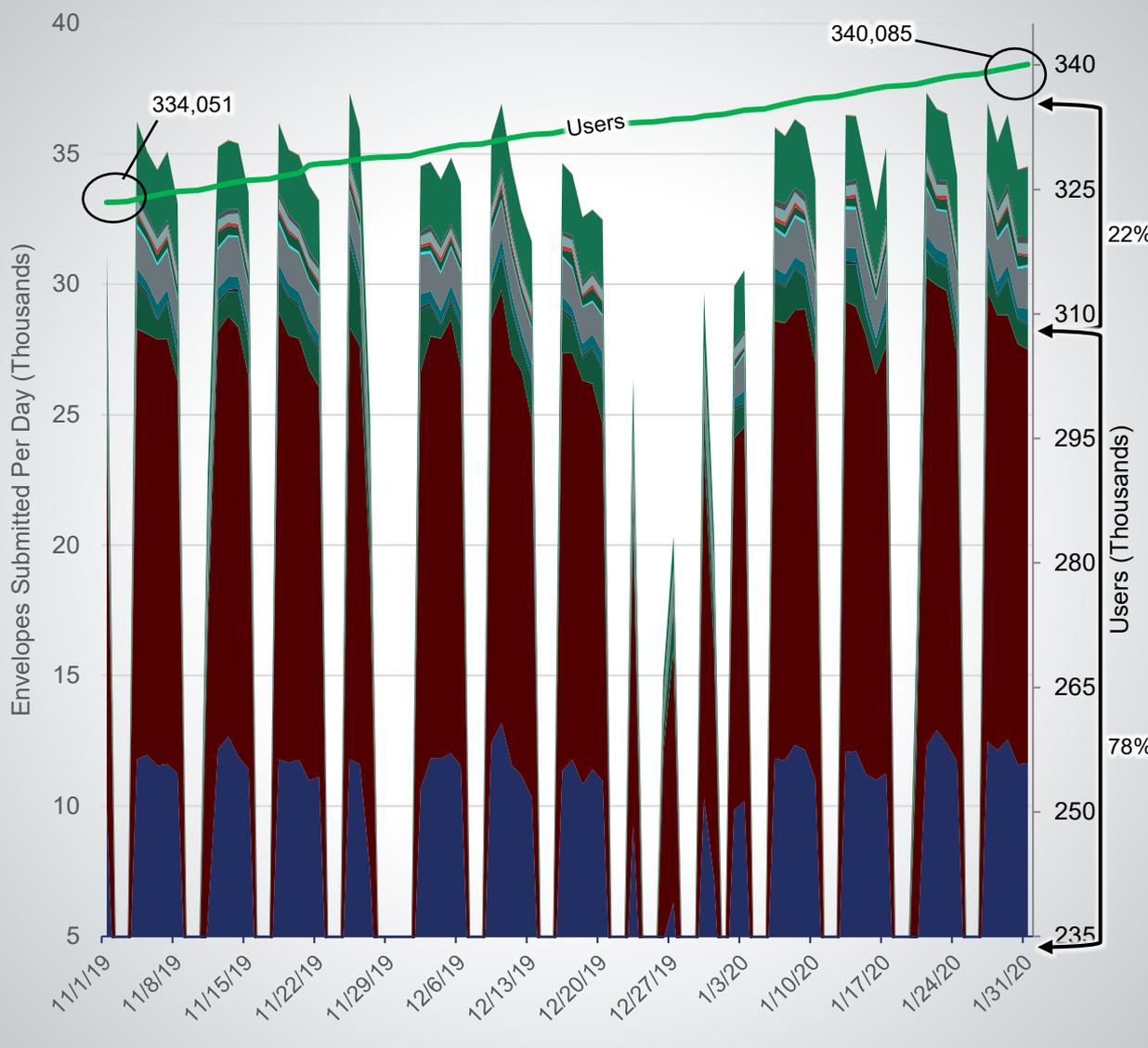




Status Update

JCIT Meeting
February 28, 2020

Transaction Volume: 11/1/2019 to 1/31/2020



Summary

- Over 345k user accounts created to-date
- EFM currently receiving ~37,300 envelopes per day
 - ~31,600k civil envelopes
 - ~5,700k criminal envelopes
- State filing portal accounts for 78% of transactions; remaining 22% stem from commercial EFSP submissions

