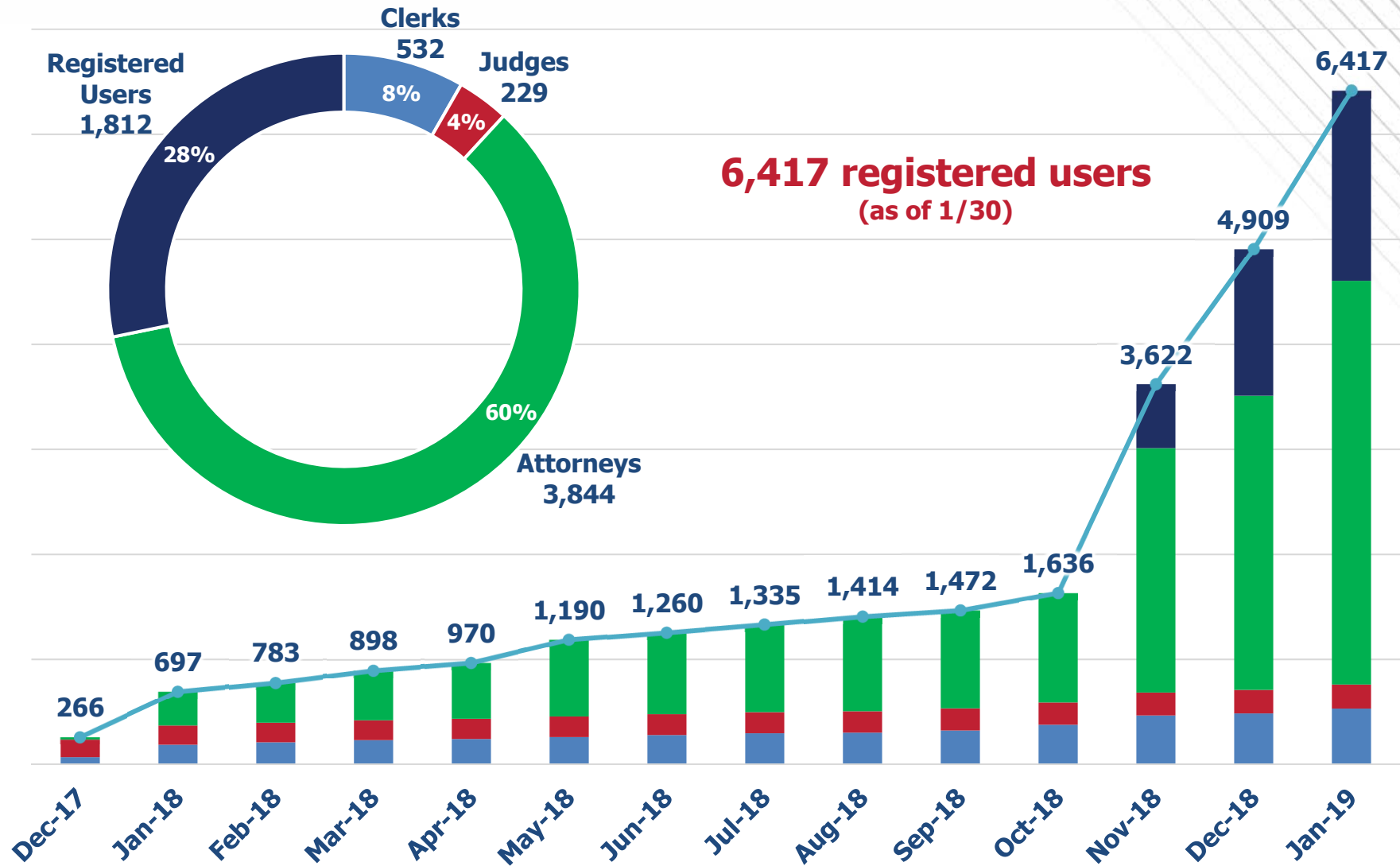




## **Program Status Update**

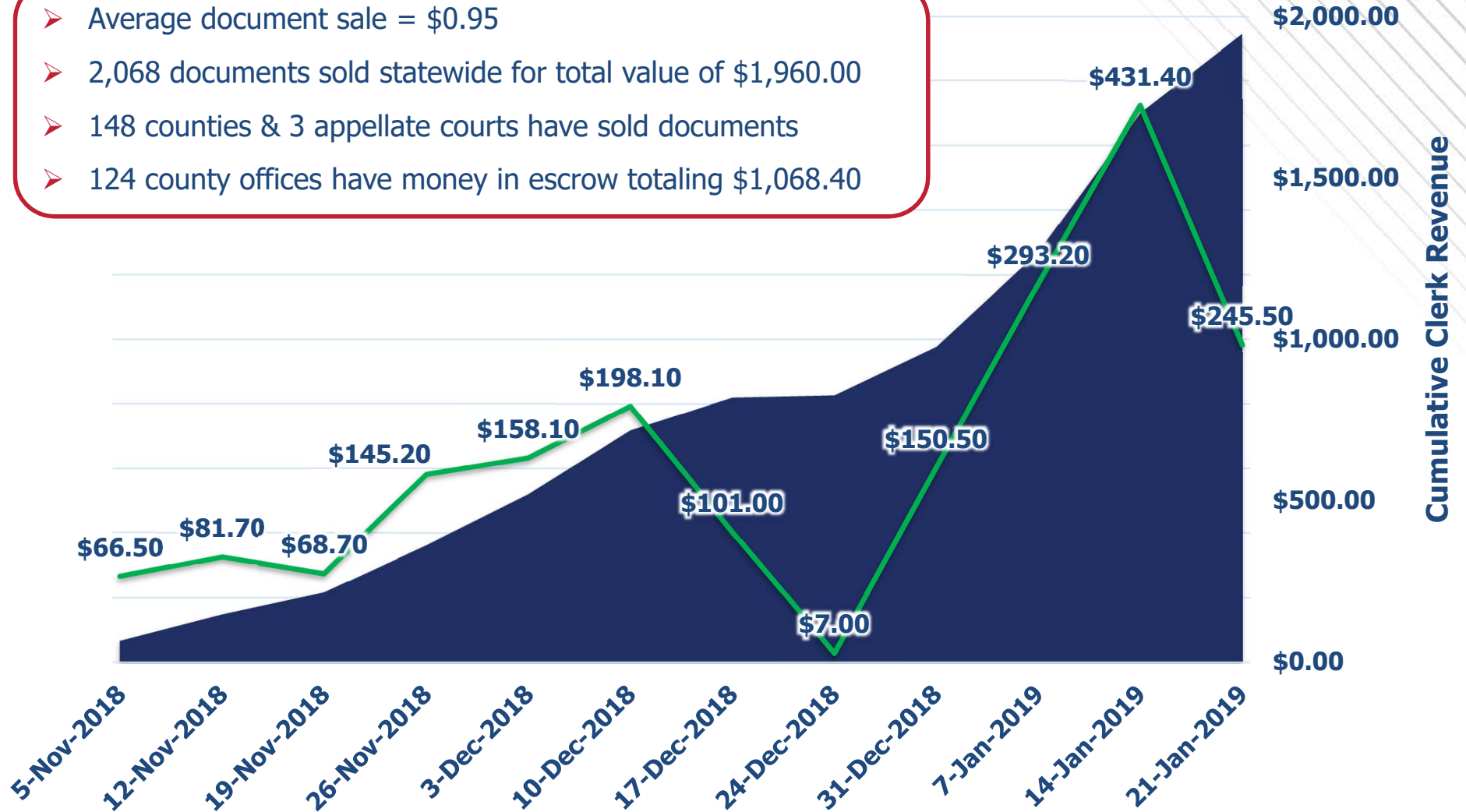
JCIT Meeting – February 1, 2019

# re:SearchTX User Adoption



# Document Sales Report

- Average document sale = \$0.95
- 2,068 documents sold statewide for total value of \$1,960.00
- 148 counties & 3 appellate courts have sold documents
- 124 county offices have money in escrow totaling \$1,068.40

