



# Communication is Key

Improving the Juror's Service Experience





## **John Arntsen**

Jury Management Solutions Expert,  
Tyler Technologies

# Panelists



**Paula Giaimo Morales**

Jury Bailiff/Administrator  
Tarrant County  
Ft. Worth, Texas



**John Anderson**

Chief Deputy of Operations  
Okaloosa County Clerk of Court  
Crestview, Florida



**Peter Haas**

Chief Information Officer  
Orleans Parish Civil District Court  
New Orleans, Louisiana



## Tarrant County Ft. Worth, Texas

### Population

More than 1.8 million

### Ranking

3<sup>rd</sup> largest county in Texas

15<sup>th</sup> in U.S. by population

### Courts

51 courts



## Okaloosa County Crestview, Florida

### Population

More than 210,738

### Ranking

26<sup>th</sup> largest county in the US

26<sup>th</sup> out of 67 largest counties in Florida

### Courts

2 criminal/civil courts that perform jury trials



## Orleans Parish New Orleans, Louisiana

### Population

More than 390,145

### Ranking

3<sup>rd</sup> out of 64 largest parishes in Louisiana

### Courts

2 criminal/civil courts



# Courts After COVID-19

Preparing for a post-pandemic reality





The pandemic uncovered a  
**crisis in our court system**



A man with glasses and a beard, wearing a light blue shirt, is seated at a desk in an office, looking down at a laptop. In the foreground, a bronze statue of Lady Justice stands prominently, holding scales of justice in her right hand and a sword in her left. The background is a blurred office environment with large windows and modern lighting.

We need to use technology  
to be **more responsible**

Find **more info** at [tylertech.com/CourtsBooth](https://tylertech.com/CourtsBooth)



### **Improving Juror Communication**

Courts can notify jurors in advance of their service and jurors can respond to jury summons or questionnaires online.



### **Hosting Hearings Virtually**

Rather than physically going to the courthouse, you can allow defendants to attend a hearing online



### **Preventing Case Backlog**

With ODR, you can decrease the number of cases pending on your docket when court finally resumes



### **Empowering Defendants**

Using technology, you can give defendants the tools they need to resolve their cases in a timely manner



### **Leveraging the Cloud**

Access your court's information from anywhere knowing your data is protected with the highest level of security

## Contact Us



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