Judicial Information System Committee Meeting June 24, 2022

DECISION POINT – JIS-Link Fees

MOTION:

- **[AOC set fees]:** I move that the JISC approve AOC ending transitional billing and returning to the regular, transaction-based fee model for JIS-Link and New JIS-Link.

I. BACKGROUND

In May 2021, AOC adopted the first JIS-Link fee increase since February of 2003, setting the fee at $0.145 per transaction in an attempt to align the fees more closely with the costs of maintaining the system. Shortly after adopting the increased per-transaction, AOC went live with the new, web-based JIS-Link (New JIS-Link), and adopted a temporary transitional billing model to permit JIS-Link users to continue using legacy JIS-Link and experiment with New JIS-Link without incurring additional cost as part of the new system rollout. The transitional billing model is a flat fee for each account based on the new per-transaction fee and a discounted calculation of that individual account's historic usage of the system.

In October 2021, JISC reviewed and approved the fee increase and the updated click-through agreement. Members of the JISC also suggested that AOC should bring future fee changes to the JISC at its June meeting, so the effective date of any change could coincide with the new fiscal year.

Particularly over the last six months, AOC has received a number of complaints from users dissatisfied with the transitional billing model and asking to return to the transactional-based fee model.

Transitional billing has served its purpose, users have had a chance to practice using both systems, and AOC is ready to return to the regular, transaction-based billing model. This would be in line with much of the feedback it has received from users of the systems.

II. Discussion

The transitional billing process was adopted to permit users of the JIS-Link system to explore the New JIS-Link system without incurring additional costs on top of their regular, on-going usage. New JIS-Link has been live for a sufficient time for users to experiment with and adjust to the new system.

AOC is asking the JISC to approve ending transitional billing and returning to the normal, transaction-based fee model (currently $0.145 per transaction).

AOC is still determining what the total economic impact of returning to the transaction-based fee model will be. Many users are being charged less in transitional billing than they would in the normal transaction-based system, but others (particularly those whose usage dropped substantially in the last year) are paying more in the transitional billing model. Some users may have changed their usage patterns based on the transitional billing model and may return to prior usage in a transaction-based model. Overall, revenue is likely to increase based on this transition, but that increase is difficult to predict.

III. OUTCOME IF NOT PASSED

If the JISC declines to approve the return to the regular, transaction-based fee model, AOC would remain with the transitional billing model.