



Municipal Courts Department

FY2021 General Fund Zero Based Budget

April 30, 2020

Presented By:
J. Elaine Marshall
Director and Presiding Judge

Program Organizational Chart

Allocated Programs

(in thousands)



GENERAL FUND
MUNICIPAL COURTS
Projected Budget: \$30,047
FTEs: 259.7

ADMINISTRATIVE SERVICES PROGRAM ***(ALLOCATED)***

FY21 Budget \$3,071
FTEs: 12.4

This Program provides staffing, supplies and services related to the direct oversight of facilities management, central mailroom operations, building security, employee safety, staff wellness and training initiatives, budgeting, procurement, financial reporting to internal and external stakeholders, and contract administration.

This Program also includes funding for non-IT revolving costs, and is the source for all General Fund revenue activity.

SYSTEM SUPPORT PROGRAM ***(ALLOCATED)***

FY21 Budget \$4,573
FTEs: 0.00

This Program provides a funding source for all IT-related revolving costs, Scofflaw Program related costs, and system maintenance contractual costs for the Court's CSMART case management system.



Program Organizational Chart

(in thousands) *(1 of 2)*

GENERAL FUND
MUNICIPAL COURTS
Projected Budget: \$30,047
FTEs: 259.7

PROGRAM 1:
CASH MANAGEMENT
SERVICES

FY21 Budget \$6,035
FTEs: 60.5

This Program provides cash management services including cashiers at all court locations who process payments and provide support to the parking adjudication section, central money room operations, the reconciliation of daily cash/credit card transactions, jail bonding services, and the processing of all court actions received by mail/email.

This Program also has oversight of fee-based notary and printing services for the public.

PROGRAM 2:
COURT OPERATIONS
SERVICES

FY21 Budget \$10,028
FTEs: 96.9

This Program provides direct oversight of pre-court services including data entry, scanning, affiant and quality control, courtroom docket support services at all court locations, as well as post-court services that include warrant verification and bond administration.

This Program also has oversight of processing all criminal record expungement requests and ensuring compliance with record retention policies.

PROGRAM 3:
COLLECTIONS AND
COMPLIANCE SERVICES

FY21 Budget \$2,852
FTEs: 26.9

This Program provides direct oversight of internal and external collection activities and contracts, including managing the Collections Master Agreement.

This Program is responsible for internal/external reporting and audit compliance, review, development and compliance with Department and City policies.

It also oversees the Deferred Payment Program that provides assistance to defendants that have requested payment plans to comply with court orders, including resolution through alternative methods.

Program Organizational Chart

(in thousands) *(2 of 2)*



GENERAL FUND
MUNICIPAL COURTS
Projected Budget: \$30,047
FTEs: 259.7

PROGRAM 4:
PUBLIC INFORMATION SERVICES

FY21 Budget \$756
FTEs: 5.8

This Program provides direct oversight of public information functions including clearance letters for employment/military purposes, responding to requests for court-related information and media inquiries.

This Program is also responsible for coordinating press releases, updating web information, posting information on social media sites, scheduling community outreach initiatives, including educational court tours, and serving as Council and legislative liaison.

PROGRAM 5:
JUDICIAL OPERATIONS SERVICES

FY21 Budget \$10,376
FTEs: 69.6

This Program provides staffing, supplies and services related to the direct oversight of arraignment and trial dockets, jail dockets, specialized dockets including Impact, Homeless Outreach, Veteran, Prostitution Diversion, and Annex court services.

In partnership with ARA, this Program oversees the adjudication of parking citation disputes and ordinance violation hearings. It also manages jury service operations, the Juvenile Case Manager Program and the Teen Court Program, and provides day/evening magistrate services to law enforcement.

Also included in this Program are mandated court services to the public such as language access, legal representation and court reporters, as well as the fee-based wedding initiative.

