



MUNICIPAL COURTS DEPARTMENT

FY2015 Core Services Presentation

Presented By:

Barbara E. Hartle, Director and Presiding Judge
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Municipal Courts Department Core Services Overview: General Fund



Barbara E. Hartle
Director and Presiding Judge

\$28,076,066
300.6 FTEs

HITS
Finance
General Services
Human Resources

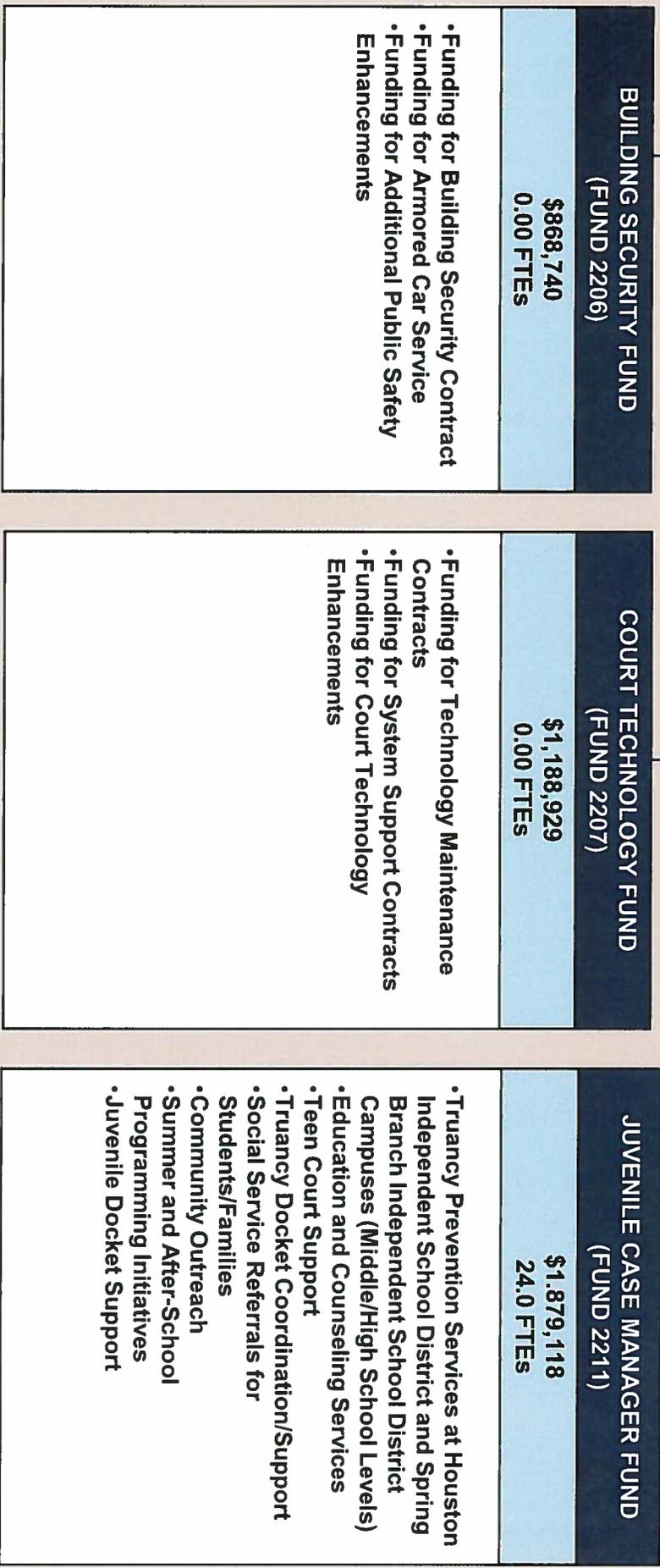
ADMINISTRATIVE SERVICES	PUBLIC SERVICES	COURT OPERATIONS	IT SYSTEM SUPPORT	JUDICIAL OPERATIONS
<ul style="list-style-type: none"> • Facilities/Safety/Security, Central Mailroom Operations • Financial Services, Budget, Reporting, Internal/External Audits, Accounts Payable, Oversight of Special Revenue Funds (2) • Contract oversight, P-Card/Cellular Device Management, Fixed Asset Management • Public Information, Clearance Letters, Web Development, Community Outreach • Wellness/Staff Training • Administrative Support, Third Party Collections Oversight, Scofflaw • Legislation, Council Support 	<ul style="list-style-type: none"> • Collection of Fines and Fees • Jail Bonding and Attorney Services • Processing of Court Actions • Deferred Payment Program • In-House Collections • Quality Control review of Monetary Transactions • Internal Audits of Court Costs and Collections • Public Services: Information/Concierge • DPS Reporting of Driver's License Holds • Clearance Letters • Administrative Support 	<ul style="list-style-type: none"> • Courtroom Support • Warrant Verification Service for Law Enforcement • Support for Jail Booking Process • Record Retention • Preparation of Complaints and Subpoenas • Data Entry of Citations • Processing of Bond Forfeitures, Appeals • Processing of Expunctions • Quality Control Review of Cases • Scanning of Images to Court Cases • Administrative Support 	<ul style="list-style-type: none"> • Funding for Revolving IT-Related costs • Funding for Equipment Maintenance • Funding for CourtView and CSMART System Maintenance Costs 	<ul style="list-style-type: none"> • Docket Oversight: Arraignment, Trials, Juvenile and Special Dockets • Adjudication of Parking Citations • Public Safety Services for Law Enforcement: Statutory Warnings, Search Warrants/Blood Search Warrants, Emergency Protective Orders • Jury Administration: Summoning Processes, Funding • Mandated Services: Court Appointed Counsel, Language Services, Court Reporting • Management Oversight of Juvenile Case Manager Program • Court Security • Administrative Support
<p>\$3,483,501 16.0 FTEs</p>	<p>\$5,500,068 87.8 FTEs</p>	<p>\$7,634,843 119.3 FTEs</p>	<p>\$3,194,571 0.00 FTEs</p>	<p>\$8,263,083 77.5 FTEs</p>

