



Search Case

Case Number, Party Name, or Keyword



Documents



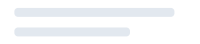
Hearing Calendar

S	M	T	W	T	F
		1	2	3	4
6	7	8	9	10	11
13	14	15	16	17	18
20	21	22	23	24	25

Court Records



Case Details



Public Portal



Search



Case Info



Calendar



Documents

COURT INSIGHTS

Court Insights #02

Why Are Citizens Still Calling For Information That's Already Public?



Best Access
Stronger Courts
Stronger Communities





The Challenge

Every day, courts receive calls asking questions like:

-  Has my case been filed?
-  When is my next hearing?
-  Can I obtain a copy of this document?
-  Has the case been disposed?
-  Where can I find the court record?



In many cases, the information people are looking for is already available as part of the public record.

Even so, court staff continue to spend valuable time responding to phone calls, emails, and visitors seeking routine case information.



Public access is not simply about making records available. It is about making information easy to locate, easy to understand, and available when people need it.



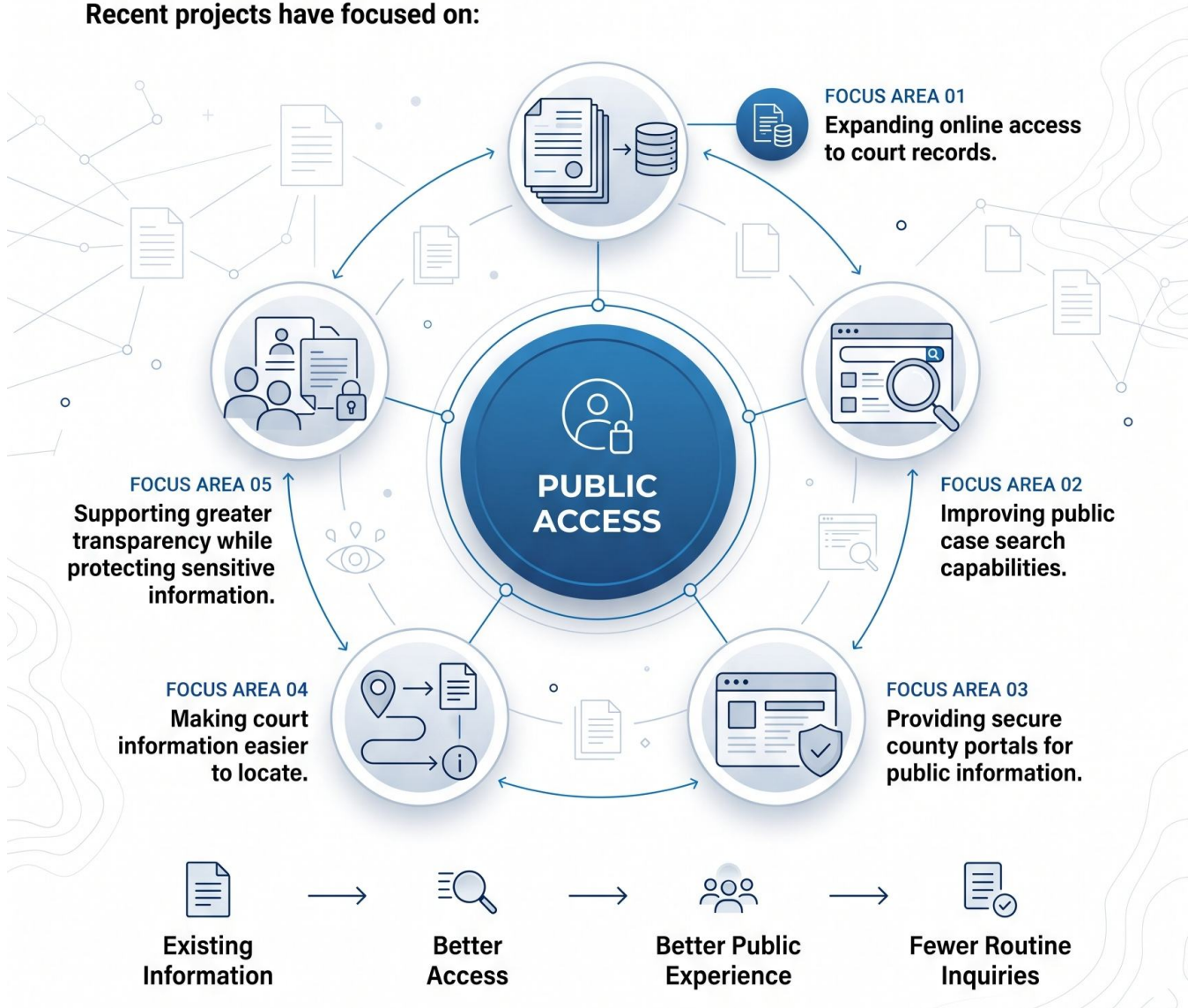
As public expectations continue to evolve, courts are looking for better ways to improve access to information while allowing staff to focus on work that requires their expertise,



What We're Seeing Across Texas Courts

Across Texas, courts are continuing to improve how public information is shared with citizens, attorneys, title companies, and other members of the legal community.

Recent projects have focused on:



Rather than changing what information is available, these efforts are focused on improving how people access the information that already exists. **The result is a better experience for the public while helping reduce routine inquiries received by court staff.**



Why This Matters

Public access is often viewed as a service for citizens.

In reality, it benefits everyone who interacts with the court.



Attorneys

need timely access to case information.



Title companies

rely on accurate public records.



Law enforcement agencies

often need quick access to court information.



Court staff

benefit when fewer routine questions require personal assistance.