General Fund Revenue Overview

(\$ in thousands)



Category	FY19 Actual	FY20 Projected Current Budget	<u>FY20 Estimates</u>	<u>FY21 Projected</u>	<u>Variance FY21 Projected/ FY20 Estimates</u>	% Change
CHARGES FOR SERVICES	Less than 1k	Less than 1k	Less than 1k	Less than 1k	0	0%
DIRECT INTERFUND SERVICES	386	386	490	500	10	2%
MUNICIPAL COURTS FINES AND FORFEITS	21,702	22,573	19,744	19,744	0	0%
OTHER FINES AND FORFEITS	3	4	4	4	0	0%
MISCELLANEOUS/OTHER	456	464	460	460	0	0%
TOTAL:	22,547	23,427	20,698	20,708	10	Less than 1%



General Fund Expenditure Overview

(\$ in thousands)

Category	FY19 Actual	<u>FY20 Projected Current Budget</u>	FY20 Estimates	<u>FY21 Projected Budget</u>	<u>Variance FY21 Projected/ FY20 Projected Current Budget</u>	% Change
PERSONNEL	22,676	23,343	22,839	23,567	224	1%
SUPPLIES	130	178	120	126	-51	-29%
RESTRICTED ACCOUNTS*	3,064	3,975	3,940	4,026	50	1%
SERVICES (CONTRACTS)	2,463	2,193	2,197	2,184	-9	-less than 1%
EQUIPMENT	1	13	17	14	1	8%
TRANSFERS/DEBT	130	130	130	130	0	0%
TOTAL:	28,464	29,832	29,243	30,047	215	1%

*Restricted Accounts -Budget includes service chargeback accounts for items such fuel, electricity, IT accounts, etc.

See Appendix for more details



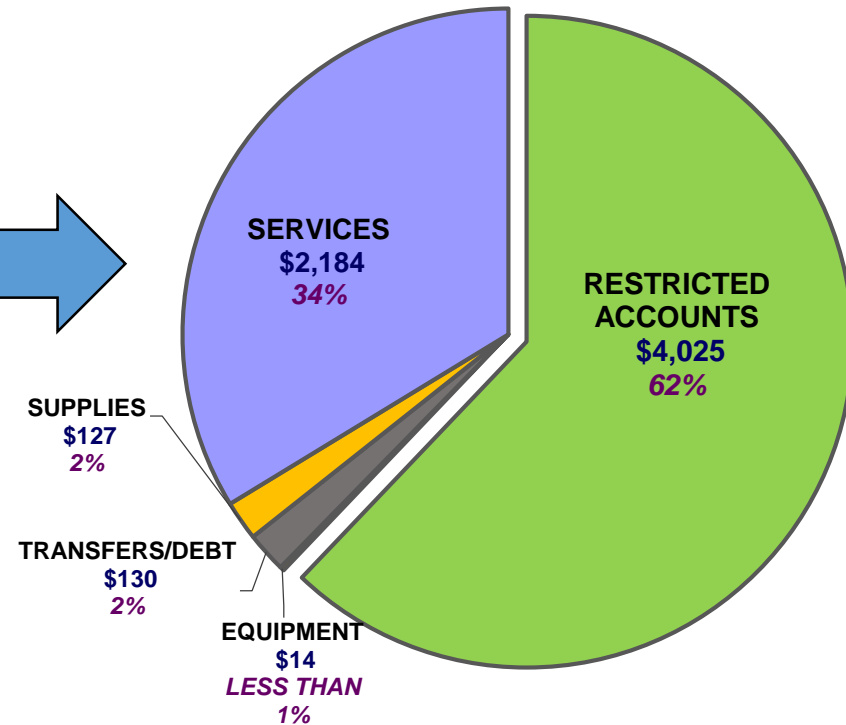
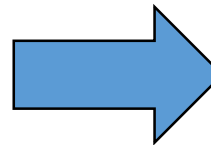
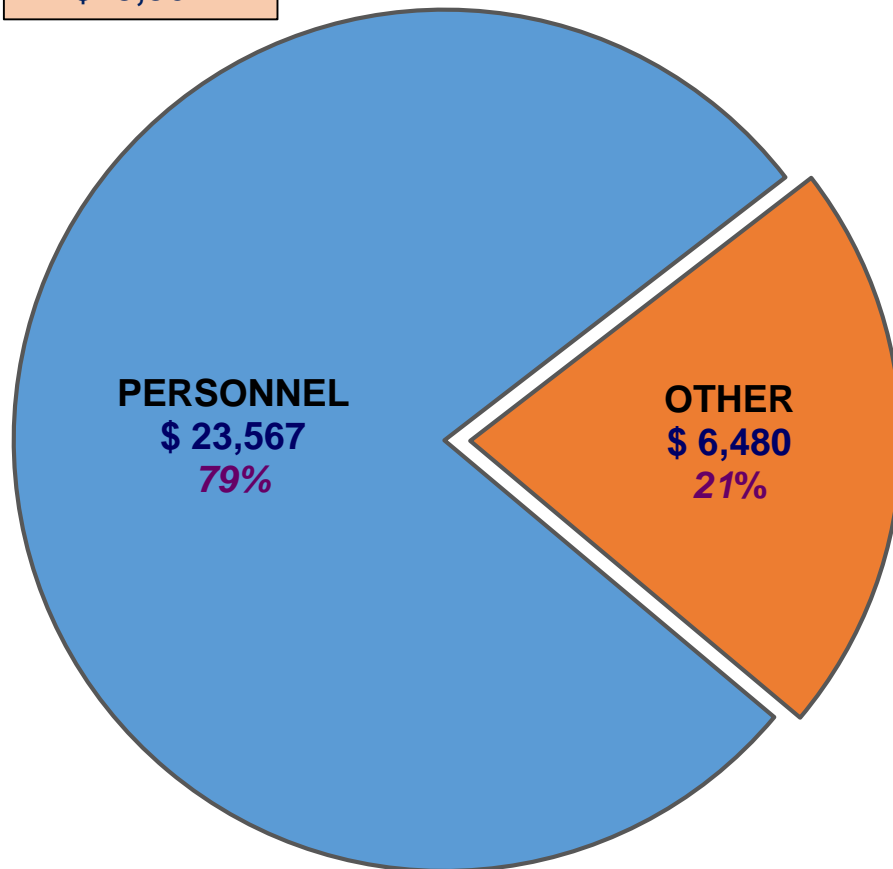
FY2021 Personnel vs Non Personnel

