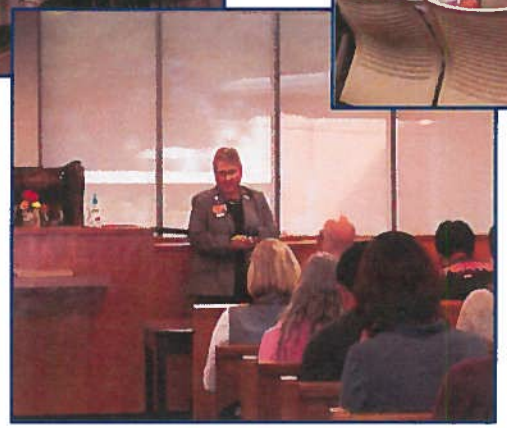
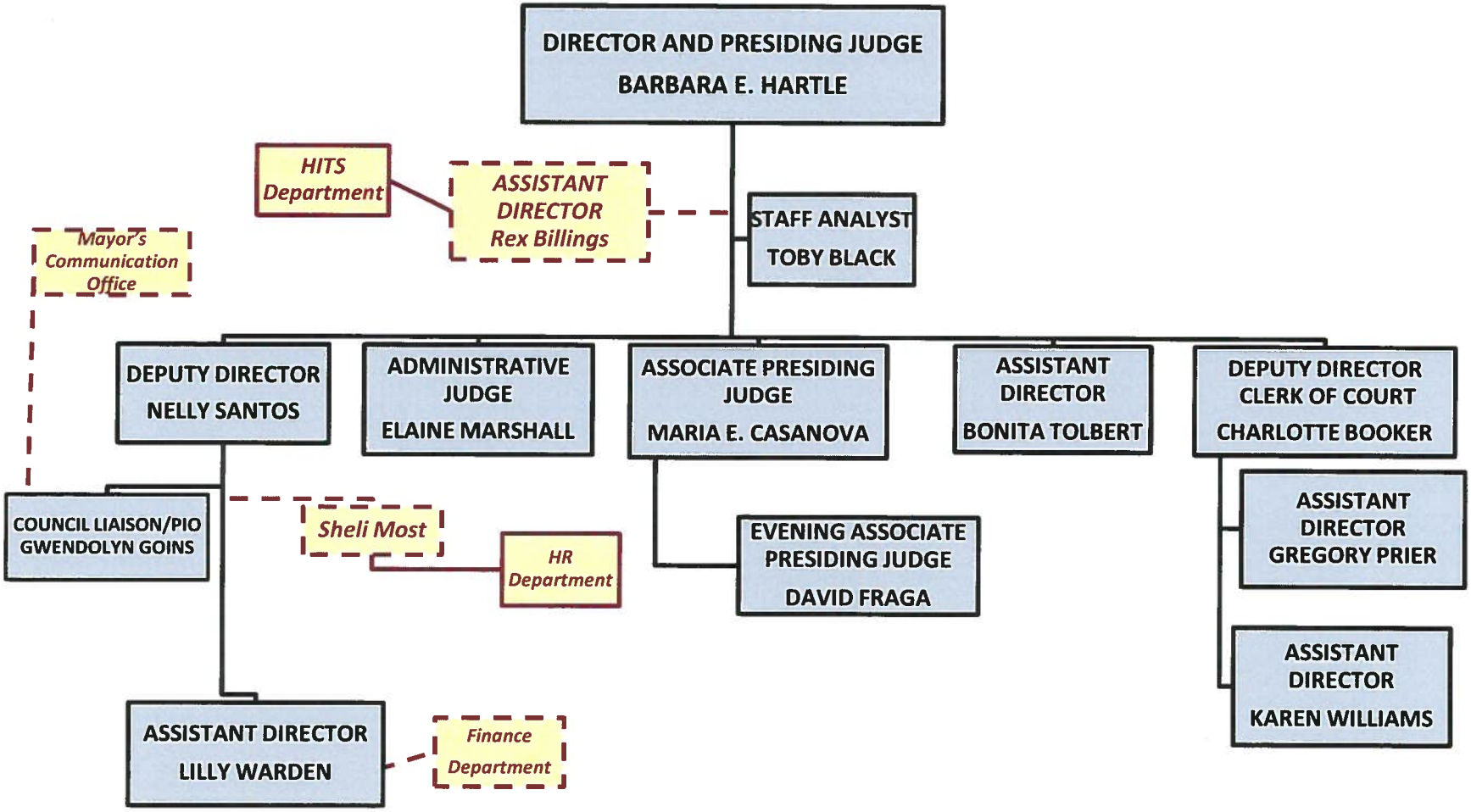
FY2015
Budget and Core Services Presentation