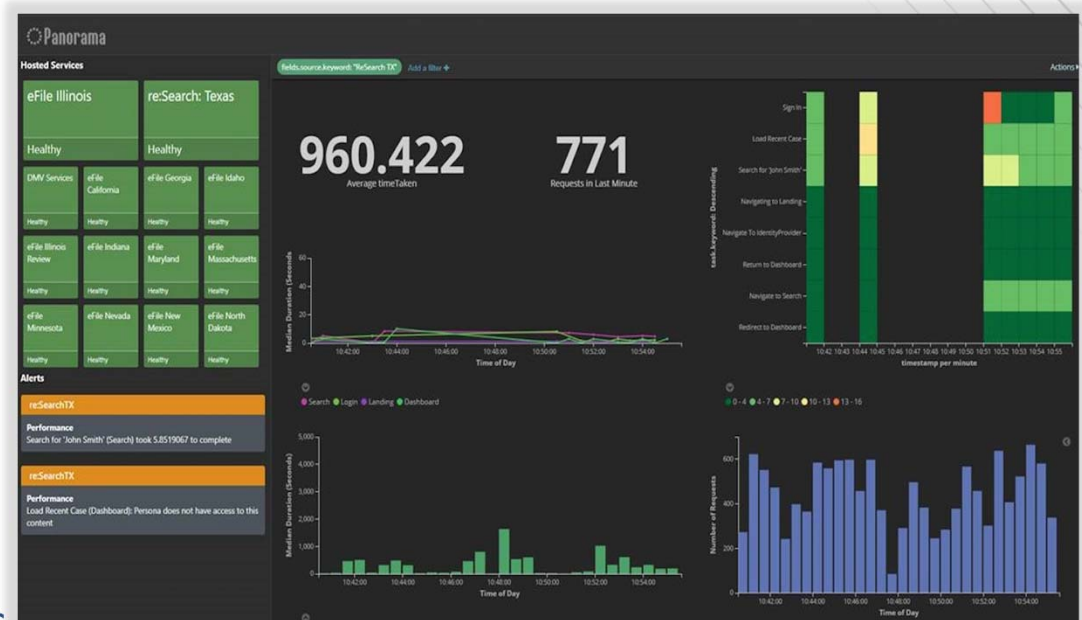


**Legend**

- Cumulative Clerk Revenue
- Daily Clerk Revenue

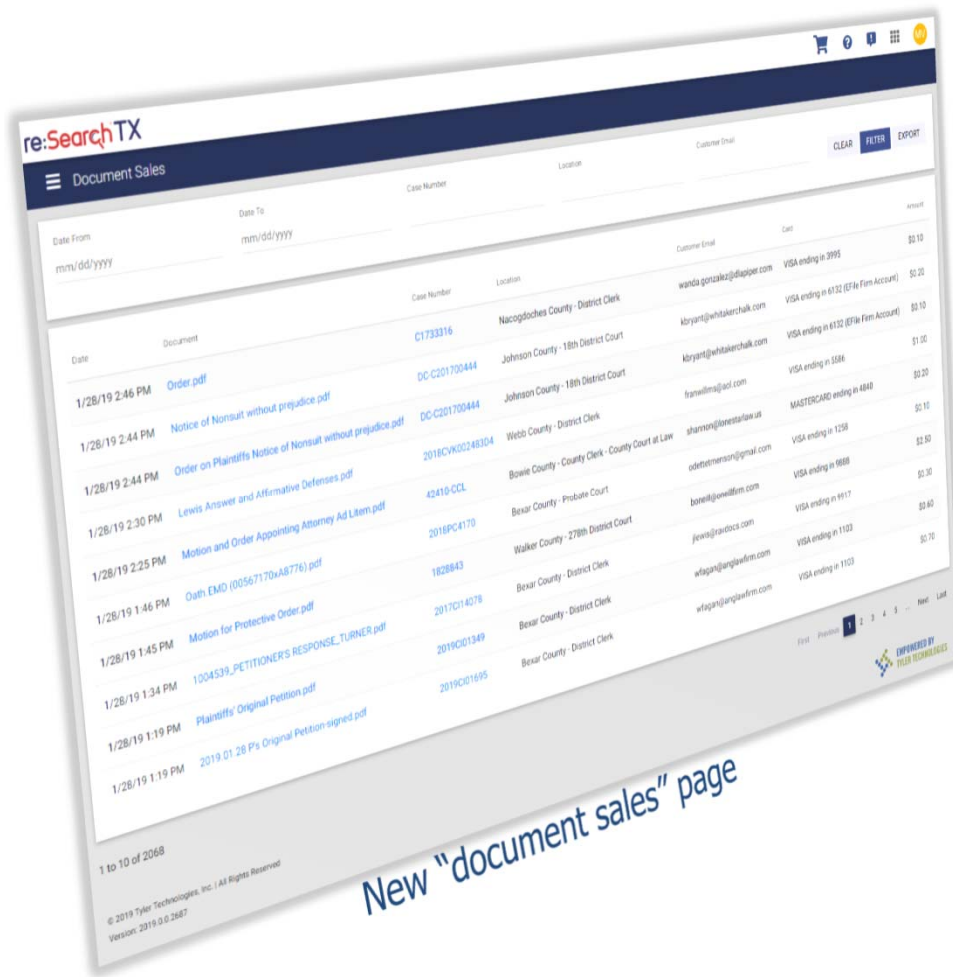
# Improvements to Solution Performance

- 1. Expanded application infrastructure by >50%**
- 2. Enhanced user experience**
  - ✓ Initial daily login load times down from ~90 seconds to ~2-5 seconds
  - ✓ Certain searches were taking upwards of 30-45 seconds now at ~3-5 seconds
- 3. Advanced active site performance monitoring**
  - ✓ Real-time monitoring of site performance and response times
  - ✓ Email alerts in cases of degraded performance (e.g. >30-second site load times)



