved on the receiving end of the filing, which is frustrating.	12/19/2017 4:35 PM
14	A filing should not be rejected in one county and accepted in another. The idea that all filings need to be readable is impossible to comply with when an attached exhibit is a picture or something else that cannot become pdf searchable	12/19/2017 2:04 PM
15	Frustrating when opposing counsel - especially a DDA - hasn't given contact information so isn't available for eservice	12/19/2017 1:26 PM
16	I am totally confused about service contacts and serving other parties.	12/19/2017 1:15 PM

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17	I wish I could include ALL child case #'s on a document in a dependency case (and of course then file that document in each case), instead of having to produce 6 different documents when there are 6 children and have to keep track of which goes where. It's difficult with constant office interruptions and distractions. I've heard that some of the other counties allow it. Deschutes County does not.	12/19/2017 12:28 PM
18	Actually getting a copy of a signed judgment instead of a notification would be nice.	12/19/2017 10:49 AM
19	Prosecutors do not make themselves available for service and have been treated very leniently.	12/19/2017 10:43 AM
20	YES. NO KIOSKS. COURTS SHOULD BE REQUIRED TO ACCEPT PAPER FROM ATTORNEY IF NO KIOSK AVAILABLE AT COURTHOUSE.	12/19/2017 10:37 AM
21	It would help to assign the firm, rather than individual attorneys to cases. We have the notices forwarded to a single e-mail address in our office for processing. It is a substantial workload issue to enroll, and potentially change, individual attorneys to over 1,000 cases per year.	12/19/2017 10:27 AM
22	The time for acceptance of the document and signature is more related to staff, which is VERY frustrating.	12/19/2017 10:26 AM
23	Inconsistency in re: notices that orders have been signed or that there is a document in the file that is new and that I should be advised of.	12/19/2017 10:15 AM
24	It is extremely annoying to have to serve state agencies and attorneys by US mail rather than having them accept service by e-filing like everyone else must	12/19/2017 10:14 AM
25	HAVING OLDER EXPERIENCED JUDGES READ THE MATERIALS SOME OF US OLDER ATTORNEYS HAVE FILED THAT THE YOUNG NEW ATTORNEYS HAVE NOT EVEN BOTHERED TO LOOK AT IS GREAT.	12/19/2017 10:06 AM
26	The prompts for adding filing costs to a pleading are not at all intuitive. If you don't file pleadings that require payment often it is difficult to remember the process. I've had to refile multiple pleadings because of the way this is set up.	12/19/2017 9:52 AM
27	Judicial orders are not being distributed to the parties in the e-filing system all the time and they should be.	12/19/2017 9:49 AM
28	It is a very frustrating system. Most offices are small and have large amounts of documents to file quickly. This system hinders an offices ability to file documents timely. Should be optional to file in-person or through the system.	12/19/2017 9:35 AM
29	No	12/19/2017 9:33 AM
30	I had to file a contempt on a domestic relations case and found out it had to be hand-filed. This seems like an aberration that makes little sense.	12/19/2017 9:22 AM
31	Court clerks rejecting filings. Unacceptable.	12/19/2017 9:09 AM
32	It seems that court clerks who are not adequately trained nor as educated in the law are now more in charge of whether our documents are accepted or not, and from county to county application of the law and rules is not consistently followed, and different clerks within in a county seem to make up rules on an ad hoc basis. Very difficult at times.	12/18/2017 5:28 PM
33	Not really.	12/18/2017 4:17 PM
34	I don't use the Circuit Court system much, so my answer above isn't worth much. The appellate courts respond well. (Except for getting out opinions, but that's not e-court's fault!)	12/18/2017 3:30 PM
35	inconsistent turn around times among different counties	12/18/2017 3:27 PM
36	Multnomah County needs a lot of help with document entry. It will cause damage to parties if not fixed soon.	12/18/2017 3:24 PM
37	On question 11, to be fair, if we have really needed a signature, the courts have provided ways for us to communicate and move up the priority of it. Before it seemed like the routine did get signed more quickly because the judiciary could see what was easy to handle during breaks int heir day and now all the lines in their work window look the same whether it is a 5 minute or several hour project. Their precious in between time is wasted in opening ones that are too long to handle during their in between time. My impression may be incorrect, so you should probably hear from the judges.	12/10/2017 10:12 AM
38	Very hard to get updates on what happened to my filing after I submitted it.	12/7/2017 10:46 AM

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39	The above are averages--I practice in several counties. Washington county has the quickest turnaround, Multnomah the slowest. Also, some judges are reliably slower than others, in each county. We've had to reschedule hearings because a show cause for a short matter was not signed for 3 weeks, giving the opposing party an opportunity to complain about notice. This should be easy to fix. I'm sad the legislature cut funding once again. I asked them not to.	12/7/2017 9:53 AM
40	It is just difficult to file documents so they don't get kicked back.	12/6/2017 6:53 PM
41	time varies depending on whether judge expects courtesy paper copy of related motion papers because proposed orders are filed before courtesy copies are provided to the judge	12/6/2017 3:49 PM
42	See # 1 and #11. Really, really, really bad. I suspect the problem is scanning signed orders and judgments is very low priority and is impacted by funding/staffing shortages. But, it is really, really unacceptable.	12/6/2017 2:48 PM
43	Parties are not obeying UTCR 21.100. This prevents being able to reliably use the system for service. Also, the delay between filing and acceptance (and sending the "notice" of filing from the court) is too long. This should be automatic, like in federal court. The delay causes me to send courtesy copies of filed papers by email, an unnecessary step if the system would just do this when you file.	12/6/2017 2:32 PM
44	Seems odd to me that the documents must be approved by a human before they are entered. This is probably my biggest complaint with efilg. While most documents are entered quite quickly, I have had situations where they were not entered for weeks and on one occasion for months (which turned out to have a serious effect on my case).	12/6/2017 1:59 PM
45	I very much appreciate the clerks on the other end who work with us to make sure we are using the correct filing codes and figuring out this system. It can be frustrating when a proposed order is submitted, accepted, and then we hear absolutely nothing from the judge for weeks...it would be nice to know that it's in the queue and didn't somehow get misplaced or overlooked	12/6/2017 1:17 PM
46	A judge rejected an order, no notice was generated, and a deadline was missed because no notice was given that almost resulted in a malpractice claim. This is the single biggest issue that must be fixed.	12/6/2017 1:09 PM
47	Again, determining the proper fee almost always requires a call to the court staff who also frequently can't determine the right code to use.	12/6/2017 12:36 PM
48	I had one case where an order was submitted (uncontested) and wasn't signed and entered until about 10 months later. I'm sure it just got lost in the system. Annoying, though.	12/6/2017 12:35 PM
49	What notification that the order has been signed?	12/6/2017 12:34 PM
50	Notice of rejection did not get set to secretary who tried to file it. Notice of court orders and notices do not go to all personnel working on the case. Unclear why system does not mimic federal system in these respects.	12/6/2017 12:25 PM
51	Please take Juvenile court out of this equation. It is not working for us.	12/6/2017 12:16 PM
52	Entry depends on the county and whether the document goes into the regular cue or if its going to a retained judge. 4 - 9 days is the average, sometimes it is longer or shorter.	12/6/2017 12:14 PM
53	The practices among probate courts in counties vary widely. It is frustrating to have different practices apply. Some counties reject documents for almost no reason. Others are very liberal about requirements. Some counties are quick to accept filings and others are slower.	12/6/2017 11:40 AM
54	I have had documents "lost" in the system more often than I would like. Because this happens more than occasionally, I am having to closely monitor my filings.	12/6/2017 10:30 AM
55	Fir the most part Jaco workers are helpful, efilg requires atty hands on sometimes	12/5/2017 12:18 PM
56	We don't always get notification of orders/judgments being signed/entered. It would be great if we did. Also, as mentioned above, it would be better to have service contacts automatically added when an atty files into a case because it's sometimes a battle, or at least a discussion, to get other attorneys to comply with that rule. We frequently have to educate other firms on the rule and have even guided their staff on how to do that!	12/5/2017 11:52 AM
57	We have a much longer wait time on family law cases than on criminal and dependency cases. My understanding it is because of the lack of staff. Sometimes we wait for weeks for documents to be processed. This can be problematic in family law cases.	12/5/2017 11:49 AM

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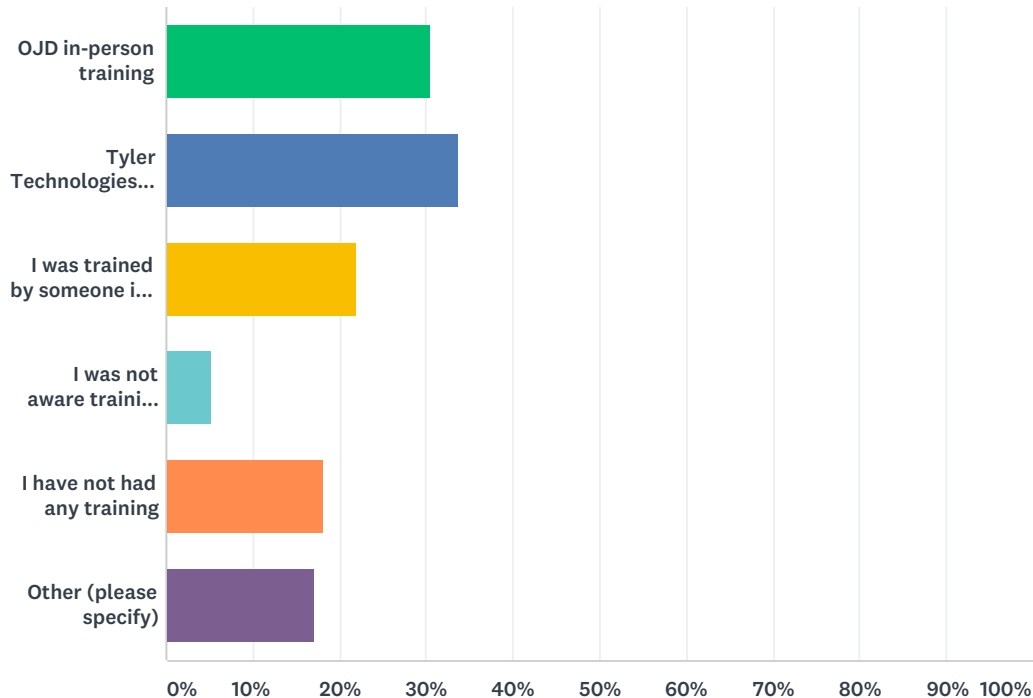
58	You need to figure out how to enforce the rule that others can add themselves, or have it merge (import from) with the bar data base so I can select a good email address and add others to the file for service, I don;t want people to add me because I have had the expedience of folks mistyping my email address as a service address ect.	12/5/2017 10:42 AM
59	(I can't answer number 11 because I haven't had that happen yet.) I was confused on what boxes to check for an employment law suit - I ended up filing under a civil tort. I wish there were more step-by-step guides and FAQs that were on point.	12/4/2017 7:35 PM
60	In pendente lite practice, it often is critically to get papers signed and served. E.g., TPOR's. Time is critical in many other circumstances, such as entry of a money award when assets are available to execute on. In Washington County, E court has significantly delayed this.	12/4/2017 3:43 PM
61	1. Clerks making up rules: EG "caption must say 'Case No.' not 'Civil No.' rejected filing. It's not actually a rule, but you can't argue with the clerks. 2. Washington County: EFile was supposed to save time, still takes two months to get judgement signed, including a Supp.J. closing a probate. Should be ministerial, but courts are not using the technology available.	12/4/2017 3:02 PM
62	Length of time in Mult Co depends on what kind of pleading! Family law can be super slow, which is frustrating. Probate is fast.	12/4/2017 2:13 PM
63	The time for an order being signed varies GREATLY between counties. Some are fast (Multnomah) and some are not (Washington County, Wasco, and more).	12/4/2017 2:10 PM
64	We told the court that the filing with over 100 defendants would be problematic. The court said we had to file electronically. We filed and it took the whole system down.	12/4/2017 2:03 PM
65	It seems once a new clerk is hired, the rules change for each county. For instance, legal jargon on a Motion is to reference an affidavit "Attached hereto and incorporated by this reference herein" for a supporting document. If the affidavit is not scanned attached to the motion it is rejected, although historically it was a separately filed document. This is only a county specific rejection. Other counties do not require this.	12/4/2017 2:01 PM
66	It's important to have a live person to guide us when a document is rejected. It was difficult at first.	12/4/2017 1:55 PM
67	"More experienced" judges do not seem to know how to use it/their clerks are not letting them know when something needs to be signed.	12/4/2017 1:35 PM
68	I rarely receive notification that an order has been signed. Perhaps in one out of every 10-15 times.	12/4/2017 1:33 PM
69	Just that it was difficult to tell if it was working.	12/4/2017 1:33 PM
70	It is impossible to answer question 11, since the notice that an order has been signed, in some cases, is never sent, because this is not done automatically in some areas of law, like guardianships, and if the clerk does not send the notice manually, immediately, the notice is NEVER sent.	12/4/2017 1:18 PM
71	Some of the judges seem to take quite a long time to work through their queue. That is frustrating.	12/4/2017 1:06 PM
72	For each 3-page document that I file, I now have approximately 10-12 pages of copies, Filing Submitted documents, Filing Accepted documents, and Notices of Signed Documents. The electronic filing system is not environmentally friendly for us public entities who are required to keep hard copies for compliance with public records retention rules. I now have files several inches thick with just emails from Tyler Technologies, and they are not even a party to the case!	12/4/2017 11:22 AM
73	More information on what has to be ex parte and what is efiled would be helpful--Multnomah has an SLR for motions to abate, but some other counties seem to want it efiled. Counties are usually very consistent, but it's the little things like this that can trip us up.	12/4/2017 10:15 AM
74	The answers to 10 and 11 above vary by county.	12/4/2017 10:02 AM
75	Some counties are quicker than others in processing documents that are efiled.	12/4/2017 8:51 AM
76	Not at this time.	12/3/2017 3:49 PM
77	Attorneys that don't register as a service contact. Court fails to notify attorneys of entry of orders/judgments. The categories for case types/doc filing are incomplete.	12/1/2017 3:40 PM
78	The counties need consistency. Some are unable to search documents submitted without taking an extra step prior to filing and are then rejected.	12/1/2017 2:48 PM
79	No	12/1/2017 11:46 AM

