

2017 TYLER PUBLIC SECTOR EXCELLENCE AWARD WINNERS



★ Rhode Island Judiciary

Unified antiquated systems with Odyssey, advancing the statewide judiciary to an e-court environment

Challenged by separate, outdated juvenile and attorney systems that lacked support, the state of Rhode Island Judiciary sought an integrated case management system to achieve a paper-on-demand e-courts environment. In 2012, the Rhode Island Judiciary chose the Odyssey® case management solution because of its strong partnership with Tyler to protect and extend their investment into the future through a proven evergreen philosophy and to advance the Judiciary with the latest technology.

The implementation of Odyssey products — Odyssey Case Manager™, Case Manager for Appellate Courts, e-citations, e-filing, Odyssey Financial Manager™, Odyssey Portal™, Odyssey Judge Edition™ and Odyssey Clerk Edition™ — unified the Rhode Island Judiciary. With Odyssey, they've replaced numerous paper-based processes with electronic services, including e-filing for attorneys and self-represented litigants, e-payments for traffic and court fees and online document viewing for attorneys and the public. Many benefits have resulted; in particular, Rhode Island's Traffic Court improved efficiencies with the e-Citations solution — approximately 26.8 percent of the payable summonses issued in 2016 had no user interaction because the entire process is electronic. The new system also provided improved accessibility to cases and documents via the Odyssey Portal, eliminating the need to visit the court.



Results

- Processed 26.8 percent of payable summonses electronically with no user interaction, from payment to the Department of Motor Vehicles automatically
- Improved information sharing of cases and documents with justice agencies and the public, eliminating in-person visits to the courthouse
- Increased convenience and 24/7 accessibility for both attorneys and self-represented litigants with e-filing

E-Court Maturity Model Progress

The Rhode Island Judiciary has achieved an "All Electronic" environment in every dimension through their statewide use of Odyssey.





★ Superior Court of California, County of Fresno

Converted two different case management systems for all case types to Odyssey — nine months ahead of schedule

Results

- Implemented Odyssey case management system for all case types nine months ahead of schedule and under budget
- Realized a cost-savings of more than \$9 million over a five-year period, resulting from the elimination of V2 system maintenance and support costs
- Gained total local control of data, improving efficiency and productivity
- Improved efficiency in busy criminal court by expediting minute order printing so defendant completes their business on their court date
- Created Fresno Odyssey Think Tank to drive continuous improvement and enhance services for judges, staff, justice partners, community agencies and the public

The Fresno Superior Court (FSC) used two legacy case management systems for different case types. Committed to serving its community and improving the administration of justice, the Court sought a single case management system for all case types, as well as a full data conversion into one system. The Court selected the Odyssey solution, including case management, public access, enterprise document management, financial management, e-filing and e-citations. Odyssey Judge Edition gave judges digital case data on the bench, and Odyssey Clerk Edition improved courtroom efficiency. With the decision to go live with all case types at the same time — nine months ahead of schedule — FSC realized a cost savings of more than \$9 million over a five-year period and an accelerated return on investment in 24 months rather than 28 months. That same year, and nine months early in August 2015, FSC implemented Tyler’s e-filing solution, Odyssey File & Serve™, which evolved the Court to more paperless processes.

Odyssey’s capabilities gave them total local control of data, relieving the state and county of the burden, which improved efficiency, effectiveness and productivity. Fresno Superior Court was one of the largest implementations in California to go live on Odyssey in all case types. Their experience proved they are a leader among courts, a model of a well-executed technology implementation and efficient, paper-on-demand operations.

E-Court Maturity Model Progress

Fresno Superior Court has achieved an “All Electronic” environment in all dimensions and an “Advanced Electronic” environment in 4 out of 5 dimensions.





Results

- Improved efficiency in processing of juvenile services, increased performance and reduced dependence on court staff
- Enhanced reporting assisted in maintaining juvenile grants, which reduced costs to the county and taxpayers
- Discovered numerous uses for the intervention tab for required tracking of juveniles in detention, their locations and method of intervention used in rehabilitation
- Tracked drug testing results, interventions, incarcerations, class attendance and produced statistics for success and failure by individual or in a case

E-Court Maturity Model Progress

Glynn County Juvenile Court has achieved an “All Electronic” environment in several dimensions with their innovative use of Odyssey Supervision.



