



Media Information

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The Texas Office of Court Administration (OCA) is proud to provide a unified, statewide electronic filing system that will benefit all participants in the court system. Texas is the largest state in the country to implement mandatory e-filing for its courts, and eFileTexas.gov is expected to handle 3.5 million filings in 2014 – more court filings than any other jurisdiction in the country. The following links will be useful in understanding the scope and benefits of this historic project.

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Overview and Background

Objective

The objective for creating the eFileTexas.gov system is to provide an efficient, cost effective and reliable platform for submitting and processing court documents electronically. Attorneys need a convenient way to interact with Texas courts without coming to the clerk's counter, and they need to be able to do so 24/7/365. Courts need to improve efficiency and eliminate paper so they can provide citizens improved access to the court system and reduce costs. Everyone, including citizens expects to be able to interact with government entities the same way they interact with the private sector – electronically, via the Internet. eFileTexas.gov enables this.

Background

On January 1, 2014, Texas became the most populous state in the country to implement a mandatory electronic filing system for its courts. In 2014, eFileTexas.gov is expected to handle 3.5 million electronic court filings. This will have significant benefits for attorneys, court staff and the public that are outlined below.

In November of 2012, the Texas Office of Court Administration (OCA) announced a plan for providing an e-filing system to be used across the state, and identified Tyler Technologies as the system provider. In December 2012, the Supreme Court announced that e-filing would become mandatory for civil matters in all county and appellate courts, starting January 1, 2014 in the 10 largest counties.

Within nine months the eFileTexas.gov system went live on a pilot basis when an attorney in Gregg County filed the first document into eFileTexas.gov in June 2013. In the fall of 2013, additional courts began using eFileTexas.gov, and there are now more than 118 courts across 53 counties using the system. The system has more than 50,000 registered users and on average has more than 13,000 filings per day during the work week.

Benefits for Citizens, Attorneys and the Court System

Benefits for Citizens – eFileTexas.gov saves tax dollars by allowing courts throughout the state to eliminate paper, and to run more efficiently. E-Filing shortens lines at clerk counters, provides staff immediate access to information, so they can provide answers faster and make better decisions. It also simplifies access to public record information.

Benefits for Attorneys

Attorneys and other filers can avoid trips to the courthouse and waiting in line at the clerk's counter, and can file 24/7/365 from their desks. eFileTexas.gov improves tracking and reporting of filings and is a free service as provided by eFileTXCourts.gov (other than the standard court fees that would apply to paper documents). Specific benefits of e-filing include:



- Instant access to file stamped copies of filings
- Online tracking and proof of delivery
- Advanced search functionality that indexes, bookmarks and locates documents in seconds
- Allows you to send required preliminary and/or courtesy copies instantly at no charge
- Easily generates an audit trail as well as provides logs and reports that represent a firm's filings, and sorts reports based on primary parties, date range and document type
- Accepts statutory court fee payments online and generates relevant financial reports based upon case type, date range and primary parties
- Provides optional status notifications by email for filings submitted, filings accepted, filings rejected, service undeliverable, and/or filing submission failed
- Accepts multiple documents in one electronic envelope, eliminates the need for separate submissions for each pleading

Benefits for the Courts

E-filing makes courts more efficient, shortens wait times at counters, allows courts to redeploy staff to other tasks, reduces costs for paper, and frees up space used for storing paper records. Electronic filing of documents creates a tipping point for the courts to eliminate paper from the court system and become more efficient. It is a tipping point because filing is the first step in the process for civil cases, and once documents enter the system electronically it simplifies the task of using electronic case files throughout the life of a case.

How the System Works

eFileTexas.gov is a system that accepts electronic documents from attorneys (as pdfs) and other filers via Web portals, and securely distributes these documents to the appropriate county or appellate court where they can be accepted into the case management system of that court.