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80	We've had some issues getting court staff to apply relation-back rules in Clackamas County	12/1/2017 9:21 AM
81	It is frustrating that some (opposing) attorneys do not list themselves for eservice on the case or they do not file AND SERVE electronically and we only get mailed copy.	12/1/2017 9:00 AM
82	Clackamas County is very slow to accept filings. In general, the court clerks exercise too much power to reject filings, and the application of the rules is inconsistent across the courts.	11/30/2017 9:28 PM
83	I have no idea.	11/30/2017 7:38 PM
84	The rule (UTCRC 21.100) requiring filers to designate a service contact for a case in which they are filing is widely ignored. This leads to unnecessary inconvenience and cost when dealing with other lawyers who don't comply. Some DA organizations, as a matter of policy, put it on defense lawyers to designate the service contact for opposing counsel at the DA's office, in blatant violation of the rule. This is so easily remedied by simply not enabling the "submit" button to file until and unless there is record of entry of a designated service contact for that filer in the system for that case.	11/30/2017 6:41 PM
85	Order processing needs to be stepped-up!	11/30/2017 6:13 PM
86	The filing codes often don't make any sense. It's sometimes a week before a document is even "Accepted." The Multnomah County clerks do not scan entered documents onto e-court in a timely fashion.	11/30/2017 5:11 PM
87	Aside from the other items already mentioned an email stating that a document has been signed then requiring me to go login to OJIN to check what that document is, is incredibly inefficient.	11/30/2017 4:45 PM
88	clerks often fail to accurately enter information, such that attorneys don't receive notifications for their cases.	11/30/2017 4:42 PM
89	Regarding questions 10 and 11, each court is very different between the time of submission to the time of entry. My answer is that it really depends on the court. Really like being able to just serve (not file) documents through the e-filing system.	11/30/2017 4:20 PM
90	Sometimes orders and judgments are signed and no email notification is sent. I would like to have an email update for every event in the register.	11/30/2017 3:58 PM
91	I was not receiving notices because I was not added as service on the case. This resulted in me not receiving documents in a timely manner. See previous comments.	11/30/2017 3:56 PM
92	Getting Ex Parte stipulated orders signed in Clackamas County takes much longer than it seems necessary.	11/30/2017 3:24 PM

Q13 What type of training on OJD File and Serve did you receive? (Please check all that apply)

Answered: 246 Skipped: 70



ANSWER CHOICES	RESPONSES	
OJD in-person training	30.49%	75
Tyler Technologies webinar	33.74%	83
I was trained by someone in my office	21.95%	54
I was not aware training was available	5.28%	13
I have not had any training	18.29%	45
Other (please specify)	17.07%	42
Total Respondents: 246		

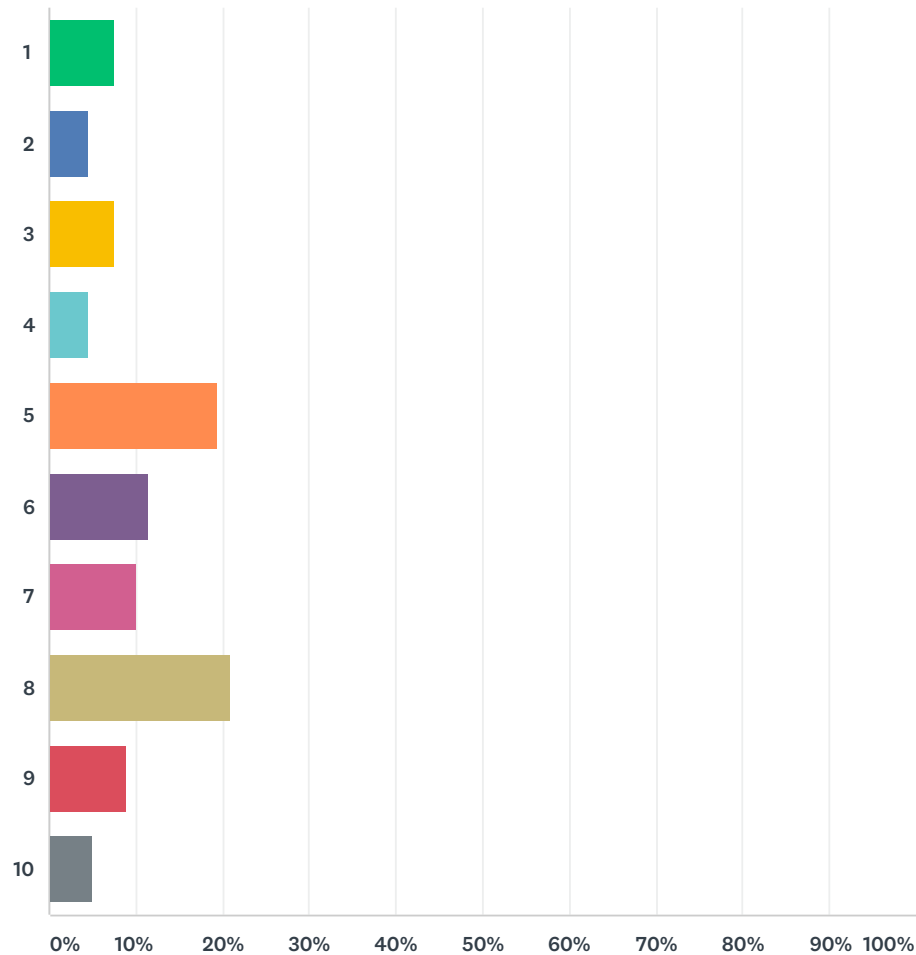
#	OTHER (PLEASE SPECIFY)	DATE
1	I think I had webinar training but it has been so long. That is not the problem. The system is too ponderous. There are no fast key selections of codes. Filing fees are not always automatically assigned.	12/23/2017 12:49 PM
2	Just what was offered with the initial roll out	12/22/2017 4:45 PM
3	CLE at courthouse; self-study online; calls to Odyssey	12/20/2017 10:14 PM
4	initial 6th judicial dist training	12/20/2017 5:14 PM
5	One hour CLE luncheon	12/20/2017 3:00 PM
6	Rading the tutorials and the UTCR and also by listening to a CLE put on by the PLr.	12/20/2017 2:52 PM
7	emails and phone calls with Mult Co ECF guy (very knowledgeable).	12/19/2017 11:46 PM

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8	There was an information session at the courthouse.	12/19/2017 5:38 PM
9	Went to the Tyler Technologies training which consisted of them telling us how great the system was - sort of like listening to Trump brag - detailed hands-on training was not available. I understand the State assumes private practitioners have IT people at 24/7 - but that's not the case.	12/19/2017 4:24 PM
10	local bar speaker	12/19/2017 1:27 PM
11	I attended one training at Multco courthouse. It was too quick for me.	12/19/2017 1:15 PM
12	I vaguely remember watching a how-to video on how to use the system, but mostly our legal assistant figured it out and explained how it worked to the rest of the office.	12/19/2017 1:14 PM
13	efiling CLE in Jackson County	12/19/2017 11:21 AM
14	Multnomah County eService CLE	12/19/2017 10:16 AM
15	just read through the materials on my own.	12/19/2017 9:50 AM
16	figured it out myself	12/19/2017 9:42 AM
17	Self-trained by trial and error.	12/19/2017 9:36 AM
18	I attended the presentation held at the local courthouse, and have had some pointers given to me by other staff	12/19/2017 9:34 AM
19	on line information	12/19/2017 8:58 AM
20	OJT from extensive use in large complex cases	12/18/2017 6:56 PM
21	Staff has received training and does the nuts and bolts.	12/10/2017 10:13 AM
22	Online FAQ/written materials.	12/7/2017 10:47 AM
23	Service contacts were not online yet when I got trained	12/7/2017 9:54 AM
24	MBA CLE	12/6/2017 10:31 AM
25	I attended all inperson trainings available to attys at JACO	12/5/2017 12:18 PM
26	Mostly I trained myself.	12/5/2017 11:09 AM
27	Don't remember	12/5/2017 10:20 AM
28	I had an efiling CLE course a couple years ago when it first came out, but it's been so long since the training, I don't remember anything!	12/4/2017 7:36 PM
29	relyi on my staff, who took training	12/4/2017 3:44 PM
30	Maybe saw it in a CLE session too	12/4/2017 2:28 PM
31	I read the manual.	12/4/2017 2:11 PM
32	Went to a training at the Marion County Courthouse	12/4/2017 2:07 PM
33	Participated in roll out of system and had Tyler Tech support by phone.	12/4/2017 12:38 PM
34	read manuals	12/4/2017 11:49 AM
35	CLE with OJD and Tyler	12/4/2017 8:53 AM
36	Wasn't hands-on training, just a large group explanation.	12/4/2017 8:27 AM
37	Trial and error - sharing with staff in my office.	12/1/2017 9:01 AM
38	I	12/1/2017 6:40 AM
39	read pageson line	11/30/2017 8:13 PM
40	Practice Management Advisor CLE	11/30/2017 6:57 PM
41	written instructional materials on the web	11/30/2017 6:45 PM
42	Familiar with another state's efiling system, some of that carried over.	11/30/2017 4:31 PM

Q14 On a Scale of 0 to 10, with 0 being the lowest level of satisfaction and 10 being the highest, please rate your satisfaction with the training you received for the electronic filing system.

Answered: 200 Skipped: 116

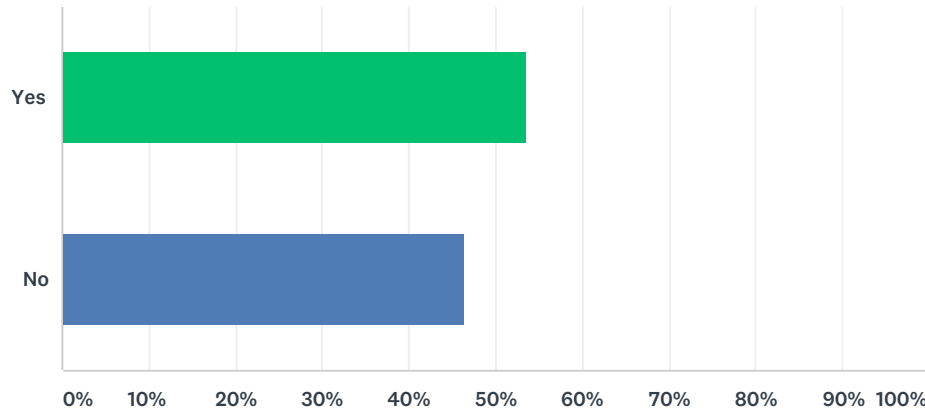


ANSWER CHOICES	RESPONSES	
1	7.50%	15
2	4.50%	9
3	7.50%	15
4	4.50%	9
5	19.50%	39
6	11.50%	23
7	10.00%	20
8	21.00%	42
9	9.00%	18
10	5.00%	10

TOTAL	200
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Q15 Have you used any of the 'help content' that is available for the electronic filing system?

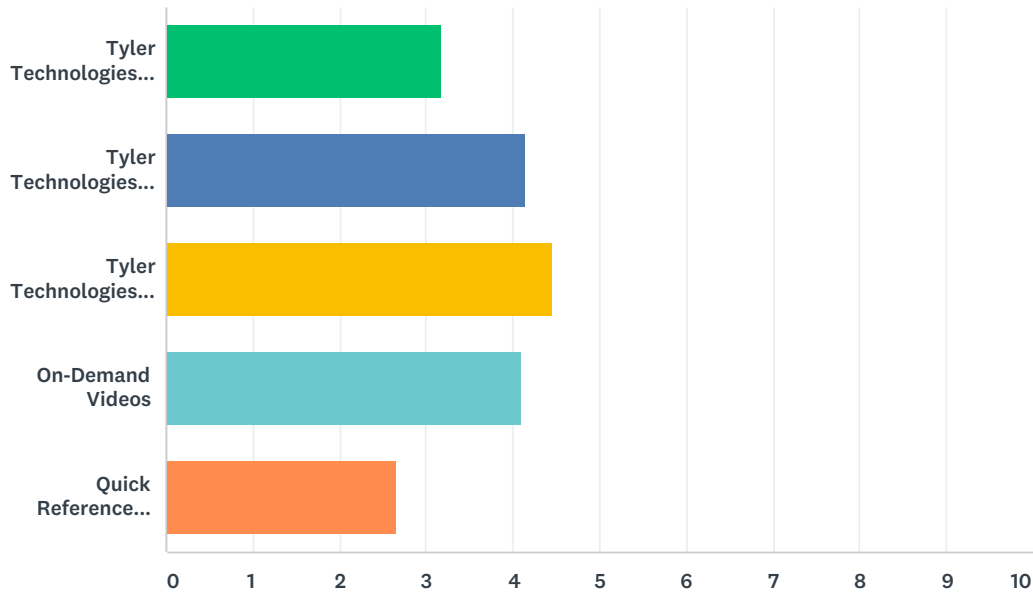
Answered: 248 Skipped: 68



ANSWER CHOICES	RESPONSES	
Yes	53.63%	133
No	46.37%	115
TOTAL		248

Q16 How would you rate the following help content?

Answered: 120 Skipped: 196



	THE CONTENT WAS EASILY ACCESSIBLE AND VERY HELPFUL.	THE CONTENT WAS RELATIVELY EASY TO ACCESS, BUT NOT VERY HELPFUL.	THE CONTENT WAS DIFFICULT TO ACCESS, BUT VERY HELPFUL.	I WAS NOT AWARE THAT THIS HELP CONTENT WAS AVAILABLE.	I HAVE NOT USED THIS HELP CONTENT.	TOTAL	WEIGHTED AVERAGE
Tyler Technologies 1-800 Support Number	24.37% 29	21.85% 26	7.56% 9	2.52% 3	43.70% 52	119	3.19
Tyler Technologies Email Support	9.48% 11	12.07% 14	3.45% 4	4.31% 5	70.69% 82	116	4.15
Tyler Technologies Go-To-Assist	4.46% 5	6.25% 7	2.68% 3	11.61% 13	75.00% 84	112	4.46
On-Demand Videos	7.96% 9	13.27% 15	4.42% 5	10.62% 12	63.72% 72	113	4.09
Quick Reference Guides	30.97% 35	31.86% 36	5.31% 6	3.54% 4	28.32% 32	113	2.66

#	OTHER (PLEASE SPECIFY):	DATE
1	How do we obtain these trainings?	12/26/2017 2:05 PM
2	N/A	12/20/2017 4:00 PM
3	I would consider the email support to be somewhat helpful. A lot of the problems I have encountered deal with the interface, which I found to be clumsy.	12/20/2017 2:55 PM

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4	It has been 5 years since e-file was implemented, I don't remember. I was able to e-file with little assistance.	12/20/2017 9:19 AM
5	Difficult to access and not helpful was not an option provided for answers	12/19/2017 4:27 PM
6	Our contact at the Multnomah County Courthouse Gary Vanderbush is very helpful.	12/19/2017 10:44 AM
7	I'm not sure I can say the information was very helpful, but it is generally okay once you dig and find it.	12/6/2017 12:37 PM
8	I called when there was a service glitch at Tylers end	12/5/2017 12:20 PM
9	I have found the assistance available to be extremely unhelpful	12/4/2017 2:08 PM
10	How about you give us an option that the content was hard to access and not helpful - which is the answer I would give to each of the above questions	12/4/2017 1:18 PM
11	I think there is a help feature in the filing system that I've used, but I would rate it not very helpful. The training is not specific to Oregon, and those are the questions I have, like finding the correct document code, etc	12/1/2017 11:48 AM
12	The content was difficult to access and moderately helpful.	11/30/2017 8:52 PM
13	I've tried using the webinar and online assistance but it didn't work...so, difficult to access and not at all helpful	11/30/2017 4:25 PM

Q17 How can the Oregon Judicial Department improve its help content and training resources?