★ Glynn County Juvenile Court, Georgia

Adapted Odyssey Supervision to provide better, more accurate service to juveniles and their families

The Glynn County Juvenile Court is one of the few standalone courts in Georgia that has its own probation office independent of the Department of Juvenile Justice. Relying on the manual processing of paper files, the office struggled with tracking and monitoring services provided to juvenile probationers. This made reporting required statistics for much-needed program grants difficult.

Glynn County Juvenile Court implemented Odyssey Supervision™ to better serve juveniles and their families through electronic files and tracking, which enabled probation officers to maintain and complete assessments, track contacts with juveniles and/or family members, add events and track referrals made to both internal and external sources. Supervision also tracked drug testing results, interventions, incarcerations, class attendance and monitored conditions of probation and generated statistics for success and failure by individual or case, resulting in better outcomes for juveniles and their families. A reporting function provided more accurate information and customized the requirements for specific grant reporting, especially for their largest grant, which required the use of evidence-based programs. These capabilities helped to maintain essential grants that reduced costs to the county and taxpayers. In addition, they are the only juvenile court in Georgia to implement mandatory e-filing, making them a model of efficiency and a resource to other juvenile courts across the state.



★ Grayson County, Texas

Participated in Odyssey 2016 Early Adopter Program to automate processes and achieve an electronic criminal justice system

As a fully integrated county and a longtime Tyler client, Grayson is a leader in technology advancements. They went live with Odyssey in 2010 and established a governance panel with representation from all departments — district courts, county courts at law, county and district clerks, sheriff's offices, district attorney's office, justices of the peace and constables. This governance panel is key to their success and, as a unanimous and unified effort, successfully enlisted the support and funding of county commissioners to participate in the Odyssey 2016 Early Adopter Program.

Grayson was one of the first counties to implement Odyssey 2016 in minimum time. The system enhanced processes for becoming a fully digital criminal justice system by 2018. Law enforcement agencies gained access to the system, enabling them to perform pre-booking and decreasing the time an officer is off the streets. Increased access to Odyssey has greatly reduced calls to the dispatch center. In addition, Odyssey 2016 enabled internal workflow automation among outside agencies, including the sheriff's office, law enforcement, jails, district attorney, district courts, county courts, probate court, justices of the peace and constables. This created more efficient and automated processes between internal and outside agencies, increased collaboration and communication, reduced manual processes, delayed the need to increase resources and eliminated the need for officers to stay in the jail.



Results

- Gained advanced functionality using Odyssey 2016 to meet their vision of a fully digital criminal justice system process by 2018
- Enhanced workflow automation, automated processes and increased communication among agencies
- Maximized efficient use of all existing resources through a successful governance panel, increasing collective cooperation and enhancing open communication between agencies

E-Court Maturity Model Progress

Grayson County has achieved an "Advanced Electronic" environment in all dimensions with the use of Odyssey.



E-Court Maturity Model

Tyler's E-Court Maturity Model is a valuable tool for planning your organization's successful evolution from paper-based operations to electronic. As a scorecard, it identifies many key characteristics of an electronic court. By implementing the capabilities in the table, and over time moving toward the top of the chart, courts eliminate paper and become more efficient. Eventually, a completely electronic court is achieved. Shown below is the Maturity Model for courts, but there are also versions for jails and prosecuting attorneys. All of the Excellence Award winners have made significant progress moving up the Maturity Model toward more advanced electronic operations.

