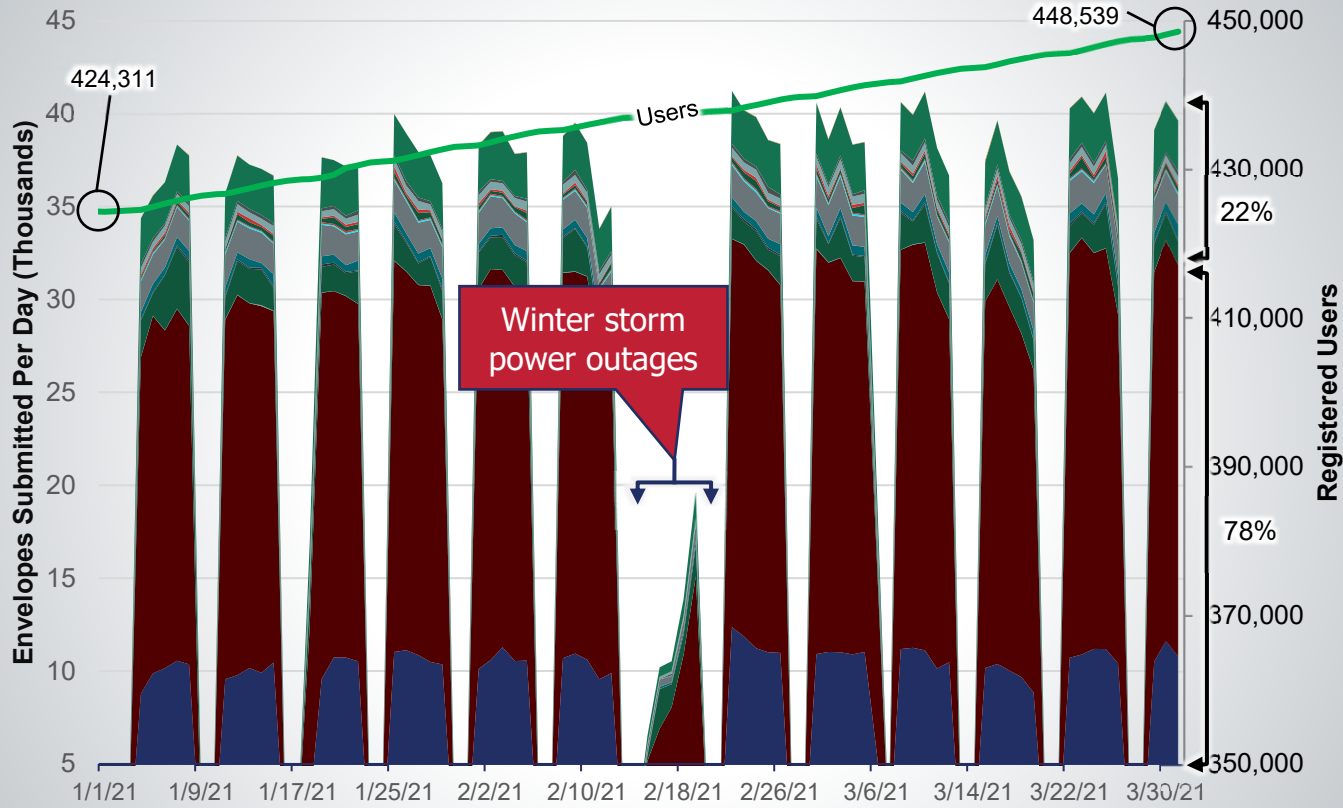




## Status Update

JCIT Meeting  
April 29, 2021

# Transaction Volume: 1/1/2021 to 3/31/2021

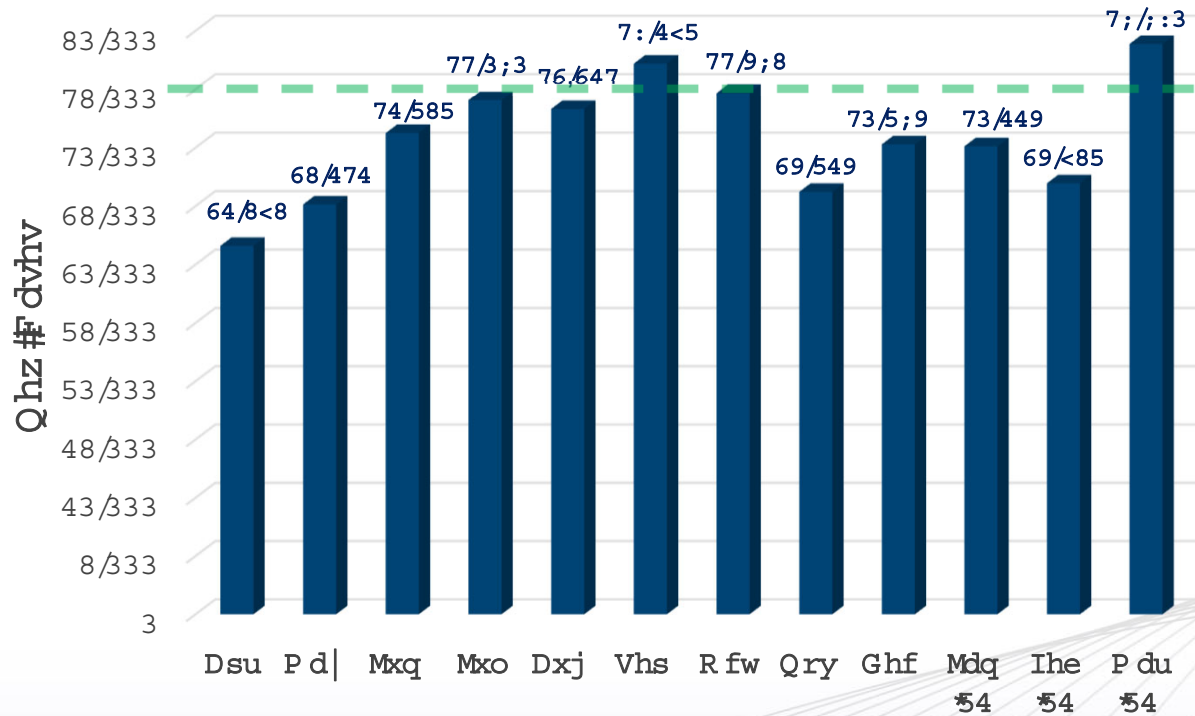


- **Over 448k user accounts** created to-date
- **Filings returned to pre-pandemic levels**
  - EFM currently receiving **~39,000 envelopes per day**
  - **32.79% y/y increase** from March of 2020
- **Statewide power outages from the winter storm** impacted volume in mid-February

# Coronavirus Impact on Texas eFiling



Q hz # dvhv # lhg



