

Hi Teri,

Thank you for your hard work on this issue. I reviewed the Letter as well as the Addendum, and would like to add a few more problems I've noticed from the Civil bar perspective:

- In one instance, no Notice of Hearing was generated to alert me of the next hearing date in a family case. When I looked on Odyssey, the time of the hearing was different than the time listed on the Court calendar (Odyssey had us starting at 9, court calendar 10:30)
- In an eviction matter, the system did not send me the Court's entry order granting my motion to lift the stay. I was able to find it online, but had I not checked, I would not have known the order needed to be served on Defendants.
- It was not made clear to us how to enter ourselves as service contacts, leading to much confusion and duplicative service. Our practice is to e-file and serve, AND follow up with an email just so we can be sure the other party received the documents.
- I attended both an in-person training and a webinar. Neither reflected the actual Odyssey experience once the system was up and running. I did try to voice concerns about the system at a Bench/Bar meeting, and it was VERY clear the administrators were not interested in comments on the system.
- The system only allows me to see filing fees for the last 2 months. Even during COVID-19, without the LegalAid grant, our firm would have paid \$100 in "envelope fees" in July and August.

Overall, I do think the e-filing system will benefit attorneys, and their staff. However, the costs of the system are a burden on clients and for those of us who represent clients low-bono or pro-bono, there is not a waiver process. It is unclear if I would have to pay an envelope fee when filing for IFP.

I represent many landlords who, by the time I file the eviction with the court, are often owed thousands of dollars in rent. In one eviction, I expect to incur a \$25 minimum in envelope fees alone. While these "costs" may technically be recoverable in a judgment, tenants are often judgment proof and these added fees must be absorbed by the landlord. The substantial losses landlords must endure has led to a decrease in units available or lower-quality units. An unfortunate side of the housing market is evictions, and landlords are already struggling without any additional fees.

I truly believe the Judiciary's heart was in the right place with the installation of Odyssey. Once the flaws are worked out, I think the benefits will be worth the strife. However, I also believe there are too many higher-ups looking at the "concept" and not enough credit to those "in the trenches". This has been further compounded by the condescending tone of the memos issued by the Court Administrator. I hope if the Court views the software with the same perspective as the attorneys actually using it, we can make a positive change.

Thank you again for all of your hard work, and for your willingness to be in the crossfire during these crazy times. Please let me know if you have any questions, or if I can be of further assistance.