



Municipal Courts Department

FY2024 Proposed Budget

Workshop Presentation

May 24, 2023

Presented By:

J. Elaine Marshall

Director and Presiding Judge

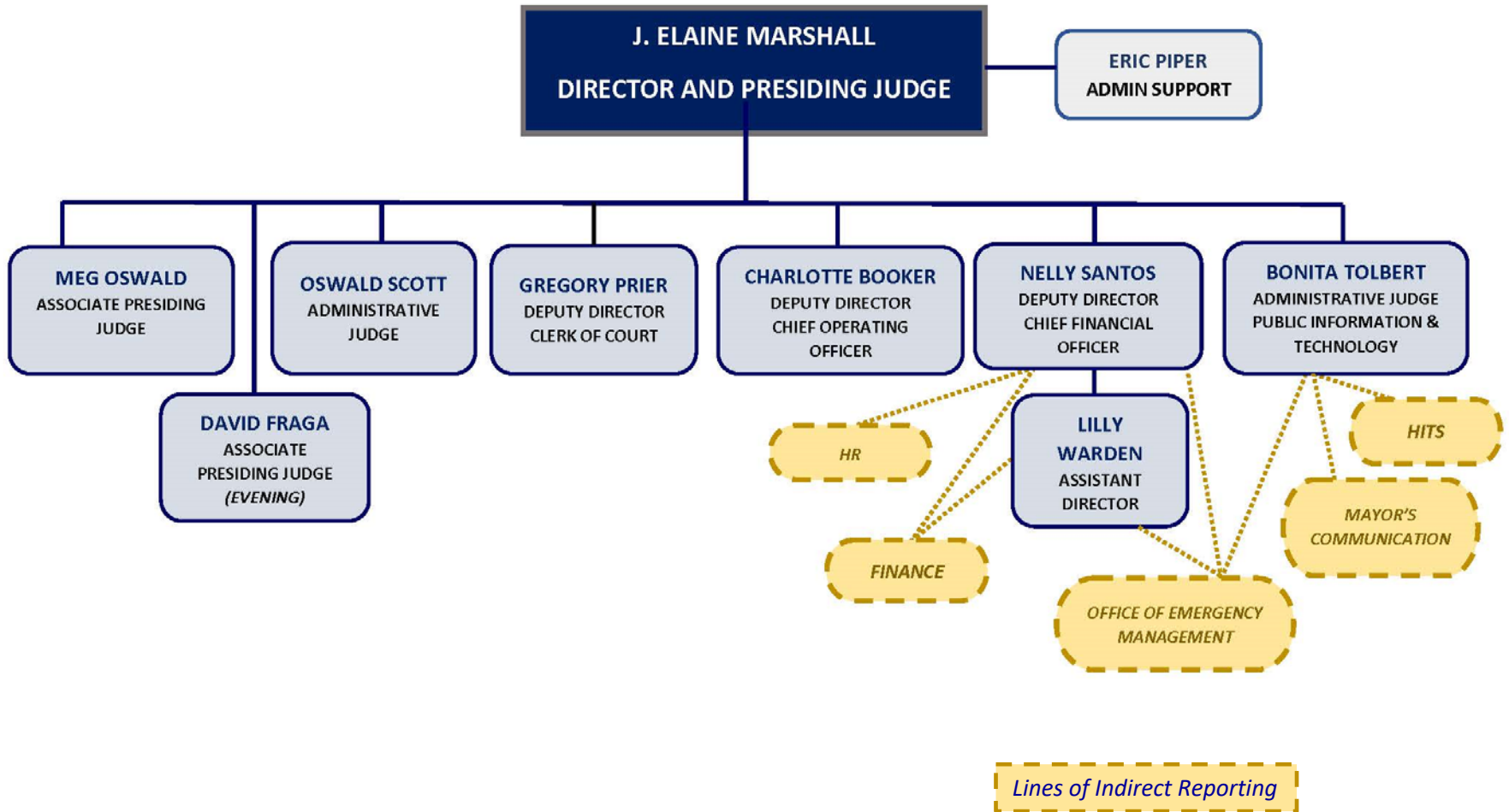


Table of Contents

Department Organization Chart	3
Strategic Guidance Alignment	4
Expenditures by Program	5
Expenditures by Fund	14
Revenue by Program	19
Revenue by Fund	20
Appendix	23



Department Organization Chart





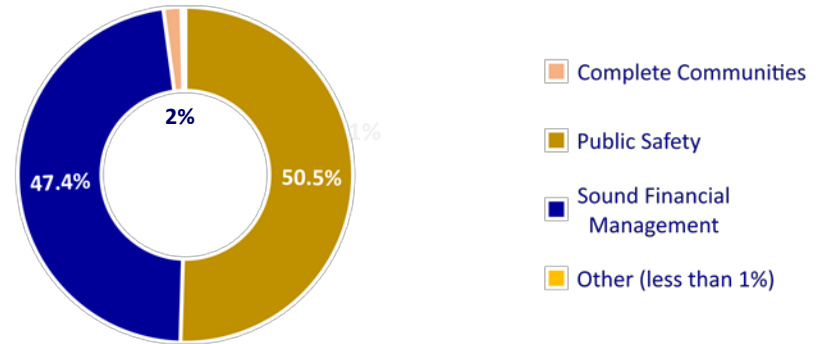
Strategic Guidance Alignment

SOUND FINANCIAL MANAGEMENT	PUBLIC SAFETY	COMPLETE COMMUNITIES	SERVICE & INFRASTRUCTURE	RESILIENT HOUSTON	OTHER
Administrative Services	Judicial Operations	Public Information			Debt Services and Interfund Transfers
Cash Management	Court Operations				
Collections and Compliance	Truancy Prevention/Youth Services				