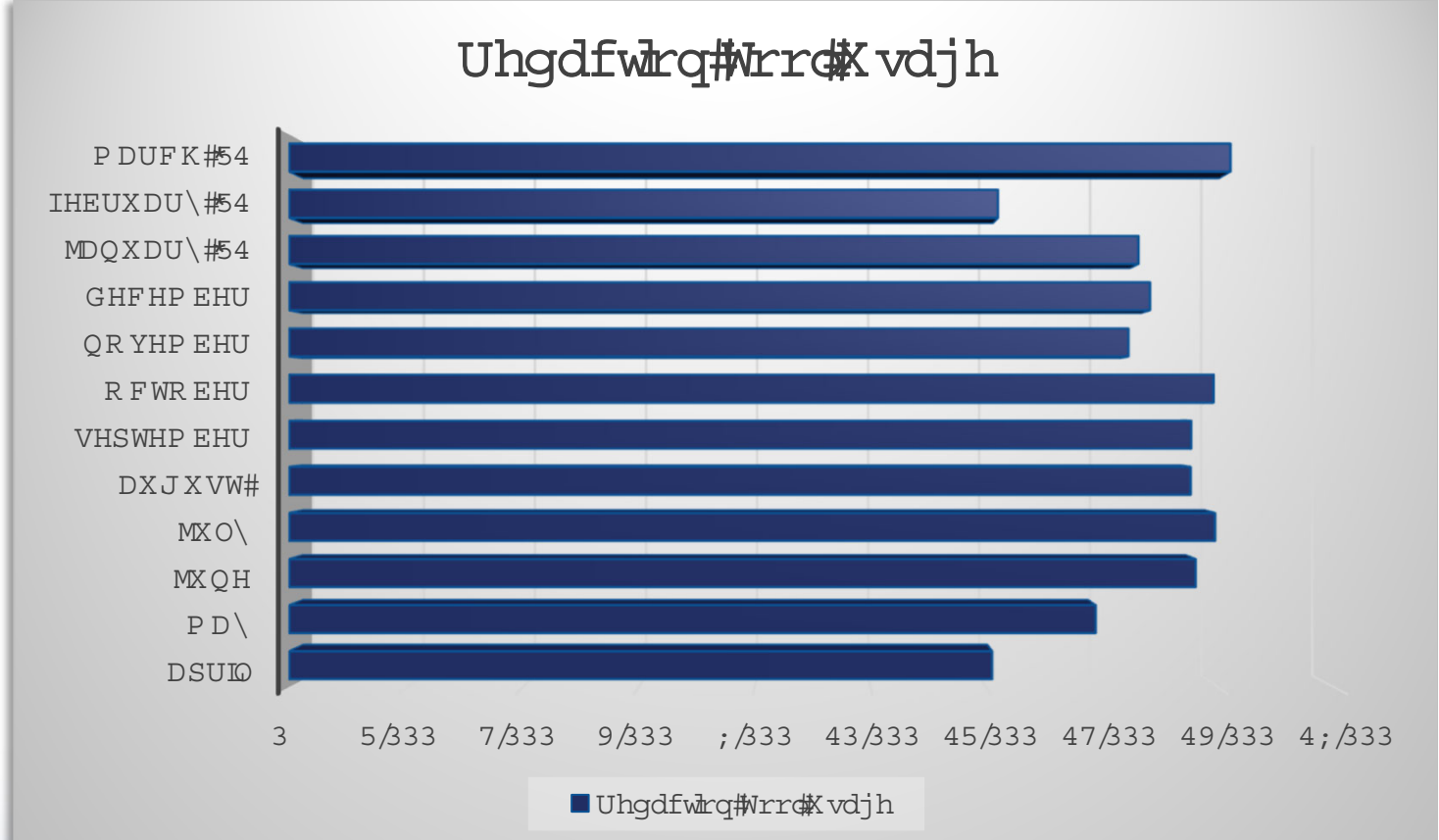
- **Filing and case volume appear to have fully recovered** from Coronavirus pandemic impact
- **12.44% y/y increase** in new case filings from March
- April's new case volume on track for ~45k cases, a **42% increase from April 2020**

— \*Pre-pandemic case volume levels

# Redaction Utilization



- Solution has been **utilized ~400k times** since launch
- **Over 16k utilizations in March**
- **Implemented by 3 EFSPs**
  - eFileTexas
  - FileTime
  - ProDoc