Houston MUNICIPAL Courts
Committed to Justice, Equality and Service

Municipal Courts Department



Organizational Chart



Municipal Courts Department
FY14 Accomplishments

- New Jury Assembly Room went live 05/19/14
- New Jury Courtroom go-live 06/09/14
- Kiosk Expansion
- Magistrate Service Expansion
- Deferred Payment Compliance Program
- Teen Court Implementation
- Alcohol and Tobacco Classes for Minors
- Wedding Services
- Preparation, Testing and Training for CSMART go-live
- Increased Court Clerk Certification
- Increased Wellness Activities and Initiatives
- Security Enhancements and Training
- Expanded Community Outreach Initiatives

Municipal Courts Department Budget Summary – All Funds

(in millions)

Fund	Revenue FY14 Budget	Revenue FY15 Proposed	+/- $/%	Expenditure FY14 Budget	Expenditure FY15 Proposed	+/- $/%	Beginning Fund Balance FY14	Beginning Fund Balance FY15 (Proposed)
General Fund (1000)	$34.41	$31.81	-$2.59 8%	$25.21	$28.08	+$2.87 11%	N/A	N/A
Building Security Fund (2206)	$0.90	$0.87	-$0.03 4%	$0.76	$0.87	+$0.11 14%	$0.02	$0.13
Court Technology Fund (2207)	$1.38	$1.38	$0.00 0%	$1.36	$1.19	-$0.17 13%	$0.11	$0.13
Juvenile Case Manager Fund (2211)	$1.25	$1.36	+$0.12 9%	$1.41	$1.88	+$0.47 33%	$1.75	$1.58
TOTAL:	$37.94	$35.42	-2.52 7%	$28.74	$32.02	+$3.28 11%	$1.88	$1.84

Municipal Courts Department
Core Functions-General Fund

Barbara E. Hartle

$28,076,066
300.6 FTEs

Administrative Services

$3,483,501
16.0 FTEs

- Inter-Fund chargeback funding
- Budget and Financial Services
- Contract Oversight
- Internal /External Reporting
- Customer /Employee Satisfaction Surveys
- Web Development and social media
- Public information and media requests
- Facilities/Security/Safety
- General staff training
- Central Mailroom operations
- Building Security Fund
- Court Technology Fund

Public Services

$5,500,068
87.8 FTEs

- Collection of fines and fees
- Preparation/processing of court notices
- Mail Request Processing
- In-House Collections
- Specialized staff training
- Deferred Payment Compliance Program
- Quality Control review of monetary transactions
- Clerk Certification/Career Track Program

Court Operations

$7,634,843
119.3 FTEs

- Courtroom Clerk Support and processing of Judicial Orders
- Data entry of citations
- Alternative Sentencing
- Complaint preparation
- Subpoena processing
- Warrant Verification Service
- Document scanning
- Specialized staff training
- Bankruptcy/Expunction requests
- Record Retention
- Quality Control review of case information
- Clerk Certification/Career Track Program

Information Technology

$3,194,571
0.00 FTEs

- Funding of IT-related inter-fund revolving charges
- Funding for Scofflaw Kiosk and System upgrades and maintenance
- Funding for CSMART Run and Maintain (Sogeti)

Judicial Operations

$8,263,083
77.5 FTEs

- Oversight of regular dockets
- Parking Adjudication Hearings/Appeals
- Oversight of Specialized Dockets
- Tow/Impoundment Hearings
- Boarding Home/Hoarding Hearings
- Dangerous Building Hearings/Appeals
- Dangerous Dog Hearings
- Jury Management
- Court Mandated Services
- Officer Scheduling
- 24/7/365 Magistrate Services
- Virtual Employee Suggestion initiative
- Jail Arraignment/Trial Dockets
- Juvenile Case Manager Fund