Schedule Timeline

December 2012	Texas Supreme Court Issues Mandatory order
June 2013	Gregg County District Court became the first court live on the new system
Fall 2013	Broad go lives across 60 courts
January 1 2014	Mandatory e-filing begins for civil matters in the 10 largest counties as well as appellate courts
July 1, 2014	E-filing becomes mandatory in another 12 counties – with a populations greater than 200,000
Jan 1, 2015	E-filing becomes mandatory in counties with populations greater than 100K
July 1, 2015	E-filing becomes mandatory in counties with populations greater than 50K
Jan 1, 2016	E-filing becomes mandatory in counties with populations greater than 20K
July 1, 2016	E-filing becomes mandatory in counties with populations less than 20K



Deadlines By County Mandatory E-Filing

Supreme Court Ruling

E-filing will be mandatory in civil cases in the district courts, statutory county courts, constitutional county courts and statutory probate courts according to the following implementation schedule based upon the counties' 2010 Federal Census population:

Courts in counties with a population of 500,000 or more	January 1, 2014
Courts in counties with a population of 200,000 to 499,999	July 1, 2014
Courts in counties with a population of 100,000 to 199,999	January 1, 2015
Courts in counties with a population of 50,000 to 99,999	July 1, 2015
Courts in counties with a population of 20,000 to 49,999	January 1, 2016
Courts in counties with a population less than 20,000	July 1, 2016

Courts in counties with a population of 500,000 or more January 1, 2014

Bexar	Fort Bend
Collin	Harris
Dallas	Hidalgo
Denton	Tarrant
El Paso	Travis

Courts in counties with a population of 200,000 to 499,999 July 1, 2014

Bell	McLennan
Brazoria	Montgomery
Cameron	Nueces
Galveston	Smith
Jefferson	Webb
Lubbock	Williamson



**Courts in counties with a population of 100,000 to 199,999
January 1, 2015**

Brazos	Midland
Comal	Parker
Ector	Potter
Ellis	Randall
Grayson	Taylor
Gregg	Tom Green
Guadalupe	Wichita
Hays	
Johnson	
Kaufman	

**Courts in counties with a population of 50,000 to 99,999
July 1, 2015**

Anderson	Hood	Starr
Angelina	Hunt	Van Zandt
Bastrop	Liberty	Victoria
Bowie	Maverick	Walker
Cherokee	Nacogdoches	Wise
Coryell	Orange	
Hardin	Rockwall	
Harrison	Rusk	
Henderson	San Patricio	

**Courts in counties with a population of 20,000 to 49,999
January 1, 2016**

Aransas	Hill	Polk
Atascosa	Hockley	San Jacinto
Austin	Hopkins	Shelby
Bandera	Houston	Titus
Bee	Howard	Tyler
Brown	Hutchinson	Upshur
Burnet	Jasper	Uvalde
Caldwell	Jim Wells	Val Verde
Calhoun	Jones	Waller
Cass	Kendall	Washington
Chambers	Kerr	Wharton
Colorado	Kleberg	Willacy
Cooke	Lamar	Wilson
DeWitt	Limestone	Wood
Erath	Matagorda	
Fannin	Medina	
Fayette	Milam	
Gillespie	Moore	
Gray	Navarro	
Grimes	Palo Pinto	
Hale	Panola	



Courts in counties with a population less than 20,000 July 1, 2016

Andrews	Gaines	Morris
Archer	Garza	Motley
Armstrong	Glasscock	Newton
Bailey	Goliad	Nolan
Baylor	Gonzales	Ochiltree
Blanco	Hall	Oldham
Borden	Hamilton	Parmer
Bosque	Hansford	Pecos
Brewster	Hardeman	Presidio
Briscoe	Hartley	Rains
Brooks	Haskell	Reagan
Burleson	Hemphill	Real
Callahan	Hudspeth	Red River
Camp	Irion	Reeves
Carson	Jack	Refugio
Castro	Jackson	Roberts
Childress	Jeff Davis	Robertson
Clay	Jim Hogg	Runnels
Cochran	Karnes	Sabine
Coke	Kenedy	San Augustine
Coleman	Kent	San Saba
Collingsworth	Kimble	Schleicher
Comanche	King	Scurry
Concho	Kinney	Shackelford
Concho	Knox	Sherman
Cottle	La Salle	Somervell
Crane	Lamb	Stephens
Crockett	Lampasas	Sterling
Crosby	Lavaca	Stonewall
Culberson	Lee	Sutton
Dallam	Leon	Swisher
Dawson	Lipscomb	Terrell
Deaf Smith	Live Oak	Terry
Delta	Llano	Throckmorton
Dickens	Loving	Trinity
Dimmit	Lynn	Upton
Donley	Madison	Ward
Duval	Marion	Wheeler
Eastland	Martin	Wilbarger
Edwards	Mason	Winkler
Falls	McCulloch	Yoakum
Fisher	McMullen	Young
Floyd	Menard	Zapata
Foard	Mills	Zavala
Franklin	Mitchell	
Freestone	Montague	
Frio		

NOTE: Courts may elect to mandate electronic filing before the date prescribed by the Supreme Court.
Please consult www.eFileTexas.gov for more information.