# TX E-Filing: JP

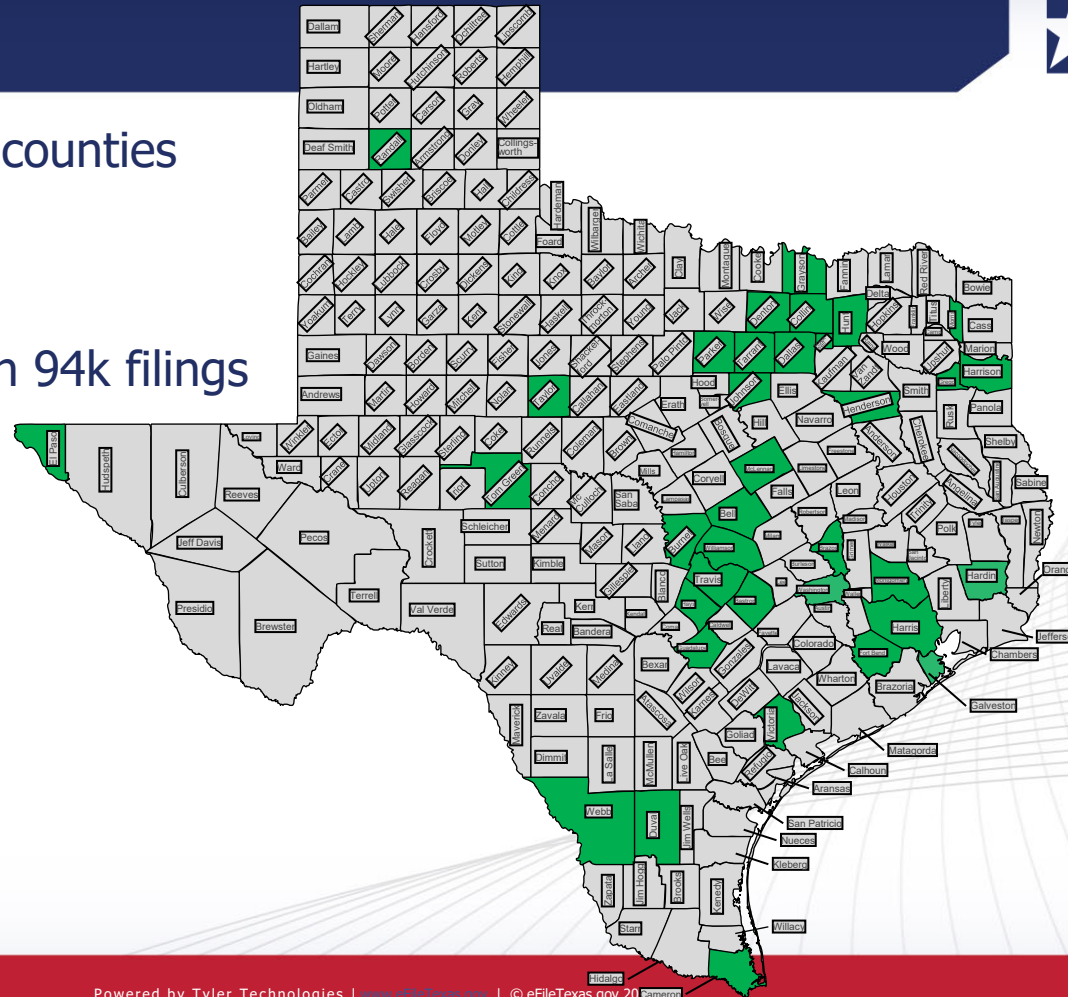


- 149 precincts across 36 counties are live
  - 12 active engagements
  - 3 engagements pending
- JPs contribute more than 94k filings per month

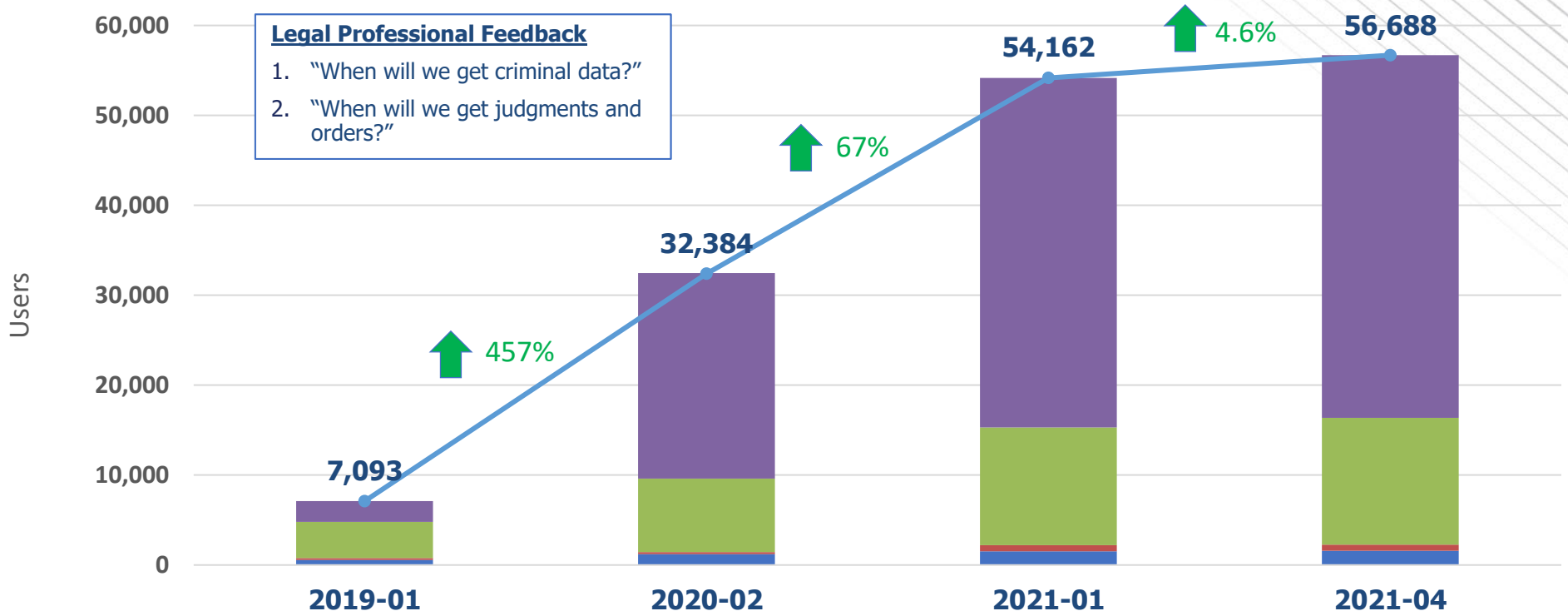
**\*Note:** Not all live counties are live with all precincts