ALIGNED INITIATIVES

- Homeless Outreach Docket (*Judicial Operations*)
- Veterans Court (*Judicial Operations*)
- Safe Harbor Court (*Judicial Operations*)
- Wedding Service (*Judicial Operations*)
- Language Access (*Judicial Operations*)
- Warrant Verification (*Court Operations*)
- Truancy Prevention (*Truancy Prevention/Youth Services*)
- Teen Court (*Truancy Prevention/Youth Services*)
- Deferred Payment Program (*Collections and Compliance*)
- Internal/External Collections (*Collections and Compliance*)
- Community Outreach/Awareness (*Public Information*)
- Passport Program (*Cash Management*)
- Court Security (*Administrative Services*)

DEPARTMENT BUDGET BY PRIORITY



Expenditures by Program

(\$ in thousands)



Program	FY22 Actual	FY23 Budget	FY23 Estimate	FY24 Proposed	Variance FY24 Proposed/ FY23 Budget	%
Administrative Services	\$ 8,189	\$ 9,428	\$ 9,201	\$ 9,691	\$ 263	3%
Cash Management Services	\$ 3,892	\$ 3,581	\$ 3,521	\$ 3,654	\$ 73	2%
Collections and Compliance	\$ 2,080	\$ 2,707	\$ 2,721	\$ 2,799	\$ 92	3%
Court Operations	\$ 6,541	\$ 6,951	\$ 6,949	\$ 7,117	\$ 166	2%
Judicial Operations	\$ 7,771	\$ 8,532	\$ 8,558	\$ 8,770	\$ 238	3%
Public Information	\$ 512	\$ 603	\$ 604	\$ 590	\$ <13>	<2%>
Truancy Prevention/Youth Engagement	\$ 608	\$ 1,454	\$ 844	\$ 1,295	\$ <159>	<11%>
Debt Service	\$ 130	\$ 130	\$ 130	\$ 130	\$ -	0%
Total:	\$ 29,723	\$ 33,386	\$ 32,528	\$ 34,045	\$ 659	2%



Program 1: Administrative Services

Priority:	SOUND FINANCIAL MANAGEMENT
FY2024 FTE Count:	13.6

Program Description

This Program provides oversight of facility maintenance, central mailroom operations, safety/security, staff wellness, and staff training initiatives. It also oversees budgeting, procurement, financial reporting/audit compliance, and contract administration. This Program also includes interfund costs, centralized department-level costs, and monitoring expenditures and revenue for the General Fund and Special Revenue Funds.

Significant Budget Items

- This Program’s Expenditure budget includes funding for the majority of MCD interfund costs, and centralized department-level costs.
- Also included in this Program’s budget is funding for contract security guard and armored car services, and contractual CSMART run and maintain costs.

FY24 Prop Budget by Fund

General Fund (1000)	\$7,882
Building Security Fund (2206)	\$489
Technology Fund (2207)	\$1,320
Total:	<u>\$9,691</u>

Performance

Measure Name	FY22 Actual	FY23 Target	FY23 Estimate	FY24 Target	Target Context
Expenditures Adopted Budget vs. Actual Utilization	93%	98%	99%	98%	<u>Annual Percentage:</u> Monitoring of General/Special Fund Expenditure Actuals against Budget Target.
Revenues Adopted Budget vs. Actual Utilization	109%	100%	102%	100%	<u>Annual Percentage:</u> Monitoring of General/Special Fund Revenue Actuals against Budget Target.



Program 2: Cash Management Services

Priority:	SOUND FINANCIAL MANAGEMENT
FY2024 FTE Count:	45.8

Program Description

This Program provides oversight of various cash management processes including cashiering services at all court locations, support of the parking adjudication section, fee-based notary/printing services, oversight of central money room operations/contract armored car services, reconciliation of daily cash/credit card transactions, jail bonding services, and serving as agents accepting passport applications.

Significant Budget Items

- The majority of this Program's Expenditure budget consists of personnel costs.
- The remaining budget consists of staff training and certification costs, professional membership fees, and staff uniforms.

FY24 Prop Budget by Fund

General Fund (1000)	\$3,654
Total:	<u>\$3,654</u>

Performance

Measure Name	FY22 Actual	FY23 Target	FY23 Estimate	FY24 Target	Target Context
Percentage of Transactions Reviewed for Quality Control	56%	50%	74%	50%	Measures the accuracy of transactions through the review of a specified percentage of transactions.



Program 3: Collections and Compliance

Priority:	SOUND FINANCIAL MANAGEMENT
FY2024 FTE Count:	34.0

Program Description

This Program provides oversight of internal and external collection efforts, alternative payment options including the Deferred Payment Program, compliance with internal and external policies, and compliance with regular and ad-hoc audit processes. This Program also oversees the processing of court actions received by mail and supports the COH 311 system by providing information on court-related inquiries.

Significant Budget Items

- The majority of this Program's Expenditure budget consists of personnel costs.
- The remaining budget consists of staff training and certification costs, professional membership fees, and staff uniforms.

FY24 Prop Budget by Fund

General Fund (1000)	\$2,799
Total:	<u>\$2,799</u>

Performance

Measure Name	FY22 Actual	FY23 Target	FY23 Estimate	FY24 Target	Target Context
Percentage of Compliance with Deferred Payment Program Plans	56%	50%	74%	50%	Measures the effectiveness of the Deferred Payment Program through a percentage of overall compliance with approved payment plan terms.
Annual Revenue Collected through Deferred Payment Program Plans	\$480,837	\$400,000	\$476,000	\$400,000	Measures the effectiveness of the Deferred Payment Program through the annual revenue collected related to approved payment plans.
Annual Revenue Collected Through External Vendors	\$7.7M	\$6.5M	\$7.3M	\$6.5M	Measures the effectiveness of external collection efforts through annual revenue collected related to the payment of delinquent court ordered fines and fees.
Annual Revenue Collected Through Internal One Call Solution Center	\$1.3M	\$1.1M	\$1.4M	\$1.1M	Measures the effectiveness of in-house collection efforts through annual revenue collected related to the payment of delinquent court ordered fines and fees.