Municipal Courts Department

Core Services Overview: Special Funds



Barbara E. Hartle
Director and Presiding Judge



Core Services Matrix

Division & Activities	Annual Projected Personnel Cost	Annual Projected Supplies / Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
ADMINISTRATIVE SERVICES	\$1,709,361	\$1,774,140	\$ 3,483,501	16.0				1000	1600010001
<u>FACILITIES/SECURITY/SAFETY:</u>	\$320,505	\$279,938	\$600,443	3.0		X	X	1000	<ul style="list-style-type: none"> • Coordinate maintenance of all facilities. • Annual safety drills, staff emergency training. • Tracks/reports workplace accidents. • Maintains central supply inventory. • Distribution of internal /external correspondence/deliveries. • Coordinate pool vehicle maintenance and Fleet Share assigned vehicles. • Centralized purchasing/management of paper/toner.
<ul style="list-style-type: none"> • Facilities, Maintenance • Staff Safety Training • Contract Security Guard Funding • Central Mailroom Operations • Vehicle Maintenance • Networked Printer Oversight • Centralized Paper/Toner Purchasing 									
<u>FINANCIAL SERVICES:</u>	\$641,010	\$968,784	\$1,609,794	6.0	X		X	1000	<ul style="list-style-type: none"> • Annual budget preparation (all funds). • Forecast/trend analysis and reporting (all funds). • MOFR and Performance reporting. • Accounts payable processes. • Ad-hoc financial reports/analyses. • Coordination of quarterly internal audits. • Coordination of Controller annual audit. • Preparation /submission of quarterly reports to the Office of Court Administration, quarterly remittance of court costs to State Comptroller. • Manage Department contracts , procurement and contractual obligations. • Manage the Department P-Card and Cellular device activity and reporting. • Management/reporting of fixed assets. • Monitor revolving charges. • Funding for revolving utility costs.
<ul style="list-style-type: none"> • Budget/ Reporting (all funds) • Internal/External Audits • Oversight of Special Revenue Funds • State Activity Monthly Reporting • State Quarterly Remittance of Funds • Reconciliation of Cash Transactions and Bank Activity • P-Card/Cellular Device Management • Accounts Payable • Fixed Asset Management • Revolving Account Funding 									

