



DALLAS COUNTY
Jury Services Department



2023-2024 BUDGET PROPOSAL

According to the National Center for State Courts...

"Most Americans are more likely to experience American justice as a juror than any other type of participant in the legal system."

Agenda

1. Mission, Vision, and Values
2. Brief History
3. Current Organizational Chart
4. Daily Jury Service Processes
5. Workload Overview
6. Current State of Jury Services
7. Executive Summary
8. Next steps

MISSION

Dallas County Jury Services is dedicated to facilitating the ability of our citizens to fulfill their role in the justice system.

VISION

To enhance the confidence and satisfaction of our citizens with jury service by assisting judges and court staff with jury management.

VALUES

- Integrity
- Collaboration
- Professionalism
- Responsiveness

Brief History

Jury Pools

2007 – Long Paper Summons - jury service options for disqualification and exemptions; included questionnaire and returned to jury services

2015 – Postcard Summons (state mandated as an option) – guides juror to online questionnaire to be completed before service date.

2021 – Long Paper Summons (Tyler JMS didn't offer postcard) - jury service information options and guides jurors to online questionnaire to be completed before service date.

2023 – Postcard Summons (Tyler JMS postcard introduction) - guides juror to online questionnaire to be completed before service date.

Processes

Before 2007 – Juror bio paper slips were completed by jurors upon arrival and submitted to staff; staff would sort by juror #; copy 3 per page until request amount was assigned to a jury panel.

After 2007 – JMS allowed a digital process to include check-in by scan along with random assignment of panels for the courts, juror requests for exemptions, disqualifications, deferrals, and digital payroll payments.

As of 2021 – Tyler JMS allows for both traditional assignment from jury room jurors and pre-assignment direct to courtroom from responded juror pools. Also, we create and process standby pools for all 11 satellite court locations.

Juror Attendance

Before 2007 – Fill jury room with jurors and fill panel requests until complete or if needed, call in “Standby” jurors. Or/then, release unused jurors.

After 2007 – JMS allowed jury services to keep track of juror status throughout service date until courthouse and justice of the peace panels are filled. Call-in standby process still in effect.

As of 2021 – Tyler JMS allows jury pool creations specific to each JP Court and allows additional jurors to be called off in advance if we know there's only a certain amount needed. Also, we provide “standby” jurors 3-4 days advance notice via email and text message of assignment.