Environment monitoring tool dashboard

# Notable User Experience Enhancements



## 1. eFileTexas payment methods are now available for use in re:SearchTX

- ✓ Saves users time, as they don't have to create a payment method if they already have one in eFileTexas

## 2. Home (landing) page improvements

- ✓ Easier to register and sign in
- ✓ Saves users time and "mental load"

## 3. Streamlined attorney onboarding experience

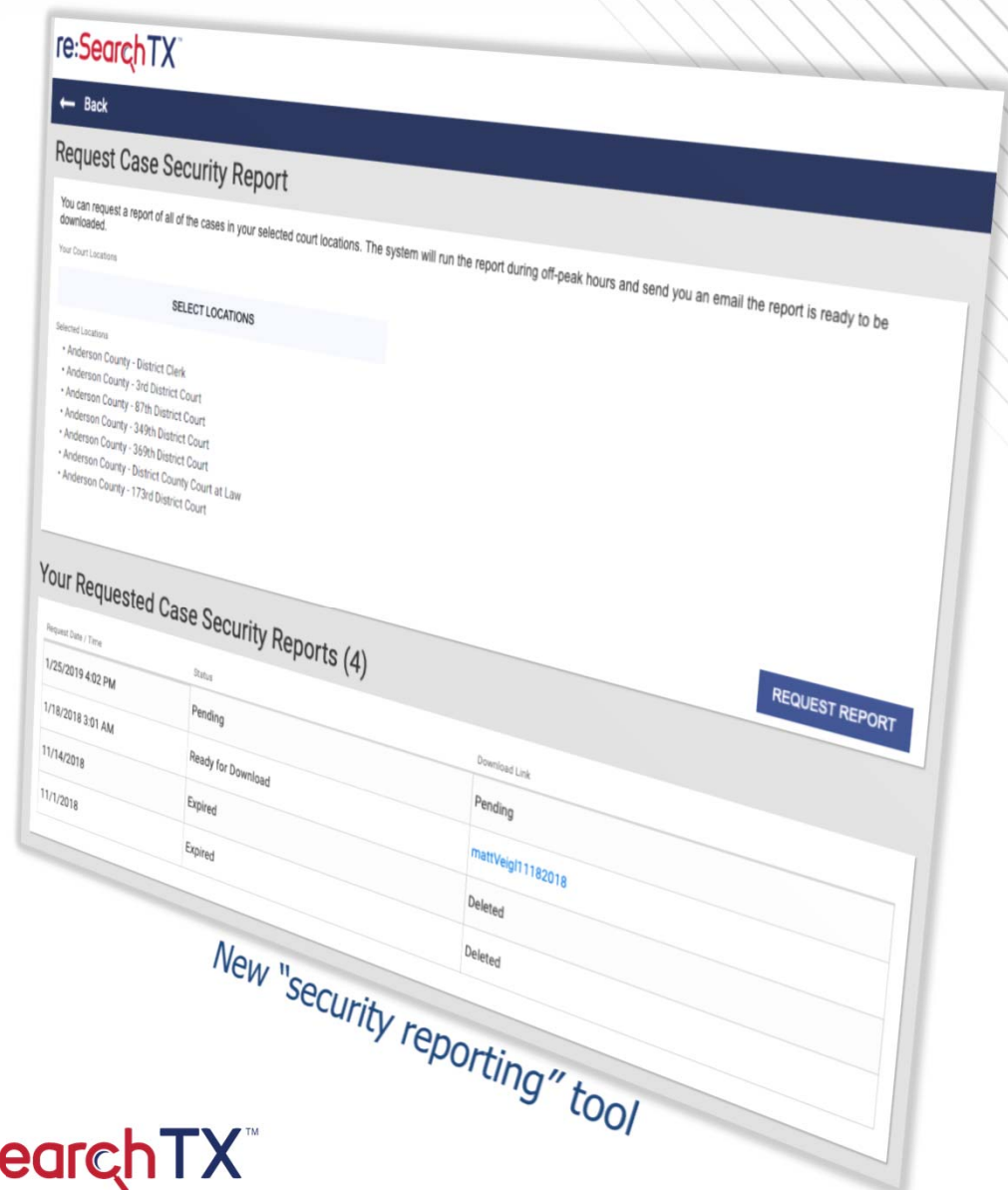
- ✓ Saves attorneys time and removes barrier from them getting access to the site