Program 4: Court Operations

Priority: PUBLIC SAFETY

FY2024 FTE Count: 84.5

Program Description

This Program provides oversight of Pre-Court Services that include scanning, data entry, affiant, quality assurance processes, and record retention, Courtroom Services that provide docket support, and Post-Court Services that include warrant verification, bond and appellate administration. This Program also oversees expunction and non-disclosure processes, and the Passport Program.

Significant Budget Items

- The majority of this Program's Expenditure budget consists of personnel costs.
- The remaining Expenditure budget includes funding for contract printing services, record retention costs, professional licensing, staff uniforms, and certification costs.

FY24 Prop Budget by Fund

General Fund (1000)	\$7,117
Total:	<u>\$7,117</u>

Performance

Measure Name	FY22 Actual	FY23 Target	FY23 Estimate	FY24 Target	Target Context
% Favorable Rating Through Annual Customer Satisfaction Survey	93%	90%	93%	90%	Measures overall favorable customer satisfaction rates of various court processes through an annual survey process.
Average Response Time to Law Enforcement Requests for Warrant Verification (In Minutes)	1.3	5	1.3	5	Measures the court response time to requests from law enforcement for the verification of warrants.
Percentage of Cases Reviewed for Data Entry Accuracy of Citations Filed	94%	60%	60%	50%	Measures the accuracy of case information entered in the Court's case management system through the review of a specified percentage of cases.



Program 5: Judicial Operations

Priority:	PUBLIC SAFETY
FY2024 FTE Count:	64.8

Program Description

This Program provides oversight of Judicial Services that include regular and special dockets, officer scheduling, magistrate services to law enforcement, weddings, language access and transcription services, jury administration, courtroom/facility security, and parking/ordinance adjudication.

Significant Budget Items

- The majority of this Program’s Expenditure Budget consists of personnel costs.
- The remaining budget includes funding for jury summoning costs, juror fee payments, contract language and legal services, and for professional membership fees and training.

FY24 Prop Budget by Fund

General Fund (1000)	\$8,770
Total:	<u>\$8,770</u>

Performance

Measure Name	FY22 Actual	FY23 Target	FY23 Estimate	FY24 Target	Target Context
Average Defendant Wait Time: Trials by Judge (In Minutes)	23	30	23	30	Measures the average wait time a defendant spends in court for a Trial by Judge from the time of check-in to the time of adjudication.
Average Defendant Wait Time: Trials by Jury (In Hours)	1.0	2.0	1.2	2.0	Measures the average wait time a defendant spends in court for a Trial by Jury from the time of check-in to the time of adjudication.
Court Efficiency through the Percentage of Overall Cases Disposed vs. Cases Filed	102%	100%	114%	100%	Measures the effectiveness of court processes through a ratio of total cases disposed through adjudication, payment, or other forms of resolution vs. the number of cases filed.
Percentage of Jurors Summoned vs. Number of Jurors Present	18%	20%	19%	18%	Measures the effective use of jury summoning resources and processes to ensure that the courts have sufficient jurors to conduct trials through an annual percentage of the total number summoned against total number of jurors that appear.



Program 6: Public Information Services

Priority:	COMPLETE COMMUNITIES
FY2024 FTE Count:	5.8

Program Description

This Program provides oversight of public information functions including clearance letters for employment/military purposes, responding to requests for court-related information and media inquiries, coordinating press releases, updating web information, posting information on social media sites, scheduling passport appointments and community outreach initiatives, and serving as Council/legislative liaison.

Significant Budget Items

- The majority of this Program’s Expenditure budget consists of personnel costs.
- The remaining budget includes funding for staff and community engagement events.

FY24 Prop Budget by Fund

General Fund (1000)	\$590
Total:	\$590

Performance

Measure Name	FY22 Actual	FY23 Target	FY23 Estimate	FY24 Target	Target Context
Increase Public Awareness of Court Services through Annual Community Engagement Events	15	15	15	15	Measures the annual number of community engagement events to raise public awareness of court services including school tours and participation in community events.
Annual Number of Open Records Requests Processed	3,231	2,800	2,800	2,800	Measures the annual number of Open Records requests handled by the MCD Public Information Office.

Program 7: Truancy Prevention/ Youth Engagement



Priority:	PUBLIC SAFETY
FY2024 FTE Count:	13.3

Program Description

This Program provides youth truancy prevention and intervention services, including youth engagement activities, at partner middle and high school campuses. The Program goal is to provide services to partner school districts in an effort to reduce truancy levels and limit juvenile exposure to the criminal justice system through early identification and assessment, mentoring, social service referrals, and increased student/family accountability and participation.

Significant Budget Items

- This Program's expenditure budget includes personnel costs related to truancy intervention services at partner school districts.
- The remaining budget includes Teen Court and student engagement costs, funding for staff professional membership fees, training-related costs, and interfund costs.

FY24 Prop Budget by Fund

Truancy Prevention and Diversion Fund (2211)	\$ 838
General Fund (1000)	\$ 457
Total:	<u>\$1,295</u>

Performance

Measure Name	FY22 Actual	FY23 Target	FY23 Estimate	FY24 Target	Target Context
Annual Satisfaction Survey Favorable Rating for Truancy Prevention Services	100%	95%	100%	95%	Measures the percentage of an overall favorable rating through an annual survey of campuses served by the Program.
Annual Student Engagement Activities	80	80	120	120	Measures the annual number of student virtual and in-person engagement activities including Teen Court, after school, and during school breaks.
Annual Number of Youth Served by Truancy Prevention Program	4,006	3,000	3,000	4,000	Measures the annual number of client contacts related to truancy prevention services and other youth engagement activities.