(in thousands)

FY2021 Projected Budget
\$30,047

PERSONNEL
\$23,567

OTHER
\$6,480



FY2021 Budget Expenditure Net Change

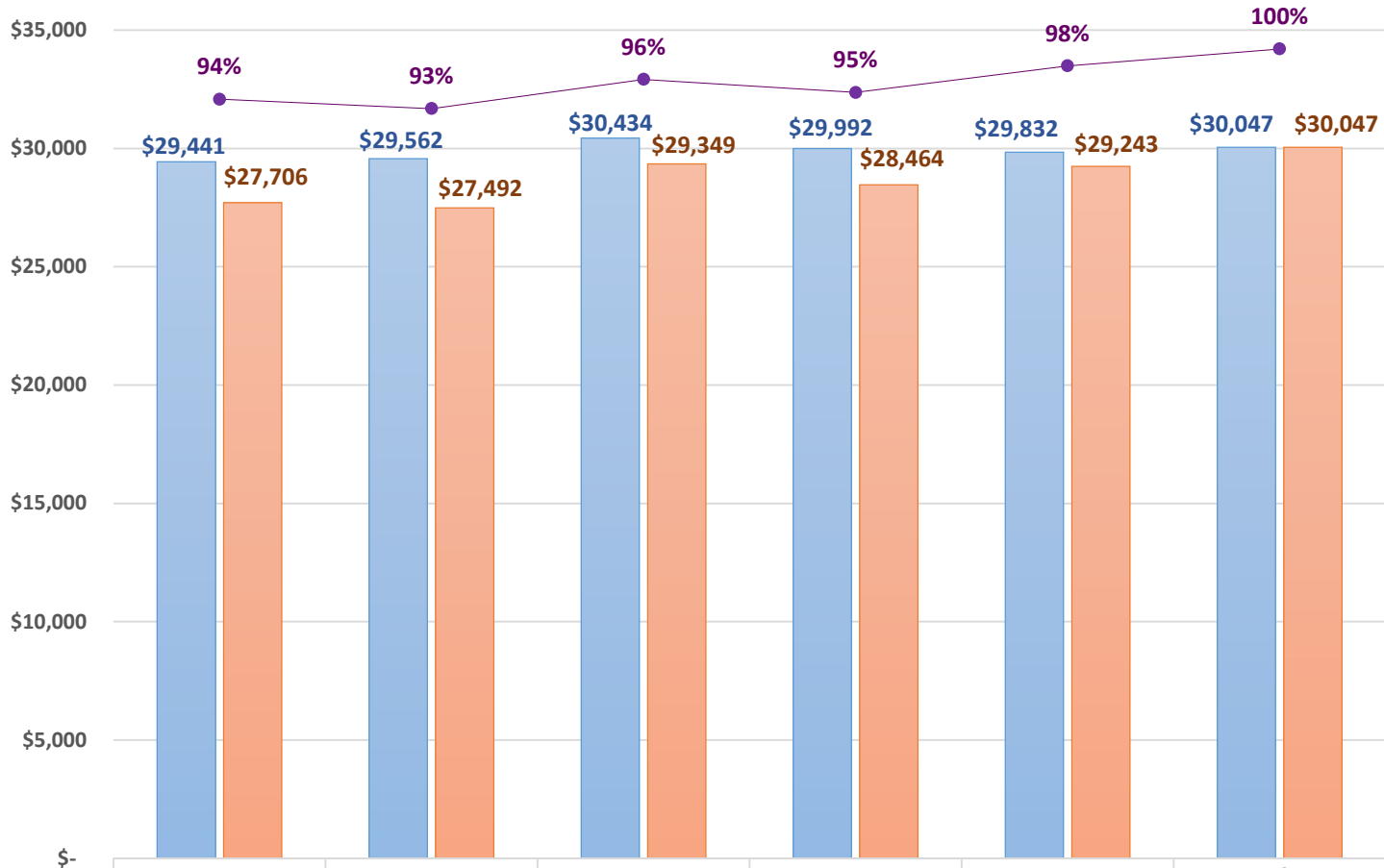
(in thousands)