Fact Sheet

History of the E-Filing Mandate

eFileTexas.gov was created to provide an efficient, cost effective and reliable platform for submitting and processing court documents electronically. The Supreme Court of Texas mandated electronic filing (e-filing) in all civil cases on a rolling schedule in December of 2012. All courts in the state will be e-filing by 2016.

The mandate began for Texas' 10 most populous counties and all appellate courts on January 1, 2014. On that day, Texas became the largest state in the country to implement a mandatory e-filing system for its courts.

The eFileTexas.gov system has been up and running since it first went live in June of 2013 in Gregg County. Below are some stats about usage on eFileTexas.gov since January 1, 2014.

Usage:

- More than 250,000 filings – on average 13,000 filings each day
- Expected to handle 3.5 million filings in 2014
- Since January 1, the system has saved two million pages of paper
 - E-filing saves one pallet of paper per week
 - Will save 24 million pages of paper in 2014 or 25 times the height of the Texas Capitol Building
- More than 50,000 registered users
- 53 counties live on the system
- 118 courts live on the system

Benefits:

- Quicker access to e-filed documents
- Increased efficiency for attorneys and litigants
- Reduced printing and mailing costs
- Reduced storage costs for clerks
- Greater security of court documents in the event of disaster
- More efficient use of court staff
- Increased transparency and access to courts



Tyler's Role & Experience

Tyler was selected to provide the technology infrastructure in November 2012 after a competitive RFP process. Tyler replaces the prior platform provider – NIC. EFileTexas.gov utilizes Tyler's proven e-filing platform, Odyssey File and Serve which is deployed in more than 10 other states including, Michigan, Minnesota, New Mexico, Nevada, and Oregon.

The e-filing deployment by Tyler in Las Vegas (Clark County, NV), freed up space for eight new courtrooms by allowing the archival of 35 million pages of files. E-filing helped reduce courthouse lines and eliminate 75 percent of customer windows. Users have filed almost four million documents electronically since moving to the Odyssey platform.

Tyler is headquartered in Plano Texas, as is the Courts and Justice Division of Tyler that is responsible for the implementation and management of eFileTexas.gov. In addition to e-filing software and services Tyler's Odyssey® court case management system is used by more than 50 Texas counties and has been selected for use by more than 500 counties in 20 states, serving more than 75 million residents. Odyssey has been successfully deployed statewide in Indiana, Minnesota, New Hampshire, New Mexico, North Dakota and South Dakota; statewide implementations in Idaho, Maryland, Oregon, Rhode Island and Washington are currently under way.