**Legend**

-  Live
-  Not Live

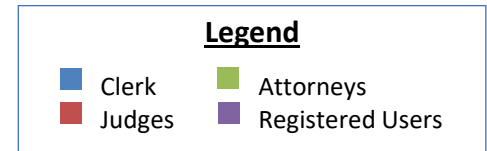


# re:SearchTX Update



## Upcoming Integrations

- Bexar County
- Travis County
- Polk County



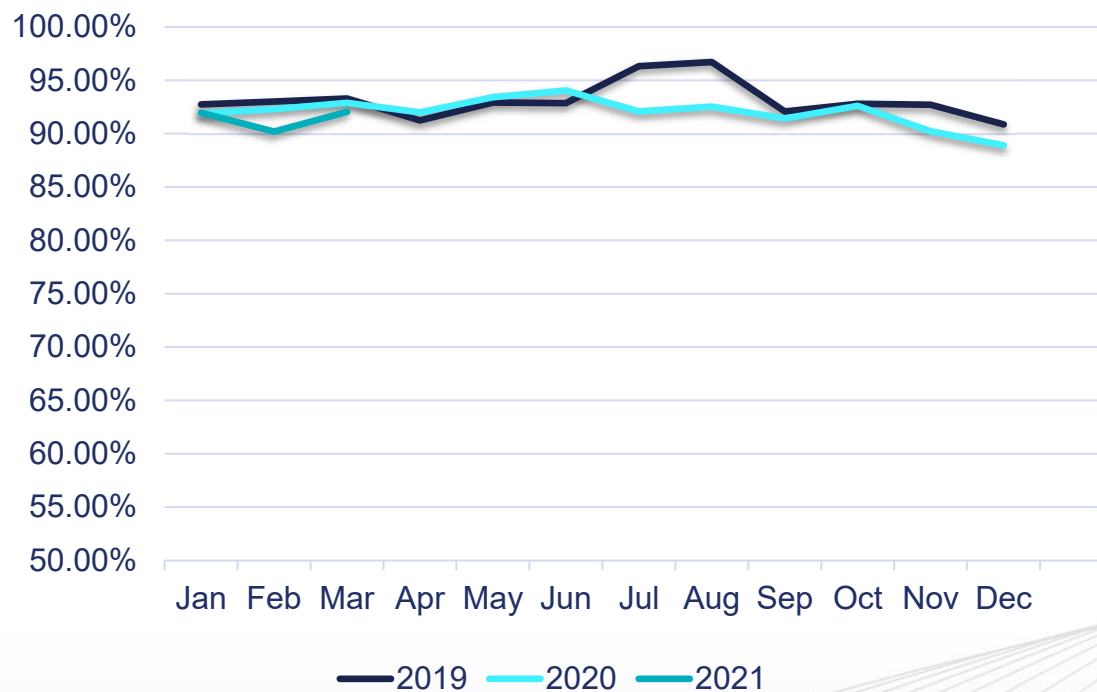


## Appendix

# Clerk Response Rates



## Responses in Under 24 Hours



- Clerks continue to review filings in a timely manner
- **91.39%** of filings are processed in under **24** hours in 2021
- **Increase of 1.7%** in filings processed in under **24** hours, since 2017
- **Marginal difference** between integrated and non-integrated