Municipal Courts Department
Core Functions: Special Revenue Funds

Barbara E. Hartle

$3,936,787
24.0 FTEs

Building Security Fund (2206)

$868,740
0.0 FTEs

- $3.00 court fee collected for every paid conviction
- Funds security enhancement purchases for all court facilities
- Funds armored car contract
- Funds building security contract

Court Technology Fund (2207)

$1,188,929
0.0 FTEs

- $4.00 court fee collected for every paid conviction
- Funds contractual costs related to maintaining infrastructure critical for system functionality and efficiency
- Funds technology purchases and system enhancements

Juvenile Case Manager Fund (2211)

$1,879,118
24.0 FTEs

- $5.00 court fee collected per paid conviction.
- $2 additional fee collected per paid conviction as of January 2014 for State JCM Program Development ($1 to State/$1 retained by COH)
- Grant Funding (FY15: $88,160)
- HISD and Spring Branch ISD campuses served (21 total campuses)
- Truancy prevention and social service referrals
- Summer/After school programs
- Alcohol/Tobacco classes
- Bullying Workshops
- First Offenders Workshop
- Juvenile Court support
- Teen Court Support

Municipal Courts Department
FY15 Initiatives

Administrative Services
- Building Security Committee
- Customer and Employee Surveys
- General Staff Training and Development
- Web and CityPointe Development
- Community Outreach
- Court Tours
- Internal Audits of Processes

Public Services
- Deferred Payment Compliance Program
- One Call Solution Center In-House Collections
- Payment Kiosk Expansion
- Clerk Certification/Career Track Initiative
- Champion Challenger 3rd Party Collection Model
- Internal Audits of Processes
- Specialized Staff Training

MCD Mission Statement
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 providing a high level of integrity, professionalism and customer service.

IT System Support
- CSMART Run and Maintain funding

Court Operations
- Clerk Certification/Career Track Initiative
- Internal Audits of Processes
- Specialized Staff Training

All Divisions
- CSMART Implementation
- Joint Processing Center Development
- Scofflaw Expansion
- Justice Complex Development
- Change Control Committee
- Policy Review Committee

Judicial Operations
- Wedding Service
- Teen Court
- Homeless Outreach Dockets
- Expanded Magistrate Services
- Dangerous Dog Hearings and Appeals
- Dangerous Building Hearings
- Ordinance Violation Hearings
- Employee Virtual Suggestion Box
- Summer and After School Youth programming
- Bullying workshops
- Alcohol and Tobacco Classes
- In-House Judicial Training and CLE
- Tow/Impoundment Probable Cause Hearings for Vehicles for Hire

Total Revenues: All Funds

(in millions)

Fund Name/ Number	FY13 Budget	FY13 Actual	FY14 Budget	FY14 Estimate	FY15 Budget	+/- $/% FY15 Bud./FY14 Est.
General Fund (1000)	$34.77	$32.45	$34.41	$31.91	$31.81	-$0.10 *less than 1%*
Building Security Fund (2206)	$0.87	$0.89	$0.90	$0.87	$0.87	$0.00 0%
Court Technology Fund (2207)	$1.31	$1.17	$1.38	$1.38	$1.38	$0.00 0%
Juvenile Case Manager Fund (2211)	$1.47	$1.24	$1.25	$1.24	$1.36	+$0.12 10%
Total	$38.42	$35.75	$37.94	$35.40	$35.42	+0.02 *less than 1%*

FY15 - Revenue Highlights

REVENUE HIGHLIGHTS

- Deferred Payment Compliance Program
- One Call Solution Center (in-house collections)
- Scofflaw Program Expansion
- Wedding Initiative
- Jury Opt-Out Initiative
- Alcohol and Tobacco Classes

REVENUE VARIANCES:

General Fund:

FY15 Revenue decreased by $96,000 from FY14

Variance attributed to Finance SLA for collection of Red Light Camera delinquent citations.

Special Revenue Fund 2206:

No variance from FY14

Special Revenue Fund 2207:

No variance from FY14

Special Revenue Fund 2211:

FY15 revenue increased by $116,257 from FY14

Variance attributed to a legislative change which became effective on 1/1/14 that allowed MCD to collect a $2 Truancy Prevention and Diversion Court Cost ($1 retained by the COH and $1 remitted to the State).