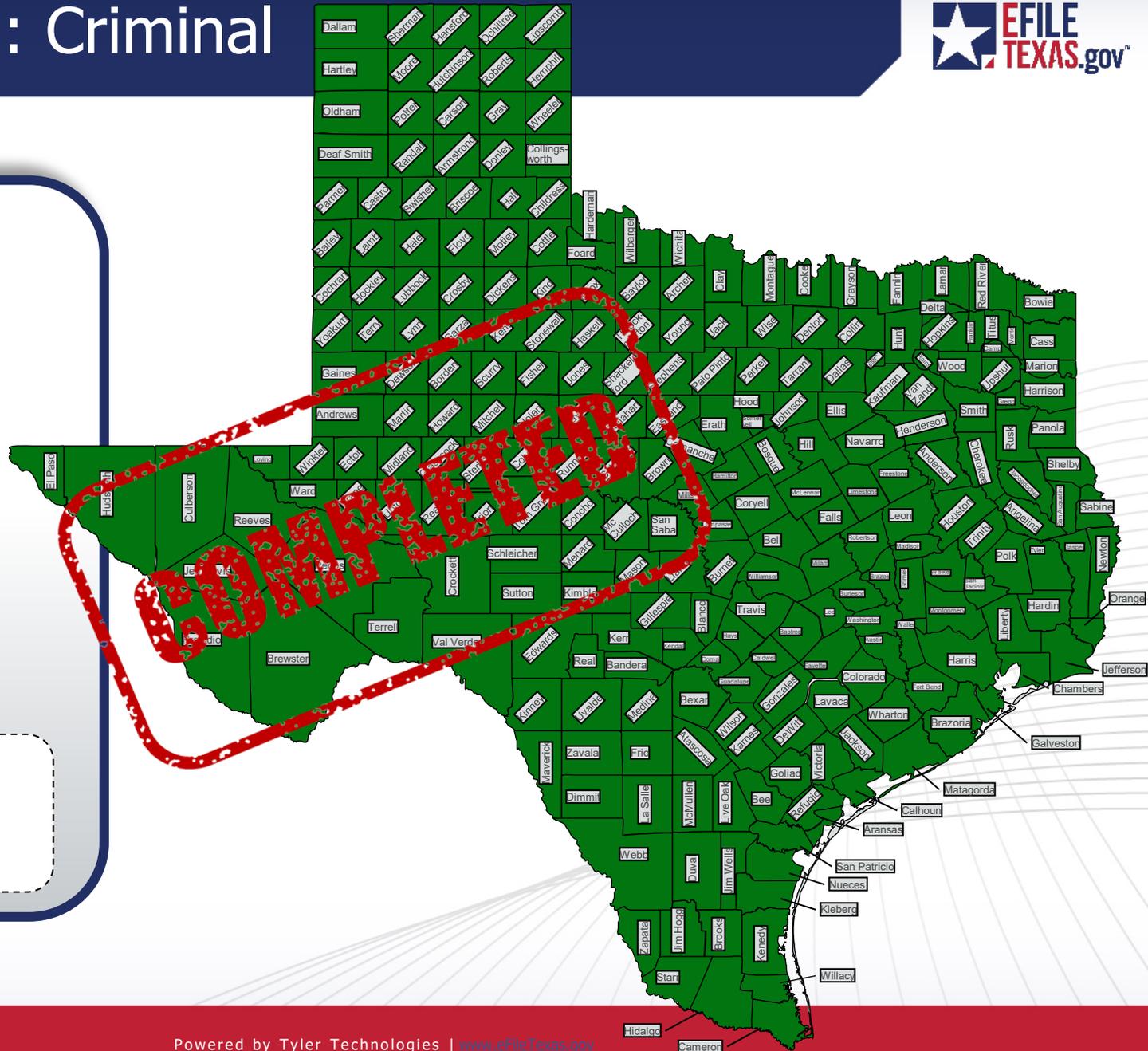
TX E-Filing: Criminal

Summary

- ✓ **Group 1** – Jul. 2017
8 of 8 Live (100%)
- ✓ **Group 2** – Jan. 2018
15 of 15 Live (100%)
- ✓ **Group 3** – Jul. 2018
16 of 16 Live (100%)
- ✓ **Group 4** – Jan. 2019
22 of 22 (100%)
- ✓ **Group 5** – Jul. 2019
58 of 58 Live (100%)
- ✓ **Group 6** – Jan. 2020
136 of 136 Live (100%)

Legend

-  Live
-  In Progress
-  Complete – Not Live



Automated Certificate of Service status page is available for Supreme Court filings

- Certificate of Service page is automatically generated and added to the back of filing
- Eliminates the need to manually create Certificate of Service
- Is available for statewide expansion, if appropriate

Automated Certificate of eService

This automated certificate of service was created by the eFiling system. The filer served this document via email generated by the eFiling system on the date and to the persons listed below:

Envelope ID: 38957

Status as of 02/27/2020 10:11:07 AM -06:00

Case Contacts

Name	BarNumber	Email	TimestampSubmitted	Status
April Scott		april.scott@tylertech.com	2/27/2020 10:09:50 AM	SENT
Andrew Burns		andrew.skrhak@tylertech.com	2/27/2020 10:09:50 AM	SENT

Associated Case Party: Devon Smith

Name	BarNumber	Email	TimestampSubmitted	Status
Jared Kenoyer		jared.kenoyer@tylertech.com	2/27/2020 10:09:50 AM	SENT
Chris Ricci		chris.ricci@tylertech.com	2/27/2020 10:09:50 AM	SENT

Redaction Target Notification (available 2019.1)

Summary

- Added the number of redaction targets found
- Provides clerk with visibility into how many redaction targets are displayed when reviewing documents

[PDF] 0 Redactions

Will display "0 Redactions" if no targets are identified

Scanned Divorce Petition.pdf [Original] [PDF] 20 Redactions Description Scanned Divorce Petition.pdf

One or more documents have been redacted.

Full Name of Child	Date of Birth	Age	Child Currently Lives With
Sally L. Miller	04/02/2007	11	<input type="radio"/> Petitioner <input type="radio"/> Respondent <input checked="" type="radio"/> Both parents OR (write in name)
Gary Miller	09/17/2011	7	<input type="radio"/> Petitioner <input type="radio"/> Respondent <input checked="" type="radio"/> Both parents OR (write in name)
			<input type="radio"/> Petitioner <input type="radio"/> Respondent <input type="radio"/> Both parents OR (write in name)
			<input type="radio"/> Petitioner <input type="radio"/> Respondent <input type="radio"/> Both parents OR (write in name)
			<input type="radio"/> Petitioner <input type="radio"/> Respondent <input type="radio"/> Both parents OR (write in name)

Filed In: <<CaseLocation>>
Filed On: 2/27/2020 9:23 AM
Reviewed By: <<Name>>
Docketed On: <<DocketDate>>
Judge: <<JudicialOfficer>>
JOC: <<JudicialOfficerCode>>
LegalDate: <<CurrentDateLegalFormat>>
Short Location: <<ShortLocation>>

Criminal Questions Addition (available 2019.1)



Summary

- Additional questions to help drive security in re:Search
- Questions and answers are easily configurable, for future, rapid changes
- Includes configurable help content to support filer

Case Information - Draft # 10350

Documents Case Charges Parties Filings Service Fees Summary

Location * OFS MockCMS

Case Category * Criminal

Case Type * Select...

Case Type is Required.