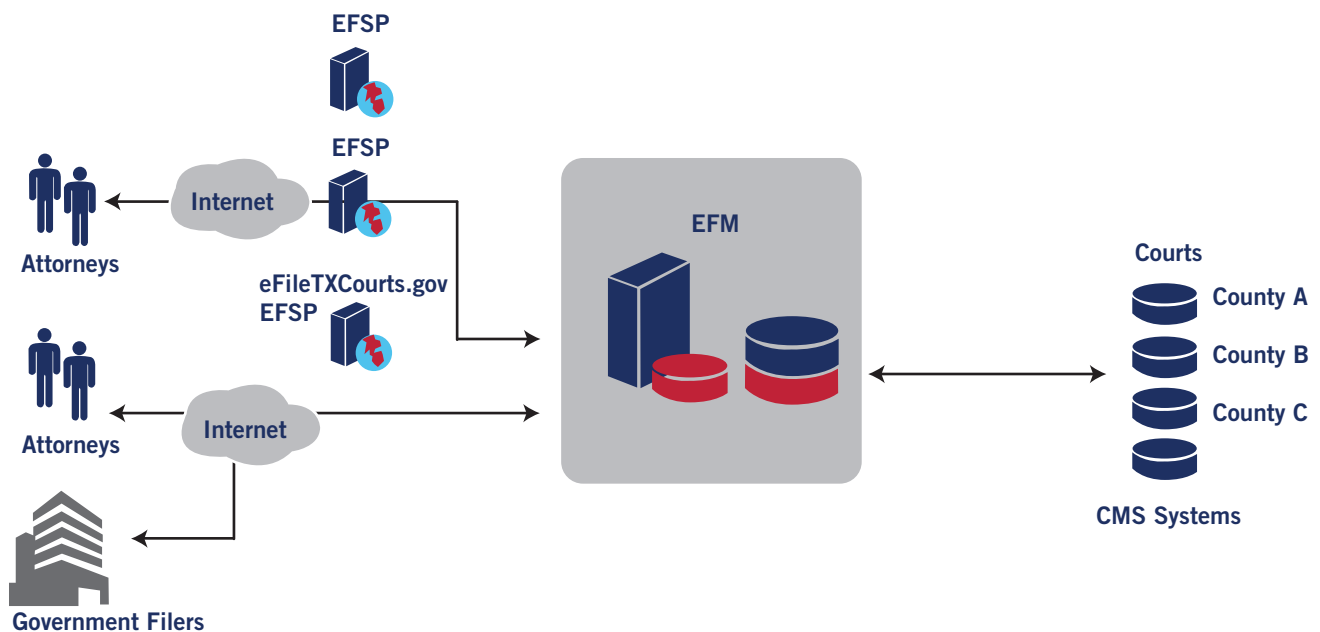
About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) is a leading provider of end-to-end information management solutions and services for local governments. Tyler partners with clients to empower the public sector - cities, counties, schools and other government entities - to become more efficient, more accessible and more responsive to the needs of citizens. Tyler's client base includes more than 11,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. Forbes has named Tyler one of "America's Best Small Companies" seven times and the company has been included four times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Planobased Tyler Technologies can be found at www.tylertech.com.



How Does eFileTexas.gov Work

eFileTexas.gov is a system that accepts electronic documents from attorneys (as pdfs) and other filers via Web portals, and securely distributes these documents to the appropriate county or appellate court where they can be accepted into the case management system of that court.



There are three basic components to this system:

- **EFSPs** – E-filing Service Providers (EFSPs) are vendors that provide Web portals for attorneys and other filers to use to submit documents into the eFileTexas.gov system. Filers register with one or more of these EFSPs to submit documents. These EFSPs offer other services in addition to submitting documents to eFileTexas.gov, and they charge for these services. The state of Texas also offers an EFSP service for submitting documents. It is offered for free and is called eFile.TXCourts.gov.
- **EFM** – The e-filing Manager (EFM) is the system that accepts filings from the EFSPs and distributes them to the various county and appellate courts. Court clerks can either log into the EFM to review and accept filings or courts can connect and integrate their case management systems to the eFileTexas.gov EFM.
- **CMS** – Case Management Systems – These are the systems courts use to manage all the cases in their jurisdiction. This includes information about the parties involved, hearings, filings, evidence etc. These systems are created and maintained by a variety of vendors or by the county and can be connected with eFileTexas.gov so that they share information, and accept filings electronically.



Client Case Study

Clark County, Nevada, District Court

Clark County, Nevada

- 1,996,542 citizens
- Accounts for more than 75 percent of the population of Nevada
- Contains the city of Las Vegas

Business Objective

- Manage growth and budget reductions
- Create new courtrooms out of space used for paper handling and storage

Business Solution

- Tyler Technologies' Odyssey File & Serve

Business Results

Court Employees More Productive

- Less staff required for paper filing - resourced to other activities
- Staff focused on providing improved customer service – complaints reduced

Reduced paper usage and associated costs

- Within the first 90 days, paper usage reduced by 858,000 pages

Reduced space requirements

- Archived more than 35 million pages of old files
- Eight additional courtrooms built where paper was previously stored

Reduced traffic congestion and citizen wait time

- E-filing has reduced the need for self-represented citizens to come to Regional Justice Center
- Parking and congestion have improved

Increased speed and accuracy in processing filings

- Once documents are accepted by the court, images and associated financial data are instantly posted to the official case docket.
- Cases can be initiated and assigned to the proper judicial departments once accepted by the court.
- Former eight-step manual process automated
- Automated daily financial reconciliation with reporting and posting capabilities
- Judges, justice partners and the public can view the case simultaneously-almost real time.