Program 8: Debt Service and Interfund Transfers



Priority:	OTHER
FY2024 FTE Count:	0.00

Program Description

Budget allocations included in this section reflect debt service payments and/or interfund transfers. The Goal is to effectively manage debt service payments and interfund transfers.

Significant Budget Items

- This Program's Expenditure budget target was provided by Finance.

FY24 Prop Budget by Fund

General Fund (1000)	\$130
Total:	<u>\$130</u>

Performance

Measure Name	FY22 Actual	FY23 Target	FY23 Estimate	FY24 Target	Target Context
N/A					

Expenditure by Fund

(in thousands)



Fund	FY22 Actual	FY23 Budget	FY23 Estimate	FY24 Proposed	Variance FY24 Proposed/ FY23 Budget	% Change
General Fund (1000)	\$27,734	\$30,448	\$30,448	\$31,399	\$951	3%
Municipal Court Building Security Fund (2206)	\$504	\$661	\$515	\$489	<\$172>	<30%>
Municipal Court Technology Fund (2207)	\$876	\$1,287	\$1,184	\$1,320	\$33	3%
Local Truancy Prevention & Diversion Fund (2211)	\$608	\$990	\$380	\$838	<\$152>	<16%>
Municipal Jury Fund (2215)	\$0	\$0	\$0	\$0	\$0	N/A
Total:	\$29,722	\$33,386	\$32,527	\$34,046	\$660	2%

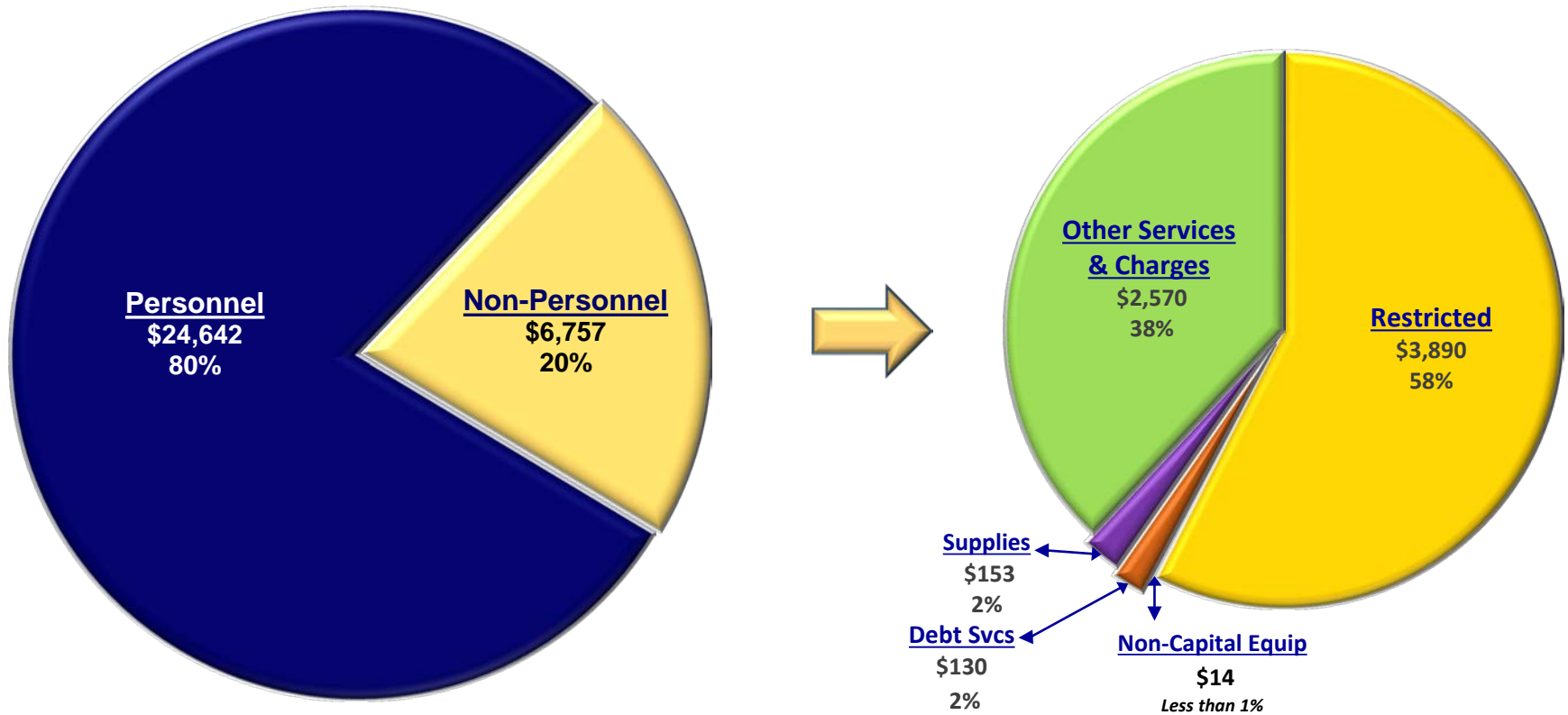
FY2024 Personnel vs Non-Personnel

General Fund (1000)

(\$ in thousands)