Total Expenditures by Fund

Fund	Revenue FY14 Budget	Revenue FY15 Proposed	+/- $/%	Expenditure FY14 Budget	Expenditure FY15 Proposed	+/- $/%	FTEs FY14 Budget	FTEs FY15 Prop.
General Fund (1000)	$34.41	$31.81	-$2.59 8%	$25.21	$28.08	+$2.87 11%	293.3	300.6
Building Security Fund (2206)	$0.90	$0.87	-$0.03 3%	$0.76	$0.87	+$0.11 14%	0.0	0.0
Court Technology Fund (2207)	$1.38	$1.38	$0.00 0%	$1.36	$1.19	-$0.17 13%	0.0	0.0
Juvenile Case Manager Fund (2211)	$1.25	$1.36	+$0.11 9%	$1.41	$1.88	+$0.47 33%	20.0	24.0
TOTAL:	$37.94	$35.42	$2.52 7%	$28.74	$32.02	+$3.28 11%	313.3	324.6

FY2015 Expenditure Highlights

- City-Wide HOPE and Pension Increases
- Clerk Certification/Career Track Program
- Full-Year Funding for CSMART MCD Staff
- Jury Court Expansion
- Expansion of Magistrate Services
- CSMART Run and Maintain (Sogeti)
- City-Wide Building Security Contract Escalation

FY2015 Expenditure Variances

EXPENDITURE VARIANCES:

General Fund: Increase of $2.87M (from FY14 estimate)

Personnel Section: $1,652,524 Increase

- Hope 3% and Pension Increases
- Realignment of CSMART MCD staff
- Clerk Certification/Career Track Initiative
- Jury Court Expansion
- Magistrate Services Expansion

Supplies Section: $1,894 Decrease

Other Services and Charges Section: $1,202,117 Increase

- CSMART Run and Maintain (Sogeti)
- City-Wide Building Security Contract Escalation
- Inter-Fund Revolving Account Variances

Non-Capital Equipment:$9,461 Increase

Special Revenue Fund 2206: Increase of $108,848 (from FY14 estimate)

- Planned Security Enhancements at all Court Locations
- Variances in Building Security and Armored Car Service Contracts

Special Revenue Fund 2207: Decrease of $169,167 (from FY14 estimate)

- Final debt obligation payment occurred in FY14
- Hardware/Software funding for data retention to transition from CourtView
- Anticipated Savingsfor CourtView time and materials and in other budget areas

Special Revenue Fund 2211: Increase of $472,540 (from FY14 estimate)

- Hope 3% and Pension Increases
- Program Expansion
- Variances in Inter-fund revolving costs, supplies, parking, training/travel, and funding for build-out of office space at 1400 Lubbock (relocation from 61 Reisner)

Core Services Matrix: General Fund

Activities	Annual Projected Personnel Cost	Annual Projected Supplies / Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
ADMINISTRATIVE SERVICES : Budget and Finance Public Information Facilities/Security/Safety Administrative Support Contract Compliance General Staff Training Champion Challenger Scofflaw Expansion	$1,709,361	$1,641,175	$3,483,501	16	X	X	X	1000	• Inter-Fund chargeback funding • Budget and Financial Services • Oversight of MCD Contracts • Internal /External Reporting of Statistics and Performance • Customer /Employee Satisfaction Surveys and reporting • Web Development and social media • Respond to public information and media requests • Facilities, Security , and Safety • General staff training • Central Mailroom operations
PUBLIC SERVICES: Cash Management Public Services One-Call Solution Center Deferred Payment Compliance Program Court Noticing Quality Control Review	$5,432,068	$68,000	$5,500,068	87.8	X	X	X	1000	• Collection of fines and fees • Preparation and processing of court notices • Processing of mail requests • In-House Collections • Specialized staff training • Dedicated staff for Deferred Payment Compliance Program • Quality Control review of monetary transactions • Clerk Certification/Career Track Program