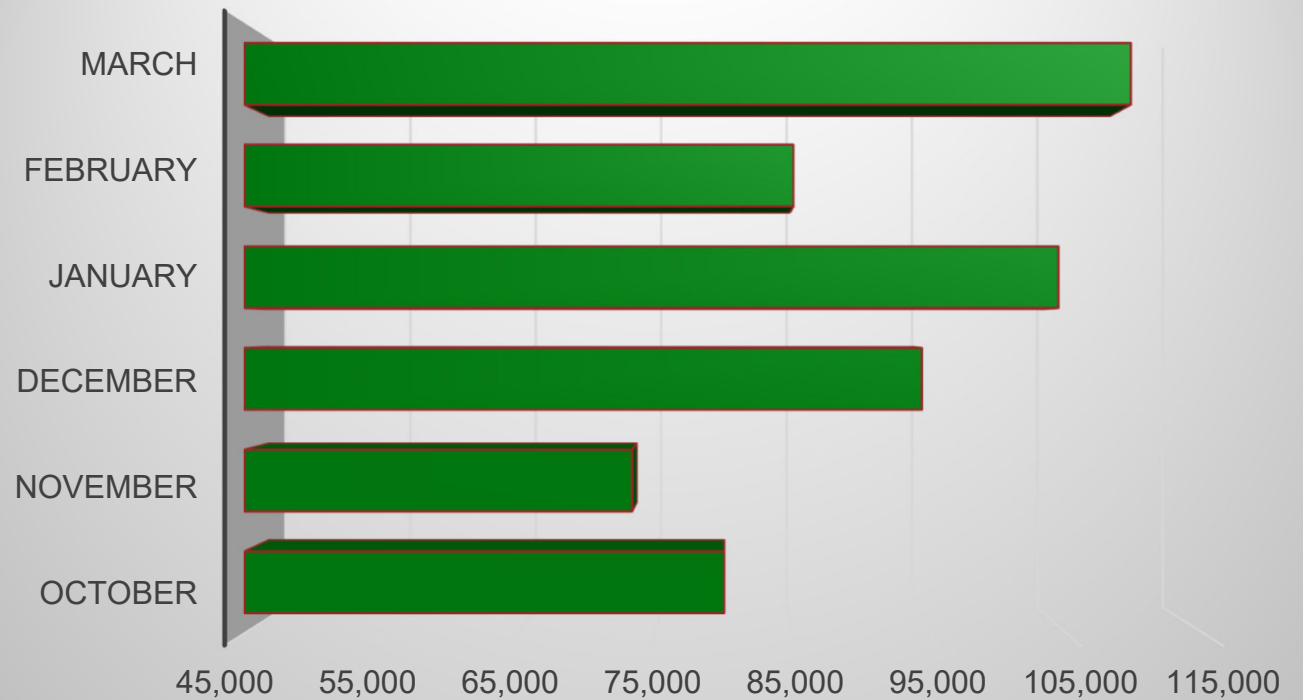
# JP E-Filing Volume



## Summary

- 94,000 Filings Per Month Average
- Active Engagements:
  - Hays
  - Scurry JP 1 & 2
  - Bexar
  - Freestone JP1
  - Medina
  - Taylor JP2
  - Brazoria JP 3-2
  - Hopkins
  - Hunt JPs
  - Walker JP 4
  - Hood
  - Waller
- Future Engagements:
  - Delta
  - Jasper
  - Ector