Answered: 36 Skipped: 280

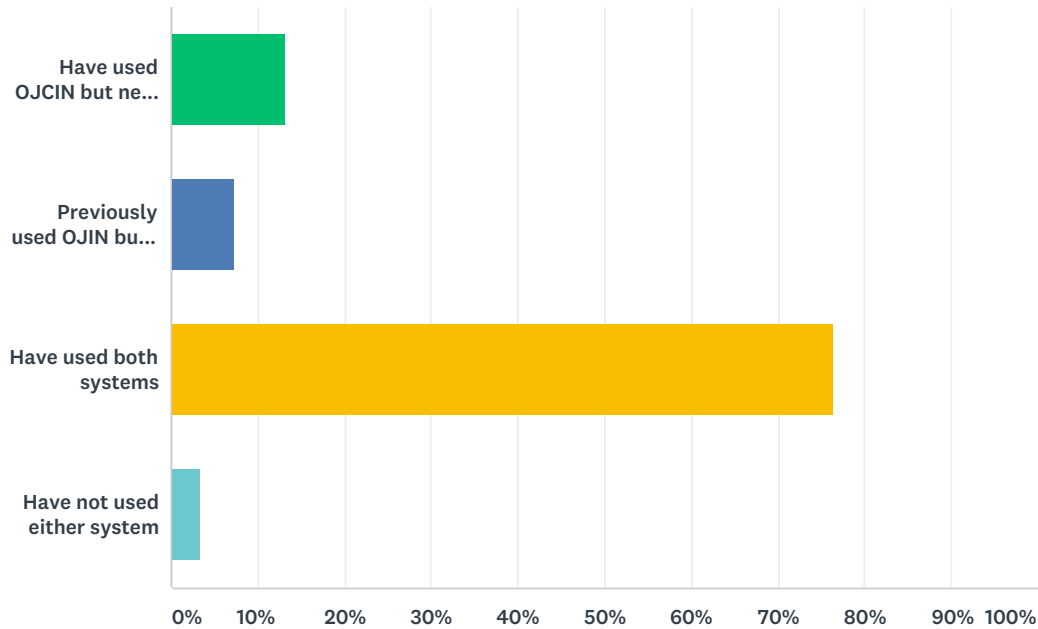
#	RESPONSES	DATE
1	Fix your software top where it is more intuitive and the codes/abbreviations to where they make common sense, get the fees automatically and accurately inserted, and you won't need as much training.	12/23/2017 12:51 PM
2	I must have landed in Episode #2 of the CLE, because it didn't really help me use the system; it only responded to a raft of complaints by early users. Still I could glean a little of what it was all about.	12/21/2017 12:23 PM
3	Each court should have live telephone contact available to assist with difficulties not related to those technical issues managed by Odyssey. When a filing is rejected, or a flaw in the system exists that Odyssey tells the user to take up with the court, there should be a person competent to address the issue	12/20/2017 10:17 PM
4	FAQs	12/20/2017 4:56 PM
5	Trash the system and start over - see comments above.	12/20/2017 4:00 PM
6	Not sure OJD can, much of the possible improvements are likely tied to Tyler.	12/20/2017 3:10 PM
7	do training for the clerk's offices so that they are all consistently following the same standards and we do not have to learn idiosyncrasies for each county	12/20/2017 3:00 PM
8	more updates and training in each courthouse for all users	12/20/2017 7:14 AM
9	Provide your IT personnel to individual practioners for individual tutoring before requiring all filing to be though a new and challenging system.	12/19/2017 4:27 PM
10	Follow-up in-person for current users able to absorb more info now.	12/19/2017 10:39 AM
11	Interactive on line tutorial would be helpful. Dashboard not really helpful.	12/19/2017 10:35 AM
12	uniformity among counties	12/19/2017 9:52 AM
13	There are too many variables. I don't think they can. When I used the help system they were not helpful. Said it was a problem with our system. That's not helpful. Small offices do not have an IT person. It is very expensive to call in an IT person for help with a system they have NO knowledge of.	12/19/2017 9:38 AM
14	Do more live in person trainings in each jurisdiction	12/18/2017 5:29 PM
15	I think it will improve on its own as the assistants get more used to what we are doing.	12/18/2017 4:18 PM
16	Put them all in one place, right on the filing website, and make that place very easy to find.	12/11/2017 1:38 PM
17	Thorough written guide (with table of contents) that can be quickly referenced, rather than sitting through a whole seminar or video, which often includes duplicative or irrelevant information.	12/7/2017 10:49 AM
18	Add more categories of documents to be filed.	12/6/2017 6:54 PM
19	Explain fees and codes better.	12/6/2017 12:37 PM
20	better start to finish monitoring, tell immediately if wrong payment code used.	12/5/2017 12:20 PM
21	Ask attorneys who have never filed anything before what would be helpful to know on how to file... that would help shape the help content rather than just asking attorneys who have been doing this for a long time and may take certain things for granted.	12/4/2017 7:37 PM
22	Online guides need to be (1) Faster to watch; and (2) show what you actually see. (But it has been a while)	12/4/2017 3:04 PM
23	It needs to cater the training materials to reach the Ludite attorneys and use terms that attorneys actually use and understand.	12/4/2017 2:12 PM

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24	When rejecting a document, send an example of a proper format.	12/4/2017 1:59 PM
25	Make OCJIN available to all Oregon attorneys without charge and require all courts notify parties of signing of Orders and/or Judgments	12/4/2017 1:35 PM
26	The purpose of this system seemed to be to make life easier for the bench, not the bar. The Department tends to do outreach as if its sending an order, rather than providing help.	12/4/2017 1:35 PM
27	A listing of the filing codes and description of what type of document they mean (e.g., Exhibit is only for certain types of exhibits, where does an abatement fit since there's no code for one), as well as any different quirks (service filing has to be for party served, not party you represent) would be invaluable	12/4/2017 10:18 AM
28	Provide for information on filing codes and procedures where there is a mix of efilng and traditional clerk assistance. ie. obtaining show cause dates and case numbers; requesting service documents, writs, etc.	12/2/2017 1:24 PM
29	N/A	12/1/2017 2:24 PM
30	Be very clear and direct when an order has been signed, and Allie ready access to the order.	12/1/2017 12:43 PM
31	A good explanation of the document codes would help, as would explanation of how to figure out if fees are owed and select the correct option.	12/1/2017 11:48 AM
32	Make it easier to find, and implement uniformity among all counties.	11/30/2017 8:52 PM
33	Have more knowledgeable people write the help? It seems the simple concepts are thoroughly explained but the more nuanced issues are not.	11/30/2017 6:51 PM
34	Did I mention, Stop charging lawyers so much! Raise the filing fees, if necessary, to fund ECF and charge lawyers a MODEST access fee, ala PACER, the Federal system!	11/30/2017 6:15 PM
35	With eservice for instance, after I file a complaint and the defendant answers they are supposed to put themselves in as service contacts, right? This never happens so it causes us to waste a ton of paper serving them conventionally and through e service, just in case.	11/30/2017 4:48 PM
36	More in-person basic trainings and also trainings on more difficult matters (ie substituting a defendant for another defendant in a civil matter)	11/30/2017 3:25 PM

Q18 Have you ever used OJCIN Online (the current document access system), or OJIN Online (the previous system)?

Answered: 274 Skipped: 42



ANSWER CHOICES		RESPONSES	
Have used OJCIN but never OJIN		13.14%	36
Previously used OJIN but not a current OJCIN user		7.30%	20
Have used both systems		76.28%	209
Have not used either system		3.28%	9
TOTAL			274

Q19 If you are an OJCIN subscriber, how long have you subscribed to OJCIN Online (please include any time as an OJIN Online subscriber)?

Answered: 193 Skipped: 123

#	RESPONSES	DATE
1	+(-) 10 years??	1/2/2018 2:44 PM
2	1 year	12/26/2017 6:02 PM
3	over 5 years	12/26/2017 2:06 PM
4	Don't remember	12/23/2017 12:53 PM
5	many years	12/22/2017 4:46 PM
6	little over one year	12/21/2017 3:05 PM
7	8 years?	12/21/2017 10:39 AM
8	three years	12/21/2017 10:38 AM
9	since it began	12/21/2017 7:17 AM
10	15-19 years	12/20/2017 10:20 PM
11	as soon as it was available	12/20/2017 5:40 PM
12	unknown	12/20/2017 5:17 PM
13	about 5 years	12/20/2017 4:01 PM
14	4 months	12/20/2017 3:48 PM
15	since inception	12/20/2017 3:36 PM
16	8 years	12/20/2017 3:17 PM
17	1 year	12/20/2017 3:12 PM
18	11/1/2015	12/20/2017 3:11 PM
19	18 years	12/20/2017 3:01 PM
20	2.5 years	12/20/2017 3:00 PM
21	10 years	12/20/2017 3:00 PM
22	From whenever OJCIN started.	12/20/2017 2:56 PM
23	13 years	12/20/2017 12:18 PM
24	beginning of employment at PDs office	12/20/2017 10:28 AM
25	2 years	12/20/2017 9:55 AM
26	7 years	12/20/2017 9:21 AM
27	10 years	12/20/2017 8:12 AM
28	5 yrs	12/20/2017 7:16 AM
29	yes	12/19/2017 9:31 PM
30	15 years	12/19/2017 8:31 PM
31	i don't use the paid service; too expensive	12/19/2017 6:04 PM
32	15 years	12/19/2017 5:40 PM
33	17 years	12/19/2017 5:38 PM
34	6 years	12/19/2017 4:38 PM

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35	7 years	12/19/2017 4:20 PM
36	5 years	12/19/2017 4:05 PM
37	8 years	12/19/2017 3:54 PM
38	Since the beginning	12/19/2017 2:42 PM
39	three years	12/19/2017 1:31 PM
40	5 years	12/19/2017 1:17 PM
41	3 years (?)	12/19/2017 1:16 PM
42	since practice began in 1987	12/19/2017 12:35 PM
43	12 years	12/19/2017 12:23 PM
44	2 years	12/19/2017 11:22 AM
45	21 years	12/19/2017 11:20 AM
46	12 years	12/19/2017 11:20 AM
47	2 years	12/19/2017 11:01 AM
48	1 year	12/19/2017 10:53 AM
49	5 years	12/19/2017 10:53 AM
50	Over 10 years	12/19/2017 10:45 AM
51	8 years	12/19/2017 10:42 AM
52	2013	12/19/2017 10:42 AM
53	18 years	12/19/2017 10:40 AM
54	3 years	12/19/2017 10:30 AM
55	4 years	12/19/2017 10:21 AM
56	10 years	12/19/2017 10:17 AM
57	about 3-4 years	12/19/2017 10:17 AM
58	15 years	12/19/2017 10:15 AM
59	I am an OPDS contractor and have been provided service	12/19/2017 10:15 AM
60	SINCE THE LAST CENTURY	12/19/2017 10:09 AM
61	since 2007	12/19/2017 10:01 AM
62	2 years?	12/19/2017 10:00 AM
63	since inception	12/19/2017 9:53 AM
64	5 years	12/19/2017 9:52 AM
65	4 years	12/19/2017 9:52 AM
66	since the beginning	12/19/2017 9:52 AM
67	10 years	12/19/2017 9:41 AM
68	Not sure	12/19/2017 9:39 AM
69	10 years	12/19/2017 9:36 AM
70	one year	12/19/2017 9:31 AM
71	15 years	12/19/2017 9:29 AM
72	12 years	12/19/2017 9:23 AM
73	20 years	12/19/2017 9:11 AM
74	I was an OJCIN subscriber until 12/16	12/19/2017 9:00 AM
75	25 years	12/19/2017 8:56 AM

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76	15+ years	12/19/2017 7:01 AM
77	10 years	12/18/2017 7:00 PM
78	many years, not sure how many	12/18/2017 5:30 PM
79	I've worked for this law firm since 2004 and the attorney was subscribed to OJIN then	12/18/2017 4:20 PM
80	since it was available	12/18/2017 4:15 PM
81	? Not sure many 15 years	12/18/2017 4:01 PM
82	10 years	12/18/2017 3:51 PM
83	16 years	12/18/2017 3:34 PM
84	Forever (20 years?)	12/18/2017 3:32 PM
85	12 years	12/18/2017 3:30 PM
86	Approximately 6 years	12/18/2017 3:28 PM
87	5 years?	12/11/2017 1:39 PM
88	6 months	12/11/2017 10:47 AM
89	Whenever OJIN became availalbe.	12/10/2017 10:14 AM
90	unknown.	12/9/2017 12:38 PM
91	>11 years	12/7/2017 5:39 PM
92	NA	12/7/2017 10:51 AM
93	5 years	12/7/2017 9:58 AM
94	at least a couple years.	12/6/2017 6:55 PM
95	2011	12/6/2017 5:28 PM
96	don't know	12/6/2017 4:42 PM
97	Since it came on line.	12/6/2017 2:50 PM
98	I used OJIN as a Deputy DA for over 10 years. I have used OJCIN since inception.	12/6/2017 2:07 PM
99	12 years	12/6/2017 1:41 PM
100	7 years	12/6/2017 1:09 PM
101	2 yrs	12/6/2017 12:39 PM
102	The firm has subscribed for decades.	12/6/2017 12:38 PM
103	2 years	12/6/2017 12:38 PM
104	2 years (since we opened our firm). Prior to that, my last firm also had a subscription	12/6/2017 12:16 PM
105	two or three years	12/6/2017 11:42 AM
106	since its inauguration	12/6/2017 10:32 AM
107	18 months	12/5/2017 6:18 PM
108	over 10 years	12/5/2017 12:21 PM
109	15+ years	12/5/2017 11:54 AM
110	Since it was first available to law firms.	12/5/2017 11:53 AM
111	17 years	12/5/2017 11:10 AM
112	since the switch	12/5/2017 10:43 AM
113	Since it was first implemented in Yamhill County	12/4/2017 7:55 PM
114	I've had subscription access through my firm jobs - both in law school and now	12/4/2017 7:39 PM
115	Since inception	12/4/2017 5:24 PM
116	2 years	12/4/2017 3:54 PM

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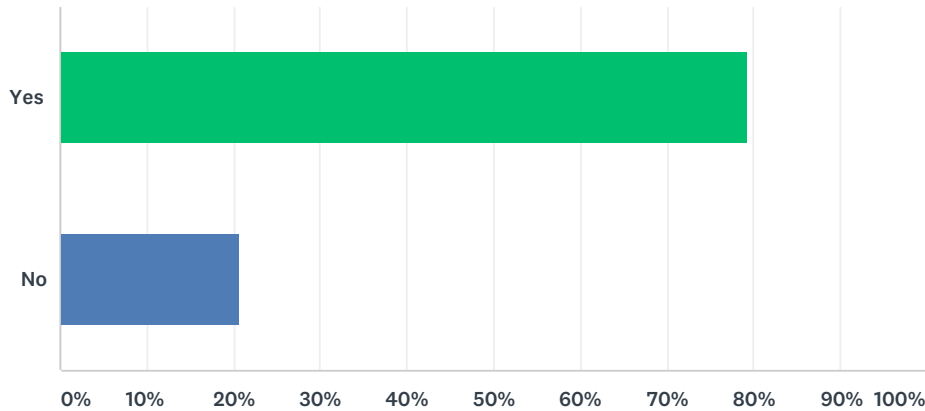
117	from onset	12/4/2017 3:45 PM
118	not sure, maybe 10years	12/4/2017 3:05 PM
119	7 years	12/4/2017 2:47 PM
120	One year myself, but used OJIN Online as an assistant prior.	12/4/2017 2:39 PM
121	Since its beginning	12/4/2017 2:28 PM
122	6 years	12/4/2017 2:16 PM
123	9 years	12/4/2017 2:14 PM
124	10+ years	12/4/2017 2:13 PM
125	Couple years	12/4/2017 2:08 PM
126	10+ years	12/4/2017 2:03 PM
127	Since the beginning.	12/4/2017 2:00 PM
128	since its inception	12/4/2017 1:54 PM
129	since inception of OJIN	12/4/2017 1:40 PM
130	5 years	12/4/2017 1:36 PM
131	Unknown	12/4/2017 1:36 PM
132	6 years +	12/4/2017 1:34 PM
133	Ever since it was offered	12/4/2017 1:18 PM
134	3+ years	12/4/2017 1:08 PM
135	12 years	12/4/2017 12:56 PM
136	two years	12/4/2017 12:42 PM
137	10 years	12/4/2017 11:57 AM
138	2 years?	12/4/2017 11:55 AM
139	15 years	12/4/2017 11:51 AM
140	20 plus years	12/4/2017 11:51 AM
141	Not sure.	12/4/2017 11:42 AM
142	About 2 years.	12/4/2017 11:25 AM
143	Since its inception in Jackson County	12/4/2017 10:42 AM
144	15 years	12/4/2017 10:32 AM
145	4 years	12/4/2017 10:20 AM
146	Unsure	12/4/2017 10:03 AM
147	Not sure - it is firm subscription.	12/4/2017 8:56 AM
148	Been trying to be an OJCIN subscriber since mid-November but it's not working.	12/4/2017 8:31 AM
149	Since it went live in my county (about two years).	12/3/2017 3:53 PM
150	4 years	12/2/2017 7:00 PM
151	6 years	12/2/2017 1:26 PM
152	a long time	12/1/2017 3:43 PM
153	1 year	12/1/2017 3:40 PM
154	7 years	12/1/2017 3:39 PM
155	7 years	12/1/2017 3:30 PM
156	8 years	12/1/2017 3:25 PM
157	More than 15 years	12/1/2017 2:50 PM

