



*SENT VIA EMAIL TO KKELLY@COURTS.RI.GOV*

Rhode Island Supreme Court  
Office of General Counsel  
Licht Judicial Complex  
250 Benefit Street  
Providence, R.I. 02903

January 30, 2025

Dear Ms. Kelly,

We're following up on our Oct. 1 letter regarding the planned launch of re:Search, a public access portal for court records provided by Tyler Technologies. Thank you for considering our recommendations and taking the time to respond. A successful implementation of re:Search continues to be a common goal of ours.

While we appreciate your assurances that our concerns will be thoroughly addressed, the new system is scheduled to be launched in about two months and there seems to be little if any public feedback solicited by your office. We understand that a public comment period will occur before any issuance of final policies. Still, there is the potential for technological shortcomings beyond court polices that could hinder the public's access to court records while using the new platform. As we previously wrote, these may include:

- Search function limitations that make it impossible to find relevant records and reoccurring error messages resulting from queries.
- Providing case documents as a PDF or other file formats that do not allow text searching.
- Basic system functions such as alerts and saved cases being inoperable.
- Inconsistent search results where the same query can lead to different listings of cases.

We again offer our assistance. One of Access Rhode Island's member organizations — the New England First Amendment Coalition — is working directly with the Vermont Judiciary to help improve that state's online records system. NEFAC even provided a test group comprised of journalists and other researchers to help make sure any technological failings are fixed prior to launch. We would gladly serve the same role for you and your colleagues.

Thank you again for your consideration.

Sincerely,

*Scott Pickering*

Scott Pickering  
*Access/RI President*

A handwritten signature in black ink, appearing to read "Justin Silverman". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Justin Silverman  
*NEFAC Executive Director*