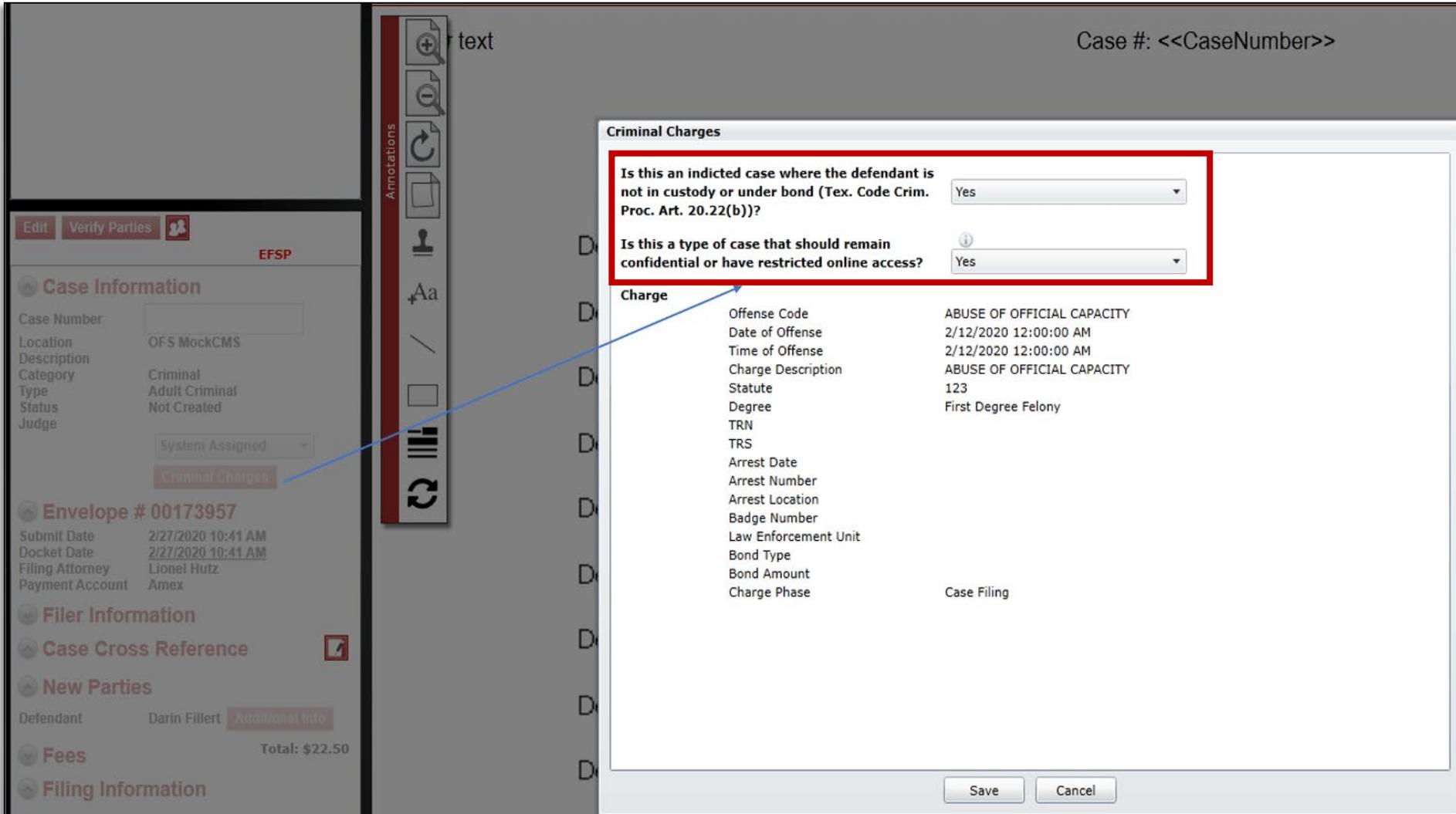
Is this an indicted case where the defendant is not in custody or under bond (Tex. Code Crim. Proc. Art. 20.22(b))? *
Select...
Select...
Yes
No

Is this a type of case that should remain confidential or have restricted online access? ⓘ *
Select...
is Required.

← UPLOAD DOCUMENTS SAVE AND EXIT CHARGES →

Criminal Questions Addition (cont.)

Reviewer can see/modify answer during review, with appropriate security privileges



Case #: <<CaseNumber>>

Criminal Charges

Is this an indicted case where the defendant is not in custody or under bond (Tex. Code Crim. Proc. Art. 20.22(b))? Yes

Is this a type of case that should remain confidential or have restricted online access? Yes

Charge

Offense Code	ABUSE OF OFFICIAL CAPACITY
Date of Offense	2/12/2020 12:00:00 AM
Time of Offense	2/12/2020 12:00:00 AM
Charge Description	ABUSE OF OFFICIAL CAPACITY
Statute	123
Degree	First Degree Felony
TRN	
TRS	
Arrest Date	
Arrest Number	
Arrest Location	
Badge Number	
Law Enforcement Unit	
Bond Type	
Bond Amount	
Charge Phase	Case Filing

Save Cancel

Short Location Stamp (available 2019.1)

Summary

- Customizable stamp text, better defining jurisdictional location
- Affords clerk/court the ability to define their own "short location" to be leveraged by stamps on documents
- Can be used in automatic or manual stamps

Div petiton.pdf [Original] [PDF] 0 Redactions Description Div petiton.pdf

Annotations

Filed In: <<CaseLocation>>
Short Location: <<ShortLocation>>

Filed On: 2/27/202
Reviewed By:
Docketed On: <<Do
Judge: <<Judic
JOC: <<JudicialOff
LegalDate: <<CurrentDateLeg

Cause Number: Case #: <<CaseNumber>>
(The Clerk's office will fill in the Cause Number and Court Number when you file this form.)