Core Services Matrix: General Fund

Activities	Annual Projected Personnel Cost	Annual Projected Supplies / Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
COURT OPERATIONS: Pre-Court Services Court Services Post-Court Services Document Management and Record Retention Quality Control Review	$7,465,731	$169,112	$7,634,843	119.3	X	X	X	1000	• Courtroom Clerk Support and processing of Judicial Orders • Data entry of citations • Alternative Sentencing (community service) scheduling/oversight • Complaint preparation • Subpoena processing • Warrant Verification service for law enforcement • Document scanning • Specialized staff training • Processing of bankruptcy and expunction requests • Record Retention • Quality Control review of case and citation data entry information • Clerk Certification/Career Track Program
IT SYSTEM SUPPORT: IT Revolving Account Funding Scofflaw Support CSMART System Support	$0.00	$3,194,571	$3,194,571	0	X	X	X	1000	• Funding of IT-related revolving charges including email, network connectivity, SAP, voice services and infrastructure. • Kiosk and system upgrade/maintenance costs for Scofflaw initiative • CSMART Run and Maintain funding (Sogeti)

Core Services Matrix: General Fund

Activities	Annual Projected Personnel Cost	Annual Projected Supplies / Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
JUDICIAL OPERATIONS: Regular Court Dockets Specialized Dockets Jail Dockets Parking Adjudication Mandated Court Services Jury Summonsing Civil Hearing Process Administrative Support	$7,899,374	$363,709	$8,263,083	77.5	X	X	X	1000	• Judicial oversight of all regular court dockets (arraignment/trial) • Parking Adjudication Hearings/Appeals • Specialized Dockets including Juvenile, Homeless Recovery, Impact, Truancy, Teen Court • Civil Adjudication Hearings for Ordinance Code violations • Tow/Impoundment Hearings for Vehicles for Hire • Boarding Homes and Hoarding Ordinance Hearings • Dangerous Building Hearings/Appeals • Dangerous Dog Hearings • Jury Process Management • Court Mandated Services (Court reporters, interpreters and court appointed counsel) • Administrative Support • Officer Scheduling • 24/7/365 Magistrate Services for law enforcement • Virtual Employee Suggestion initiative • Jail Arraignment/Trial Dockets

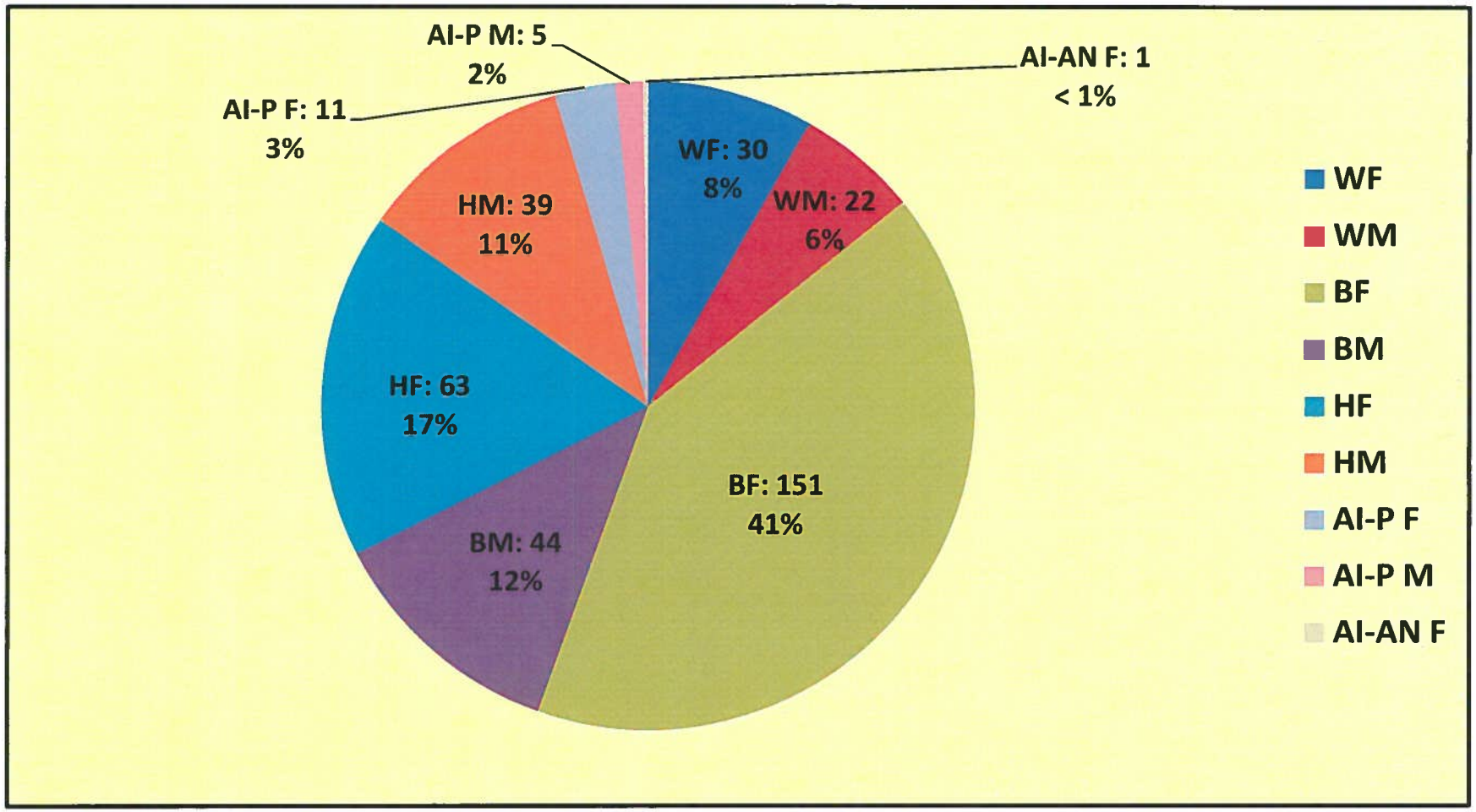
Core Services Matrix: Special Revenue Funds