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158	A few months	12/1/2017 2:35 PM
159	May 2000	12/1/2017 2:29 PM
160	4 years	12/1/2017 1:12 PM
161	A couple years - since e-file was introduced in Multnomah County	12/1/2017 11:51 AM
162	4+ years	12/1/2017 9:34 AM
163	5 years	12/1/2017 9:22 AM
164	Since its inception.	12/1/2017 9:03 AM
165	5 years	12/1/2017 8:19 AM
166	one year	12/1/2017 6:10 AM
167	~2 years	11/30/2017 9:30 PM
168	Years	11/30/2017 9:00 PM
169	18 months	11/30/2017 7:41 PM
170	3 years	11/30/2017 6:58 PM
171	Not a subscriber. It is ridiculously overpriced for a small sole-practitioner like me. I use Smart Search in the office and still have to go to the court for actual documents. The number rating is low for this reason.	11/30/2017 6:58 PM
172	whoa! Let's just say "a long time!"	11/30/2017 6:16 PM
173	8 years	11/30/2017 6:06 PM
174	1.5 years	11/30/2017 5:22 PM
175	14 months	11/30/2017 4:56 PM
176	2 years	11/30/2017 4:49 PM
177	4 years	11/30/2017 4:42 PM
178	circa 2013	11/30/2017 4:39 PM
179	17 years	11/30/2017 4:36 PM
180	14 years	11/30/2017 4:27 PM
181	unknown - firm subscribes	11/30/2017 4:24 PM
182	2.5 years.	11/30/2017 4:12 PM
183	1 year	11/30/2017 4:03 PM
184	5 years	11/30/2017 4:02 PM
185	6 years	11/30/2017 4:00 PM
186	3 years	11/30/2017 3:59 PM
187	10 years	11/30/2017 3:58 PM
188	2 years	11/30/2017 3:55 PM
189	5 years	11/30/2017 3:52 PM
190	4 years	11/30/2017 3:31 PM
191	Since 2009	11/30/2017 3:28 PM
192	A couple of years	11/30/2017 3:28 PM
193	2 months	11/30/2017 3:13 PM

Q20 Are you able to access the information you are looking for through OJCIN?

Answered: 227 Skipped: 89



ANSWER CHOICES	RESPONSES	
Yes	79.30%	180
No	20.70%	47
TOTAL		227

#	IF YOU ANSWERED NO, WHAT INFORMATION ARE YOU UNABLE TO FIND THROUGH OJCIN?	DATE
1	when someone opened a document I filed.	1/2/2018 2:44 PM
2	The tool bar top menu is small print. One cannot just go back. Should be able to open several documents at once. Saving documents from OJIN to my computer should be easier.	12/23/2017 12:53 PM
3	For some reason, accessible documents are not accessible, or only the first page of a document downloads.	12/21/2017 3:05 PM
4	Not everything is included. For example, when I look up a probation warrant, I can see the warrant, but not the attached PO affidavit.	12/21/2017 10:39 AM
5	Older case info	12/21/2017 9:41 AM
6	Pre arraignment indictments need to be accessible to attorneys	12/21/2017 7:17 AM
7	With great difficulty	12/20/2017 10:20 PM
8	sometimes, but not always	12/20/2017 4:01 PM
9	Yes, with the exception of documents marked confidential. As a party, I should have access to all documents in the court file, even those marked confidential.	12/20/2017 3:17 PM
10	Sometimes we aren't able to open certain files, but usually we can.	12/20/2017 2:56 PM
11	sometimes, OJIN used to provide more identifying information for client's and OJCIN does not	12/20/2017 12:18 PM
12	Hyphenated names, seems no standard for entry. OJIN much easier to find with a partial name search.	12/20/2017 9:21 AM
13	I do not think this new electronic system is complete. I have done searches where I know the defendant has a criminal record and the information has not appeared. I am not happy with the new system.	12/19/2017 9:31 PM
14	Some juvenile files	12/19/2017 5:38 PM

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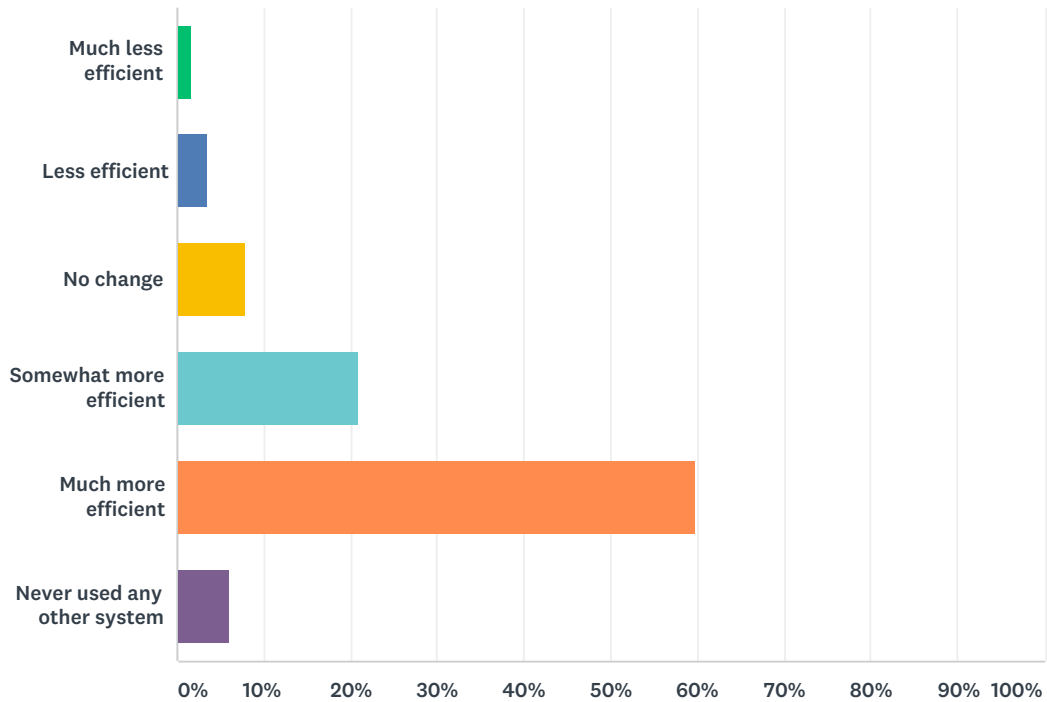
15	items filed confidentially, even if I am attorney of record or even if I am the one that filed them.	12/19/2017 4:38 PM
16	even when listed as the attorney of record in a case, sometimes I cannot open confidential or protected files (i.e. psychological evaluation, protective order)	12/19/2017 3:54 PM
17	Some old documents that are apparently scanned but not available to view	12/19/2017 1:31 PM
18	Juvenile records (not available for obvious reasons, but we thought with the right permissions, we'd be allowed to access this information for some of our cases)	12/19/2017 1:16 PM
19	Cannot access detailed financial info anymore. Also, it's up to the court staff to maximize OJCIN's efficiency, sometimes it takes up to a month for them to enter a Court Minute Order. We have some pretty big delays.	12/19/2017 12:35 PM
20	unless the case is old	12/19/2017 11:22 AM
21	Documents often say "restricted access", even though I am the assigned attorney for the case.	12/19/2017 10:53 AM
22	Too many areas are restricted especially in the arena of dependency matters.	12/19/2017 9:52 AM
23	often when attempting to look at documents it is difficult to view more than the first page	12/19/2017 9:36 AM
24	documents more than two years old are generally not available online	12/11/2017 1:39 PM
25	Staff gets my information now, but I used to access before the system switchedover.	12/10/2017 10:14 AM
26	I should be able to access my own cases without paying a subscription. For access to other attorney's cases, and older cases, an access fee is reasonable.	12/7/2017 10:51 AM
27	I am able to access most of the information I need most of the time. However, there are certain documents that are publicly available if I go to the courthouse that are not available online. I am talking about those documents where I click on the link and it tells me my user status does not permit access. this is especially frustrating when I am representing a client and the documents pertain to him or her. I think there nededs to be a review of the policy in this regard. Unless a document is sealed I don't know why attorneys subscribed to OJCIN don't have access.	12/6/2017 2:07 PM
28	I have to ask a colleague to access the system for me because of the cost	12/6/2017 12:37 PM
29	My staff can do it, I have not had luck.	12/6/2017 12:17 PM
30	I am not currently subscribed to this service. I only file on line.	12/6/2017 10:32 AM
31	I can access some of it. I've found some documents are not available when I want to access them.	12/4/2017 7:39 PM
32	Old cases I cannot find all the information on. I cannot obtain driver license numbers like I used to.	12/4/2017 2:03 PM
33	Not sure I'm access it correctly.	12/4/2017 1:36 PM
34	Too difficult to maneuver	12/4/2017 1:33 PM
35	Sometimes there are things that are inappropriately marked confidential, and sometimes you can't even access your own filings that are confidential	12/4/2017 1:18 PM
36	Mostly yes, the older cases are a pain to get sometimes depending on the county.	12/4/2017 1:08 PM
37	ODLs, FBI #s, physical descriptions were all formerly a	12/4/2017 12:56 PM
38	case info' by using name--have to use case #	12/4/2017 12:42 PM
39	It can be very difficult to understand when events happened. It doesn't help that the court staff has a completely different version of OJCIN.	12/3/2017 3:53 PM
40	Given that a huge percentage of case files have not been scanned into the system, often all I get is list of pleadings filed, same as OJIN	12/2/2017 7:00 PM
41	Old cases are not scanned; sometimes cases or specific filings will be hidden for no apparent reason; frequent error returns after viewing documents.	12/2/2017 1:26 PM
42	Sometimes, for older documents, I still have to contact the court file clerks to get copies because they are not available through OJCIN	12/1/2017 11:51 AM
43	sometimes	12/1/2017 9:19 AM
44	Just info / documents from before the court was electronic filing.	12/1/2017 9:03 AM
45	Mostly. Some information is restricted or I did not pay for all access to all information.	12/1/2017 8:19 AM

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46	Significant limits on scanned documents in older cases and in counties that scan in tif format. Tif is very difficult to save and print with 5+ page documents. For protective proceedings that have been open for many years, the batch scans are impossible.	11/30/2017 9:00 PM
47	"most of the time!"	11/30/2017 6:16 PM
48	The dockets do not identify the party filing motions or declarations, nor does it associate related filings.	11/30/2017 4:58 PM
49	Sometimes I am locked out or there are old pleadings, but generally no problem	11/30/2017 4:56 PM
50	financial information, certain documents, things that haven't been properly entered into the system	11/30/2017 4:27 PM
51	Searching by a business name is cumbersome and not intuitive, only exact matches are found.	11/30/2017 4:12 PM
52	older files	11/30/2017 3:52 PM
53	Sometimes documents are not scanned in so I can't look at them.	11/30/2017 3:28 PM
54	sometimes results come back blank even though my terms are correct	11/30/2017 3:13 PM

Q21 How would you rate the efficiency of accessing case information and documents through OJCIN compared to previous experiences accessing this information (either OJIN or by hard copy)?

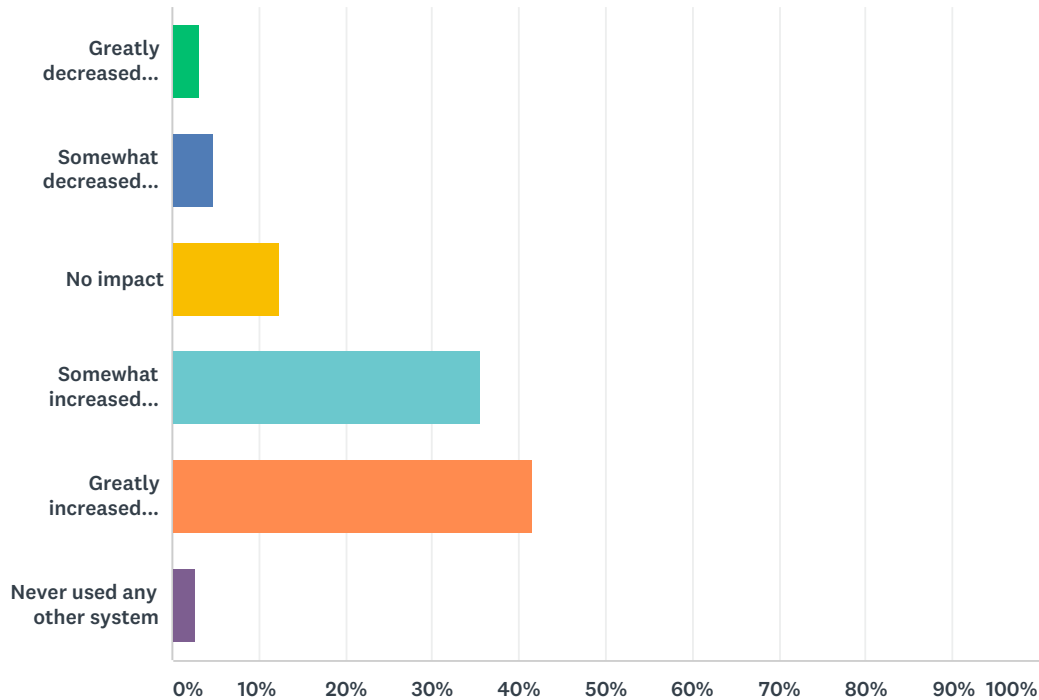
Answered: 229 Skipped: 87



ANSWER CHOICES	RESPONSES	
Much less efficient	1.75%	4
Less efficient	3.49%	8
No change	7.86%	18
Somewhat more efficient	20.96%	48
Much more efficient	59.83%	137
Never used any other system	6.11%	14
TOTAL		229

Q22 How has document access provided through OJCIN affected your productivity?