FY2021 General Fund Budget Expenditures Net Change to FY2020 Current Budget		
FY2020 Current Budget:		Notes:
Operating Budget	\$ 25,727	
Restricted Budget	4,105	1
FY2020 Current Budget:		
	\$ 29,832	
Explanation of FY2020 Incremental Increase/(Decrease)		
Operating Budget Adjustments:		
Budget reduction initiatives	0	
Personnel budget utilization savings	0	
Subtotal Operating Budget Adjustments	0	
% Change from FY20 Operating Budget:		0.0%
Contractual or Mandated Adjustments:		
Health Benefits Active Civilian	\$ (78)	
Hope Increase	194	
Municipal Pension	37	
Classified Pension (if applicable)	-	
Restricted Accounts	62	
Program Adjustment	-	
Subtotal Contractual/Mandated Increases:		\$ 215
FY2021 Proposed Budget:		
Operating and Contractual Adjustments	\$ 215	
FY2021 Proposed Budget		\$ 30,047
% Change from FY20 Current Budget:		0.7%
Notes:		
1. Restricted Budget includes chargeback accounts including: Fleet-related, Electricity, Natural Gas, IT-Related, HR, KRONOS, Insurance, GIS, Debt Service		

Budget History

(in thousands)



	FY16 ACTUAL	FY17 ACTUAL	FY18 ACTUAL	FY19 ACTUAL	FY20 ESTIMATE	FY21 PROPOSED
ADOPTED BUDGET	\$29,441	\$29,562	\$30,434	\$29,992	\$29,832	\$30,047
ACTUAL/ESTIMATE	\$27,706	\$27,492	\$29,349	\$28,464	\$29,243	\$30,047
PERCENT BUDGET SPENT	94%	93%	96%	95%	98%	100%



Program Details

Program 1

(in thousands)



PROGRAM NAME:	CASH MANAGEMENT SERVICES
Program Description:	This Program provides staffing, supplies and services related to the direct oversight of cash management services including cashiers at all court locations who process payments and provide support to the parking adjudication section, central money room operations, the reconciliation of daily cash/credit card transactions, jail bonding services, and the processing of all court actions received by mail/email. This Program also has oversight of fee-based notary and printing services for the public.
Program Deliverables:	In FY19, this Program handled 287,915 credit card/cash transactions received in person, by mail and email, processing 71,972 attorney reset and bond requests, and conducted 355,853 quality control reviews of transactions.
Plan Houston:	SPEND MONEY WISELY
Staffing / FTE Count:	60.5 FTEs
Significant Changes:	The FY21 costs include HOPE, Pension and Health benefits changes. FY19-21 costs below also includes allocated costs/FTEs from the Administrative Services and System Support Programs.