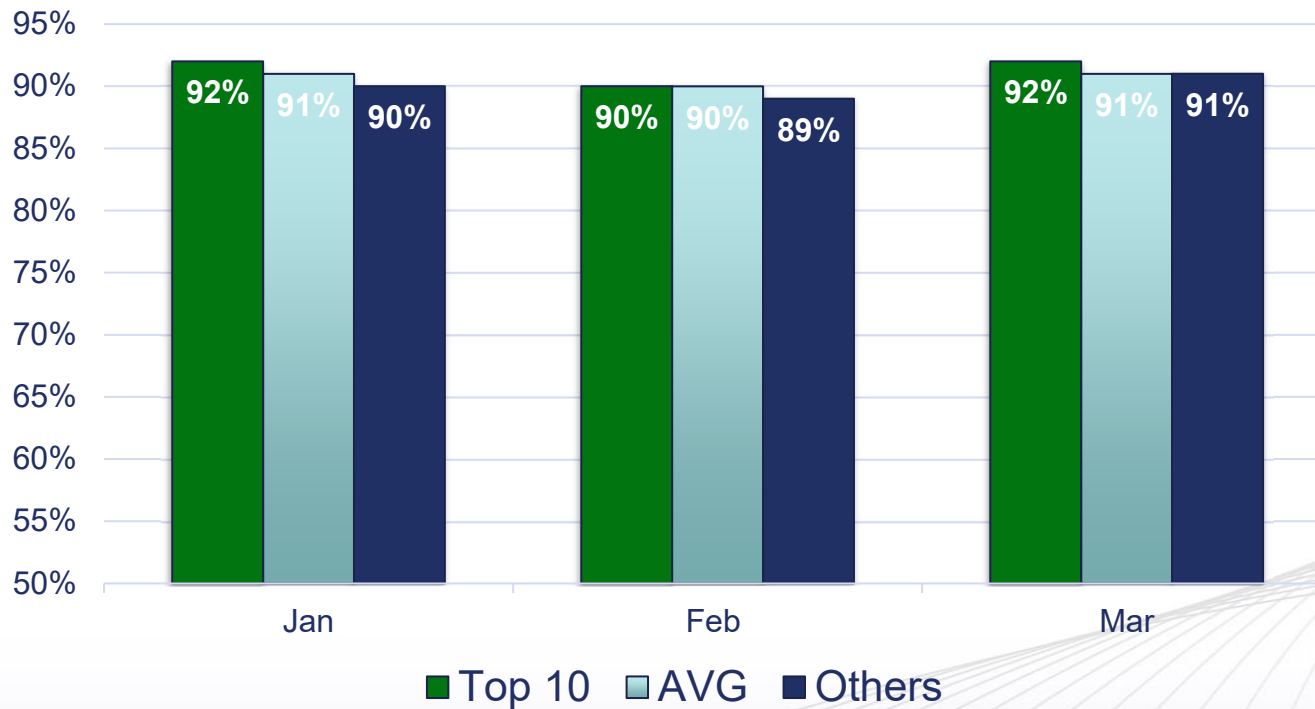
## JP Filing Volume



# Clerk Response Rates – Last 3 Months

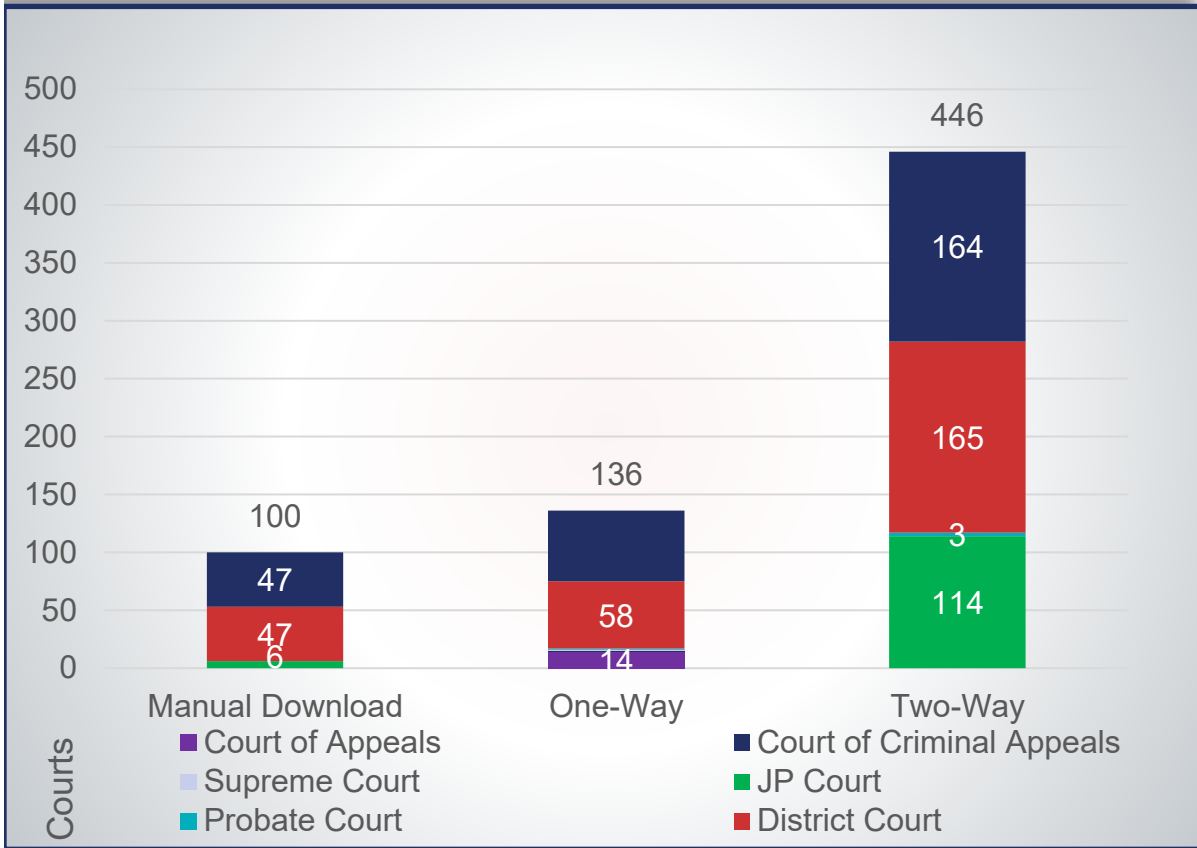


## Responses in Under 24 Hours



- Response rates are similar between courts of different sizes
- For the 1<sup>st</sup> quarter of 2021, 91% of all filings were accepted/returned for correction within 24 hours of submission

# CMS Integration Status

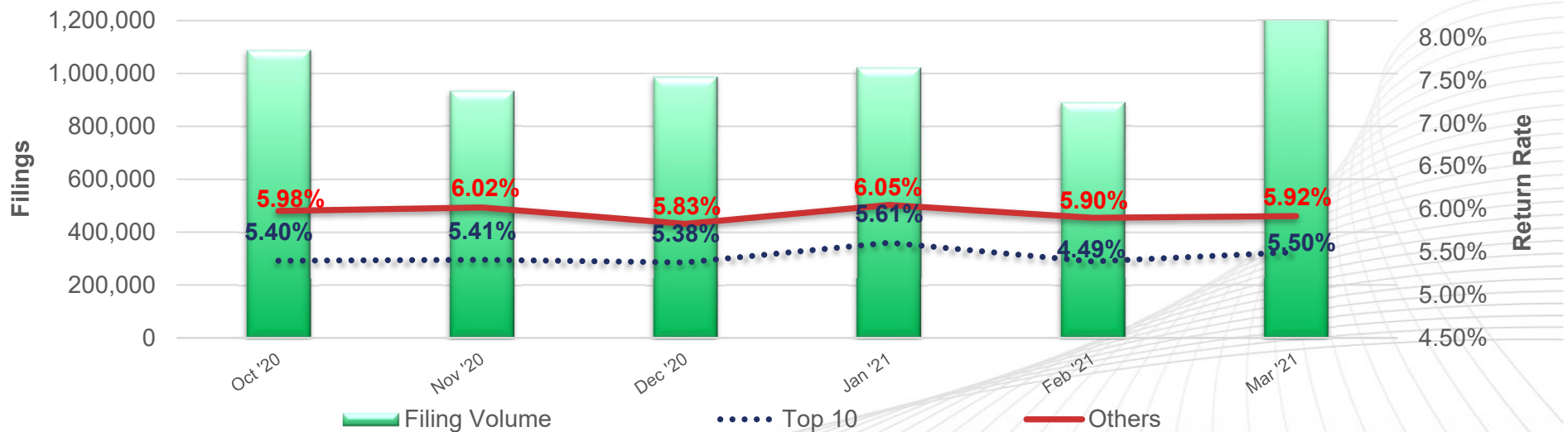


- 82% of offices live on eFileTexas are integrated w/ their Case Management Systems (550 out of 673)
- Integration progress being made with CMS vendors:
  - 6 CMS vendors have established One-Way integration
  - 7 CMS vendors have established Two-Way integration

# Return for Correction Rates – Last 6 Months



- Return for Correction rates average under 6% across the state
  - National average is ~8%
- Filers and Clerks alike, are comfortable with the e-filing process