	Court 	Operations 	Citizens 	Attorneys 	Justice Partners 
Advanced Electronic	<ul style="list-style-type: none"> Documents received and signed electronically. Participants are electronically noticed on court orders and actions. Automated electronic tasks exist between court and clerk. 	<ul style="list-style-type: none"> All documents in CMS are searchable PDFs. Automated electronic tasks exist between clerk and court. 	<ul style="list-style-type: none"> Self-represented litigants can complete forms and electronically file online. Electronic interaction between court and juror regarding jury services and trial cancellation. 	<ul style="list-style-type: none"> Attorneys are electronically noticed on court orders and action. Automated electronic tasks exist between attorneys and the CMS. Feature-rich services function natively on mobile devices. 	<ul style="list-style-type: none"> Automated electronic tasks exist between clerk and court. Courts can view electronic case information from many jurisdictions in the region.
All Electronic	<ul style="list-style-type: none"> All files in courtroom are electronic. All data entry and forms generated in courtroom. Processes between court and clerk are electronic. 	<ul style="list-style-type: none"> Only electronic files are maintained. Appeals are generated electronically. Processes between clerk and court are electronic. 	<ul style="list-style-type: none"> Court documents can be viewed online. Jurors can submit excusal and reschedule requests online. Some self-represented litigants can complete forms online. 	<ul style="list-style-type: none"> All new cases and subsequent filings are submitted electronically. Attorneys can submit proposed orders electronically. Court documents can be viewed online. 	<ul style="list-style-type: none"> All justice partners receive information from the court electronically. Justice partners can electronically retrieve appropriate case documents.
Mostly Electronic	<ul style="list-style-type: none"> Most files in courtroom are electronic. Some manual and paper processes still exist. 	<ul style="list-style-type: none"> Most cases are initiated electronically. Most subsequent filings are received electronically. E-filings are automatically updated in CMS. 	<ul style="list-style-type: none"> Citizens can look up case information online. Jurors can complete questionnaires online. 	<ul style="list-style-type: none"> Most filings are submitted electronically. Attorneys can look up case information online. 	<ul style="list-style-type: none"> Most justice partners receive information from the court electronically. Justice partners have appropriate elevated privileges to access secured case information.
Some Electronic	<ul style="list-style-type: none"> Some data entry and forms generated in the courtroom, but paper/manual process are still prevalent. 	<ul style="list-style-type: none"> Some documents are received electronically. All paper documents received or generated are scanned. 	<ul style="list-style-type: none"> General court information is available online. Payments can be made online and are automatically posted in the CMS. 	<ul style="list-style-type: none"> Some filings are submitted electronically. 	<ul style="list-style-type: none"> Some justice partners receive information from the court electronically.
Manual	<ul style="list-style-type: none"> Paper files in courtroom. Manual forms generated in courtroom. All signatures on paper. 	<ul style="list-style-type: none"> All case filings are received on paper and docketed manually. All case files are maintained on paper. 	<ul style="list-style-type: none"> Copies of court records are available at the courthouse. Payments are mostly made in person by cash or check. Jury service is facilitated through paper and mail. 	<ul style="list-style-type: none"> Copies of court records are available at the courthouse. Attorneys hand-deliver or use couriers to file documents with the court. 	<ul style="list-style-type: none"> Information is provided to justice partners mostly by exchanging paper documents. Case information from other court jurisdictions must be requested manually.

WHAT IT TAKES TO WIN

Award winners are selected by exhibiting leadership, innovation and excellence in developing, deploying and maintaining the Odyssey product suite. Entries are judged on:

- Organizational efficiency and productivity
- Organizational responsiveness
- Business value
- Innovation
- Relevance

Honorable Mentions

Superior Court of California, County of Merced

Through collaboration with the California Highway Patrol, Merced County implemented e-citations (Brazos), allowing citation records to be downloaded from handheld devices directly to Odyssey. This system reengineered business processes, eliminating manual processes and duplicate data entry for handling approximately 2,400 traffic citations per month. Prior to using the hand-held devices, officers issued hand written citations. The new system created time savings and reduced storage space required in the court's traffic division. Traffic citations are made available to the public immediately, usually the next business day, and the court has eliminated four-week delays and backlogs in processing citations.

Pinellas County Business Technology Services, Florida

Challenged by manually issuing, sorting and mailing 1,200 subpoenas each week, Pinellas County implemented the Odyssey subpoena capability in Odyssey Attorney Manager™ with integration to the offices of the state attorney and district attorney to automate subpoena processing. This resulted in subpoena images being electronically generated, geo-coded and attached to Odyssey. Intelligent electronic routing freed up staff to focus on other tasks and improve service for customers. The solution aligned with the county's mission to use tools, innovation and automation to reduce errors and increase reliability and confidence in systems.

Tarrant County, Texas

Tarrant County Clerk's Office worked with probate courts and the Information Technology division to streamline manual processes by leveraging Odyssey's capabilities. Odyssey workflow paths and queues led to business process improvements for mental health cases, expediting processing and decreasing delays for time-sensitive matters. They expanded workflows and queues to probate cases, advancing them to a more paperless environment. More than 35,000 documents are moved electronically between the clerk and the courts, with approximately 15,000 electronically signed documents flowing through workflows. They eliminated reams of paper and toner supplies, as well as the need to move paper files between offices. The county's 2017 projections indicate more than \$65,000 in savings.

Software that thinks like you do.

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 their constituents. Tyler's client base includes more than 15,000 local government offices in all 50 states, Canada, the Caribbean, the United Kingdom and other international locations. In 2016, Forbes ranked Tyler on its "Most Innovative Growth Companies" list, and it has also named Tyler one of "America's Best Small Companies" eight times. The company has been included six times on the Barron's 400 Index, a measure of the most promising companies in America. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at www.tylertech.com.

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