## 4. Document Sales page enhancements based on feedback received

- ✓ Added a case number column with links to view the case
- ✓ Added the ability to search by case number
- ✓ Added the ability to click on the document name to open the document in a new window

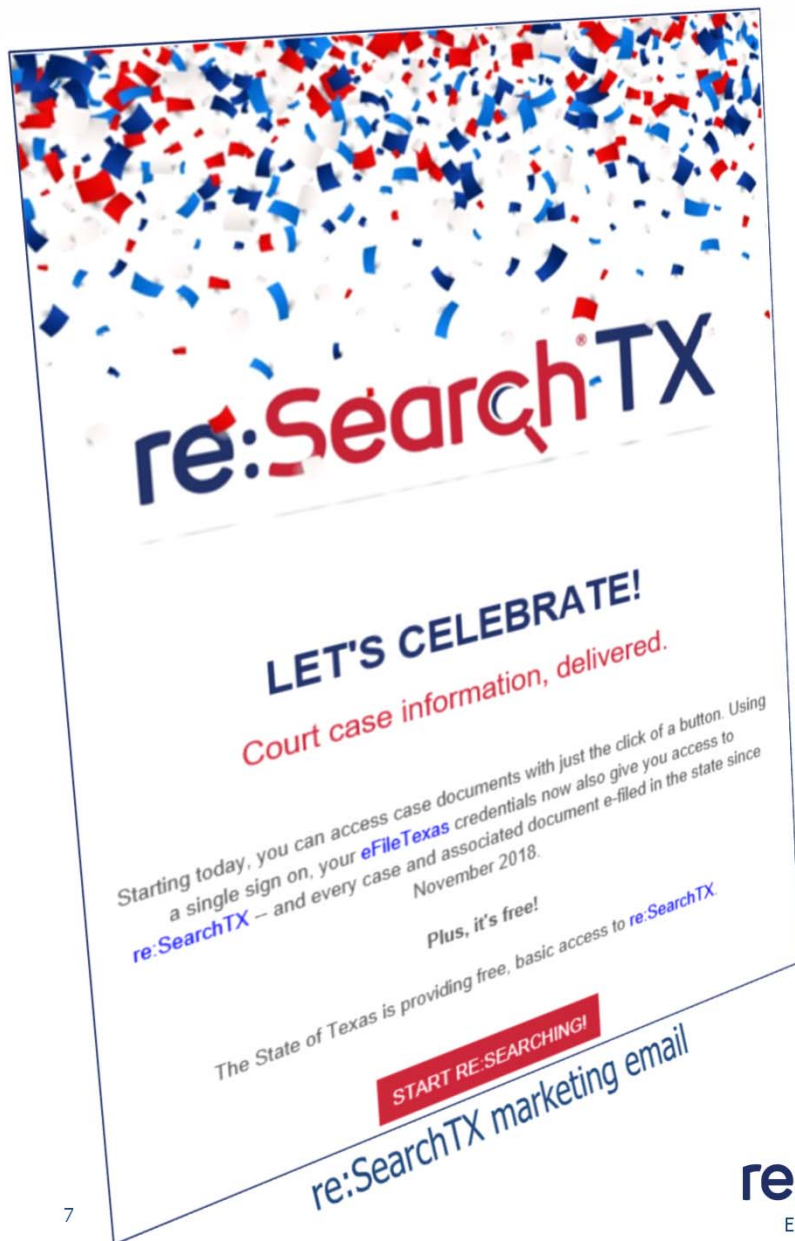
# Court Security Reporting Tool

- **Travis County made initial request for full list of all cases and associated security settings within in re:SearchTX**
- **New upcoming tool to allow clerk admins to run ad-hoc reports within the application**
  - ✓ Initial report will identify case numbers and respective security within re:SearchTX
  - ✓ Will be made available in the Clerk Admin tools section
  - ✓ Historical view of previous reports also available to view