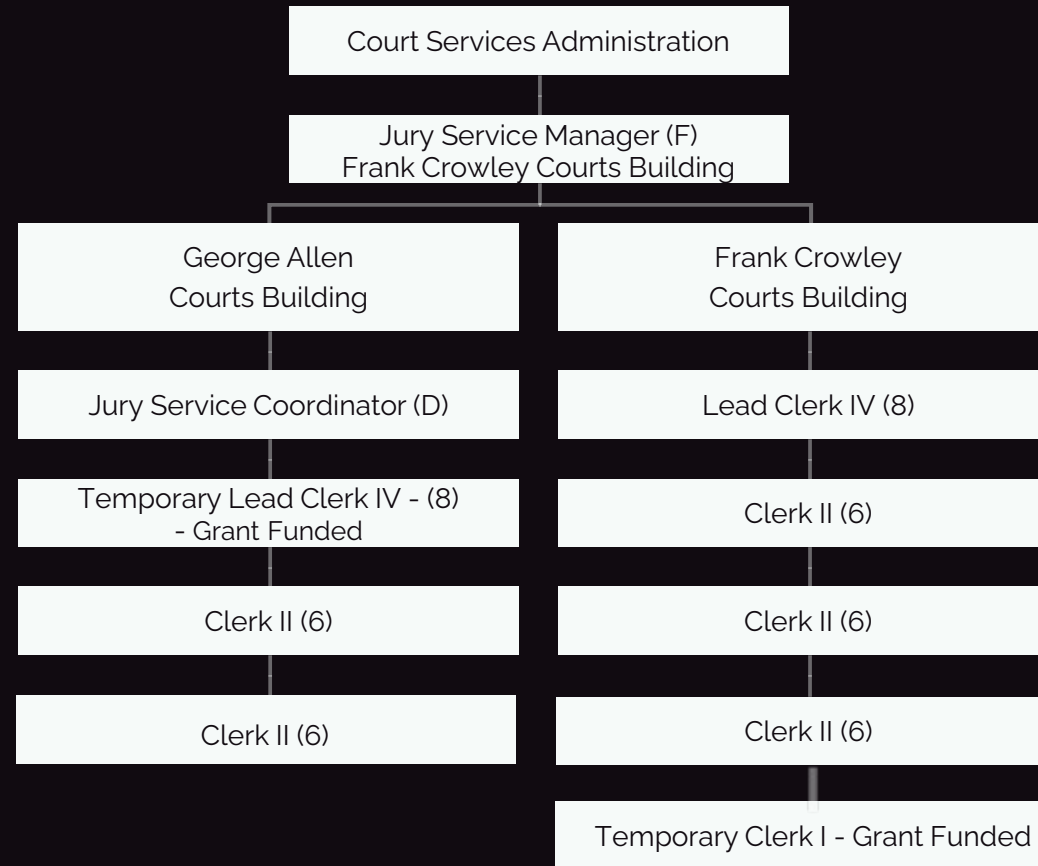
Organizational Structure

Before 2007 – Process was long and tedious with juror bio paper slips being cut, pasted, and then copied.

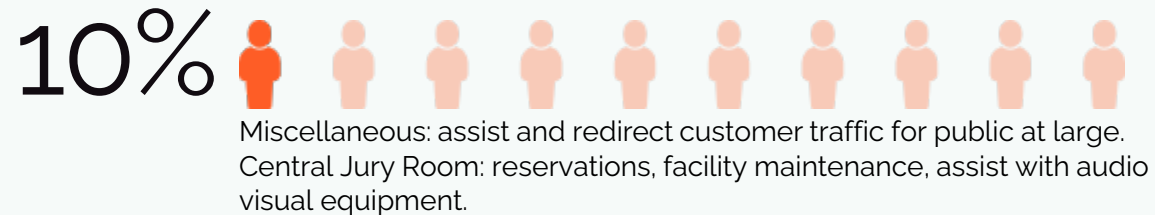
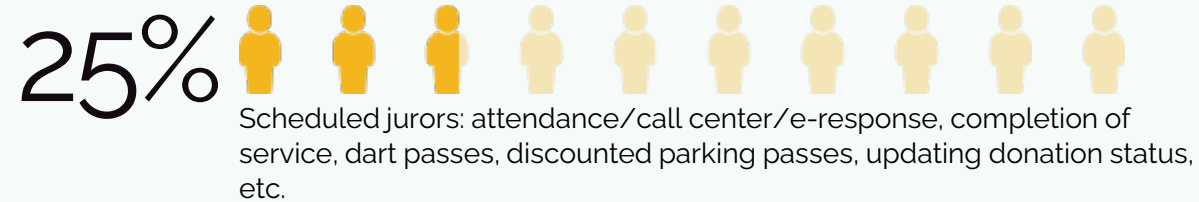
After 2007 – JMS allowed the department to streamline services for a faster and more efficient process. Juror is now able to complete juror questionnaire through online website.

As of 2021 – JMS is performing complex processes for multiple courts that include prescheduling court panels in advance, attending jurors, responding to juror requests for disqualifications, exceptions, deferrals, and a digital juror payroll system.