FY2024 Proposed General Fund Expenditure Budget: \$31,399



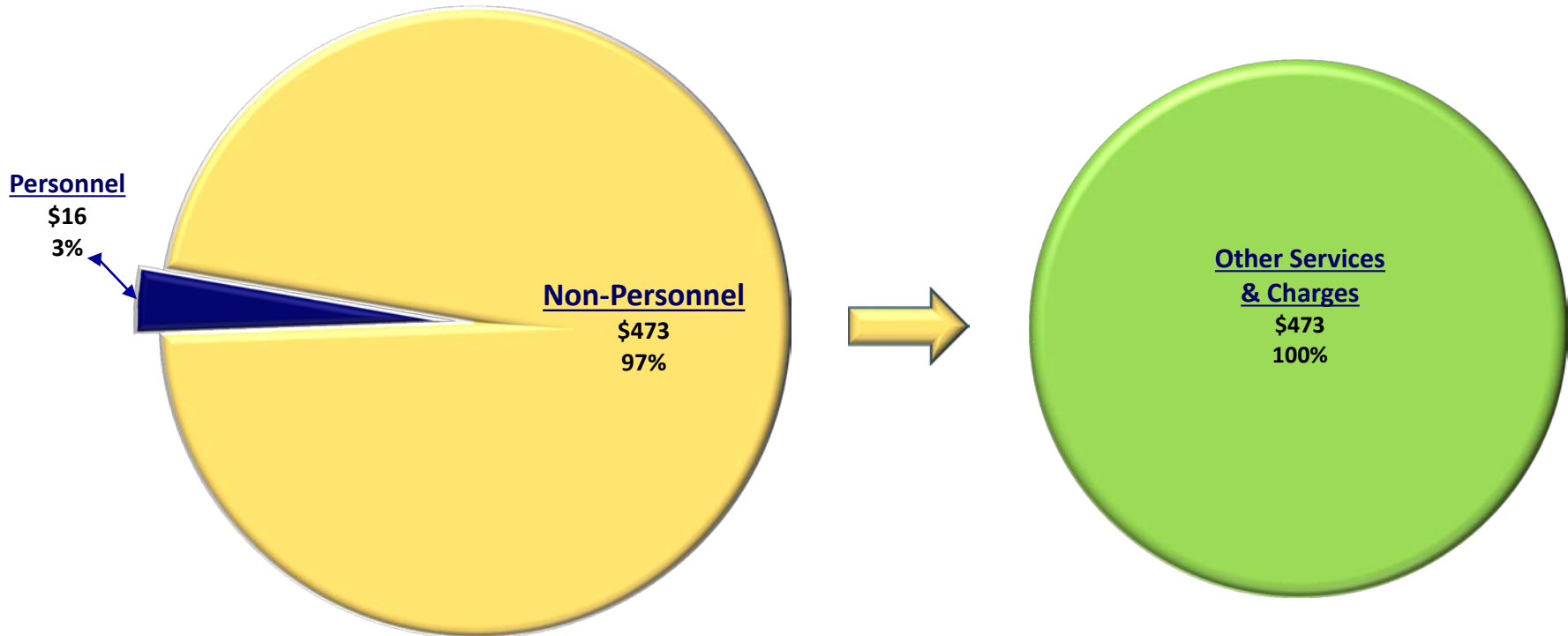
FY2024 Personnel vs Non-Personnel

Building Security Fund (2206)

(\$ in thousands)



