
PROJECT MEMORANDUM

TO: VBA e-filing Committees
FROM: Vermont Judiciary
SUBJECT: e-filing Fees Project (H. 961 § A.20(a))
DATE: August 31, 2020
CC: Doug Rowe; Paige Streeter (BerryDunn)

The Vermont Judiciary has engaged BerryDunn to provide support and assistance in its conduct of an outreach process to inform a report requested by the legislature in Act 120 H. 961 § A.20(a). Representatives from BerryDunn, the external project manager for the Judiciary's Next Generation Case Management System, will meet with representatives of the Vermont Bar Association and other court users to gather input related to their experience with the Odyssey File and Service system and to examine alternatives to the current e-filing service charges. The focus of this project is to develop a report, to be submitted by October 30, 2020, outlining the Judiciary's efforts and recommendations for improving program rollout and user experience with the system (including cost).

The preliminary stages of this project are underway and BerryDunn has issued web-based surveys to e-filing users to better understand the current environment and sentiment towards existing and potential e-filing service charges. The next step is for BerryDunn to meet with focus groups that either have an interest in the e-filing system and/or service charges imposed, or who are e-filing users. The goal of the focus group meetings is to become more knowledgeable about user experiences with e-filing and the potential impacts of different kinds of e-filing service charges. During these meetings BerryDunn will ask questions based on these topics. Please note that these meetings are not intended to focus on a final solution, but to gather data to inform a subsequent decision on solutions. The focus group meetings will be conducted from September 3 through October 1, 2020, leaving enough time for BerryDunn and the Judiciary to analyze the information gathered and write a final report.

In order to facilitate project communications, BerryDunn will be coordinating with us to schedule meetings, work with focus group members, and help ensure that your input is included throughout this project. We are looking forward to your participation in this very important project and if you have any questions regarding this, or other communications, feel free to contact us.

Thank you.