Annotations

NoSO

Filed In: OFS QA 2017 - Court at Law
Short Location: OFS QA 2017

Filed On: 2/27/2020 10:30 AM
Reviewed By: April Scott
Docketed On: 2/27/2020 10:29 AM
Judge:
JOC:
LegalDate: 27th day of February, 2020

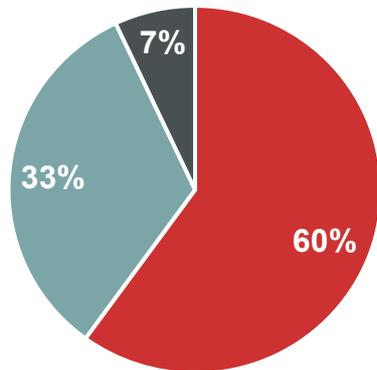
Cause Number: Case #: CC-18-11098
(The Clerk's office will fill in the Cause Number and Court Number when you file this form.)

Summary

- 45 Interviews producing 127 forms which are available for filing with the clerk
- Most popular interviews:
 - Eviction Petition
 - Small Claims
 - Adult Name Change
 - Petition for Divorce
 - Request for Fee Waiver
- Over 68,000 interviews completed to date
 - 8k more interviews in 2019 than 2018

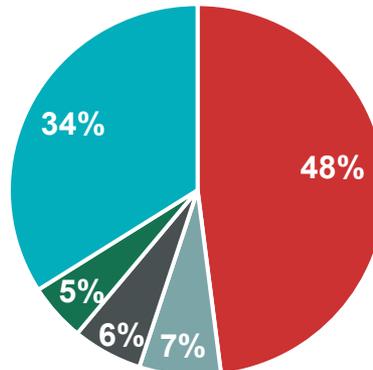


How is SelfHelp.eFileTexas Accessed



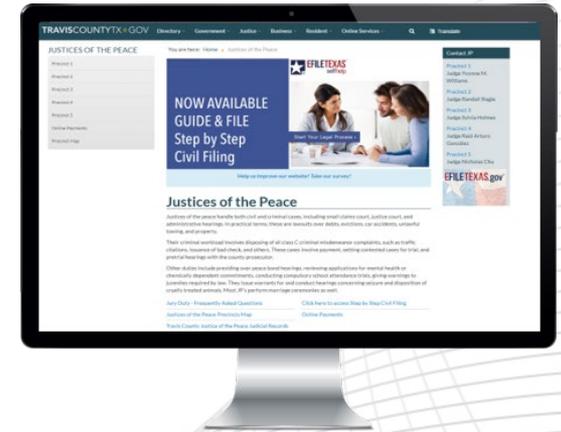
- Web-Driven Referral
- Direct URL (Web Address)
- Organic Search

Web-Driven Traffic



- www.TexasLawHelp.org
- www.TravisCountyTX.gov
- www.efile.txcourts.gov
- Google
- Other

Direct URL



<https://selfhelp.efiletexas.gov/srl>

SelfHelp branding (marketing) kit available at eFileTexas.gov

Filing With SelfHelp.eFileTexas



Select Interview Complete Interview **Review Summary** Submit Documents

Your envelope number is 8698.

Your filing has been successfully submitted to the court for review.

Next Steps:

- The court clerk will review your filing to ensure it is complete.
- You will receive an email notification once it has been accepted.
- If there are any issues with your filing, you will receive a rejection e-mail that will note the corrective actions required, so that you can re-submit with any necessary changes.

If you do not have regular access to a computer or have questions regarding your filing, contact the Circuit Court for the county where you filed. Filings may take up to 3 days to be processed.

EXIT **PRINT CONFIRMATION**

Guide and File FAQs | Technical Support

Filers may download the documents once they are available for view and take to the Clerk's office for filing

OR

Select Interview Complete Interview **Review Summary** Submit Documents

You have successfully completed your [PROD] Small Claims - Complaint interview.

You must review each document before you can proceed. Save a copy of each form for your own records and for service on other parties.

(Note – if you are starting a new case, you will have to add the case number you get from the court to each document before serving)

If eFiling is available you will see that option after you have reviewed your forms. If your filing is rejected by the court, you can return to Guide & File to resubmit it.

To change your answers, resubmit your filing, or recreate your forms, log into your Guide & File account and click the "My Interviews" link. Select "Resume" or "Start a Copy" from the "Actions" window. You can make changes and resubmit your filing.

Your court may have specific local procedures and requirements. Check with the court for further information. [Click here](#) to find your court's website.