FY2024 Fund 2206 Expenditure Budget: \$489



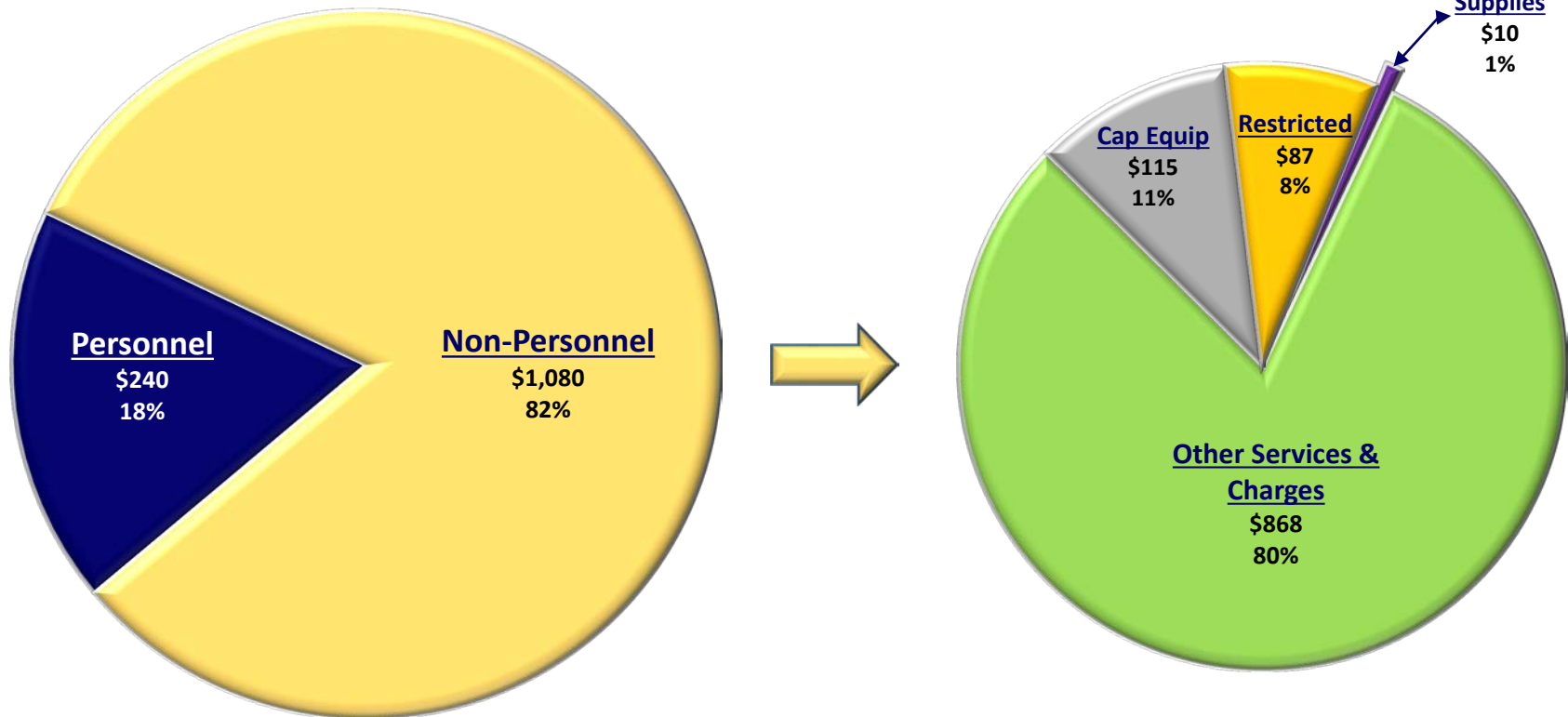
FY2024 Personnel vs Non-Personnel

Court Technology Fund (2207)

(\$ in thousands)



FY2024 Proposed Fund 2207 Expenditure Budget: \$1,320



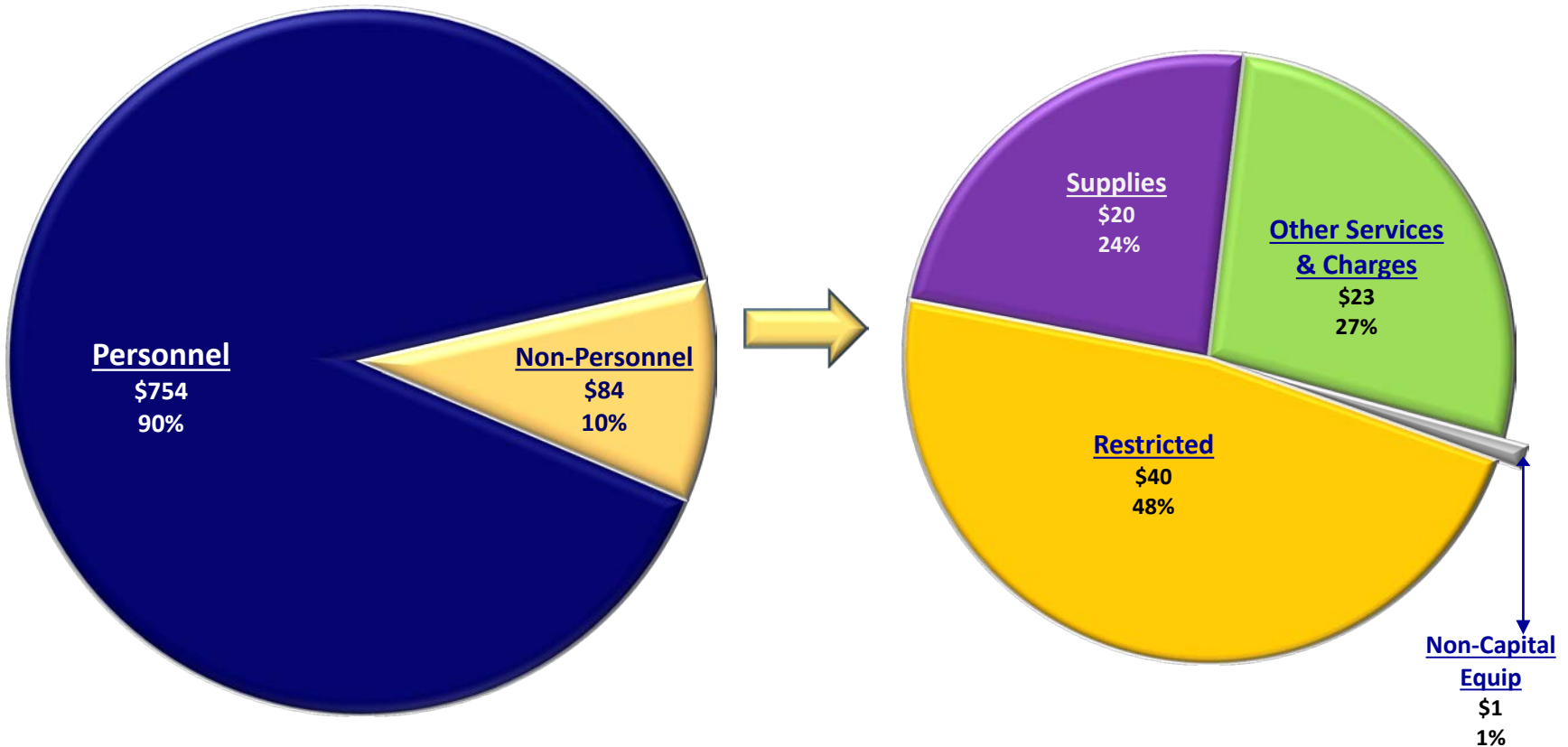
FY2024 Personnel vs Non-Personnel

Local Truancy Prevention and Diversion Fund (2211)

(\$ in thousands)