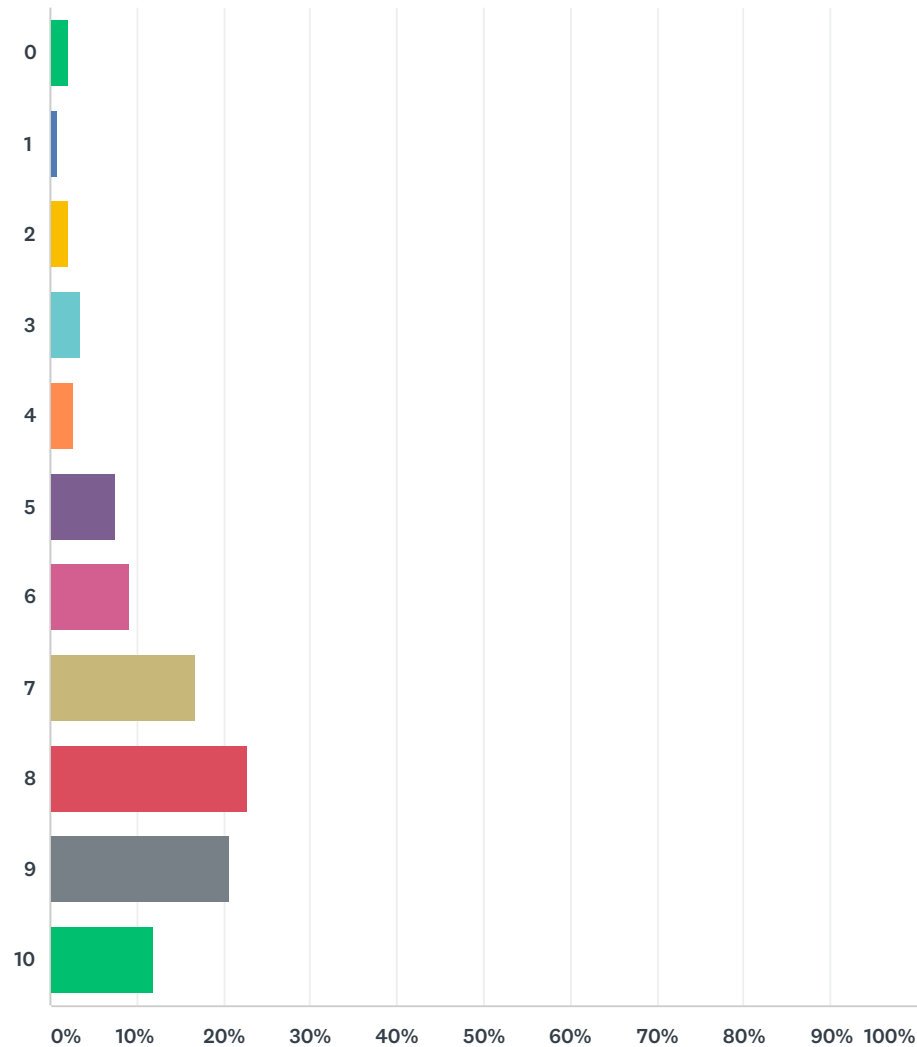
Answered: 228 Skipped: 88



ANSWER CHOICES	RESPONSES	
Greatly decreased productivity	3.07%	7
Somewhat decreased productivity	4.82%	11
No impact	12.28%	28
Somewhat increased productivity	35.53%	81
Greatly increased productivity	41.67%	95
Never used any other system	2.63%	6
TOTAL		228

Q23 On a Scale of 0 to 10, with 0 being the lowest level of satisfaction and 10 being the highest, please rate your overall experience with OJCIN.

Answered: 228 Skipped: 88



ANSWER CHOICES	RESPONSES	
0	2.19%	5
1	0.88%	2
2	2.19%	5
3	3.51%	8
4	2.63%	6
5	7.46%	17
6	9.21%	21
7	16.67%	38

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8	22.81%	52
9	20.61%	47
10	11.84%	27
TOTAL		228

Q24 Have you had any specific experiences with OJCIN that you would like to share?

Answered: 80 Skipped: 236

#	RESPONSES	DATE
1	No	1/2/2018 2:44 PM
2	The search feature doesn't always work well, it often misses things	12/28/2017 4:01 PM
3	Not that I can now recall.	12/23/2017 12:53 PM
4	Can only access the first page of a document.	12/21/2017 3:05 PM
5	ECOURT LOGS ME OUT TOO QUICKLY. It is so annoying. I tend to access a lot of documents, several times a day, for my practice, and I am constantly having to log back in. Why? I can't imagine it is necessary to log out a user who is idle for one minute.	12/21/2017 10:39 AM
6	Great service but outrageously expensive.	12/21/2017 9:41 AM
7	Awkward and user unfriendly. Downloaded documents come in various formats that must be converted; why not make them available in PDF, just as users are required to file in PDF?	12/20/2017 10:20 PM
8	there should be no restricted documents if document is public	12/20/2017 5:40 PM
9	no	12/20/2017 5:17 PM
10	N/A	12/20/2017 4:01 PM
11	there is a recent delay in documents being uploaded into the system by the court. i'm told this is to be expected with court budget cuts. we expect this to continue.	12/20/2017 3:36 PM
12	Again, my concern is with the confidential documents issue. Otherwise, I think that OJCIN is a great improvement that makes things much easier.	12/20/2017 3:17 PM
13	see above	12/19/2017 9:31 PM
14	can only see docket/calendar for 30 days out; that sucks. Down quite a bit. Paid service way too expensive for me. Should be free access to all attorneys and Oregon licensed private investigators.	12/19/2017 6:04 PM
15	misspellings are problematic in searching	12/19/2017 5:40 PM
16	It's great to be able to find documents quickly, unless they are confidential, but sometimes it gets finicky if I toggle back and forth too quickly between documents and says that my access is restricted.	12/19/2017 4:38 PM
17	I have found many mis-filed documents.	12/19/2017 4:20 PM
18	The biggest complaint is that files are often scanned as .TIF files, not .PDF files, making access of anything beyond page one difficult	12/19/2017 4:05 PM
19	It is very frustrating that the system is down so often.	12/19/2017 3:44 PM
20	It's frustrating to have it "down for maintenance" just when I need to find something	12/19/2017 1:31 PM
21	The document access feature is the strongest attribute of the system.	12/19/2017 12:23 PM
22	I would like the orders and judgments, once signed, to be sent to the parties in pdf form, rather than a notice.	12/19/2017 11:01 AM
23	Search functionality is buggy and lots of error and lockout when looking up cases and documents still pretty unstable.	12/19/2017 10:50 AM
24	KIOSKS. SEE ABOVE.	12/19/2017 10:40 AM

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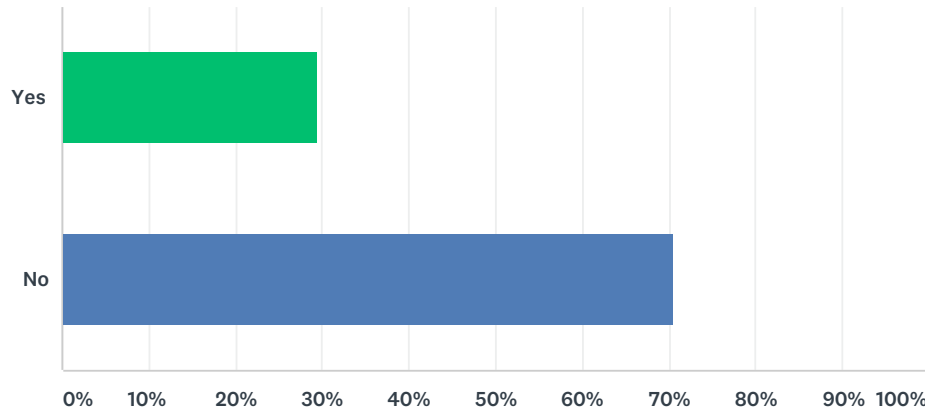
25	The automatic notifications spam our e-mail system with dozens of notices daily. Many of them arrive before the documents are posted in OJCIN, so staff may need to look 2-3 times. Some notifications are meaningless/worthless. The lack of specific detail in the notice is very frustrating. It means that every notice has to be treated as if it is important or useful, even if many of them are not.	12/19/2017 10:30 AM
26	logs me off all the time	12/19/2017 10:21 AM
27	I'm concerned that not all docs are scanned into the system, especially for older cases.	12/19/2017 10:17 AM
28	no	12/19/2017 10:15 AM
29	IT DOES NOT SHOW PENDING ORDERS OR WHERE THEY ARE ROUTED AS TO JUDGE.	12/19/2017 10:09 AM
30	It is far easier to use than OJIN was and I use it all the time every day.	12/19/2017 9:52 AM
31	no	12/19/2017 9:39 AM
32	the document viewing can be difficult and requires workarounds on desktops, it is often impossible on mobile devices	12/19/2017 9:36 AM
33	Seems to down EVERY weekend	12/19/2017 9:31 AM
34	no	12/18/2017 5:30 PM
35	Not really	12/18/2017 4:20 PM
36	THE old program allowed you to search by last name. This was useful that the new system doesn't have. THE so lied is helpful but not the same	12/18/2017 4:01 PM
37	My only problem is OCJIN's lack of document numbers (which OJIN had).	12/18/2017 3:32 PM
38	would like to see ALL documents published as PDFs	12/18/2017 3:30 PM
39	I should be able to see the status of my own cases without a subscription.	12/7/2017 10:51 AM
40	Proposed orders should be available in OJCIN, and auto-logout is too short. Also, why does it pretend it hasn't logged you out, and tell you instead that you don't have access to content? Poor design.	12/7/2017 9:58 AM
41	Hard to determine entry date for Judgments for purposes of appeal.	12/6/2017 7:15 PM
42	I love the access - it is a game changer	12/6/2017 5:28 PM
43	no	12/6/2017 4:42 PM
44	Not really other than the info I provided in #18. I look forward to a time when the pre-OJCIN case documents are available.	12/6/2017 2:07 PM
45	I think that the search function is too specific and needs some wild cards. For example, in a search for a party, if you put in XYZ, LLC, the case will come up, but if you put in XYZ only, without the LLC, it won't come up. Makes it harder to find cases than it should.	12/6/2017 12:38 PM
46	Can't complain too much as staff are accessing what I need.	12/6/2017 12:17 PM
47	Older documents of cases that are still open need to be scanned so they are accessible.	12/5/2017 11:10 AM
48	OJCIN web interface is horrible. Times out much too quickly. The interface frequently and seemingly at random will deny access to publicly available documents, requiring logout, login, and repeating search. Why some documents are provided in tiff format is baffling. Requiring first names for party searches is limiting.	12/4/2017 7:55 PM
49	I do miss elements of OJIN where I could find info, but I'm glad that OJCIN is more user-friendly and doesn't require as many weird shortcut texts	12/4/2017 7:39 PM
50	I think it head and tails better than the old system. Very fast and very easy for me to use with better results.	12/4/2017 2:28 PM
51	Night and day improvement on previous system. Game changer for family law (in terms of info gathering)	12/4/2017 2:16 PM
52	Lane and Linn Counties recently started listing expiration of judgment dates for money awards and are incorrectly using a 10 year standard instead of 35 years as provided by ORS 18.180(5). The potential for ongoing errors of this type and the impact that could have on the detection of valid liens seems like a compelling reason for OECL to not list expiration dates.	12/4/2017 2:14 PM

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53	No.	12/4/2017 2:13 PM
54	Sometimes names are entered incorrectly; that makes it really difficult to find cases.	12/4/2017 1:36 PM
55	Took three weeks to be granted access after I signed up and paid. Then found out rates were being hiked so I cancelled, which took another 3 weeks. I was charged for two months when I only used for two weeks. This service is free to the public in many states, with a much easier site. How is this so difficult in Oregon?	12/4/2017 1:36 PM
56	NA	12/4/2017 1:36 PM
57	Cumbersome from what I have seen and heard	12/4/2017 1:33 PM
58	OJIN used to have police agency and their number, Odyssey does not. It would be helpful to have such information.	12/4/2017 11:57 AM
59	Much easier to work at home/remotely.	12/4/2017 11:51 AM
60	Anyone who suffered through OJIN will tell you there is no comparison, it was almost unusable, and OJCIN is a 100% improvement.	12/4/2017 10:20 AM
61	Applied to be a subscriber in mid-Nov with one response a week later that application received with no response after that. Frustrating. Need to access documents now.	12/4/2017 8:31 AM
62	No.	12/4/2017 8:17 AM
63	Just general confusion and loathing.	12/3/2017 3:53 PM
64	Very nice to have electronic documents. Frustrating not to be able to browse by case numbers, name search, etc.	12/1/2017 3:39 PM
65	Access to documents decreases time to process a case.	12/1/2017 2:50 PM
66	N/A	12/1/2017 2:29 PM
67	No	12/1/2017 11:51 AM
68	Sometimes I cannot download document or only the first pages downloads.	12/1/2017 8:19 AM
69	All documents should be stored as PDFs, TIFFs are less efficient	11/30/2017 9:30 PM
70	In counties where there are no notices being sent to attorney of record when there is a new filing, it wastes a lot of time to continue checking back on pending motions. It seems like such noticed could be automated and consistent among counties.	11/30/2017 9:00 PM
71	I use only the OJD on line records search, given that as an arbitrator only, I do not have an account. I am disappointed that the signed order that used to be sent back to me by the court now just says "your document is signed". So I have to waste time asking the clerk for a copy of the order.	11/30/2017 8:27 PM
72	Sometimes hard to find cases.	11/30/2017 7:41 PM
73	Did I mention, Stop charging lawyers so much!	11/30/2017 6:16 PM
74	The search is very touchy. It doesn't capture like spellings so you must be exact. If you have a typo and have to go back you have to redo the dropdowns instead of going right back to where you were searching before.	11/30/2017 4:49 PM
75	see above	11/30/2017 4:27 PM
76	It would be nice to have an idea where proposed judgments and orders are in the queue.	11/30/2017 4:24 PM
77	The cost is too high. It should be a free service for everybody.	11/30/2017 4:03 PM
78	never used it	11/30/2017 3:31 PM
79	One thing I don't like about OJCIN is that in OJIN I could start typing a last name and pull a list of names or a last name and the first letter of the first name. Many times names are entered slightly differently and OJCIN requires the exact spelling of the entire name to search.	11/30/2017 3:28 PM
80	sometimes results come back blank even though my terms are correct	11/30/2017 3:13 PM

Q25 Have you or your staff used a public access terminal (kiosk) in a courthouse to access case information and documents?

