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Yoon Kim

Collin County District Clerk

Collin County District Clerk's Office

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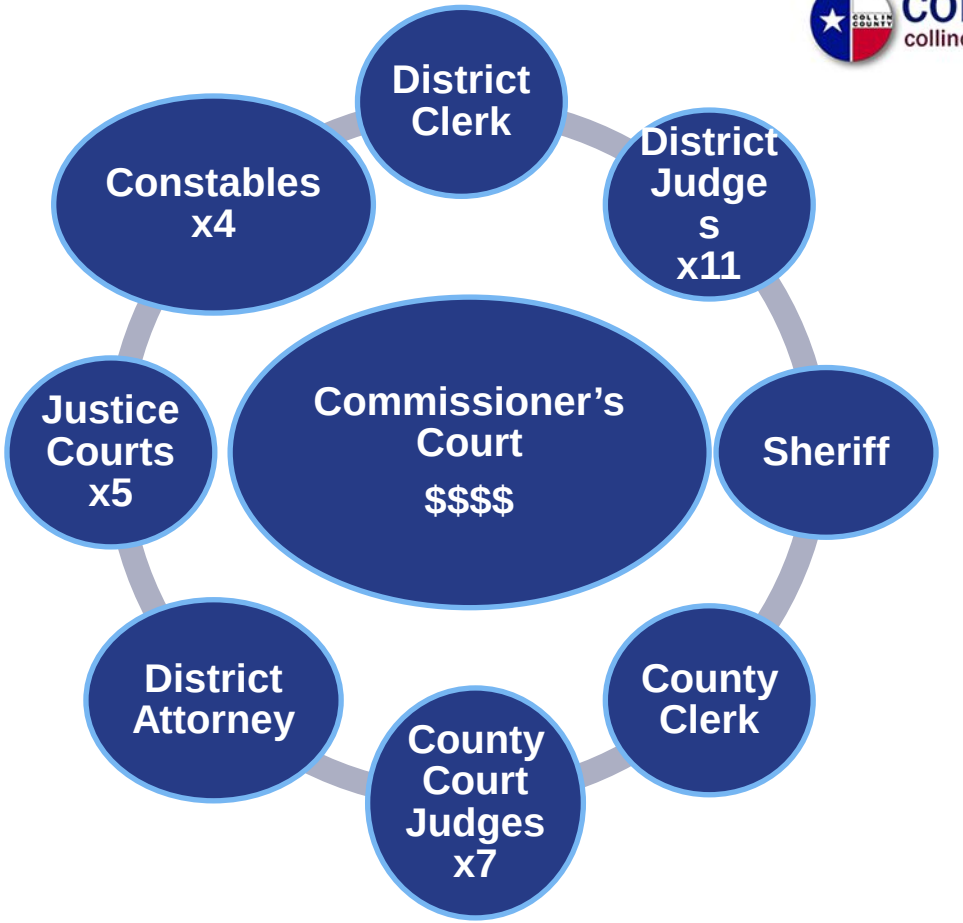
Key Metrics:

- Population 1 Million (02/16)
- 12 District Courts
- 75 District Clerk Staff
- 17,000 Cases Filed Annually
- 14,000 eFilings a month
- 1.7 Million Pages Scanned Annually (pre paperless)
- 600 Boxes Annually

Challenge: Getting Buy-In From 36 Independently Elected Officials



Identify Stakeholders & Early Adopters

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- Clerk staff
- Judges and Visiting Judges
- Attorneys
- Other Departments:
  - DA
  - Constable
  - Sheriff
  - Jail
  - Probation
  - Policing Agencies

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Use Available Tools

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- Peer Pressure
- Convey user benefits
  - Ex. Save Constables travel time
- Capitalize on existing tech users
  - Judges with tablets, smartphone obsessed clerks
- Visual motivators
  - Ex. Paper Graveyard

- Eliminating redundancies and aged processes saves time
  - Ex. Duplicate DWOP orders, serving as post office for courthouse
- Focus on core functions
  - Not the repository for all things paper

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Evaluate Time Spent on Paper Processes