THE STORY

Las Vegas Improves Court Operations through Electronic Filings

The Clark County Courts serve the judicial needs of more than two million people in Clark County Nevada. Court staff spent a significant percentage of their time dedicated to getting filings processed in a timely manner and to managing the eight-step manual process required to handle the hundreds of thousands of pieces of paper associated with the filings.

The challenge was to improve court operations by reducing space requirements and manual errors. These efforts would ultimately empower the people associated with the filings — justice partners, citizens, legal community — through real-time access to relevant information.

Some of the tasks required the implementation of new front counter business procedures, employing efficient financial and reconciliation processes as well as the creation of a quick review process so firms could get their filings stamped and docketed pleadings actionable.

From scanning an unmanageable 10,000 pages per day to the lack of case management integration, case dockets could take weeks to become current. The challenges seemed insurmountable, but the right technology combined with diligent process restructure yielded astounding results.

THE RESULT

More Time, Lower Expenses and Expanded Resources

The Clerk of the Court decided to try electronic filing on a trial basis for complex litigation; predominantly construction defect civil cases where there can be an excess of 200 parties on any given action. The impetus for using Tyler Technologies' Odyssey® File & Serve was to save time and file storage space. One recently archived civil case resulted in 55 banker boxes of paper — more than 80,000 pieces of paper — and no storage space to accommodate it. The amount of paper, equipment, storage and supply costs, combined with staffing expenditures to manually process the paperwork made the overall expense unimaginable.

Based on the successes of the initial trial, that began with three construction defect cases and 12 law firms, Clark County Courts began implementing electronic filing on additional case types.

A Model of Justice Served

Clark County has received national recognition as a leader in e-filing and has welcomed delegations from across the country as well as several foreign countries that want to model their accomplishments.



Client Case Study

Clark County, Nevada, District Court



“Mandatory e-filing of our civil files using Odyssey File & Serve has reduced our customer service traffic so much that the Court will be able to move the Legal Counter to a much smaller area. The space vacated by the Legal Division will be part of a major construction project to build much needed courtroom space, providing greater access to justice.”

— **Art Ritchie**,
Judge, Clark County, Nevada



“Our success is measured by operational efficiencies for both the courts and attorneys. Tyler’s e-filing solution eliminates waste, reduces scanning and data entry, and improves online access and document submission for attorneys — resulting in a better overall use of our clerks’ time. It’s been a game changing experience for us.”

— **Jennifer Togliatti**, Chief Judge,
Clark County Courts

The results have been nothing less than extraordinary:

- Setting up a case and the associated files reduced from days to hours
- Simplified case tracking and rapid access to files
- Immediate update of case dockets after pleading accepted
- Daily financial reconciliation with automated reporting and posting
- Reduced customer service windows in use from 13 to three
- Number of employees dedicated to manually filing paperwork from 20 to three
- Converted 20,000 square feet on the third floor of Regional Justice Center from the clerk’s office to eight new courtrooms
- Converted fourth floor file room from file storage to 50 cubicles and four supervisor offices

Lessons Learned

Courts Facing Similar Challenges Can Also Succeed

In a perfect world, technology adoption would be seamless and the transition to a virtually paperless court system embraced. In the real world, there are always obstacles to overcome, despite the obvious benefits of change. Fortunately, in Clark County the judiciary was engaged in the process and committed to making the change a reality. They managed any potential political pitfalls because the benefits to the court far outweighed any potential obstacles.

Ultimately, the results speak for themselves. Before Odyssey File & Serve, documents were manually stamped, bar-coded and scanned before they reached the case and were available for view or access by either internal or external customers. This process alone could often take weeks before critical updates would reach case dockets. Then file folders had to be prepared for each case. The paper documents were staged, sorted, transported to the file room and manually filed into the case file. Odyssey eliminated all of those steps and replaced them with a review of the document on the computer screen, acceptance (or rejection) and, if there are no problems, immediate filing into the online case file with case dockets updating at the same time. What previously took several days is now accomplished in hours.