New "security reporting" tool

# Other Recent re:SearchTX Activities



## ➤ Marketing campaign to promote re:SearchTX

- ✓ Email, webpage and social marketing activities to drive awareness and education
- ✓ Marketing promotion around complimentary service capabilities ("searching 254 county cases in Texas with one account")
- ✓ Free educational training sessions
- ✓ Event promotion (Texas Bar CLEs in San Antonio and New Orleans; CDCAT San Marcos, etc.)

## ➤ Launched re:Search Plus

- ✓ Premium service for legal professionals

## ➤ Key next steps

- ✓ Segmentation and persona analysis to further define our user audience
- ✓ Focus groups to validate and develop new service capabilities

# 2019 Development Roadmap

	Q1 2019	Q2 2019	Q3 2019	Q4 2019
User Experience	<ul style="list-style-type: none"> <li>• Make "File Into" Option More Prominent</li> <li>• <b>Document Sales Page Enhancements</b></li> <li>• Users Linking Accounts to an Attorney Record</li> <li>• Enhanced Download Functionality for Documents</li> <li>• New My Cases Page</li> <li>• Session Timeout Page</li> </ul>	<ul style="list-style-type: none"> <li>• <b>View Case as Public Feature</b></li> <li>• Add Item Counts to My Folders</li> <li>• Add Bolding to Highlight My Cases</li> <li>• Registration Account Type Guidance (Configurable)</li> <li>• <b>List View for Search Results</b></li> </ul>	<ul style="list-style-type: none"> <li>• Omni Bar / Search Bar Updates</li> <li>• Undo Actions</li> <li>• Net Promoter Score Incorporation</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Search Suggestions</b></li> <li>• Dashboard Improvements</li> <li>• Case Details, Filing List View</li> <li>• <b>Advanced Search</b></li> </ul>
Integrations	<ul style="list-style-type: none"> <li>• <b>CMS Integration for Hearings</b></li> <li>• Program for Checking and Editing Case Metadata Differences between re:Search and CMS</li> </ul>	<ul style="list-style-type: none"> <li>• Manual Clerk Admin Tools for Batch Case Updates</li> <li>• <b>Show Case Dispositions</b></li> <li>• <b>Attorney Views for Calendars of Hearings</b></li> </ul>	<ul style="list-style-type: none"> <li>• Judge Authentication</li> </ul>	<ul style="list-style-type: none"> <li>• Legal Case Management Software Integration</li> </ul>
Infrastructure	<ul style="list-style-type: none"> <li>• Client Admin Pages</li> <li>• Set Daily User Limits for Document Views and Purchases</li> <li>• System Admins View for Feedback Messages</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Excessive Download Search Results Report</b></li> <li>• Search Judgments</li> <li>• Court Admins Granting of SRL Access</li> <li>• Two-Factor Authentication</li> </ul>	<ul style="list-style-type: none"> <li>• Manual Clerk Tools to Add, Edit, or Delete Parties</li> <li>• <b>Document Versioning</b></li> <li>• Site Admins to Configure Document Purchase Settings</li> </ul>	<ul style="list-style-type: none"> <li>• Firm User Management</li> <li>• Admin Product Configuration</li> </ul>



# Feedback from the Legal Professional Community

- “Some cases that I am attorney of record on, and can view in Odyssey in Tarrant County as attorney of Record, are not showing up as my cases on this database. I am also noticing that the filings are not up to date. **I am trying to find a signed order on a case that I am not on, but I know that the order was signed, and it is not available.**” - *Marla Mundheim*
- **“Why are the signed orders not shown?”** - *Jac Schuster*
- “I am not an attorney but I am a paralegal working for the attorneys on these files. **I don't see why we should have to pay for documents where the attorneys I work for are counsel of record. Please make an option for paralegals working for counsel of record.**” – *LuAnn Forth*
- “Looking good so far. I've tested two of my cases in counties not previously available online (Tarrant and Taylor) and found both cases. I wish it could go back farther than 11/1/18, but I realize it has to start somewhere. **And \$0.10 a page is a LOT better than the counties charging \$1.00 a page. Thank you for providing this service.**” – *Amanda Livezey*
- **“This was a great idea!”** – *Sharlann Roe*