FY2024 Proposed Fund 2211 Expenditure Budget: \$838



Revenue by Program

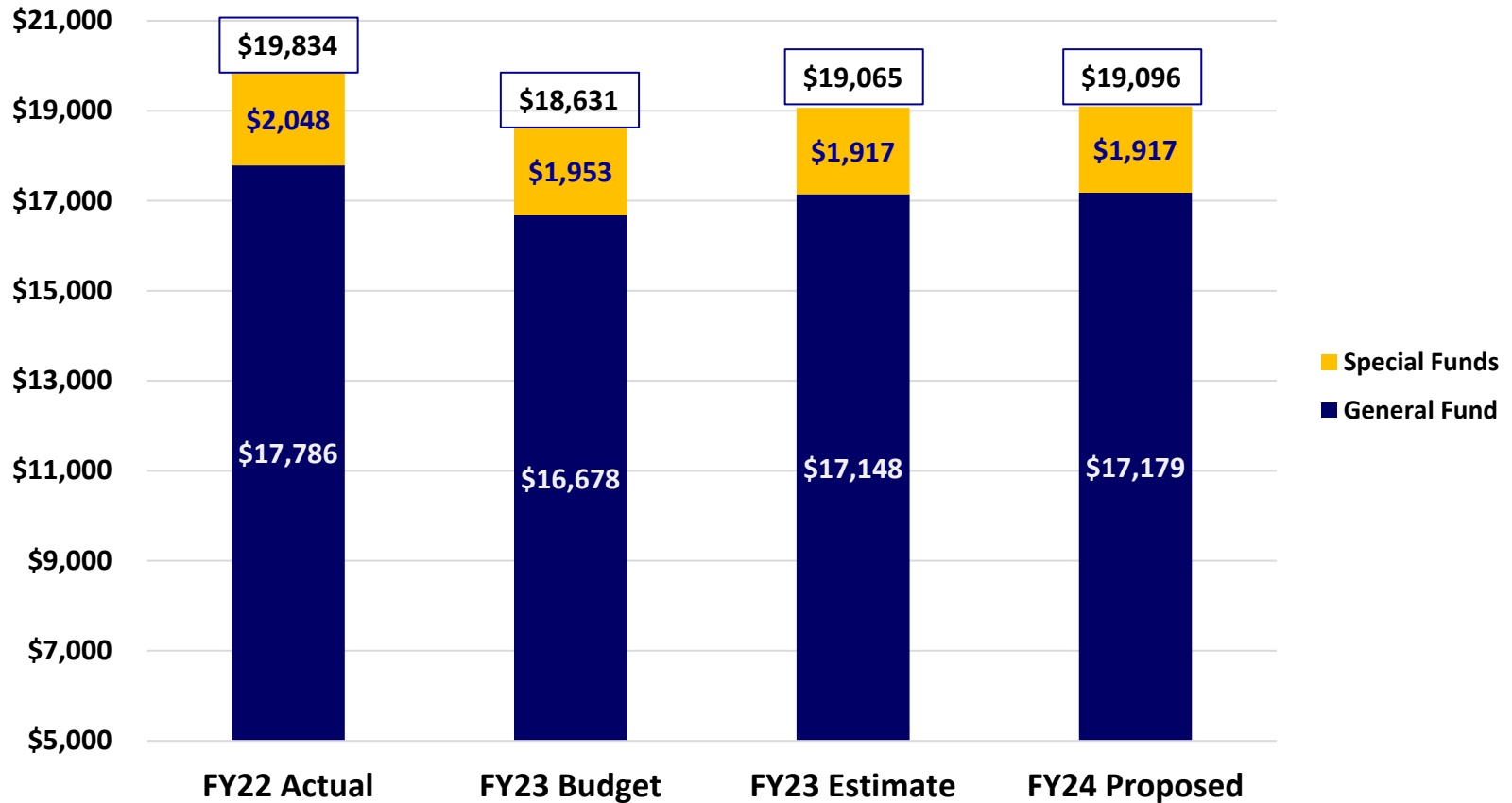
(in thousands)



Program	FY22 Actual	FY23 Budget	FY23 Estimate	FY24 Proposed	Variance FY24 Proposed/ FY23 Estimate	% Change
Administrative Services	\$19,195	\$18,036	\$18,446	\$18,477	\$31	<i>less than 1%</i>
Truancy Prevention/Youth Engagement	\$639	\$595	\$619	\$619	\$0	0.0%
Total:	\$19,834	\$18,631	\$19,065	\$19,096	\$31	<i>less than 1%</i>

Revenue by Fund

(in thousands)



Revenue Highlights

(in thousands)



FY2024 Revenue remains in line with the FY23 Estimate across all MCD Funds as reflected below.

FUND	FY22 Actual	FY23 Budget	FY23 Estimate	FY24 Proposed	Variance FY24 Proposed/ FY23 Estimate	% Change
General Fund (1000)	\$17,786	\$16,678	\$17,148	\$17,179	\$31	Less than 1%
Municipal Court Building Security Fund (2206)	\$583	\$553	\$570	\$570	\$0	0%
Municipal Court Technology Fund (2207)	\$816	\$795	\$717	\$717	\$0	0%
Local Truancy Prevention & Diversion Fund (2211)	\$639	\$595	\$619	\$619	\$0	0%
Municipal Jury Fund (2215)	\$11	\$10	\$11	\$11	\$0	0%
TOTAL:	\$19,835	\$18,631	\$19,065	\$19,096	\$31	Less than 1%



Questions

Appendix



- Restricted Account Details 24
- Department Demographics 25
- Customer Satisfaction Survey 26
- FY2023 Accomplishments 27
- Unmet Needs 28