FY2019 ACTUAL	FY2020 CURRENT BUDGET	FY2020 ESTIMATE	FY2021 PROJECTED BUDGET
\$5,654	\$6,015	\$5,938	\$6,035

* FY2021 Projected Budget represents funding to continue the level of services currently provided

** Items that are not included in the FY2021 Projected Budget may include initiatives enhancements to expand program or/and reduction initiatives as part of efficiencies.

Program 2

(in thousands)



PROGRAM NAME:	COURT OPERATIONS SERVICES
Program Description:	This Program provides staffing, supplies and services related to the direct oversight of pre-court services including data entry, scanning, affiant, quality assurance, courtroom support services at all court locations, as well as post-court services that include warrant verification, jail booking, and bond administration. This Program also has oversight of processing all criminal record expungement requests and ensuring compliance with record retention policies.
Program Deliverables:	In FY19, this Program conducted 16,365 warrant inquiries for law enforcement, which resulted in 7,967 warrants being verified, data entered 218,481 violations, and handled 179 expunction requests.
Plan Houston:	NURTURE SAFE AND HEALTHY NEIGHBORHOODS
Staffing / FTE Count:	96.9 FTEs
Significant Changes:	The FY21 costs include HOPE, Pension and Health benefits changes. FY19-21 costs below also includes allocated costs/FTEs from the Administrative Services and System Support Programs.

FY2019 ACTUAL	FY2020 CURRENT BUDGET	FY2020 ESTIMATE	FY2021 PROJECTED BUDGET
\$9,537	\$10,092	\$9,778	\$10,028

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Program 3

(in thousands)



PROGRAM NAME:	COLLECTIONS AND COMPLIANCE SERVICES
Program Description:	This Program provides staffing, supplies and services related to the direct oversight of internal and external collection activities and contracts including managing the Collections Master Agreement. This Program is also responsible for internal/external reporting and audit compliance, review, development and compliance with Department and City policies. It also oversees the Deferred Payment Program that provides assistance to defendants that have requested payment plans to comply with court orders, including resolution through alternative methods.
Program Deliverables:	In FY19, this Program's in-house collection team collected \$1.8M, the external vendors collected \$7.9M delinquent fines, and processed \$646,325 in initial payments related to the MCD Deferred Payment Program.
Plan Houston:	SPEND MONEY WISELY
Staffing / FTE Count:	26.9 FTEs
Significant Changes:	The FY21 costs include HOPE, Pension and Health benefits changes. FY19-21 costs below also includes allocated costs/FTEs from the Administrative Services and System Support Programs.

FY2019 ACTUAL	FY2020 CURRENT BUDGET	FY2020 ESTIMATE	FY2021 PROJECTED BUDGET
\$2,633	\$2,827	\$2,855	\$2,852

* FY2021 projected budget represents funding to continue the level of services currently provided

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Program 4

(in thousands)



PROGRAM NAME:	PUBLIC INFORMATION SERVICES
Program Description:	This Program provides staffing, supplies and services related to the direct oversight of public information functions including clearance letters for employment/military purposes, responding to requests for court-related information and media inquiries. This Program is also responsible for coordinating press releases, updating web information, posting information on social media sites, scheduling community outreach initiatives, including educational tours, and serving as Council/legislative liaison.
Program Deliverables:	In FY19, this Program processed 2,963 open record requests, including clearance letters and request for records, generated 168 social media posts, including Facebook, Instagram, and official Press Releases, and hosted 18 school tours.
Plan Houston:	COMMUNICATE CLEARLY AND WITH TRANSPARENCY
Staffing / FTE Count:	5.8 FTEs
Significant Changes:	The FY21 Budget variance is attributed to the realignment of Public Information Office staff from the Administrative Services Program in FY21 in an effort to better define services. The FY21 costs include HOPE, Pension and Health benefits changes. FY19-21 costs below also includes allocated costs/FTEs from the Administrative Services and System Support Programs.

FY2019 ACTUAL	FY2020 CURRENT BUDGET	FY2020 ESTIMATE	FY2021 PROJECTED BUDGET
\$213	\$235	\$232	\$756

* FY2021 projected budget represents funding to continue the level of services currently provided

** Items that are not included in the FY2021 Projected Budget may include initiatives enhancements to expand program or/and reduction initiatives as part of efficiencies.