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
ADMINISTRATIVE SERVICES (cont)									
<u>PUBLIC INFORMATION OFFICE:</u>									
<ul style="list-style-type: none"> • Public Information, • Media Relations • Clearance Letters • Web Development, Community Outreach • Legislation/Council Support • Internet/Intranet Development and Support • Public Safety Education Initiatives 	\$534,175	\$14,895	\$549,070	5.0	X	X	X	1000	<ul style="list-style-type: none"> • Manage public information requests. • Process public requests for Clearance Letters. • Coordinate responses to media inquiries. • Dissemination of court information to the public including announcements and press releases. • Manage internet/intranet and online processes. • Coordinate social media efforts. • Coordinate community outreach initiatives. • Coordinate legislative initiatives. • Serve as Council Liaison.
<u>ADMINISTRATIVE SUPPORT:</u>									
<ul style="list-style-type: none"> • HR Oversight • Wellness • Third Party Collection Oversight • Scofflaw Oversight • Funding for Printing/ Handling for Mandated Court and Scofflaw Noticing 	\$213,671	\$510,523	\$724,194	2.0		X	X	1000	<ul style="list-style-type: none"> • Oversight of employee/customer bi-annual surveys. • Oversight of 3rd Party collections contract. • Development of Champion Challenger collections model and algorithm. • Oversight of internal HR-related matters. • Coordination of wellness initiatives and staff support. • Funding for revolving utility/other costs. • Funding for the printing/handling costs for mandated Court and Scofflaw public noticing.

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
PUBLIC SERVICES	\$ 5,432,068	\$68,000	\$ 5,500,068	87.8				1000	1600020001
PROCESSING OF FINES, FEES AND COURT COSTS AND RELATED	\$3,050,125	\$38,080	\$3,088,205	49.3	X	X	X	1000	<ul style="list-style-type: none"> •Receiving of monetary/credit card transactions by dedicated Customer Service Representatives (CSRs). •Daily balancing of monetary transactions. •Public services including Information Window and Lobby Concierge. •Process defendant mail notices/reminders. •Respond to customer inquiries directed from 3-1-1 to the One Call Solution Center. •Oversight of contract armored car services and monitoring of contract performance. •Provide general administrative support for Division.
CUSTOMER SERVICES:									
<ul style="list-style-type: none"> •Cashier Services •Cash and Transaction Reconciliation •Case Disposition Processing •Customer Services •Mail Noticing Services •Administrative Support •Oversight of Armored Car Services 									
QUALITY ASSURANCE/INTERNAL AUDITS:	\$309,343	\$4,080	\$313,423	5.0	X	X	X	1000	<ul style="list-style-type: none"> •Quality control review of monetary transactions. •Quarterly internal audits of court cost distribution and other Court processes. •Noticing of defendants including reminders for court dates. •Processing of customer refunds and correction of NSF receipts. •Processing of public and Transportation Network Companies (TNCs) Clearance Letters at Public Service Counter.
<ul style="list-style-type: none"> •Public Service Counter Transaction Quality Control Review •Process DPS Fees/Holds •Process Clearance Letters •Internal Audit of Processes •Process Customer Refunds and Corrections 									

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
PUBLIC SERVICES (cont)									
ENFORCEMENT OF COURT ORDERS:									
<ul style="list-style-type: none"> • Deferred Payment Compliance Program • In-House Collections of Delinquent Cases through the One Call Solution Center • Driver's License/Vehicle Registration Hold Reporting through DPS • Processing of Compliance and Other Case-Related Documents 	\$1,082,701	\$13,600	\$1,096,301	17.5	X	X		1000	<ul style="list-style-type: none"> • Pre-collection initiatives for cases that are in delinquent status (1-90 days) through the One Call Solution Center's dedicated Customer Service Representatives (CSRs), managers/supervisors. • Respond to case inquiries routed from the COH 3-1-1 Helpline. • Processing and reporting of drivers license/vehicle registration holds through DPS. • Oversight of the Deferred Payment Compliance Program that establishes/monitors Court-ordered payment plans. • Process compliance documents received by mail in response to Court Orders.
BOND PROCESSING/JAIL BONDING/CASE RESETS:									
<ul style="list-style-type: none"> • Jail Bonding Services • Processing of Cash and Surety Bonds • Case Reset Services 	\$556,818	\$6,800	\$563,618	9.0	X	X		1000	<ul style="list-style-type: none"> • Oversight of the jail bonding process on a 24/7 basis. • Process cash and surety bonds. • Case reset service for attorneys and general public.