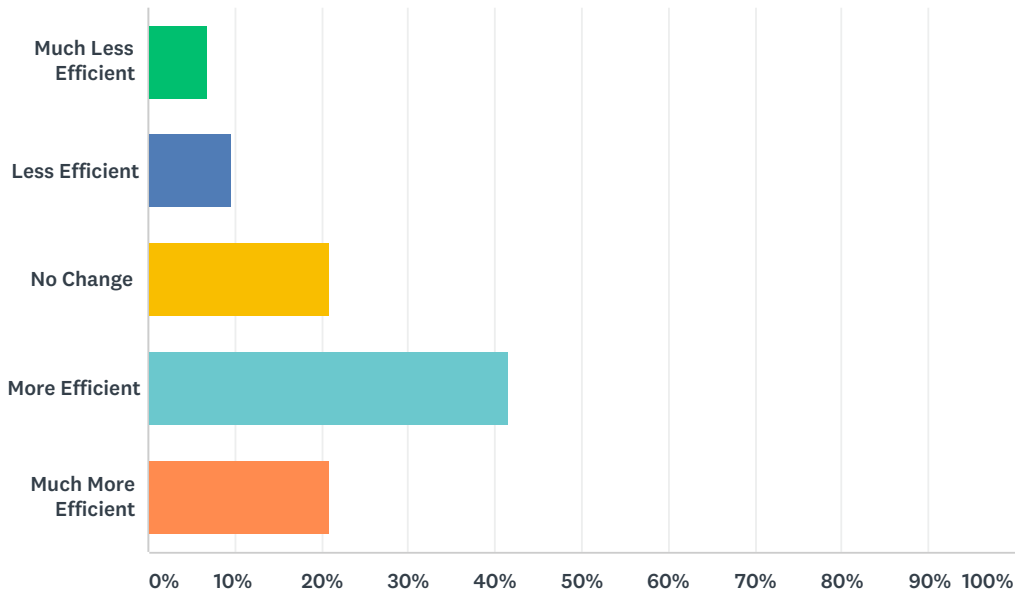
Answered: 258 Skipped: 58



ANSWER CHOICES	RESPONSES	
Yes	29.46%	76
No	70.54%	182
TOTAL		258

Q26 How would you rate the efficiency of accessing case information and documents through the public access terminals compared with previous experiences accessing the court's paper files of case records?

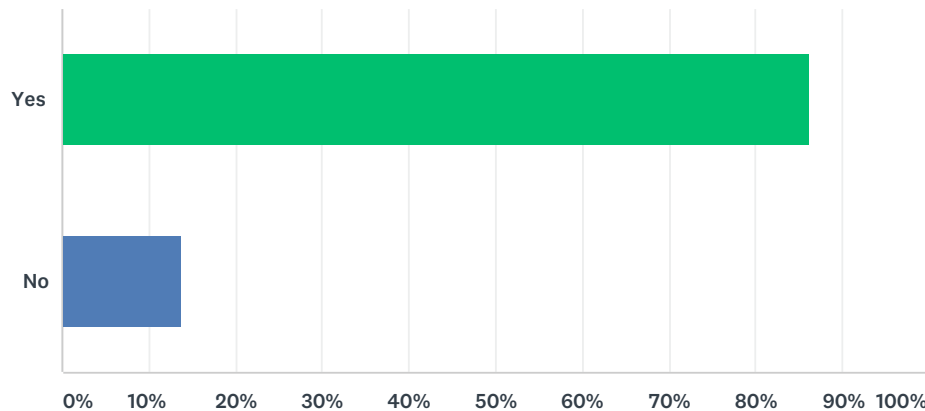
Answered: 72 Skipped: 244



ANSWER CHOICES	RESPONSES	
Much Less Efficient	6.94%	5
Less Efficient	9.72%	7
No Change	20.83%	15
More Efficient	41.67%	30
Much More Efficient	20.83%	15
TOTAL		72

Q27 Were you able to access the information you were looking for through the public access terminal?

Answered: 72 Skipped: 244

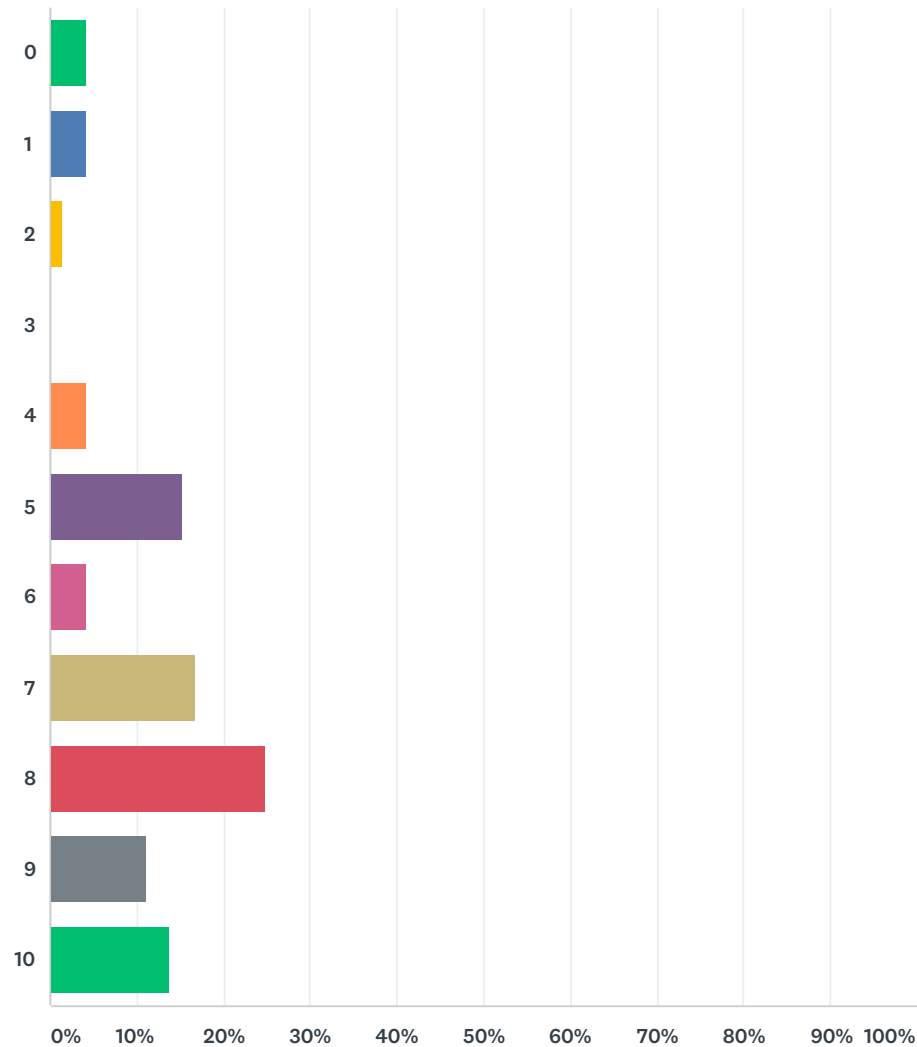


ANSWER CHOICES	RESPONSES	
Yes	86.11%	62
No	13.89%	10
TOTAL		72

#	IF YOU ANSWERED NO, WHAT WERE YOU TRYING TO ACCESS?	DATE
1	No adequate printing services at courthouse.	12/23/2017 12:54 PM
2	View of a document	12/21/2017 3:06 PM
3	Try to avoid this	12/20/2017 10:21 PM
4	I haven't used the public access system recently but I feel the previous system was MUCH more complete than the electronic system now available.	12/19/2017 9:32 PM
5	Yes & no. In Wallowa CC, they have no public terminal. As they have no elevator for disabled folks. Both suck. Referred me to go to LaGrande.	12/19/2017 6:09 PM
6	Old stuff	12/19/2017 5:39 PM
7	Criminal court cases. I was not always able to locate or access documents - not all courthouses have a terminal.	12/18/2017 3:36 PM
8	For the most part yes, but when there is a domestic violence case, there is no way to see if there's even such a record.	12/6/2017 10:33 AM
9	Opponents filing	12/4/2017 1:37 PM
10	Uniform Support Declarations	12/4/2017 12:57 PM
11	The kiosk I used did not have access to scanned documents. It was useful to review the case register, but I still had to review the paper file.	11/30/2017 9:03 PM

Q28 On a Scale of 0 to 10, with 0 being the lowest level of satisfaction and 10 being the highest, please rate your overall experience with the public access terminals.

Answered: 72 Skipped: 244



ANSWER CHOICES	RESPONSES	
0	4.17%	3
1	4.17%	3
2	1.39%	1
3	0.00%	0
4	4.17%	3
5	15.28%	11
6	4.17%	3
7	16.67%	12

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8	25.00%	18
9	11.11%	8
10	13.89%	10
TOTAL		72

#	PLEASE TELL US WHY YOU GAVE THIS RATING.	DATE
1	Quite trying because it took to much to time get help to access	12/21/2017 3:06 PM
2	user unfriendly	12/20/2017 10:21 PM
3	Public access terminals - in my limited experience - have the same benefits and detriments as the subscription service.	12/20/2017 3:18 PM
4	I have yet to see one actually work	12/20/2017 3:01 PM
5	I don't use the public access that much	12/20/2017 10:29 AM
6	Not do to computer terminal but to Circuit Court staff; for OPDS cases, some courts charge for documents/court hearing CD's and other courts don't. No uniformity throughout the State. Very frustrating but similar to clerks throughout State--they are either very accommodating and kind or totally the opposite. Circuit courts could improve on their customer service!! I recommend mystery shoppers (they'd probably get lots of legal advice!).	12/19/2017 6:09 PM
7	they work just as well as from my desktop	12/19/2017 4:38 PM
8	Helpful to have them.	12/19/2017 4:30 PM
9	They're slow and the green screen format is laughably outdated. But it's better than waiting in line for paper.	12/19/2017 10:46 AM
10	Sometimes not working.	12/19/2017 10:42 AM
11	Not as user friendly.	12/19/2017 10:37 AM
12	HELPFUL WHEN AT COURTHOUSE CHECKING UPDATED STATUS.	12/19/2017 10:10 AM
13	Is convenient.	12/19/2017 9:53 AM
14	I have only used this once, when my phone was out of batteries and before I had an office issued iPad	12/19/2017 9:37 AM
15	clunky and not intuitive	12/19/2017 9:00 AM
16	If the case was open, it took less time to request the file from the clerk and page through looking for what you wanted.	12/18/2017 4:22 PM
17	Very useful but sometimes contains inaccuracies or omissions.	12/7/2017 10:51 AM
18	The best thing about OJCIN is being able to look at documents in my office, so the terminals are not that useful to me.	12/7/2017 9:58 AM
19	I have only used the public access terminals when we still had OJIN and it was pretty lame. Half of all terminals were out of order and the OJIN DOS system was so lame, especially at the public access terminals because you had to start at the beginning of the program unlike at your desk.	12/6/2017 2:10 PM
20	It is faster and takes less court staff, but it is quirky. Some documents can only be accessed when the case number is clicked - who would know to do that?	12/6/2017 2:02 PM
21	The one time I used a public access terminal it worked correctly.	12/4/2017 7:56 PM
22	Getting help in person as long as you're at the courthouse is convenient too.	12/4/2017 2:40 PM
23	the current system is much better than previous system	12/4/2017 2:15 PM
24	Not close enough to office to make it reasonable to use frequently	12/4/2017 1:37 PM
25	Didn't work	12/4/2017 1:37 PM
26	It was fine.	12/4/2017 10:04 AM
27	When I had to find something, I could.	12/1/2017 11:51 AM

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28	Document access is limited	11/30/2017 9:31 PM
29	I have not had problems with this when I used it	11/30/2017 4:04 PM

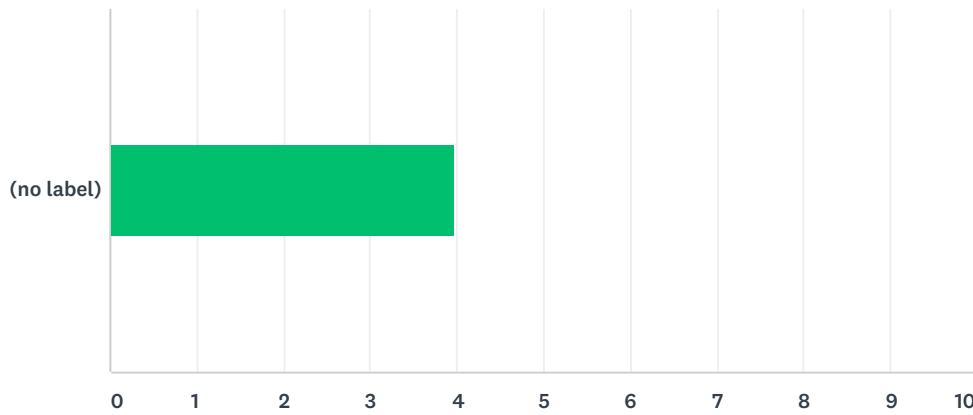
Q29 Have you had any experiences with the public access terminals that you would like to share?

Answered: 17 Skipped: 299

#	RESPONSES	DATE
1	see above -- I have great doubts about the completeness of the information on the current system.	12/19/2017 9:32 PM
2	Some courts have really cruddy PC's---like 10 years old. Is that really what taxpayers should have to use? Old cruddy computers? There are no posters posted to show anyone all the resources on the terminals too. Like child support, laws, etc. Would be nice for you to create a poster to help people navigate (throughout the State).	12/19/2017 6:09 PM
3	With kiosks only--they are gone. Need to have clerks required to accept paper documents when lawyer is not able to access kiosk and far away from office.	12/19/2017 10:42 AM
4	NO	12/19/2017 10:10 AM
5	Only have used if I got to room 107 without remembering the case number I needed	12/19/2017 9:53 AM
6	They are public.	12/19/2017 9:52 AM
7	No	12/19/2017 9:37 AM
8	Not really.	12/18/2017 4:22 PM
9	Same as above	12/6/2017 2:10 PM
10	Helping lots of people access documents. It is not as intuitive as it could be - and doesn't have a very polished look.	12/6/2017 2:02 PM
11	The public can have trouble navigating the terminal, so I spent time answering peoples' questions because court staff weren't available.	12/4/2017 1:39 PM
12	System down or in use by another	12/4/2017 1:37 PM
13	Public access terminal I tried didn't reach the document I wanted.	12/4/2017 1:37 PM
14	24 above: I never had to get access to the paper files, so I don't know if there was a change or not.	12/4/2017 10:04 AM
15	No	12/1/2017 11:51 AM
16	We need. I've used them and I refer clients to the terminals. It would be easier if clients could access the information online as well free of charge.	12/1/2017 8:20 AM
17	Documents from all courts should be available at all terminals, not just cases in that county.	11/30/2017 9:31 PM

Q30 The “availability” of a computer system is the degree that the systems themselves and the information in the systems are accessible to the authorized users who are supposed to have access to them at all times (also called “uptime”) when they are supposed to have access to them, 24 x 7. How do you rate the availability of the network and computer applications such as Odyssey, the public access kiosks, File and Serve (eFiling), iForms, or the web portal that OJD has installed for use in the Oregon’s courts in recent years?

