



Electronic Evolution *in* Dallas County

FOLIO 1
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AT-A GLANCE:

Dallas County

- Texas' second-most populous county with 2,574,984 citizens
- Comprised of 28 cities and 3 towns
- 16,098 practicing attorneys



CHALLENGE: *Streamline the county courts system through the introduction of the latest technology to facilitate greater efficiency, productivity and responsiveness.*

eServe via eFiling

eService via eFiling provides the clerks of the court the ability to electronically send service documents, such as citations, to attorneys and private process servers using the electronic filing portal. Prior to eService, attorneys/private process servers were required to physically pick-up service documents to serve to parties on a case. By electronically sending the service documents using eServe, clerks will see a reduction in time and resources needed to prepare service documents. Clerks will no longer need to print and store prepared service documents for pick-up. In addition, attorneys and private process servers will realize a time and cost savings by no longer being required to physically pick up their documents at the court. They will receive the prepared document real-time via email through the eFiling portal.

Benefits:

- Electronic service of prepared service documents via email through eFiling portal
- Reduction in cost by eliminating the time and cost associated with various trip to the courthouse
- Reduction in cost by eliminating the time and materials associated with printing and storing prepared service documents awaiting pick-up
- Real-time receipt of prepared service documents allowing for faster service on desired parties

Odyssey Attorney Email Notification

Odyssey Attorney Email Notification is a subscription service that allows Attorneys of Record the ability to receive email notification when documents are filed on one of their cases. The email notification provides the attorney with a link to Odyssey Portal where they can download the filed document and view the filing. Attorneys need only subscribe once with Dallas County to receive notification on any case they are providing representation on. The subscription service is offered at no cost to attorneys. When an attorney wishes to no longer receive notification, they simply contact the Clerk's Office to unsubscribe from the service. The Odyssey Attorney Email Notification reduces the time and resources, of the Clerk, court, and attorneys, needed to make and field inquiries regarding the status of cases.

Benefits:

- Free subscription for attorneys
- Reduces time and cost for clerk and court staff
- Reduces time and cost for attorneys
- Allows the attorney and/or parties to receive status information more quickly



"With a tremendous amount of pride and confidence, I am excited to share with you a few of the technological innovations the District Clerk office has implemented. The improved technology will provide the tools we need to meet our obligations while servicing the needs of our clients. These changes are definitely worth getting excited about."

- **Felicia Pitre**

Dallas County District Clerk

The mission of the District Clerk is to provide the judicial system and the public with information and support in the most technologically advanced method possible by:

- Fulfilling our statutory duties as record custodian and fee officer to the best of our abilities
- Fostering an environment for our employees that encourages the development of new ideas and the willingness to improve productivity
- Implementing our goals and objectives with a team-based approach to decision-making throughout the organization
- Striving to be a leader and example to other county and state agencies

Odyssey Guide and File

Odyssey Guide and File allows self-represented litigants the opportunity to complete their own filings and file cases into Dallas County District Courts. Self-represented litigants can simply complete the online interview questionnaire to generate case forms. They can then use the Guide and File system to file their case electronically into the eFile portal. Guide and File is fully integrated with the eFile system, allowing for seamless processing of the case filing. By utilizing the Guide and File system, courts are able to reduce the time and resources spent supporting self-represented litigants. In addition, courts are able to virtually extend their business hours allowing for creation and filing of case documents past the standard business hours of each office.

Benefits:

- Empowers self-represented litigants to create, manage and file their own case filings.
- Seamless integration with eFile system.
- Reduction in time and resources typically spent supporting self-represented litigants.
- Extended hours of the court – allowing for filing past standard business hours.

Odyssey Portal

Odyssey Portal is a web-based application that allows the public to have access to court information, such as case, party, hearings, and filed documents. Users have the ability to utilize “Smart Search” functionality that enables them to enter keyword to access a plethora of data, including cases, orders, and judgment records. Users can easily view and download their case documents electronically. Users can also search court calendars for specific hearing information and find when their case is set for a hearing. The Odyssey Portal provides secure access to case information on mobile devices – such as Apple iPhone or iPad, Android, Windows mobile devices, and Mac/PC. The Portal’s technology detects the screen size of the device, so regardless of the device’s brand or operating system, the interface adjusts for optimal viewing, including resizing text, removing graphics to make room for vital information and reorganizing the layout to best fit the screen.

Benefits:

- Provides the general public with 24x7 real-time access to court cases, information, and documents
- Users can view and download case documents (orders, pleadings, judgments, etc.)
- Provides users access to court calendars to see case hearings as well as court activity to plan future hearings
- Optimized for mobile devices on multiple platforms

Public Kiosk

The Public Kiosks are located within the Clerk’s Office to allow users access to Odyssey Portal, Guide and File, and Electronic Filing. Dallas County is aware not all constituents have internet access readily available on the go, so individuals can view documents at the courthouse or address any case needs while at one location. Public Kiosks aide the Clerk’s Office in time reduction by eliminating the time spent supporting over-the-counter customers by empowering them to utilize the kiosk to complete their transactions.

Benefits:

- Provides access to Odyssey Portal to view case and hearing information
- Provides access to Guide and File to prepare court documents
- Provides access to Electronic Filing to file documents at the court house
- Reduces the cost associated with over-the-counter support traditionally provided at the court house by empowering users