Program 5

(in thousands)



PROGRAM NAME:	JUDICIAL OPERATIONS SERVICES
Program Description:	This Program provides staffing, supplies and services related to the direct oversight of arraignment and trial dockets, jail dockets, specialized dockets including Impact, Homeless Outreach, Veteran, Prostitution Diversion, and Annex court services. In partnership with ARA, this Program oversees the adjudication of parking citation disputes and ordinance violation hearings. It also manages jury service operations, the Juvenile Case Manager Program and the Teen Court Program, and provides day/evening magistrate services to law enforcement. Also included in this Program are mandated court services to the public such as language access, legal representation and court reporters, as well as the fee-based wedding initiative.
Program Deliverables:	For FY19, this Program handled 1.1 million docketed cases, processed 3,500 Blood Search Warrants, its Teen Court Program has 122 participants who have presided over 100 cases and has a waiting list of eager students, Judges performed 1,462 weddings that generated \$168.280, held various monthly specialized dockets, and held 22,000 parking citation dispute hearings.
Plan Houston:	NURTURE SAFE AND HEALTHY NEIGHBORHOODS
Staffing / FTE Count:	69.6 FTEs
Significant Changes:	The FY21 costs include HOPE, Pension and Health benefits changes. FY19-21 costs below also includes allocated costs/FTEs from the Administrative Services and System Support Programs.

FY2019 ACTUAL	FY2020 CURRENT BUDGET	FY2020 ESTIMATE	FY2021 PROJECTED BUDGET
\$10,431	\$10,663	\$10,431	\$10,376

* FY2021 Projected Budget represents funding to continue the level of services currently provided

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Restricted Account Details

GL Description	Justification & Cost Drivers
Fuel	Fuel Program operates and manages all City owned fuel sites. Expense explanation - Fuel services are driven primarily by market pricing
Application Services	Costs include Microsoft Enterprise licenses, 3-1-1 maintenance support and applications, SAP licenses maintenance and support, various Enterprise Application and Server support personnel, CSMART (MCD Only), eSignature, Project Management, Infor, eDiscovery, Cyber Security Office software and support, HITS Budget support via the Finance Department, eSignature
Insurance Fees	Cost increase for property insurance premium.
Electricity	Responsible for administering the electricity accounts for the City. Program is responsible for overseeing procurement contracts, forecasting, providing price certainty, and financial reporting. Electricity expenses are projected to be lower than the previous year as a function of the competitive bidding process.
Natural Gas	Responsible for administering the natural gas accounts for the City. Program is responsible for overseeing procurement contracts, forecasting, providing price certainty, and financial reporting. Natural gas expenses are projected to be lower than the previous year due to current market conditions and locking in a rate favorable to the City.
Data Services	Costs associated with software and maintenance support contracts required to maintain city networks, applications, desktop devices, servers, payment card industry security, storage devices, cloud services, telephone systems and network equipment including Phonoscope circuits. Contracts cover Antivirus, Firewall and Network backup systems. Also, the Data Center costs are included in the Data Services restricted account.
Voice Services	Monthly costs for Voice/Communication Services. The services include: Local landlines, voice/data circuits, long distance, 1-800 numbers, calling cards, language lines, Citywide ISP/Internet Access. The major vendors are ATT, Department of Information Resources (DIR), Verizon and Century Link.
Voice Labor	Labor costs and parts needed to perform work associated with installation and/or upgrades of telephone systems and cabling. The sole vendor is Selrico.
GIS Revolving Fund Services	Personnel, software licenses and maintenance costs associated with the city of Houston's Enterprise Geographic Information System (EGIS)
Voice Services - Wireless	Monthly charges for Verizon Business services and mobile devices including cell phones, air cards and tablets.
Interfund HR Client Services	Include HR operation cost reflecting health benefits and restricted accounts increase.
KRONOS Service Chargeback	Software license and maintenance costs associated with the city of Houston's Time and Attendance System (KRONOS)
Drainage Fee Service Chargeback	Fee is based on impervious service.
Interfund Permit Center Rent Chargeback	The cost include the HPC Point of Sale cost increase for credit card merchant fee, and lease cost increase.
Interfund Vehicle Services	Provides repair, maintenance, and administrative support for all city departments' rolling stock equipment. Expense explanation - Vehicle Services are projected to increase driven by part cost, contractual increases, and an aging vehicle population.
Interfund Radio System Access	Due to the consolidation of the radio group in General Fund to revolving fund for HITS. This group is responsible for the operation and maintenance of the City's public safety radio system.