Answered: 229 Skipped: 87



	VERY LOW AVAILABILITY	LOW AVAILABILITY	MODERATE AVAILABILITY	HIGH AVAILABILITY	VERY HIGH AVAILABILITY	TOTAL	WEIGHTED AVERAGE
(no label)	0.87%	2.18%	15.72%	61.57%	19.65%	229	3.97
	2	5	36	141	45		

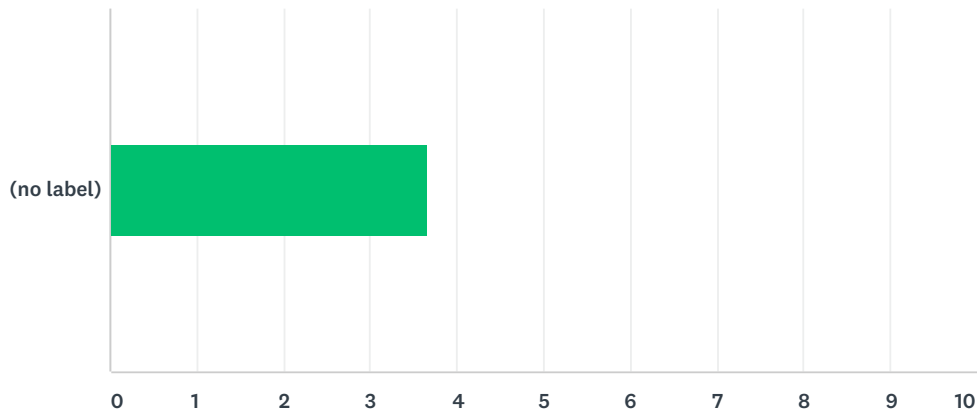
#	COMMENTS:	DATE
1	Too frequent and too much down time on weekends.	12/23/2017 12:55 PM
2	Haven't used them	12/20/2017 4:57 PM
3	except it seems to keep going down	12/19/2017 8:32 PM
4	usually up, but not always; and slow at times!	12/19/2017 6:10 PM
5	the only issues have been when I need to access on a weekend during maintenance.	12/19/2017 4:39 PM
6	There have been recurrent downtimes, both planned and unplanned, causing productivity issues	12/19/2017 4:09 PM
7	I am actually impressed how little (if any) downtime there is on any of these systems (except those that we don't use like iForms and the kiosks), especially during business hours.	12/19/2017 1:17 PM
8	Updates Friday at 5 are inconvenient - most public defenders I know work past 5 and on weekends. Late night updates would be more convenient.	12/19/2017 10:47 AM
9	Would be very high but the kiosks are CLOSED.	12/19/2017 10:43 AM
10	I don't use the court machines	12/19/2017 10:16 AM
11	THE REMOTE ACCESS TIMES OUT MUCH TOO QUICKLY. FOR SOMEONE IN THE COURTHOUSE THEY MAY BE USING IT ALL THE TIME, BUT IN THE OFFICE WHEN YOU LOOK UP A DOCUMENT TO REpond TO A CLIENT ON A PHONE CALL IT IS ANNOYING TO BE TIMED OUT BEFORE YOU CAN CHECK THE NEXT ITEM OR PULL UP ANOTHER CASE.	12/19/2017 10:12 AM

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12	The system is down seemingly multiple hours every week	12/19/2017 9:38 AM
13	except on weekends	12/19/2017 9:32 AM
14	Routine periodic loss of OJCIN availability over weekends or during upgrades is too frequent and extensive	12/18/2017 7:05 PM
15	Works for me.	12/18/2017 3:33 PM
16	Can't really comment since I've never had to use it at odd hours	12/8/2017 5:52 PM
17	I'm unable to address past availability. I just moved from a large law firm to a solo practice. At the large firm all filings and document retrieval from the Circuit Courts was done by a non-lawyer. Now I must do everything myself. I hope there are sufficient tutorials and other learning resources available when I need them.	12/7/2017 10:27 AM
18	The systems are generally accessible but there are times when they are down due to failures, repairs, or updates.	12/6/2017 2:25 PM
19	There have been some very inconvenient downtimes, but generally the notice has helped.	12/6/2017 2:11 PM
20	OJCIN has been unavailable many weekends, and seems to be down more than was OJIN.	12/4/2017 7:58 PM
21	I'm not entirely sure as I haven't used them often, but they've been available when I need them thus far.	12/4/2017 7:40 PM
22	There has definitely been a fair amount of down time during the conversion process. Sometimes frustrating. But routine maintenance is usually not done too often.	12/4/2017 2:41 PM
23	It would be better if employees of DOJ and DA offices doing child support work were able to access child support case files uploaded by the Child Support Program that are marked as confidential due to claim of risk.	12/4/2017 2:19 PM
24	Had issues only a handful of times, or less.	12/4/2017 2:17 PM
25	Outage times seem well-tailored to when we shouldn't be working anyhow	12/4/2017 1:39 PM
26	The system is down sometimes.	12/4/2017 11:25 AM
27	Not sure how to lump all of those together. Public access kiosks will only be available when the courthouse is open, but eFiling is generally available whenever I've needed it.	12/4/2017 10:06 AM
28	Most of what I need to access is in another part of the state and there are no public kiosks at that court.	12/4/2017 8:33 AM
29	Now that all counties are up, its great. Very little, if any, downtime.	12/1/2017 2:51 PM
30	Too much scheduled maintenance. I do not ever recall PACER being down for maintenance.	11/30/2017 9:32 PM
31	There seem to be a lot of maintenance days	11/30/2017 9:06 PM

Q31 The “performance” of a computer system is the degree to which it performs its operations rapidly, without undue wait times or delays in processing. How do you rate the performance of the network and computer applications such as Odyssey, the public access kiosks, File and Serve (eFiling), iForms, or the web portal that OJD has installed for use in the Oregon’s courts in recent years?

Answered: 223 Skipped: 93



	VERY LOW PERFORMANCE	LOW PERFORMANCE	MODERATE PERFORMANCE	HIGH PERFORMANCE	VERY HIGH PERFORMANCE	TOTAL	WEIGHTED AVERAGE
(no label)	2.24%	6.73%	26.91%	50.22%	13.90%	223	3.67
	5	15	60	112	31		

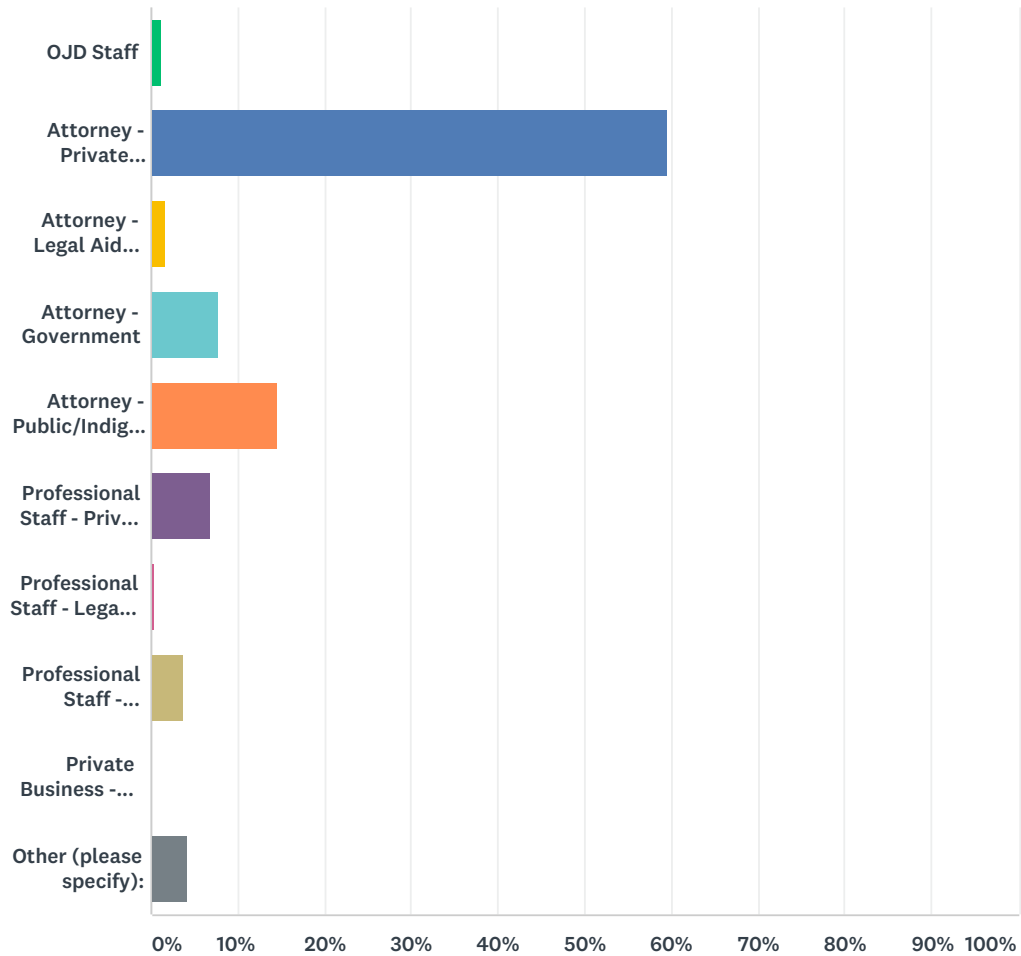
#	COMMENTS:	DATE
1	As mentioned, Odyssey logs me out too quickly. I am constantly having to log back in.	12/21/2017 10:41 AM
2	Haven't used them	12/20/2017 4:57 PM
3	I am often "kicked off" of OJCIN as I try to navigate and download files. In other words, after accessing or downloading a specific document in the file, I will try to go back to general access. In doing so, I am often kicked out of the system and have to log back in and navigate back to the same file. Additionally, there should be a function to quickly and easily download the full court file without being forced to download each document in the file individually.	12/20/2017 3:20 PM
4	File and Serve is VERY slow	12/19/2017 8:32 PM
5	The system often runs slow	12/19/2017 4:09 PM
6	Fast, reliable...it really is a great system of systems	12/19/2017 1:17 PM
7	it is often slow and there are delays to load pages.	12/19/2017 11:02 AM
8	There are definitely slow times (or downtimes) but compared to the alternative, they are still very high.	12/19/2017 9:54 AM
9	Odd mix of sometimes .pdf and sometimes .tif document downloads erodes workflow efficiency.	12/18/2017 7:05 PM
10	I mostly use appellate system.	12/18/2017 3:33 PM
11	this rating applies mostly to file and serve	12/18/2017 3:31 PM
12	Speed of uploading documents is slow, but that may be due to my Internet connection	12/11/2017 1:39 PM
13	Odyssey can sometimes be slow	12/8/2017 5:52 PM

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14	I'm unable to address past performance. I just moved from a large law firm to a solo practice. At the large firm all filings and document retrieval from the Circuit Courts was done by a non-lawyer. Now I must do everything myself. I hope there are sufficient tutorials and other learning resources available when I need them.	12/7/2017 10:27 AM
15	the quick auto-logout mean I have to log back in several times during individual tasks	12/7/2017 9:59 AM
16	Actions are usually quickly completed, but there are times when there are delays due to volume, system errors, etc.	12/6/2017 2:25 PM
17	No issues so far.	12/4/2017 7:40 PM
18	A few "nits" about both Odyssey and OCJIN. But overall very good	12/4/2017 3:07 PM
19	Same comment as above. Sometimes the doc doesn't open and I have to log back in.	12/4/2017 2:17 PM
20	The system times out too quickly. I can be looking at a page and when I click a specific entry get logged out. Also, please add a link to all cases with the particular party attached.	12/3/2017 3:55 PM
21	slow processing, errors in field toggling, unexplained timeouts and error returns.	12/2/2017 1:27 PM
22	Scanned documents are often slow to load. System times out too soon.	11/30/2017 9:06 PM
23	Odyssey is generally quite sluggish.	11/30/2017 7:01 PM
24	OJD stuff is good. Odyssey not so much.	11/30/2017 6:58 PM

Q32 Which category best describes your practice or type of employment?

Answered: 245 Skipped: 71



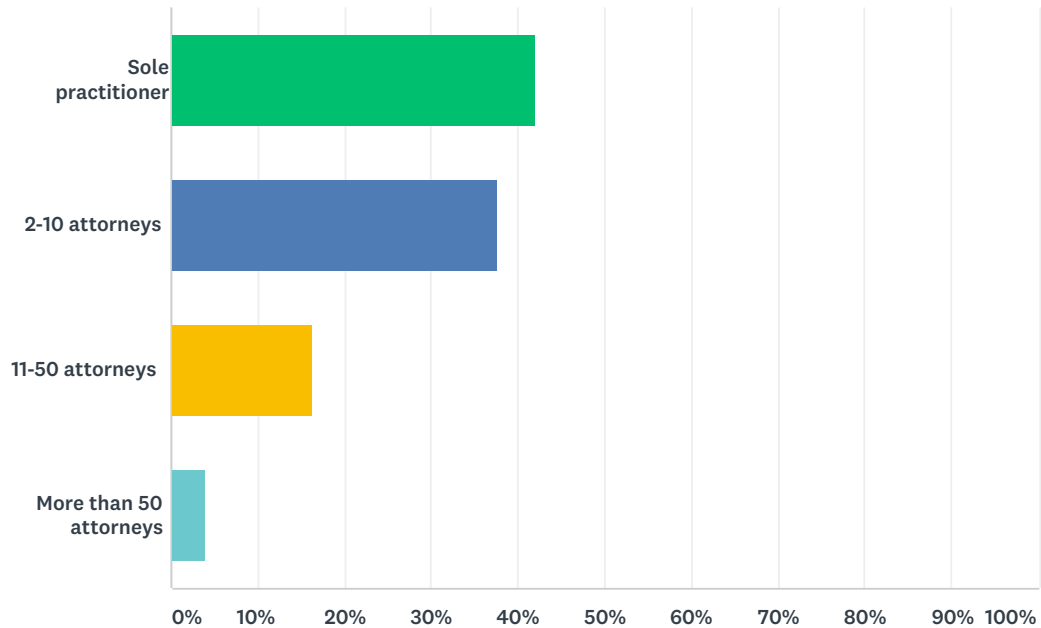
ANSWER CHOICES	RESPONSES	
OJD Staff	1.22%	3
Attorney - Private Practice	59.59%	146
Attorney - Legal Aid Organization	1.63%	4
Attorney - Government	7.76%	19
Attorney - Public/Indigent Defense	14.69%	36
Professional Staff - Private Practice	6.94%	17
Professional Staff - Legal Aid Organization	0.41%	1
Professional Staff - Public/Indigent Defense	3.67%	9
Private Business - (Title Company, Process Server, Debt Collector, Journalist, Etc.)	0.00%	0
Other (please specify):	4.08%	10
TOTAL		245

Oregon eCourt 2017

#	OTHER (PLEASE SPECIFY):	DATE
1	Public Defense Office	12/20/2017 10:30 AM
2	death penalty mitigation specialist/investigator	12/19/2017 9:34 PM
3	nonprofit ED- previously attorney private practice solo	12/19/2017 9:02 AM
4	International consultant; currently looking for legal work in Oregon	12/8/2017 5:52 PM
5	Law Professor/Contract Attorney	12/6/2017 10:34 AM
6	Legal Assistant	12/5/2017 3:58 PM
7	Professional staff - county counsel	12/5/2017 11:12 AM
8	Previously in private practice.	12/4/2017 2:17 PM
9	Attorney - in house	12/4/2017 1:55 PM
10	In-house attorney	12/4/2017 9:00 AM

Q33 If you are affiliated with a law firm, what is the size of your firm?