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Week Ending	Eventing Mail	Filing Mail	Going to Court	Pulling Files	Opening & Sorting Mail	Eventing Orders	Totals
9/26/2013	8.50		1.00	0.67	2.50	8.17	20.83
9/26/2013	11.30	1.30	0.15	0.25	0.25	9.00	22.25
9/26/2013	4.00	1.00		0.15	0.30	4.45	9.90
9/26/2013	8.00	4.00	1.35			3.00	16.35
9/26/2013	7.00	2.00	1.00			3.30	13.30
9/26/2013	4.00	2.00	1.00		2.30	3.30	12.60
9/26/2013	4.00	2.00	1.00	0.30	2.30	1.30	10.90
9/26/2013		1.45		1.45	1.00	23.05	26.95
9/26/2013	3.15	3.30	1.20	0.15	3.00	2.40	13.20
9/26/2013	3.30	1.00	1.40	0.30		1.15	7.15
9/26/2013	6.30	3.00	0.45	0.20	1.00	4.10	15.05
9/26/2013	4.50	2.00	1.00			3.15	10.65
9/26/2013	2.30	3.15	0.45	0.15		3.10	9.15
9/26/2013	2.00	5.20		0.30		2.00	9.50
9/26/2013	1.00	1.00	1.00			2.45	5.45
9/26/2013	14.50	1.30	1.00			3.50	20.30
9/26/2013	6.15	3.45	1.20	0.30	1.00	2.40	14.50
9/26/2013	6.15	2.00	0.30	0.15	1.00	3.00	12.60
TOTALS	96.15	39.15	13.50	4.37	14.65	82.82	250.63
AVERAGE	6.01	2.3	0.96	0.4	1.63	4.87	23.92

Sample:

- 18 clerks x 5 days

Map the Flow of Paper Transactions

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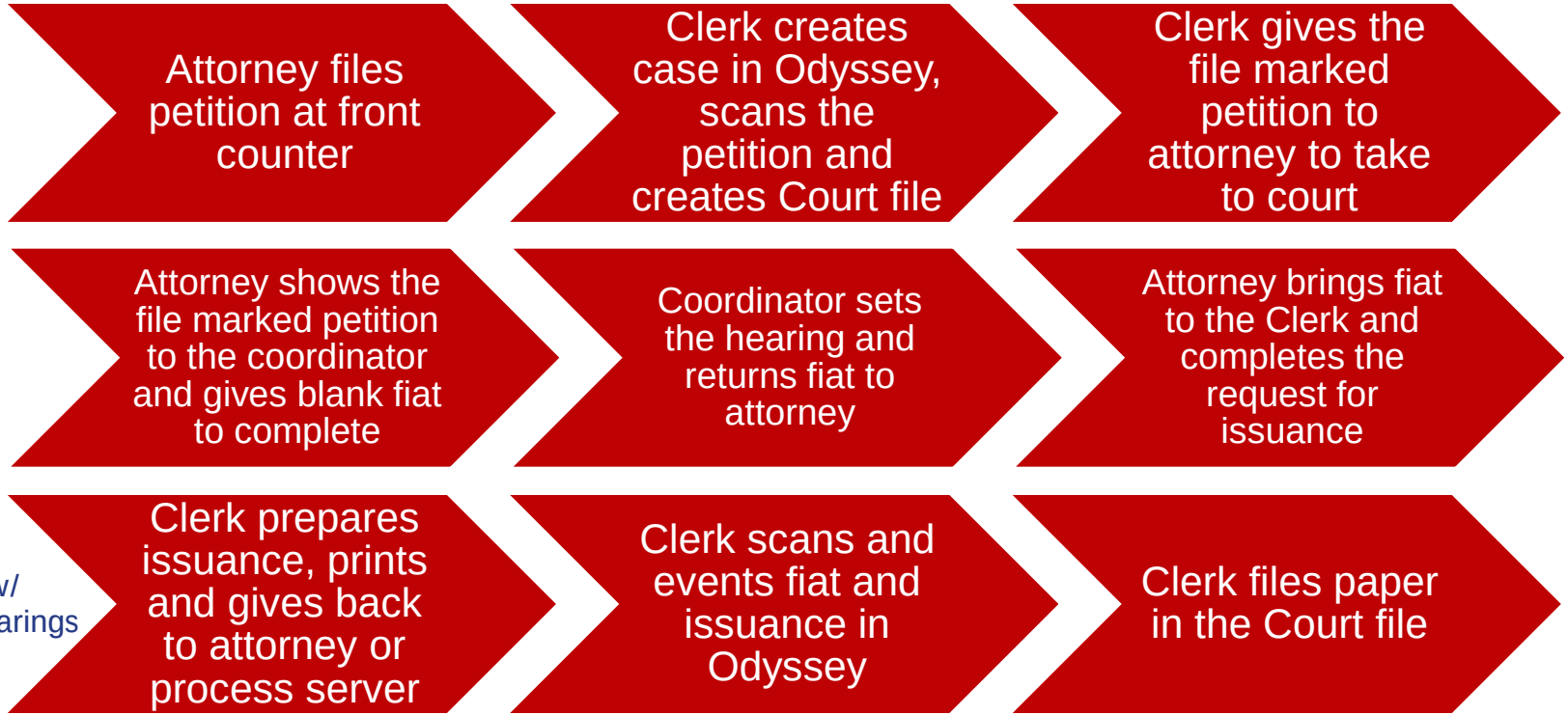