When people can quickly locate accurate information online, staff spend less time answering repetitive questions and more time supporting hearings, filings, records management, and other essential court responsibilities.

Improving public access strengthens transparency while helping courts use their time more effectively.



What We're Learning From Texas Courts

One pattern has become increasingly clear through customer conversations and implementation projects.



Courts are not asking for more public information.

They are asking for better access to the information they already maintain.



Whether the discussion involves online case search, public portals, or easier access to court records, the objective remains the same.



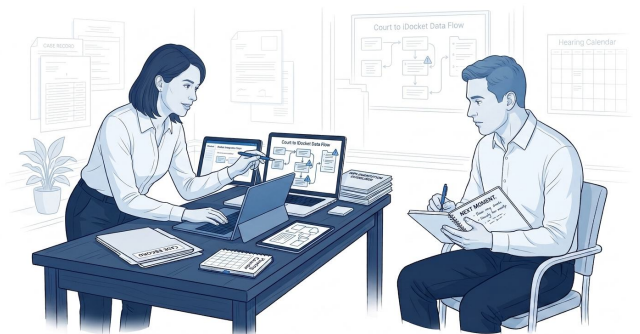
Help people find what they need without creating additional work for court staff.

This shift reflects a broader change in how courts view public access.



It is no longer simply a feature.

It has become an extension of customer service, helping courts improve accessibility while maintaining efficiency behind the scenes.



Public access is no longer just about providing information—it's about providing the **right information, in the right way, at the right time.**



How Courts Are Improving Public Access

Courts are taking practical steps to make public information easier to access while preserving existing court processes.

Some of the improvements being introduced include:



Improving Online Case Search

Making it easier for users to locate case information through more effective search capabilities.



Expanding Secure Public Access

Providing convenient online access to publicly available court information while maintaining appropriate security controls.



Simplifying Access to Court Information

Helping users quickly locate hearing dates, case status, and available public records through county portals.



Continuously Improving the User Experience

Using customer feedback and operational experience to make public access more intuitive and easier to navigate.



Together, these improvements help courts deliver greater **transparency while supporting efficient day-to-day operations.**



Where iDocket Fits

The challenges courts deal with every day are often hidden inside the workflow.

A report that doesn't balance. A filing that's difficult to locate. Information that has to be entered twice. A public user who can't find a record without calling the clerk.

These are the kinds of issues we hear through conversations, support requests, and implementation work with Texas courts.



When the numbers don't line up.

OCA and financial reporting can turn into hours of reconciliation when data is missing, classifications are incorrect, or transactions don't appear where expected.

Examples: Presidio DC, Starr County, Brewster County, Val Verde DC.



When the workflow grows faster than the tools.

Jury management, attorney reporting, compliance, public access, and daily case activity all bring their own requirements.

Technology should keep up with the work, not make staff work around it.



When information exists, but getting to it takes work.

Case searches, court calendars, documents, and property records need to be accessible without turning every request into another task for staff.

Examples: Cameron County and Ruby public access users.



When information has to move between systems.

Court, jail, OCA, eFiling, and county systems don't always speak to each other. Without integration, staff become the connection through manual entry, calls, and repeated data transfers.

Examples: Jim Hogg County, Hidalgo County, Jim Wells County.



When electronic doesn't mean effortless.

An eFiled document still needs to reach the right case. Documents may still need to be indexed, reviewed, signed, recorded, and retrieved.

The goal is not just to make a process digital. It is to remove unnecessary work.

iDocket Solutions



REPORTING
OCA and
financial reporting



PUBLIC ACCESS
Case and records
information



INTEGRATION
Connected county
workflows



DIGITAL WORKFLOWS
eFiling, documents,
signatures and recording



COURT MANAGEMENT
Cases, jurors, attorneys
and compliance



WHAT WE LOOK FOR

A recurring problem is usually a signal that something in the workflow can work better.

iDocket uses court feedback, support requests, implementation experience, and changing requirements to identify those friction points and build practical improvements.



Insights drawn from recurring court support requests, implementation conversations, enhancement work, and operational feedback across Texas courts.



From the Field



Improving public access does not necessarily reduce phone calls overnight. The greatest impact comes when courts consistently provide information that is **accurate, current, and easy to find**.

Over time, attorneys, title companies, law enforcement agencies, and citizens begin to **trust the public portal** as their first source of information instead of their first phone call.



The result is not fewer interactions with the public. **It is more meaningful interactions**, allowing court staff to spend less time answering routine questions and more time assisting with matters that genuinely require their attention.



Public Access Is an Ongoing Process

Public access is not just about putting information online, but ensuring it is accurate, current, easy to find, and genuinely useful to the people looking for it.



Public Access Checklist

A quick self-assessment for your court

Take a moment to view your public portal as though you were using it for the first time. Ask yourself:



Can a first-time visitor locate a case without assistance?



Are hearing dates and case status easy to find?



Is the information current and presented clearly?



Can users quickly determine whether documents are available for public viewing?



Does the search experience help users find information with minimal effort?



Would most routine phone inquiries be answered by the information available online?



If several of these questions are answered with "No" or "Not consistently," there may be opportunities to improve the public experience while reducing routine inquiries received by your office.

COMMITTED TO SUPPORTING COURTS

iDocket is proud to partner with courts across Texas to simplify work, improve efficiency, and enhance service to the public.



Trusted
Technology



Customer
Focused



Secure &
Reliable



Built for
Courts

Next in
COURT INSIGHTS #03 | Docket Preparation

A closer look at the small tasks behind preparing tomorrow's docket and where the process can work better.

The insights shared in this publication are based on recurring implementation experiences, enhancement requests, customer conversations, and operational feedback gathered while supporting courts across Texas.