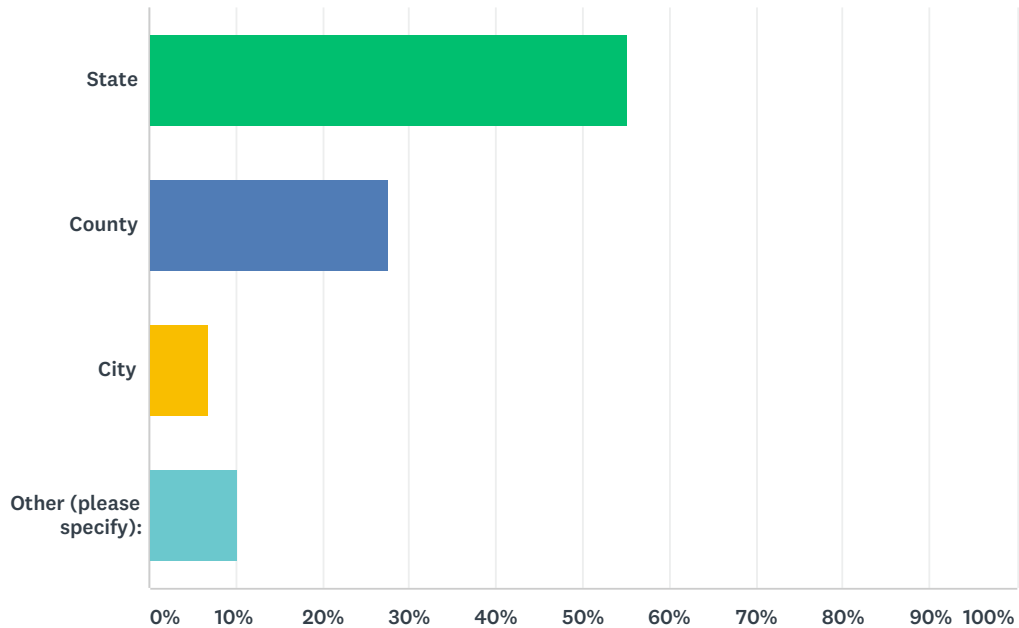
Answered: 202 Skipped: 114



ANSWER CHOICES		RESPONSES	
Sole practitioner		42.08%	85
2-10 attorneys		37.62%	76
11-50 attorneys		16.34%	33
More than 50 attorneys		3.96%	8
TOTAL			202

Q34 If you work for a government agency, which one?

Answered: 29 Skipped: 287

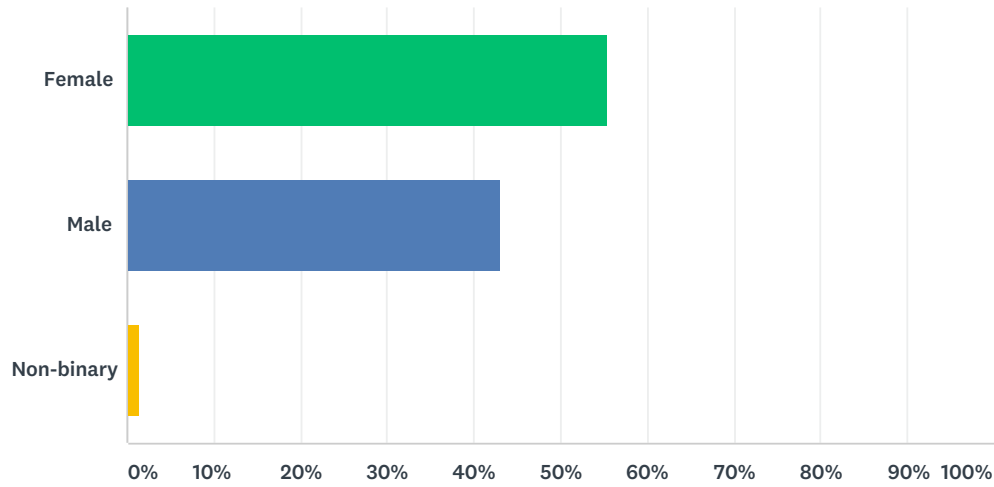


ANSWER CHOICES		RESPONSES	
State		55.17%	16
County		27.59%	8
City		6.90%	2
Other (please specify):		10.34%	3
TOTAL			29

#	OTHER (PLEASE SPECIFY):	DATE
1	None- Non Profit Public Defenders Office	12/20/2017 10:30 AM
2	Public Defender	12/19/2017 11:21 AM
3	consortium providing indigent defense	12/18/2017 3:33 PM

Q35 What is your gender?

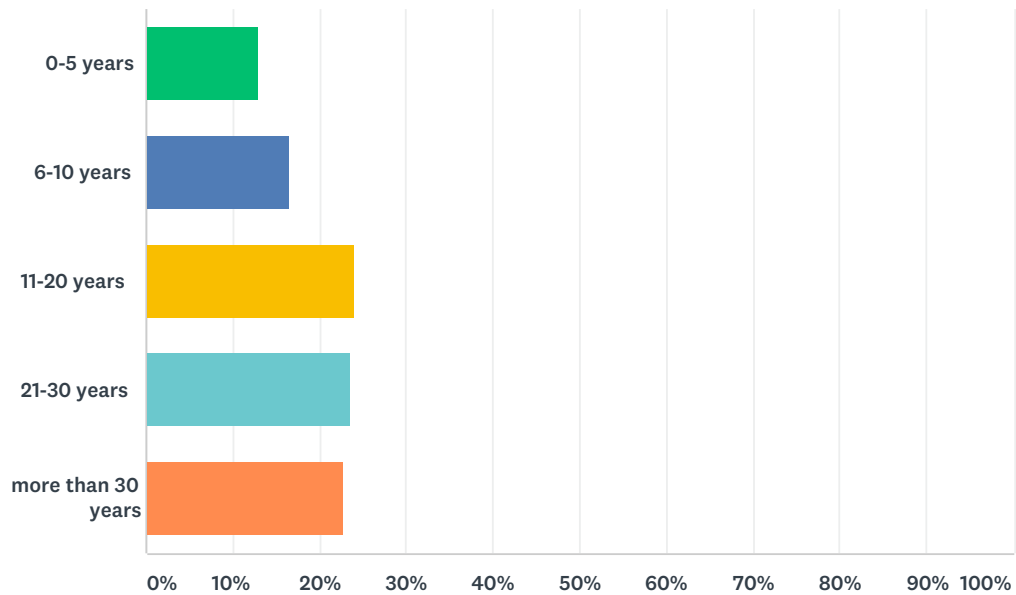
Answered: 220 Skipped: 96



ANSWER CHOICES	RESPONSES	
Female	55.45%	122
Male	43.18%	95
Non-binary	1.36%	3
TOTAL		220

Q36 If you are an attorney, how long have you been admitted to practice law in any jurisdiction?

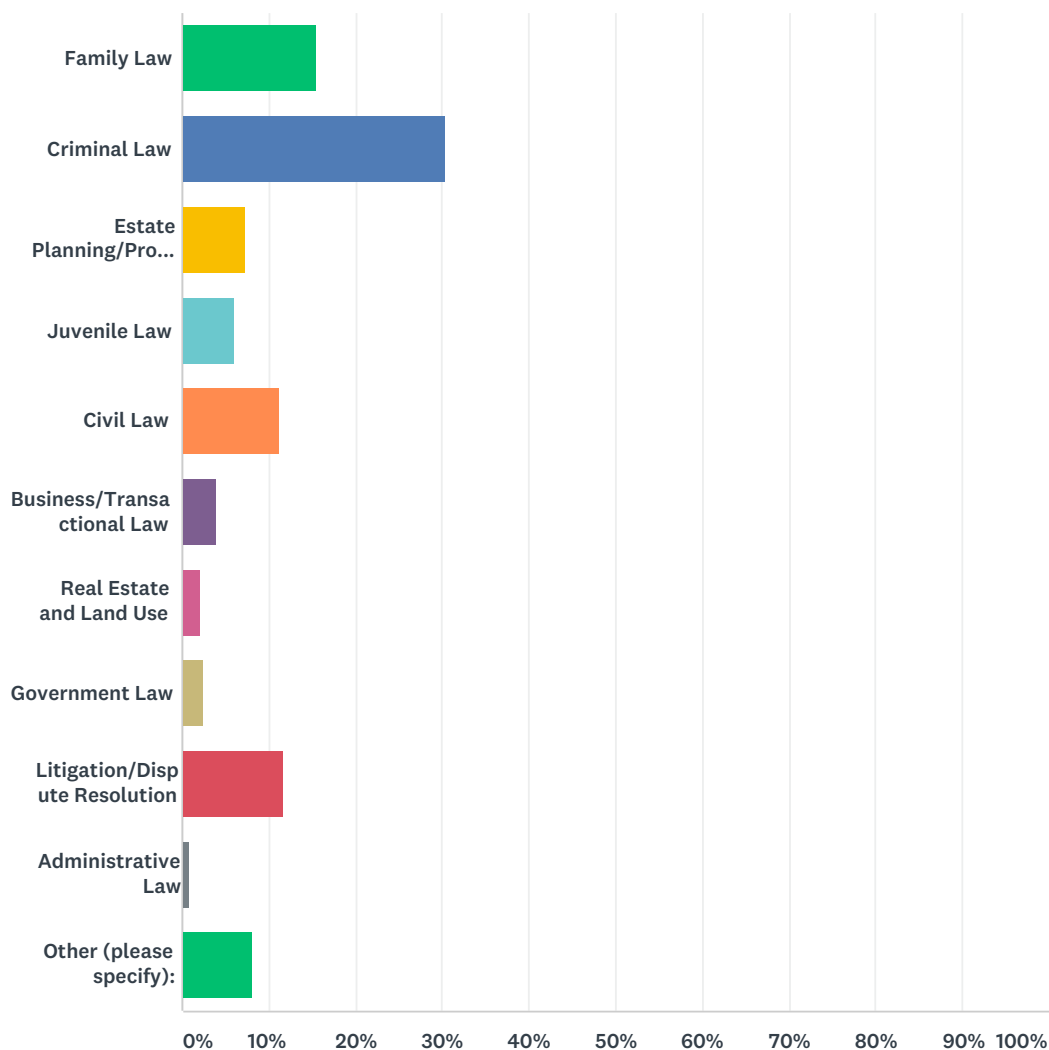
Answered: 207 Skipped: 109



ANSWER CHOICES	RESPONSES	
0-5 years	13.04%	27
6-10 years	16.43%	34
11-20 years	24.15%	50
21-30 years	23.67%	49
more than 30 years	22.71%	47
TOTAL		207

Q37 If you are an attorney or law firm staff, what is your primary practice area?

Answered: 231 Skipped: 85



ANSWER CHOICES	RESPONSES	
Family Law	15.58%	36
Criminal Law	30.30%	70
Estate Planning/Probate	7.36%	17
Juvenile Law	6.06%	14
Civil Law	11.26%	26
Business/Transactional Law	3.90%	9
Real Estate and Land Use	2.16%	5
Government Law	2.60%	6
Litigation/Dispute Resolution	11.69%	27

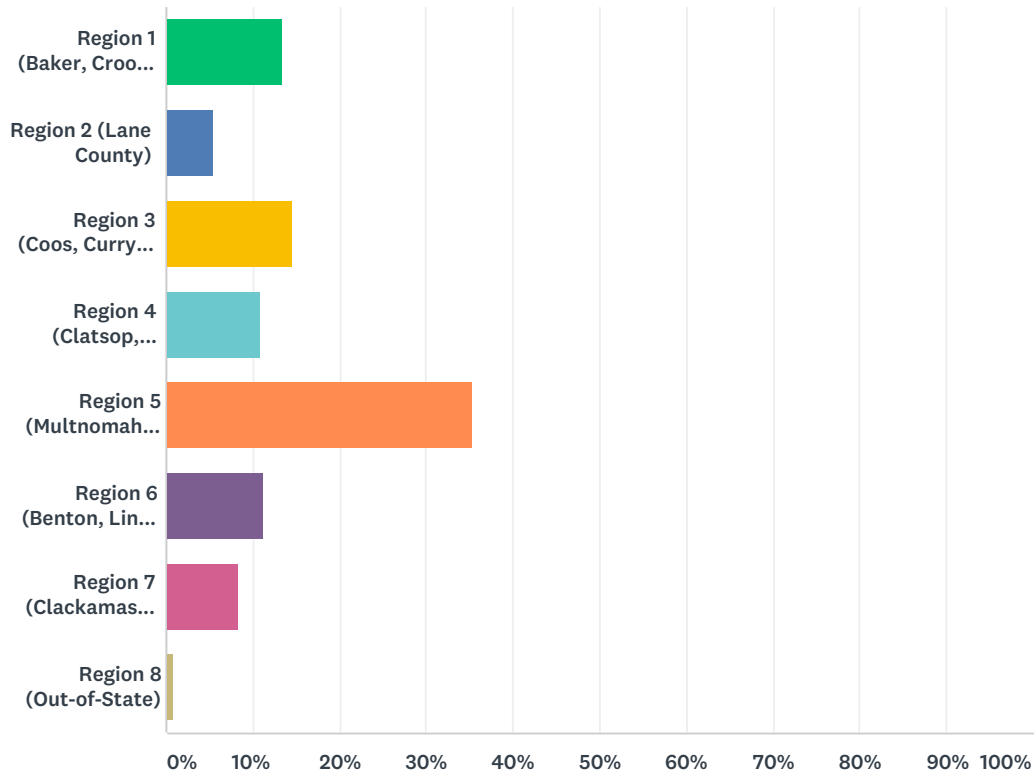
Oregon eCourt 2017

Administrative Law	0.87%	2
Other (please specify):	8.23%	19
TOTAL		231

#	OTHER (PLEASE SPECIFY):	DATE
1	General practitioner	12/21/2017 10:42 AM
2	Intellectual Property	12/20/2017 2:58 PM
3	family/criminal/juvenile equally	12/19/2017 10:44 AM
4	Juvenile, family and criminal law	12/18/2017 3:27 PM
5	Cannabis Regulatory Law	12/6/2017 1:24 PM
6	Employment Litigation	12/6/2017 1:21 PM
7	Insolvency, bankruptcy, creditor's rights, receivership	12/6/2017 12:39 PM
8	Employment and federal workers' compensation	12/4/2017 7:40 PM
9	Consumer Law	12/4/2017 2:02 PM
10	professional liability	12/4/2017 1:56 PM
11	Elder Law	12/4/2017 1:18 PM
12	Immigration	12/4/2017 11:58 AM
13	Multiple Areas	12/4/2017 11:46 AM
14	Many of the above	12/4/2017 10:44 AM
15	Social Security and Workers' Comp	12/1/2017 12:46 PM
16	arbitration	11/30/2017 8:27 PM
17	Mediation and Collaborative Divorce	11/30/2017 6:18 PM
18	Employment Law	11/30/2017 4:50 PM
19	Arbitrator/Mediaator	11/30/2017 3:32 PM

Q38 In what region of Oregon (as defined by the OSB) do you work the most?

Answered: 240 Skipped: 76



ANSWER CHOICES	RESPONSES	
Region 1 (Baker, Crook, Deschutes, Gilliam, Grant, Harney, Hood River, Jefferson, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco and Wheeler Counties)	13.33%	32
Region 2 (Lane County)	5.42%	13
Region 3 (Coos, Curry, Douglas, Jackson, Josephine, and Klamath Counties)	14.58%	35
Region 4 (Clatsop, Columbia, Lincoln, Tillamook and Washington, and Yamhill Counties)	10.83%	26
Region 5 (Multnomah County)	35.42%	85
Region 6 (Benton, Linn, Marion, and Polk Counties)	11.25%	27
Region 7 (Clackamas County)	8.33%	20
Region 8 (Out-of-State)	0.83%	2
TOTAL		240