Documents

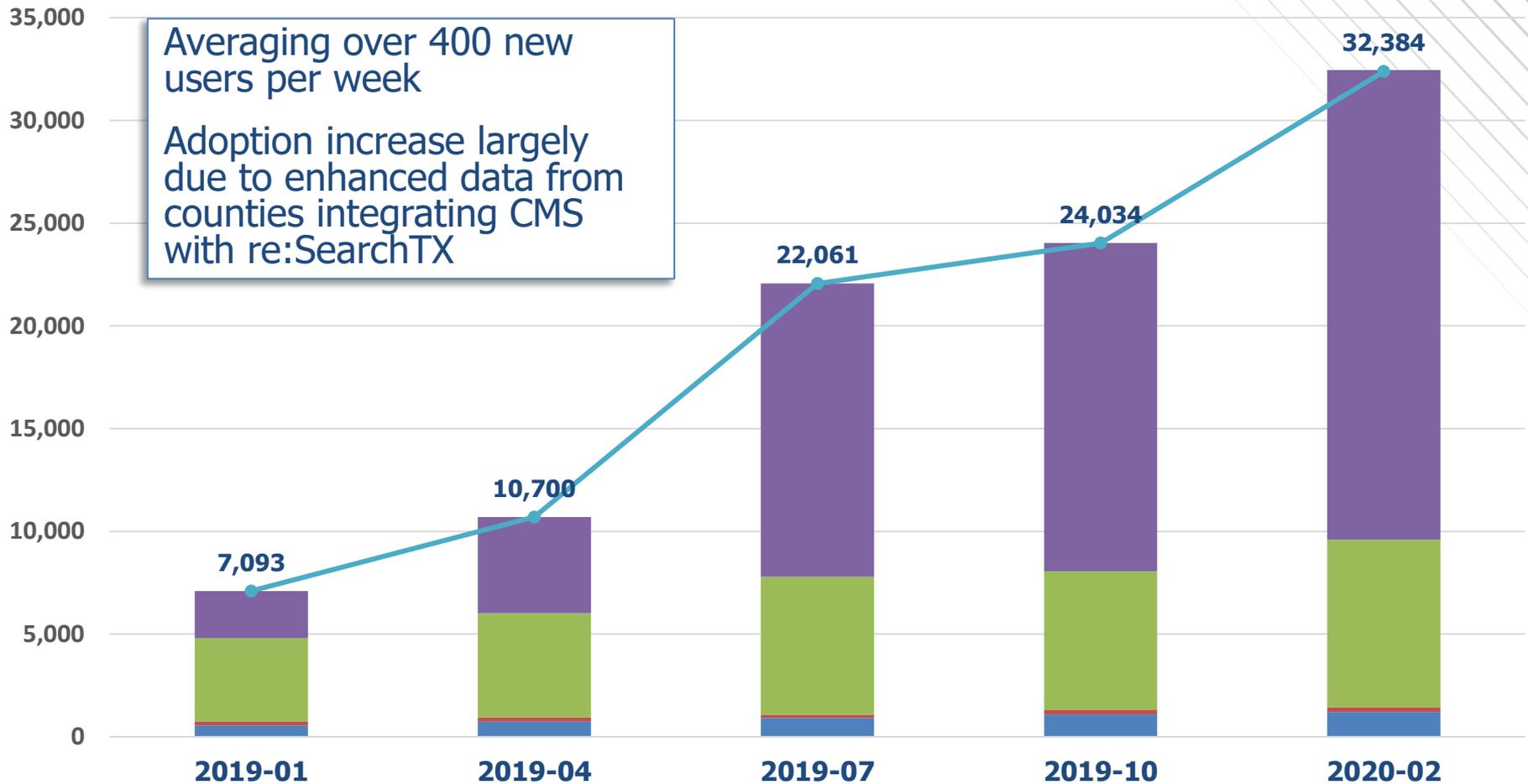
Document Name	Actions	Reviewed
Small Claim Complaint	Select...	✓
Next Steps	Select...	✓

EXIT RETURN TO INTERVIEW **NEXT**

*Electronically submit through eFileTexas and receive an envelope number upon completion

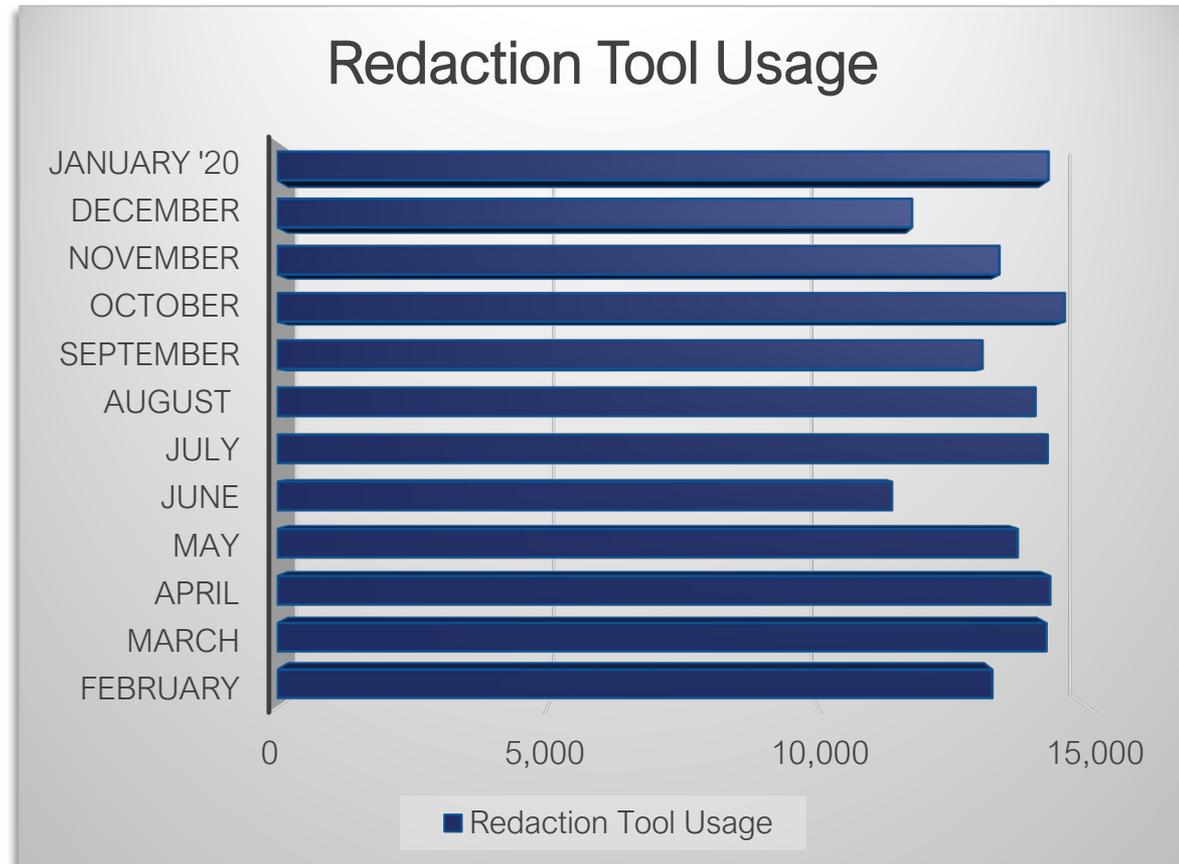
*Assumes notarized and wet signature requirements are **NOT** present