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
PUBLIC SERVICES (cont)									
<u>PARKING ADJUDICATION SUPPORT:</u> •Clerical/Cashier Support	\$278,409	\$3,400	\$281,809	4.5	X	X	X	1000	•Cashier/Clerk support of the Adjudication process for parking citations/boot hearings through dedicated Customer Service Representatives (CSRs).
<u>ADMINISTRATIVE MANAGEMENT:</u> •Management Oversight of Public Services Division •Clerk Certification and Career Track Program	\$154,672	\$2,040	\$156,712	2.5	X		X	1000	•General administrative support of the Public Services Division. •Maintain internal statistics for various initiatives. •Track/report Division clerk certification activity and training initiatives through the Texas Municipal Courts Education Center (TMCEC). •Management oversight by Clerk of the Court of 3 rd Party collections contract. •Management oversight by Clerk of the Court of the development of Champion Challenger collections model and algorithm. •Management oversight of Division by Clerk of the Court, which is mandated by State and local law.

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
COURT OPERATIONS	\$7,465,731	\$169,112	\$7,634,843	119.3				1000	1600030001
COURTROOM SUPPORT:									
<ul style="list-style-type: none"> • Maintain/Coordinate Courtroom and Jail Dockets • Process Judicial Orders • Coordinate Alternative Sentencing • Enter Traffic/Non-Traffic Citations into Case Management System • Clerk Certification and Career Track Program 	\$4,025,700	\$25,724	\$4,051,424	63.0	X	X		1000	<ul style="list-style-type: none"> • Court Clerk support to all courts through dedicated Customer Service Representatives (CSRs), managers and supervisors. • Process Court actions/Judicial Orders. • Data entry of traffic/non-traffic citations into the Court's case management system. • Coordinate/track Court-ordered alternative sentencing including community service. • Track/report Division clerk certification activity and training initiatives through the Texas Municipal Courts Education Center (TMCEC).
WARRANT VERIFICATION/JAIL BOOKING SERVICES FOR LAW ENFORCEMENT:	\$1,292,500	\$8,983	\$1,301,483	22.0	X	X		1000	<ul style="list-style-type: none"> • Provide warrant verification services for law enforcement on a 24/7 basis, which assists in preventing false arrests. • Complete the jail booking process for prisoners charged with Class "C" misdemeanor offenses. • Data entry of traffic/non-traffic citations into the Court's case management system.
<ul style="list-style-type: none"> • 24/7 Warrant Verification Service for Law Enforcement • Support/Completion of Jail Booking Process 									

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
COURT OPERATIONS (cont)									
<u>BOND FORFEITURES AND APPEALS:</u>									
<ul style="list-style-type: none"> • Bond Processing Services • Bond Forfeiture Processing • Compliance with State/Local Bonding Requirements • Assists in Data Entry Process 	\$277,200	\$1,960	\$279,160	4.8	X	X		1000	<ul style="list-style-type: none"> • Process bonds/bond forfeitures in compliance with State/local Bonding guidelines. • Assist with the data entry of traffic/non-traffic citations into Court's case management system. • Provide information for monthly bond-related agenda items to MCDs liaison to the Harris County Bail Bond Board.
<u>QUALITY CONTROL REVIEW OF CASES:</u>									
<ul style="list-style-type: none"> • Quality Control Review of Court Documents • Training/Compliance for TCIC/NCIC Database 	\$680,081	\$4,491	\$684,572	11.0			X	1000	<ul style="list-style-type: none"> • Quality control review of data entry activity of citation and complaint information entered into Court's case management system. • Assist with the data entry of traffic/non-traffic citations into Court's case management system. • Manage the training and compliance requirements for NCIC/TCIC database access.