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

# eFileTexas 2.0 Project



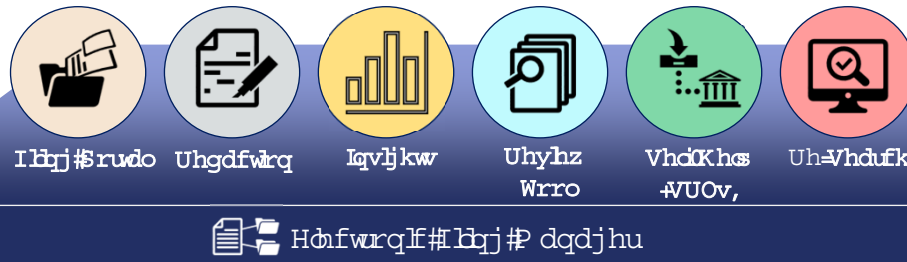
**Term:** 5 years with optional 5-year extension

## Operational Improvements

- Configuration Utility (case/filing codes, financials, holiday calendar, etc.)
- Improved Software Updates (limited downtime updates)
- Microservices (faster innovation and improved quality)
- Enhanced Solution Validation (automation)
- ECF 5.0 (foundation for further improvements)

## Usability Improvements

- New Filing Portal and Review Tool (Silverlight deprecation)
- New Reporting System (Insights)
- Enhanced Processes (return for correction, proposed orders, bulk filing, stamp “blocks”, citation of service, etc.)



# eFileTexas 2.0 - Development Requirements



## Product Enhancements Per Cycle

F | f d #

Apr 2021 –  
June 2022

- ✓ Hqkdqfng# r xu#  
Uhsruwqj #HOI l d j #  
Iqvj kw,
- ✓ HF I #B
- ✓ Qhz #Jhyhz hu#  
Dssdfwrg
- ✓ Exw#Jhyhz #  
Dfwrgv

F | f d #

Jul 2021 –  
Nov 2022

- ✓ Frp srvedu#Kvhu#  
Vhfxu#P rghv
- ✓ Wh#wvdp svp ryh#dv#  
-earfv
- ✓ FrxuWdgp hlvnhg#  
Xvhu#ffhvv#r# xhdxv
- ✓ Dohurdv#Q r w l f d w r g #  
P h w k r g v

F | f d #

Oct 2021 –  
May 2023

- ✓ Exw#HOI l d j
- ✓ P xoi l p #  
Dgp hlvwdrq
- ✓ HOI l d j # r # f l d w r g v
- ✓ Ohj lvwlvh#lh# k d q j h #  
Hinfwlv# d w v

F | f d #

Jan 2022 –  
Oct 2023

- ✓ FrxuWdgp hlvnhg#  
Krdqj #/fkngxv
- ✓ Hqkdqfng#Uhsruwqj #ru#  
I l w v
- ✓ Iqvjudwrg# lk#  
Wh{dvjry
- ✓ FrxuWdgp hlvnhg#  
T xhch#R qij xudwrgv

# eFileTexas 2.0 - Current Status and Next Steps



## Current Status

- Baseline project schedule established
- Developing project plan artifacts
- Clarifying cycle 1 development requirements with OCA stakeholders
  - ✓ Design sessions are underway

## Next Steps

- Solidify implementation and testing plans
- Begin cycle 1 development
- Deploy to stage environment for solution validation

# New Clerk Review Application



Created with insight from **more than 20 court clerks, across 9 states**

- **Intuitive design** for faster review and data validation
- Device-agnostic with **collapsible menus** and action panes
- Efficient clerk review with **bulk action support**

Currently being **piloted in South Dakota and Kern Superior Court, CA**

The screenshot displays the 'Review Tool' interface for a case. On the left, a 'CASE INFORMATION' sidebar lists details: Case Number CC-19-3184, Description Brody Kingston v. Mike Crawford, Location OFS QA 2017 - Court at Law, Category Civil, Case Type Collection, Status Filed, and Filed Date 07/19/2019. The main area shows a PDF document titled 'Family Court.pdf' with a 'Fit To Page' option. The document text includes: STATE OF MINNESOTA COUNTY OF HENNEPIN; DISTRICT COURT / FAMILY DIVISION FOURTH JUDICIAL DISTRICT CASE TYPE: 14 - OTHER CIVIL; Hennepin County on behalf of John Doe, Petitioner; and Jane Doe, Respondent. It also contains sections for FINDINGS OF FACT, CONCLUSIONS OF LAW, AND ORDER; APPEARANCES; STATEMENT OF THE ISSUES; and PARTIES AND CHILDREN.



# (Tentative) Clerk Review Implementation Schedule



**Configure Stage Review App**  
May 19 - Jun 1

**Solution Orientation**  
Jun 2 - Jun 15

**Solution Validation**  
Jun 16 - Aug 10

**End User Live Training**  
Aug 4 - Aug 30

**Configure Prod Review App**  
Aug 11 - Aug 24

Texas is in group 4:  
➤ Testing to begin in June  
➤ Go-live scheduled in August