re:SearchTX User Adoption

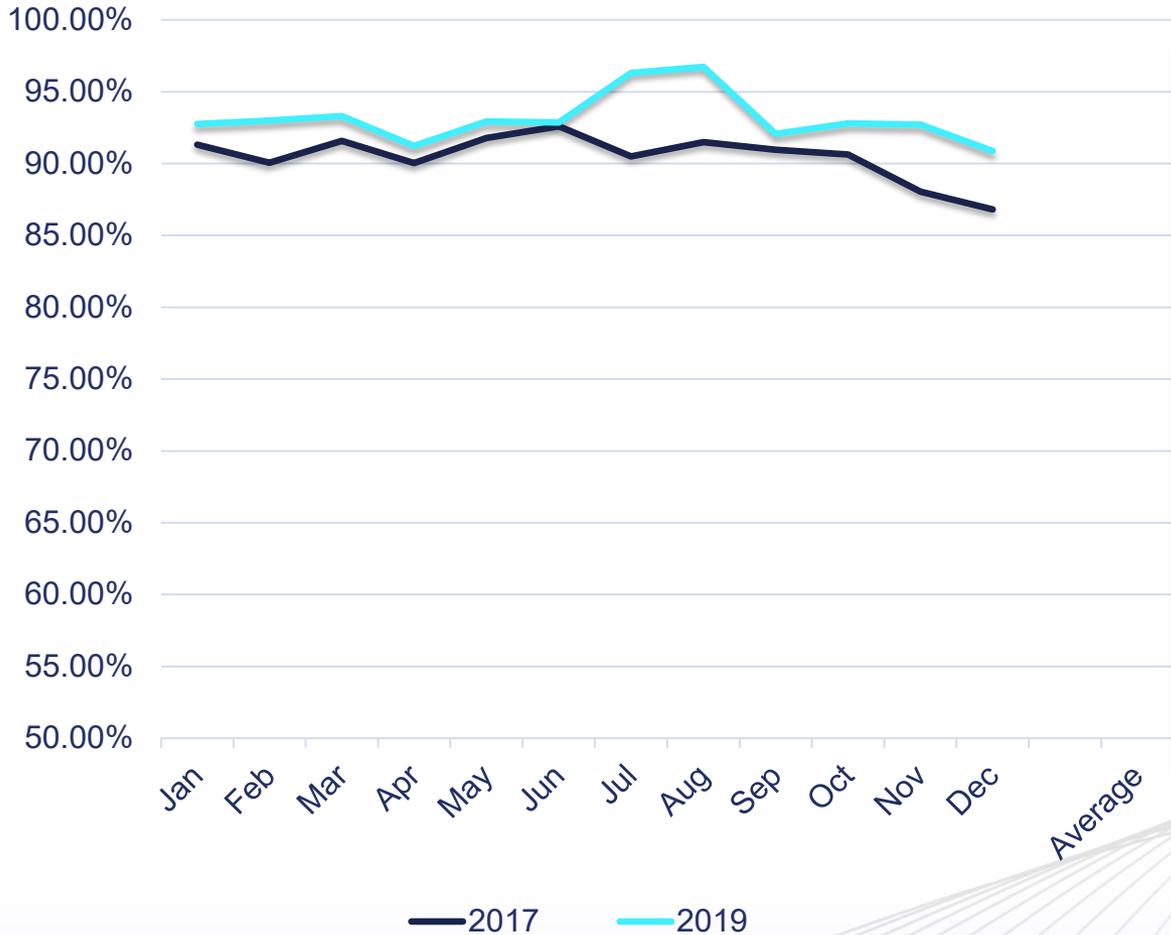


Summary

- Solution has been **utilized over 170k** times since launch
 - **14,268 redaction utilizations** in January
- Implemented by **3 EFSPs**
 - eFileTexas
 - FileTime
 - ProDoc
- Additional requests have surfaced from clerks **to redact court-generated documents**, prior to surfacing them in re:SearchTX
 - Note: May require a rule/policy change to support surfacing correct document version in re:SearchTX



Responses in Under 24 Hours



Summary

- In 2019, 92.88% of filings were processed in under 24 hours
 - Takes into account new criminal eFiling engagements
- 2.6% increase from 2017 on filings processed in under 24 hours
 - Clerks are reviewing documents even faster!
- Statistics are consistent across the state with little-to-no variance with:
 - Population size
 - Geographic size
 - Integration method
 - Case Management System



Appendix

Notification of Service



Notification of Service

Case Number: FM18-00180
Case Style: JANE SMITH VS. MIKE SMITH
Envelope Number: 38957

This is a notification of service for the filing listed. Please click the link below to retrieve the submitted document.