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
COURT OPERATIONS (cont)									
ARCHIVING/RECORD RETENTION, SCANNING:	\$331,500	\$20,829	\$352,329	6.0	X		X	1000	<ul style="list-style-type: none"> •Coordinate the archiving/retrieval of Court records to off-site storage facility. •Monitor compliance with State/local records retention guidelines. •Order the destruction of Court records as per retention schedule. •Provide funding for off-site storage of Court records as part of the City-wide contract. •Scanning of citation and other court-related images into the Court's case management system.
<ul style="list-style-type: none"> •Ensures Compliance with State Records Retention Schedule •Coordinates Archival and Destruction of Court Records •Scanning of Citation and Court Record Images •Funds Records Retention Outside Contract 									
COMPLAINT AND SUBPOENA PREPARATION:	\$577,500	\$3,903	\$581,403	10.0	X		X	1000	<ul style="list-style-type: none"> •Prepare/process case complaint documents for Court in accordance with statutory requirements. •Prepare/process witness subpoenas for trial cases in accordance with statutory requirements. •Assist with the data entry of traffic/non-traffic citations into Court's case management system. •Assist with training/compliance requirements for NCIC/TCIC database access.
<ul style="list-style-type: none"> •Prepares Complaints and Witness Subpoenas •Assists with Training and Compliance for TCIC/NCIC Database •Assists in Data Entry Process 									

Core Services Matrix

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COURT OPERATIONS (cont) ADMINISTRATIVE MANAGEMENT: <ul style="list-style-type: none"> • Management Oversight of Court Clerks (CSRs) • Compliance with State-Mandated Programs • Bankruptcy and Expunction Petition Processing • Funding and Oversight of Clerk Certification and Career Track Program • Funding for Printing of HPD Citation Booklets 	\$281,250	\$103,222	\$384,472	2.5	X	X	X	1000	<ul style="list-style-type: none"> • Provide general administrative support of the Court Operations Division. • Ensure statutory compliance of processes. • Maintain internal statistics for various initiatives. • Track/report Division's clerk certification activity and training initiatives through the Texas Municipal Courts Education Center (TMCEC). • Management oversight of Division by Clerk of Court and Assistant Clerk of Court (positions mandated by State/local law). • Process expunction and bankruptcy-related requests.

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
IT SYSTEM SUPPORT	0.00	\$3,194,571	\$3,194,571	0.00				1000	1600040001
<ul style="list-style-type: none"> •Funds IT-Related Revolving Costs •Funds Equipment Maintenance Agreements and Case Management Systems Costs •Funds Scofflaw-Related Costs 	0.00	\$3,194,571	\$3,194,571	0.00	X		X	1000	<ul style="list-style-type: none"> •Provide funding for equipment maintenance agreements related to the Court's case management systems (CourtView and CSMART). •Provide funding for the administrative costs related to the denial of vehicle registration (Scofflaw) due to outstanding COH warrants. •Provide funding for the Department's HTS-related revolving charges including email, network connectivity, SAP and voice infrastructure.

Core Services Matrix

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JUDICIAL OPERATIONS	\$7,899,374	\$363,709	\$8,263,083	77.5				1000	1600070001
DOCKET OVERSIGHT:									
<ul style="list-style-type: none"> • Arraignment Dockets • Judge/Jury Trial Dockets • Jail Arraignment/Trial Dockets • Juvenile/Truancy Dockets • Special Dockets 	\$4,374,993	\$35,152	\$4,410,145	29.1	X	X		1000	DOCKET OVERSIGHT: <ul style="list-style-type: none"> • Arraignment Dockets • Jury Trial Dockets (10 courts/3 locations) • Bench Trial Dockets • Jail Dockets 24/7 • Juvenile Dockets • Truancy Dockets for cases referred by the Juvenile Case Manager Program • Special Dockets including Homeless Recovery (3 dockets/month), Impact.
PUBLIC SAFETY SERVICES FOR LAW ENFORCEMENT: <ul style="list-style-type: none"> • Magistrate Warnings • Blood Search Warrants • Search Warrants • Emergency Protective Orders 									PUBLIC SAFETY SERVICES FOR LAW ENFORCEMENT: Judges are available 24/7 to administer Statutory Warnings to individuals in custody, issue Search Warrants, Blood Search Warrants, and Emergency Protective Orders.
OTHER PUBLIC SERVICES: <ul style="list-style-type: none"> • Weddings • Teen Court Initiative • Harris County Bail Bond Board Representation 									OTHER PUBLIC SERVICES: Other public services provided by Judges include performing weddings, overseeing the Teen Court initiative, and serving on the Harris County Bail Bond Board.