Along with the processing of papers, the same issues were reflected in managing the financial procedures. What was once a highly manual process is now an efficient financial management system that includes daily financial reconciliation with automated reporting and posting, providing a tremendous reprieve from both a resource perspective and accuracy standpoint.

Clark County went from 20 employees dedicated to manually scanning and filing papers to three. The balance of the employees now review documents more efficiently using just a computer. Storage issues have been resolved and what were formerly storage rooms for paper filing, have been reconstructed into eight additional courtrooms. Before e-filing all 13 service windows of the service desk were often in use. Now three open windows are all that are needed. And, even with those reduced numbers, customer satisfaction is at all time high. While most litigants now file from their office or home, those who do come to the courthouse find shorter lines, faster processing, less traffic congestion and more open parking spaces.

By the Numbers

In February 2010, Clark County mandated e-filing for all civil and family cases. Within 90 days:

- 143,017 accepted submissions with average page count of six
- The equivalent of 572 bankers boxes of paper were eliminated
- Average daily e-file count was approximately 3,000
- 95% of documents were viewed the same day they were submitted – and in most cases within hours



Largest Statewide E-Filing Mandate in the Country Begins in Texas Courts

For Immediate Release

January 1, 2014

AUSTIN – The State of Texas today became the nation’s largest state to implement a mandatory electronic court filing (e-filing) system aimed at digitizing court filings. Beginning today, civil cases filed in the state’s 10 most populous counties (Bexar, Collin, Dallas, Denton, El Paso, Fort Bend, Harris, Hidalgo, Tarrant and Travis) and all case types in the Supreme Court, Court of Criminal Appeals and 14 appellate courts, must be filed electronically. Every six months, more counties will make the change from paper to digital until all courts throughout the state are e-filing for civil cases by 2016.

In 2014, Texas’ e-filing system, known as eFileTexas and available at www.efiletexas.gov, is expected to handle more than 3.5 million electronic court filings - more than any other state system in the country.

The system works by accepting electronic documents from attorneys and other filers via Web portals and securely distributes these documents to the appropriate county or appellate court where they can be accepted into the case management system of that court.

“e-filing promotes the efficient and uniform administration of justice,” said Texas Supreme Court Chief Justice, Nathan Hecht. “In the 21st century, we no longer can rely on an 18th or 19th century vision for our systems. I think historians will look back on this time period and see that e-filing revolutionized our courts for the better.”

“A new year, brings a new vision for our courts,” said David Slayton, Administrative Director of the Texas Office of Court Administration. “E-filing is a technology solution that will save taxpayer dollars by eliminating paper and storage costs, simplifying access to public record information and allowing attorneys and courts to work more efficiently. With e-filing, one no longer has to wait in line at the clerk’s office, you can file from anywhere in the world 24/7 as long as you have an internet connection.”



Benefits of E-filing:

- Quicker access to e-filed documents
- Increased efficiency for attorneys and litigants
- Reduced printing and mailing costs
- Reduced storage costs for clerks
- Greater security of court documents in the event of disaster
- More efficient use of court staff
- Increased transparency and access to courts

Plano, Texas based Tyler Technologies is the technology infrastructure provider for eFileTexas.gov. The Web portal utilizes Tyler's e-filing platform, Odyssey® File and Serve, which is deployed in more than 10 other states including, Michigan, Minnesota, Nevada, New Mexico and Oregon.

“The Texas judiciary saw the state’s massive size and scale not as an obstacle, but rather an opportunity to create convenience and cost savings for residents, courts and attorneys in each of the state’s 254 counties,” said Bruce Graham, president of Tyler’s Courts and Justice Division. “By replacing slow, paper-based processes with e-filing, eFileTexas.gov reflects the consumerization of technology by government. Progressive public-sector agencies like the Texas judiciary apply reliable, easy-to-use technology to bring the kinds of convenience and efficiency to government that we, as consumers, expect from technology in our daily lives.”

For more information and to download b-roll and an eFileTexas.gov press kit visit.

<http://www.efiletexas.gov/media-kit.htm>



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