Example:
Divorce w/
Temp Hearings

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Map the Flow of Electronic Transactions

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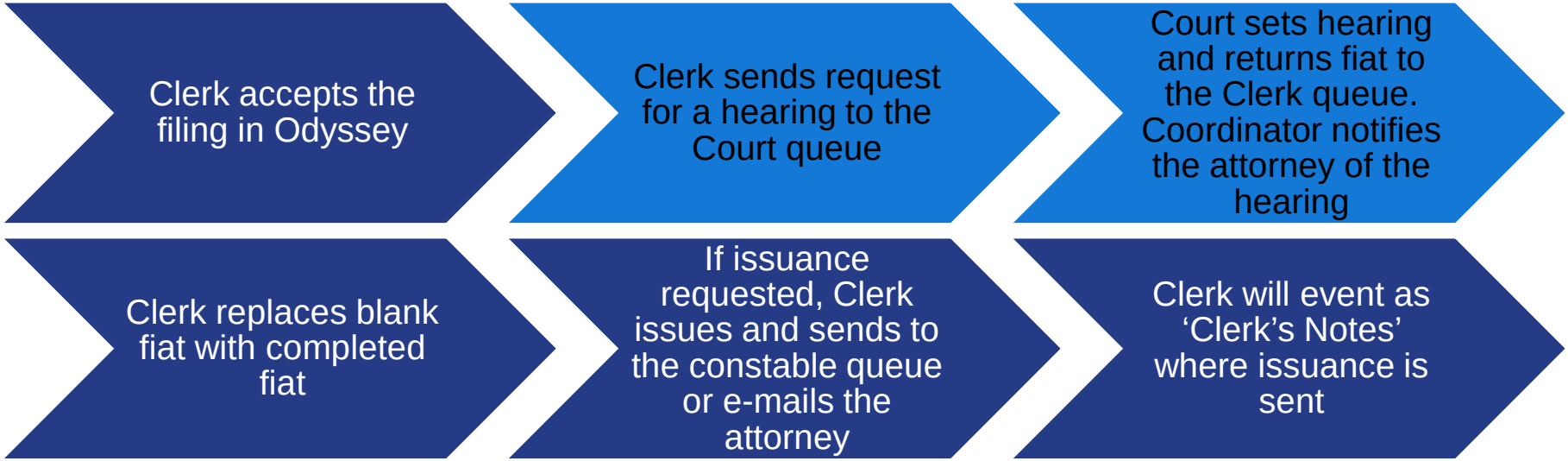

Example:
Divorce w/
Temp Hearings

Grey marks movement by queue

Challenges

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- Change is hard
- Change is really hard for Judges
- Volume: Receiving >500 envelopes per day, roughly 700 filings per day
- Change in business workflow: now busy at different times, i.e. after holidays
- Seasoned clerk ≠ effective electronic clerk
- Electronic = Original is a mind melt for some
- Clerk productivity vs. accuracy balance difficult
  - Set clear goals: 35 filings/day with 5% error rate
- Outages are painful, have a plan

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QUALITY CONTROL IS CRITICAL

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- Determine review process
  - Electronic filings
  - Paper filings
- Identify tolerance level
- Relay expectations
- Be consistent
- Motivate staff

Benefits Realized

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- Attorneys can file 24/7/365
- Judges can sign remotely through eFiling portal
- 82 percent of all filings are reviewed within two hours or less of the initial filing — actually 15 minutes or less removing weekends
- 60% of front counter traffic reduced, staff members reallocated to more critical roles
- 6,400 pages per day scanned reduced to <500
- 600 boxes of records per year reduced to 20 boxes
- Fewer boxes means more storage space, repurposed space
- 17,000 file folders annually are eliminated, saving the county $45,000 annually
- $50,000 savings annually from electronically transmitting citations

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QUESTIONS?

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