Jury Services Organizational Chart

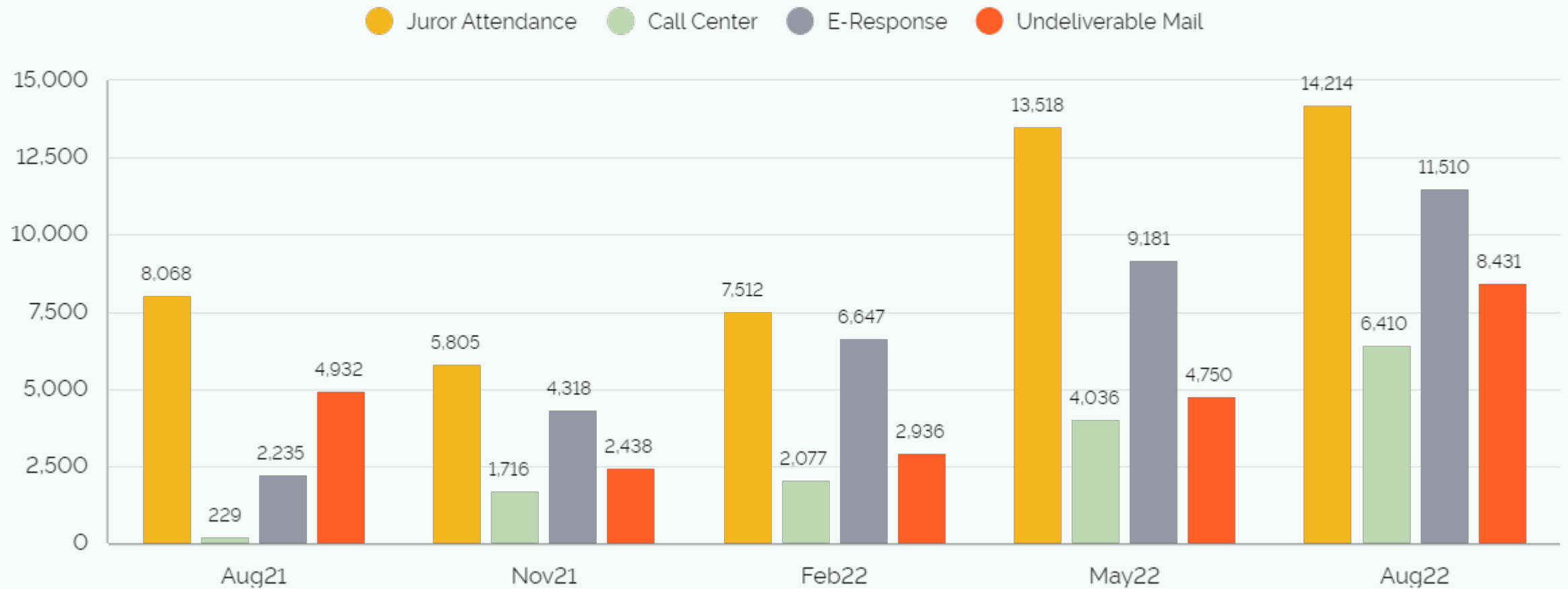


Daily Jury Service Processes



Workload Overview

2021-2022



Current State of Jury Services

Strengths

Small but mighty team who are loyal and dedicated to serving the citizens of Dallas County.

S

Weaknesses

Challenges related to limited staffing and an increased workload.

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Opportunities

Reevaluate workload balance, budget operations, reclassify current positions and request additional personnel.

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Risks

Employee retention, recruitment, poor customer service, low productivity, security risks and fire hazards.

