Arlington, TX

- 380,000 citizens
- 7th largest city in Texas
- Approximately 200,000 tickets and citations annually

Business Challenge

- Millions of dollars in uncollected court revenue
- Unbudgeted technical support and consulting expenses
- Inordinately long customer service lines at Arlington Municipal Court
- Cases processed by hand
- Months long wait for trial dates
- The inability to combine multiple citations into one court date

Business Solution

- Tyler Technologies Incode Court Case Management

Business Results

- No longer processing each case by hand
- Collected $1,000,000 in fees during first week of warrant roundup.
- 12% increase in warrants processed
- Failure to appear warrants are issued in hours instead of days

Business Challenge
Improve processes and gain uncollected revenue

The city of Arlington suffered what may be every municipal court's worst nightmare: faulty technology insufficiently supported by an unprepared vendor. Patsy Valentine, retired Arlington City Council member, refers to the experience as "Nightmare on Abram St." Chief Municipal Judge Stewart Milner says, "It was like a bad memory we are trying to forget."

They had signed a deal with a vendor seemingly unable to meet the functional demands of a city the size of Arlington: Cases were being processed by hand, there were long waits for trial dates and trials that couldn't manage multiple citation during a single case visit. With 200,000 tickets and citations issued annually, technology that automated their procedures was vital to ensure that employees were productive and efficient, that case management could be centralized by party and the city could capture uncollected revenue.

The wrong partner not only cost Arlington millions in uncollected court revenue, but also unbudgeted technical support and consulting expenses. Malfunctions included printing receipts with the wrong names to unexplained system-wide outages. Ensuing failures in service – including hours-long waits, long lines, inefficient scheduling and a stream of technical errors – prompted public backlash.

Incode–The Right Partner

The city of Arlington searched for a replacement software solution. Having been seriously burned, they were understandably wary. With the help of an outside consulting service, they undertook a thorough vetting process of potential vendors, which included Tyler Technologies. They visited existing Tyler clients and found the "Incode solution was highly recommended by multiple references," according to former Deputy City Manager Bob Byrd.

Incode is more than a solution for today: it is an investment for the future. Beyond delivering the rich functionality and configurability Arlington needed, Tyler matches Incode's superior functionality with a client-centered company philosophy.

AT A GLANCE

Arlington Municipal Court was facing a crisis. Millions of dollars had been spent and millions had been lost with an unsuccessful computer system that was not only slow and unreliable, but failed to capitalize on the efficiencies of automation that should accompany technology.

The impact of implementing Incode was seen within hours. The Arlington staff had conducted 183 transactions totaling $30,000, significantly increasing the rate of both productivity and revenue.

That impact continues. Since implementing Incode, the city of Arlington has seen:

- Average transaction time plummet by 86%
- Wait time decrease from an hour to about 20 minutes
- Capacity to issue warrants double
- One full-time position freed from hand-processing warrants
- Collections revenue improved
- The last fiscal year generate a record-breaking $11.3 million

Incode's Dramatic Impact: Order in the Court Restored

The operational improvements were immediately apparent. After 18 months of mutual hard work deploying Incode and training new users, Tyler and Arlington staff had prepared as thoroughly as possible. At the go-live event, Tyler staff initially worried about the long lines forming. "But the Arlington staff quickly pointed out that the lines were normal," says Brett Cate of Tyler, who oversaw the event.

Because Tyler views clients as partners-for-life, Tyler invested heavily to ensure the software would meet Arlington's need. The results speak for themselves.

Inside Incode

With a clear and intuitive interface, Incode makes using its extensive functionality a snap. It enables prompt and efficient service by simplifying and streamlining workflow.

- **Insightful:** With decades of experience in the public sector, Tyler matches function and need.

- **Informative:** User-centric platform organizes data and functionality for maximum efficiency.

- **Integrated:** Sharing data and processes throughout the system streamlines workflow.

"[Incode helps us] review cases more accurately and faster to improve productivity and be more efficient."

- Katy Tagg, Support Services Supervisor

As a result, Incode and Tyler Technologies carried Arlington from "many, many irregularities and mismanagement of public dollars," according to former city auditor Umesh Dalal, to empowering the city to "operate at a higher level of efficiency, speeding up the overall administration of justice," in the words of Deputy City Manager Bob Byrd.