Core Services Matrix

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JUDICIAL OPERATIONS (cont)									
JURY SUMMONSING PROCESSES:									
<ul style="list-style-type: none"> • Oversight of Jury Assembly Room Operations (3 locations) • Maintain Trial Statistics • Coordinate/Process Juror Fee Payments • Performance Reporting • Funding for Jury-Related Costs 	\$85,042	\$171,171	\$256,213	1.5	X	X	X	1000	<ul style="list-style-type: none"> • Funding for jury summoning costs and jury fee payments. • Coordinate jury panels for trial courts. • Reconciliation of juror fee payments through Controller's Office. • Track/report jury statistics and contract performance. • Provide juror assistance through a dedicated IVR service, via e-mail and through MCDs internal Jury Hotline operation.
ADMINISTRATIVE SUPPORT:									
<ul style="list-style-type: none"> • Management Oversight of Administrative Staff, Court Reporters/Court interpreters • Administrative Support for Judicial Operations Division • Processes Information Requests • Mandatory Training • Scheduling for Judges/Staff • Management Oversight of Juvenile Case Manager Program and Special Fund. 	\$1,068,418	\$12,080	\$1,080,498	10.0	X	X	X	1000	<ul style="list-style-type: none"> • Provide general administrative and management support of the Judicial Operations Division. • Respond to in-person/telephone inquiries and provide general assistance to customers. • Schedule/track/report and provide funding for mandated judicial training to Texas Municipal Courts Education Center/State Bar of Texas. • Schedule/track/report and provide funding for mandated Court Interpreter/Court Reporter training/licensing. • Management oversight of Juvenile Case Manager Program and Fund.

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
JUDICIAL OPERATIONS (cont)									
MANDATED COURT SERVICES: •Funding for Court Appointed Counsel, Staff/Contract Interpretation/Translation Services, Staff/Contract Court Reporting Services	\$836,515	\$112,659	\$949,174	9.9	X	X		1000	<ul style="list-style-type: none"> •Funding for in-house and contract court interpreters and court reporters. •Provide translation services for Court forms, web information, and announcements. •Coordinate the scheduling and payment process of outside language services and ADA-related services. •Funding for Court appointed outside counsel as required by law for qualifying defendants.
ADJUDICATION OF PARKING CITATIONS: •Oversight of the Adjudication Process for Parking Citation Disputes and Boot Hearings •Oversight of the Administrative Violation Hearing Process	\$327,252	\$6,675	\$333,927	5.5	X	X		1000	<ul style="list-style-type: none"> •Oversight of the adjudication process for parking citations and boot hearings in person and by mail. •Oversight of the adjudication process for certain health/safety and City Ordinance violations as civil offenses through the Civil Adjudication Court.

Core Services Matrix

Division and Activities	Annual Projected Personnel Cost	Annual Projected Supplies/Services Cost	Total Annual Cost	Annual Projected FTEs	Mandated	Direct Service	Administrative	Fund	Description
JUDICIAL OPERATIONS (cont) COURT ROOM SECURITY: <ul style="list-style-type: none"> • Funding for Court Security Officer Staff • Courtroom Security and Support • Specialized Security and Emergency Training • Oversight of Contract Building Security Guard Operations 	\$1,207,154	\$25,972	\$1,233,126	21.5	X	X		1000	<ul style="list-style-type: none"> • Assist Judge/court staff with dockets, jury panels and other assignments. • Maintain order in courts and assist with medical/other emergencies. • Participate in annual State training initiatives through the Texas Municipal Courts Education Center (TMCEC) and through other agencies. • Serve as Fire Section Wardens and Bomb/Active Shooter Floor Commanders. • Receive CPR/AED training and other security-related specialized training. • Review building security contractor billing and reconcile against timesheets. • Manage Standing Operating Procedures and General Post Orders.



QUESTIONS?