**Stage Operational**  
Jun 1

**Solution Orientation Complete**  
Jun 15

**Solution Validation Complete**  
Aug 10

**Prod Operational**  
Aug 24

**Go Live**  
Aug 31



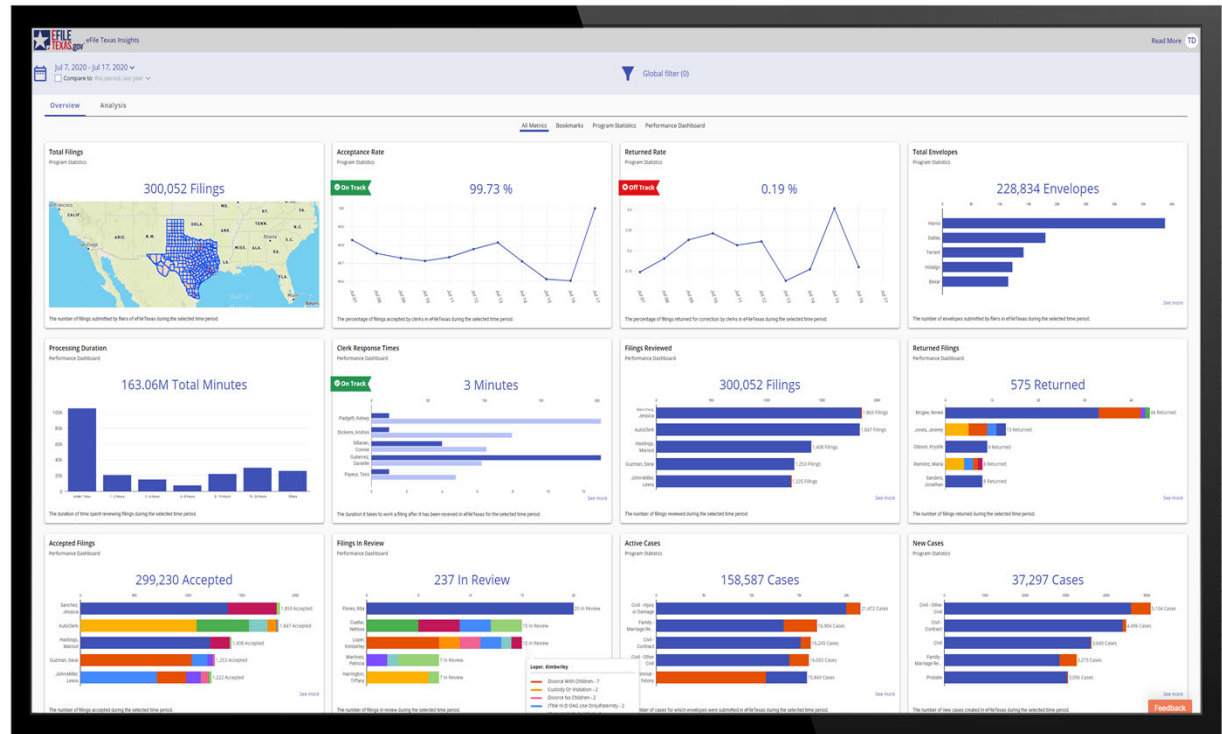
# eFiling Insights



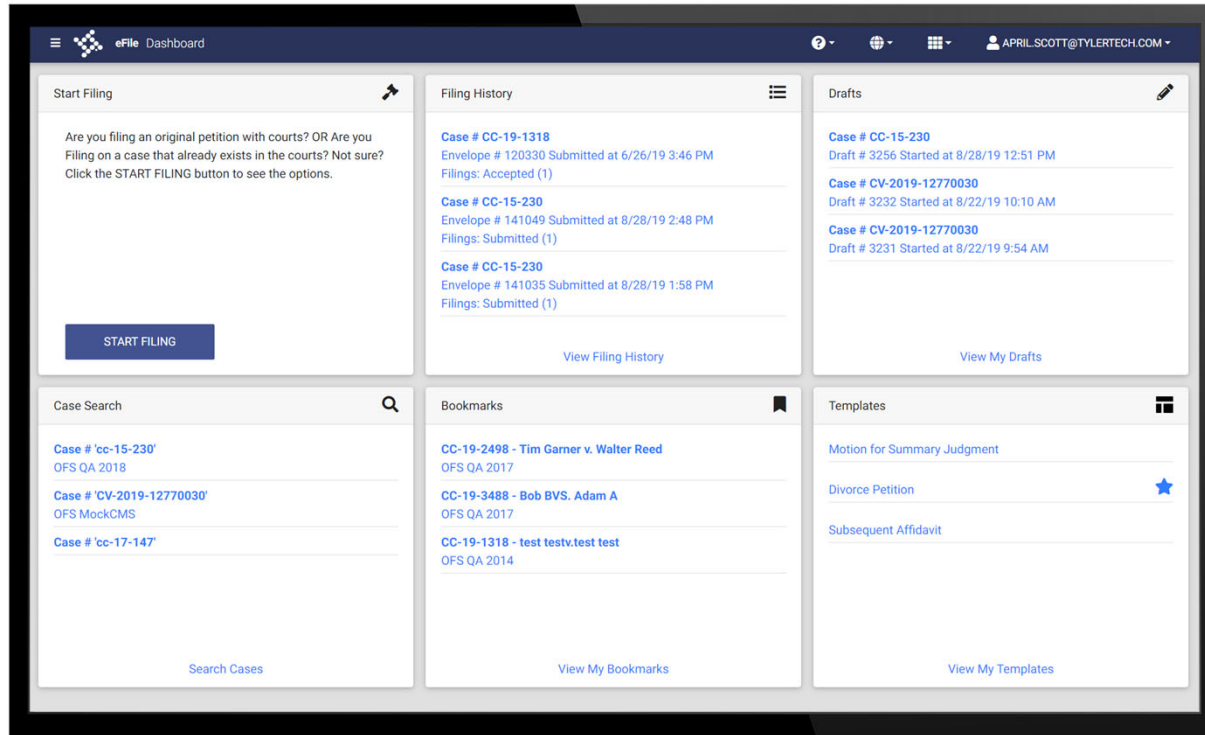
Program analytics and metrics tool to formulate **data-driven decisions**

- **Phase 1 - System administrator dashboard** to gauge eFiling program's health
- **Phase 2 - Clerk supervisory dashboard** for managing office and personnel

**Comprehensive state data** with drill-down views



# eFileTexas 2.0 – Filing Portal



**41% faster**

**EFM Independent**

**Multi-language support**

**Custom help content**

**WCAG 2.0 AA compliant**

**Live Today!**