Appendix

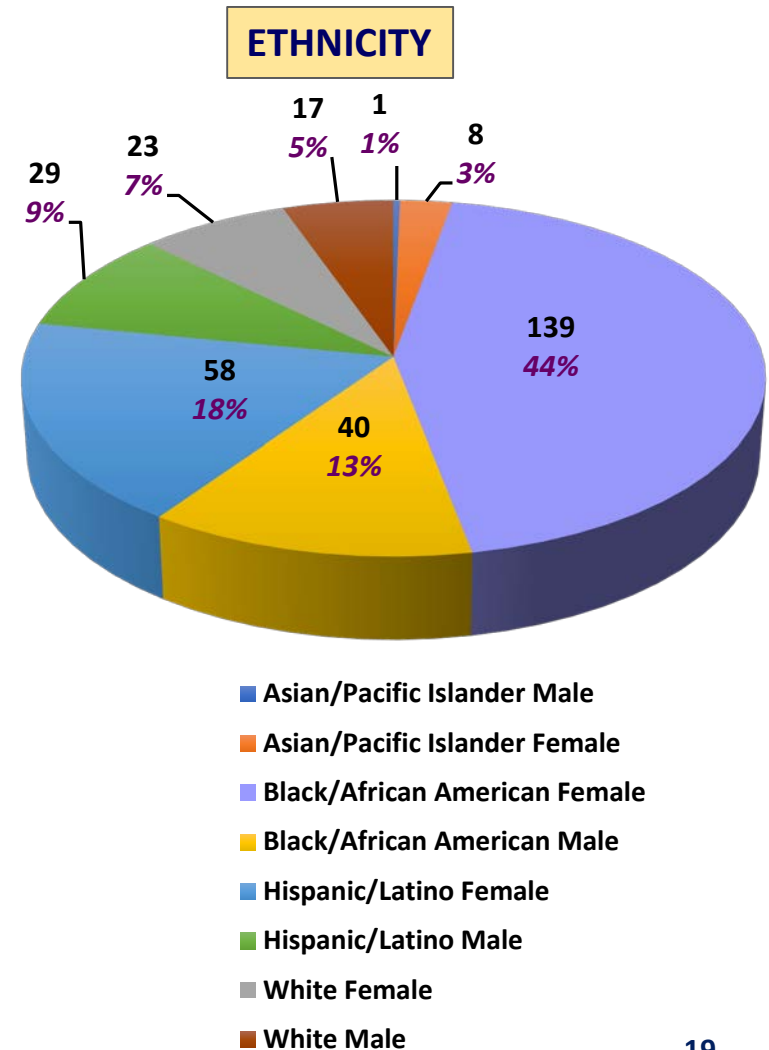
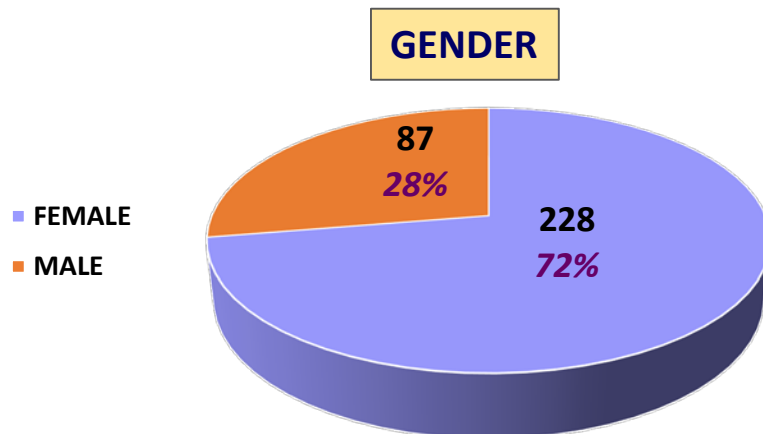
- MCD Org Chart
- MCD Demographic Breakdown (*Gender & Ethnicity*)
- FY2020 Accomplishments
- MCD FY2020 Customer Satisfaction Survey





FY2021 Demographics (All Funds)

CLASSIFICATION	TOTAL COUNT	%
Asian/Pacific Islander Male	1	1%
Asian/Pacific Islander Female	8	3%
Black/African American Female	139	44%
Black/African American Male	40	13%
Hispanic/Latino Female	58	18%
Hispanic/Latino Male	29	9%
White Female	23	7%
White Male	17	5%
TOTAL:	315	100%





