



Lewisville, TX

Digitally Transforms Their Municipal Court Experience



Nearly \$4M
in collections

10%
Increase in case
clearance post-COVID

Nearly 500
registrants through online
jury registration in first year

OVERVIEW

While many cities leveraged digital solutions to keep municipal courts running during the COVID pandemic, the City of Lewisville, TX, used the opportunity to approach larger issues as well. Their digital transformation increased sensitivity to the needs of residents and court users, improved access and convenience for defendants wanting to resolve their cases, and changed the culture of the court to a service-oriented approach that could be seen as more fair and equitable to more people.

SITUATION

A suburban community of the Dallas-Fort Worth metroplex, Lewisville, TX, sits near the hub of big city activity, while providing a respite from its stress and hassles. While that proximity can create opportunities for business and culture for residents and visitors alike, when it comes to civic issues, such as appearances in municipal court, the small community can often find it difficult to bring those from the big city back to town.

SOLUTION

The City of Lewisville, TX, turned to Granicus and tools such as govAccess to create a digital experience that reached residents in multiple user-friendly channels and helped them find answers to their questions, provide instructions, and offer defendants the opportunity to resolve their cases in a more convenient and efficient manner.

RESULTS

Lewisville has seen increased court disposition and clearance rates, improved defendant court attendance, a reduction in excessive warrants and failure to appears, and increased sagging collection rates.

MUST HAVE SOLUTION

govAccess

“ It makes people feel heard. It’s not like we’re trying to avoid resolution of these cases. We want you to have your day in court. [...] We want you to be heard, and we want it to be easy.”

Jeremy Leonard,
Manager of Court Services,
Lewisville, TX