R

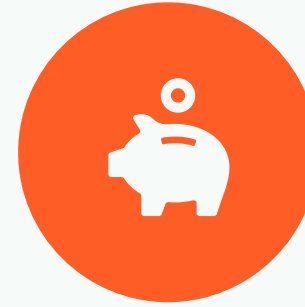
Executive Summary



YTD Growth



Projected Growth



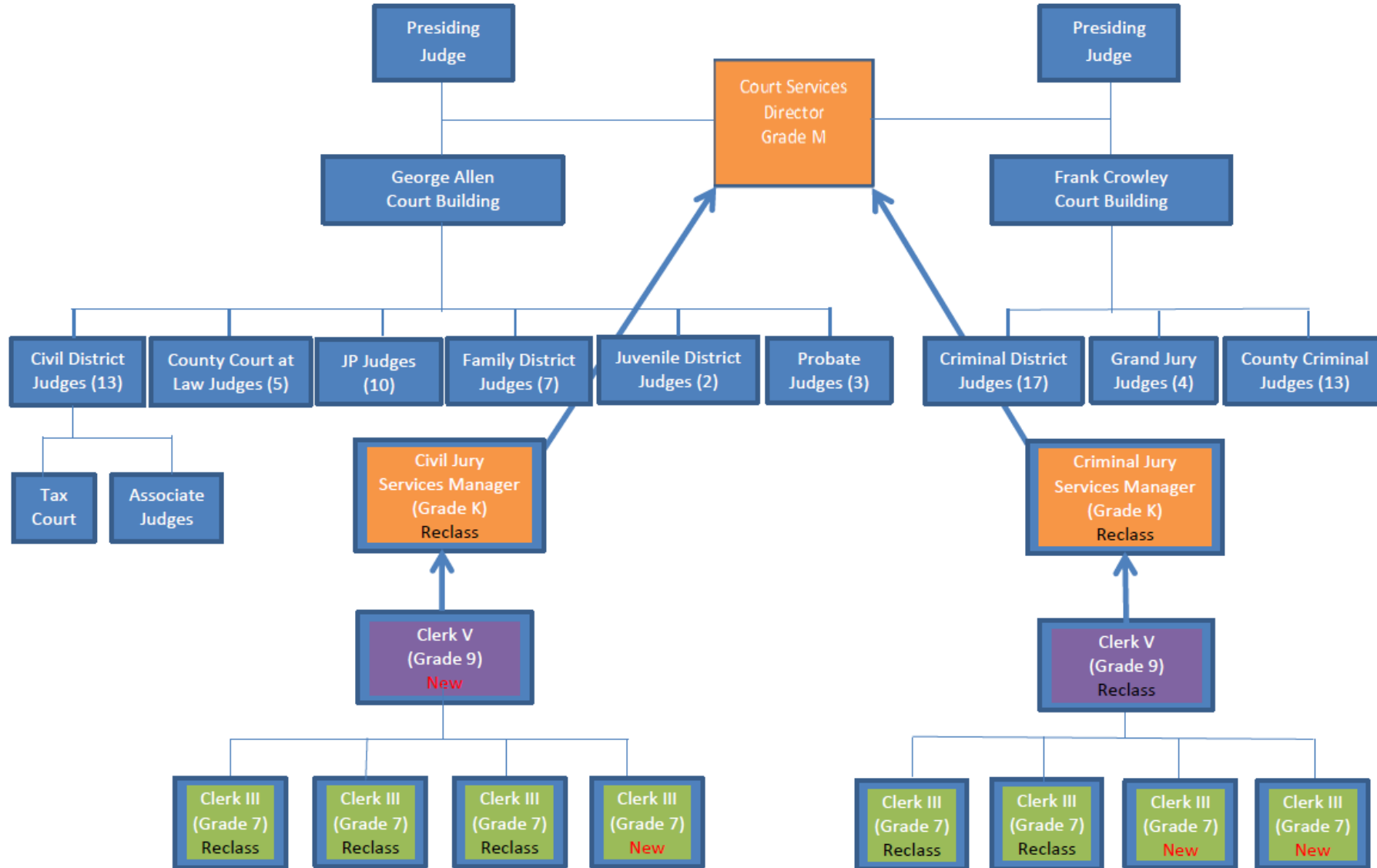
Budget Required

The workload has increased within the past year according to the data provided by Tyler JMS (Jury Management System) generated reports. Prior to the installation of this system in 2021, Jury Services was unable to record such data. Although this tool has been instrumental in helping to manage Jury Services, it has also contributed to the increased volume of work establishing a more complex process by multiple forms of communication to include in-person, email, phone, text messaging, scanning, fax, and the uploading of medical documents, guardianship, death certificates, and other sensitive information in regards to granting and denying juror requests. Additionally, according to Tyler JMS data reports, the show rate for juror participants has increased by approximately 25% which has been a contributing factor as well.

In order for leadership to adequately manage the workload of Jury Services, an analysis was needed which hasn't been done in over ten years. This led to an evaluation of the team's job duties and performance to not only try and create a more equitable workload but to also allocate for additional resources needed. Based on this consideration and approval of requests, the efficiency of Jury Services will result in the development of succeeding effectiveness for employees and customer service for jurors of Dallas County.

Dallas County Jury Services Department

(PROPOSED ORGANIZATIONAL CHART)



Next Steps

1 Reclassifications

2 Additional Staff

3 Budget Line Increases

4 Frank Crowley Renovations



All proposals will help to enhance customer service, improve productivity, and boost employee morale allowing Jury Services the opportunity to better serve the community of Dallas County.