FY2020 MCD Accomplishments

- Successful ongoing scheduling of dockets, personnel and other court services, including parking adjudication, following the 2017 total loss of 1400 Lubbock basement area.
- Successful *Spring 2020 Amnesty Program*.
- Go-live of two temporary courtrooms to alleviate overcrowded 2nd floor courtrooms.
- Expansion of *Teen Court Program*.
- Participating in the City-wide *Vision Zero* initiative with the goal of zero traffic fatalities by 2030.
- Continued truancy prevention at target Houston ISD and Spring Branch ISD middle and high school campuses through the MCD Juvenile Case Manager Program.
- Expansion of grant funding through the Office of the Governor, Juvenile Case Manager Truancy Prevention Initiative.
- Houston Municipal Courts received Honorable Mention for the 2020 Texas Municipal Courts Education Center's *Traffic Safety Award*.
- Continued security and safety initiatives, including CJIS compliance for all staff and contractors.
- Planning/application/approval process complete for a *Satellite Passport Office* to be offered at two Court locations. Go-live expected in early FY2021.



FY2020 MCD Accomplishments (cont.)

- MCD hosted **ALCOHOL AND DISTRACTED DRIVING AWARENESS MONTH** events including:
 - ❖ *Distracted Driver* live demonstration.
 - ❖ *Talk, Text, Crash* simulator, provided by Texas A&M's AgriLife Extension
 - ❖ *Fatal Vision Goggles*, which duplicate the effects of alcohol on one's vision and mimics alcohol impairment, provided by Mothers Against Drunk Driving (M.A.D.D.) and the Houston Police Department's Traffic Safety Enforcement DWI Taskforce.
- Successful implementation of *Veteran's Court* that is now held monthly.
- Judges and Court staff participated in *Turnaround Houston Readiness Fair*, and partnered with Harris County in the *Make it Right* initiative to help the public resolve outstanding court matters.
- Hosted *Municipal Courts Week* events (Fall), and *Public Service Recognition Week* events (Spring). These events include juror recognition day, various community clinics held at libraries and multi-purpose centers, and others.
- MCDs Juvenile Case Managers hosted a table at the *Mayor's Back to School* event.
- Participation in the *My Brother's Keeper Youth Justice Council* by our Juvenile Case Manager Program.



FY2020 Customer Satisfaction Survey

The FY2020 Customer Satisfaction Survey was conducted at the Court's central and five satellite locations. Approximately 68% of the 236 citizens participating in survey were taken at central location. This year's survey yielded the highest combined rating on record, with 5 being the highest possible score. The central location posted an overall 4.68 score (96% favorable), and the satellite locations a combined overall rating of 4.65 (96% favorable). The citizens that participated in the survey at the satellite locations continue to express their joy in having access to a court facility in their community alleviating the trip downtown to settle court business.

Below are the FY2020 Customer Satisfaction survey questions and their overall scores:

SURVEY QUESTION	RATING	FAVORABLE %
The information I received was easy to understand	4.67	97%
The forms I needed were easy to understand	4.68	97%
I felt safe in the courthouse	4.79	97%
I was here a reasonable amount of time	4.58	94%
I easily found the courtroom or office I needed	4.70	95%
The Court's hours of operation are good	4.59	96%
The way my case was handled was fair	4.60	94%
I was treated with courtesy and respect by the Judge	4.68	96%
I was treated with courtesy and respect by the Bailiff	4.68	96%
I was treated with courtesy and respect by the Courtroom Clerk	4.78	98%
I was treated with courtesy and respect by the Cashier	4.79	98%
I was treated with courtesy and respect by the Adjudication Hearing Officer (Parking)	4.70	97%
I know what to do next about my case	4.79	98%
I was treated with courtesy and respect by Security	4.79	97%
I was treated with courtesy and respect by the Deferred Payment Compliance Officer	4.75	97%
The Deferred payment compliance officers explained my options in detail	4.78	98%
Overall, the building was clean	4.75	97%

Questions?



The mission of the Municipal Courts Department is to provide an accessible legal forum for individuals to have their court matters heard in a fair and efficient manner while holding to a high standard of integrity, professionalism and customer service.