Restricted Account Details

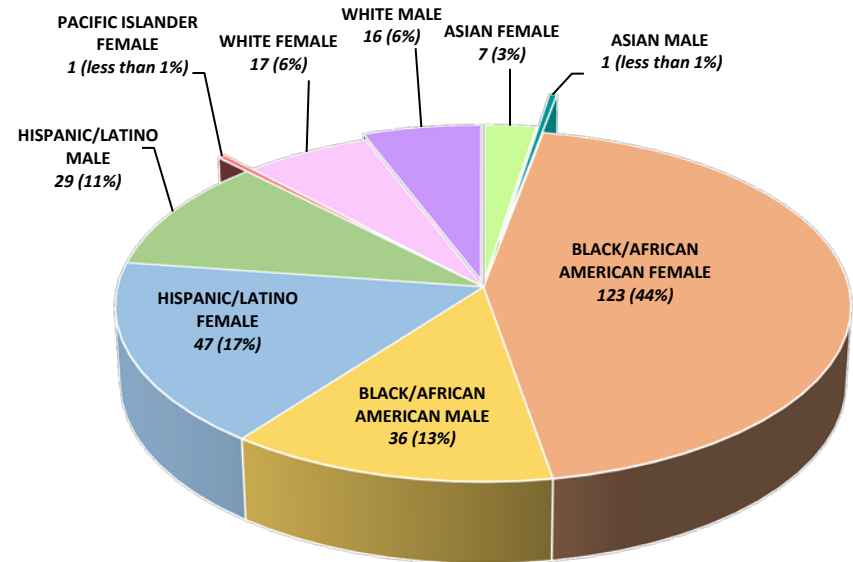


GL Description	Justification & Cost Drivers
Interfund Electricity	Responsible for administering the electricity accounts for the City. Program is responsible for overseeing procurement contracts, forecasting, providing price certainty, and financial reporting. Electricity expenses are projected to be lower than the previous year as a function of the competitive bidding process.
Interfund HR Client Services	Include HR operation cost reflecting health benefits and restricted accounts increase.
Interfund KRONOS Service Charge	Software license and maintenance costs associated with the city of Houston's Time and Attendance System (KRONOS).
Interfund Drainage Charge	Fee is based on impervious service.
Interfund 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.
Interfund 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.
Interfund 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.
Interfund Wireless Services	Monthly charges for Verizon Business services and mobile devices including cell phones, air cards and tablets.
Interfund 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.
Interfund Vehicle Accidents	Provides vehicle accidents repairs for all city departments' rolling stock equipment.
Interfund Permit Center Point of Sale	HPC Point of Sale chargeback.
Interfund Insurance Fees	Cost increase for property insurance premium.
Interfund GIS Services	Personnel, software licenses and maintenance costs associated with the city of Houston's Enterprise Geographic Information System (EGIS).
Interfund Permit Center Rent Chargeback	HPC lease chargeback.
Interfund Vehicle Services - Tires	Tire purchases and services costs for City's rolling stock equipment.
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 Vehicle Fuel	Fuel Program operates and manages all City owned fuel sites. Expense explanation - Fuel services are driven primarily by market pricing.
Interfund 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.
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.



Department Demographics

DEMOGRAPHIC	HEAD COUNT	% OF TOTAL	% BY GROUP	% BY GENDER
Black/African American Female	123	44%	57% Black/African American	Female 70%
Black/African American Male	36	13%		
Hispanic/ Latino Female	47	17%	28% Hispanic	
Hispanic/Latino Male	29	11%		
White Female	17	6%	12% White	Male 30%
White Male	16	6%		
Pacific Islander Female	1	Less than 1%	Less than 1% Pacific Islander	
Asian Female	7	3%	3% Asian	
Asian Male	1	Less than 1%		
TOTAL:	277	100%	100%	



FY2023 Customer Satisfaction Survey



I am pleased to report that this year's Customer Satisfaction Survey yielded one of the highest overall favorable rating (95%) in a twelve-year period. We conduct this survey annually at our central and satellite court locations. This score is reflective of the efforts of my entire Team who continuously strive to provide excellent customer service.

Below are this year's top favorable categories:

<i>"I was treated with courtesy and respect by the Judge"</i>	97%
<i>"I was treated with courtesy and respect by the Bailiff"</i>	96%
<i>"I was treated with courtesy and respect by the Courtroom Clerk"</i>	96%
<i>"I was treated with courtesy and respect by the Cashier"</i>	95%
<i>"I was treated with courtesy and respect by the Adjudication Hearing Officer"</i>	97%



FY2023 Accomplishments

- The Teen Court Program continues to make a positive impact on our youth. One of its participants, Rahul Vijayan, shared recently that he was selected as the recipient of the President’s Environmental Youth Award (PEYA) from Region 6 (*Louisiana, Arkansas, Oklahoma, New Mexico, and Texas*). This award is selected by the U.S. Environmental Protection Agency (EPA) in partnership with the White House Council on Environmental Quality (CEQ). Across the country, 34 students were selected and recognized for their leadership and commitment to environmental education and stewardship. He thanked Judge Marshall for her support and guidance and her role in this achievement.
- The MCD Passport Program is celebrating its 2-year anniversary. To date, the Program has assisted over 8,000 individuals to obtain their passports and generated over \$280,000. The FY23 revenue goal for this Program is \$136,500, and we anticipate surpassing it. Year-to-date, we have collected \$135,600 (99% of goal).
- The Texas Municipal Courts Education Center presented the City of Houston Municipal Courts with its 2023 Honorable Mention Award – Municipal Traffic Safety Initiative (MTSI) this past April.
- MCD Collection and Compliance Program: The FY23 performance is trending higher than last year for each section, One Call Solution Center (14%), Deferred Payment Compliance (11.5%), and Mail Compliance (6.3%).
- The Judicial Operations Program reviewed and executed 4,493 Search Warrants including (Blood, Seizure, and Inspection) from January 1, 2022, through December 31, 2022, on behalf of HPD and other law enforcement agencies in the greater Houston area.



Unmet Needs

We are approaching the 6th anniversary of Hurricane Harvey, and the replacement of the central courthouse is progressing.

I would like to thank my staff, who continues to be patient and understanding, the Mayor's office, and GSD for assisting us in getting closer to a permanent solution.





Thank you for your support!

MUNICIPAL COURTS DEPARTMENT

MISSION STATEMENT

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.