Activities	Annual Projected Personnel Cost	Annual Projected Supplies / Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
BUILDING SECURITY FUND Armored Car Services Contract Security Guard Services Security Enhancements	$0.00	$868,740	$868,740	0.00	X	X	X	2206	•$3.00 court fee collected for every paid conviction •Funds security enhancement purchases for all court facilities •Funds armored car contract •Funds building security contract
COURT TECHNOLOGY FUND Technology Enhancements Network Connectivity Hardware and Software	$0.00	$1,188,929	$1,188,929	0.00	X	X	X	2207	•$4.00 court fee collected for every paid conviction •Funds contractual costs related to maintaining infrastructure critical for system functionality and efficiency •Funds technology purchases and system enhancements

Core Services Matrix: Special Revenue Funds

Activities	Annual Projected Personnel Cost	Annual Projected Supplies / Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
JUVENILE CASE MANAGER FUND	$1,627,850	$251,268	$1,879,118	24	X	X	X	2211 GRANT	•$5.00 court fee collected per paid conviction.
Truancy Prevention Services at campus-level									•$2 additional fee collected per paid conviction as of January 2014 for State JCM Program Development ($1 to State/$1 retained by COH)
Participation in State-Level Committees									•Grant Funding for FY15 $88,160
Teen Court Support									•HISD and Spring Branch ISD campuses served (21 total campuses)
Truancy Dockets									•Truancy prevention and social service referrals
Alcohol/Tobacco Classes									•Summer and after school programming
Bullying Workshops									•Specific classes targeting youth
Court-Based Case Management Services									•Dedicated Case Managers (2) who support Juvenile Court dockets
Social Service Referrals for families									
First Offenders' Education Program									

Municipal Courts Department Demographic Overview



Customer Satisfaction Surveys

March 2014 Customer Survey Highest and Lowest Responses	Rating Average	Favorable	Unfavorable
I know what to do next about my case.	4.47	88%	6%
I felt safe in the courthouse.	4.46	88%	8%
I was treated with courtesy and respect by the judge.	4.46	88%	8%
I was treated with courtesy and respect by the cashier.	4.45	89%	7%
I was treated with courtesy and respect by the courtroom clerk.	4.44	88%	8%
The Court's Web site was useful.	4.09	74%	14%
I was here a reasonable amount of time.	4.04	75%	17%

Thank You!

Questions?

Houston
MUNICIPAL
Courts

Committed to Justice,
Equality and Service