Filing Details

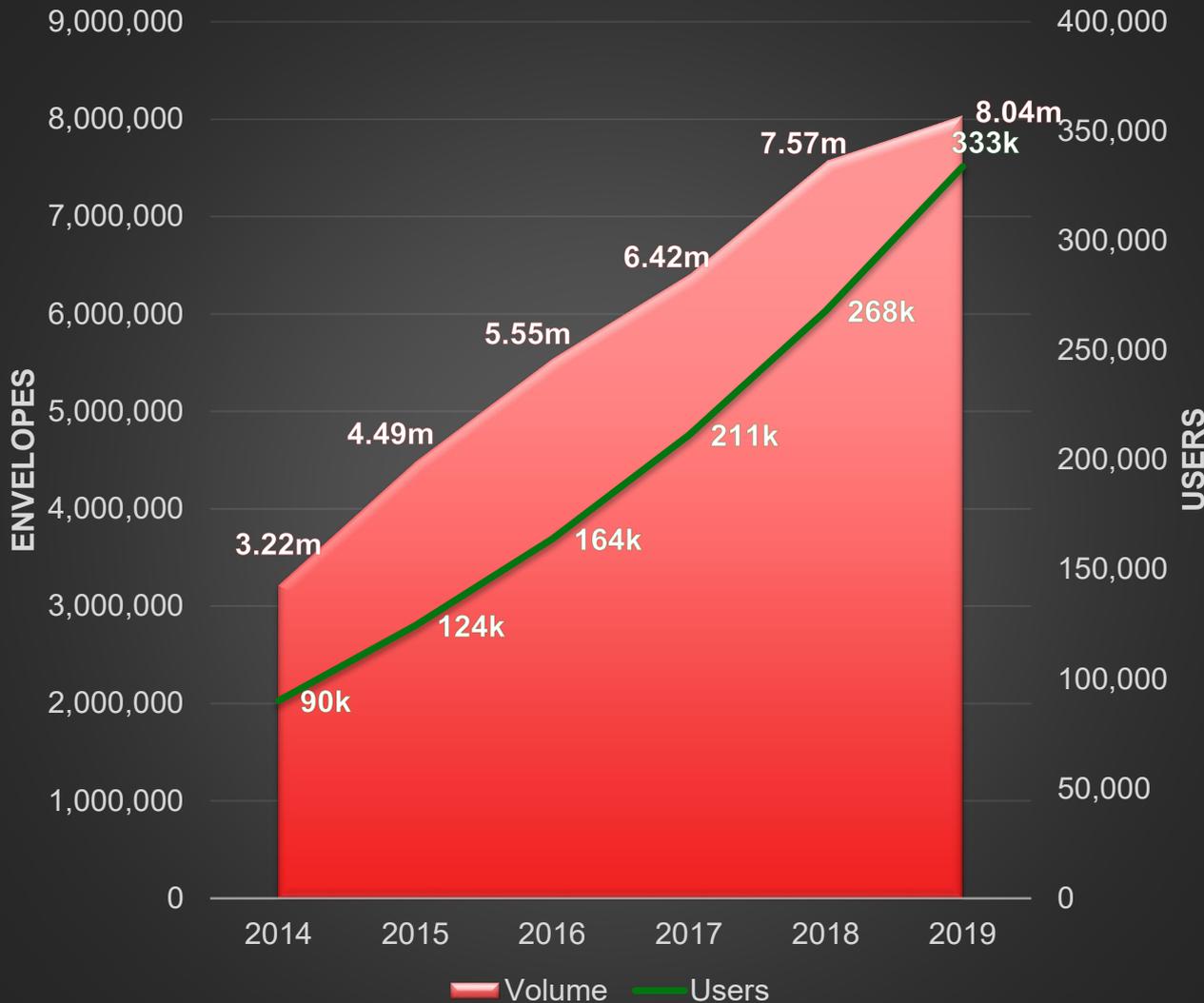
Case Number	FM18-00180
Case Style	JANE SMITH VS. MIKE SMITH
Date/Time Submitted	2/27/2020 10:09 AM CST
Filing Type	No Fee Documents
Filing Description	
Filed By	April Scott
Service Contacts	Devon Smith: Jared Kenoyer (jared.kenoyer@tylertech.com) Chris Ricci (chris.ricci@tylertech.com) Other Service Contacts not associated with a party on the case: Andrew Burns (andrew.skrhak@tylertech.com) April Scott (april.scott@tylertech.com)

Document Details

Served Document	Download Document
------------------------	-----------------------------------

This link is active for 15 days.

Transaction and User Volume



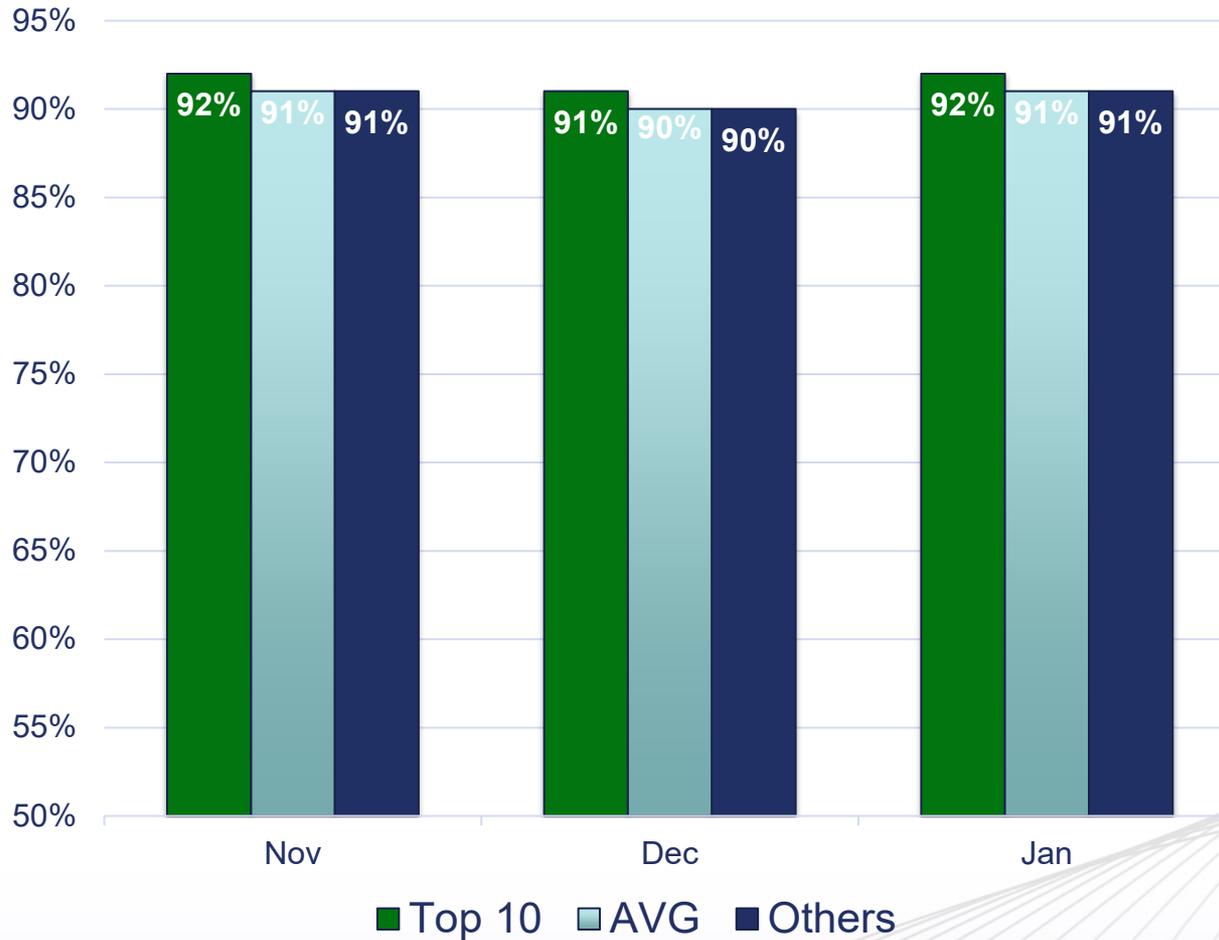
Summary

- Average user count increase is ~5k per month
- Average increase in filing volume is ~100k per month
- Consistent growth in user count and filing volume contributed to criminal eFiling mandate

Clerk Response Rates – Last 3 Months

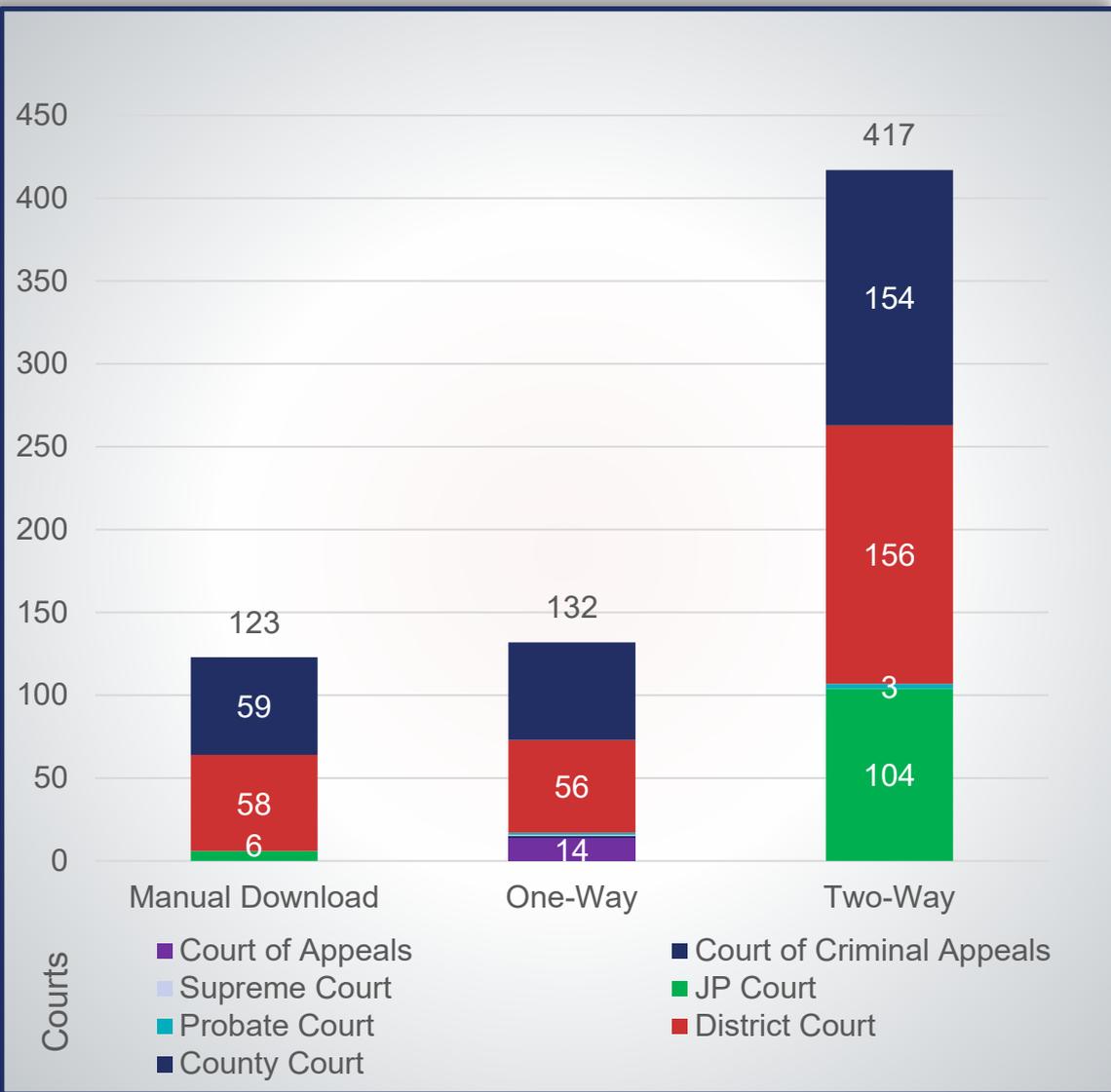


Responses in Under 24 Hours



- Response rates are similar between courts of different sizes
- Over 90% of all filings are accepted/returned for correction within 24 hours of submission

CMS Integration Status



Summary

- 82% of offices live on eFileTexas are integrated w/ their Case Management Systems (550 out of 673)
- Integration progress being made with CMS vendors:
 - 6 CMS vendors have established One-Way integration
 - 7 CMS vendors have established Two-Way integration

Return for Correction Rates – Last 6 Months



Summary

- *Top 10 sites continue to trend less than the state average
- Return rates declined for Top 10 in December '19
- National average is ~8%



*Tracking of top 10 counties (in population) began in September 2018