



Municipal Courts Department

FY2025 Proposed Budget

Workshop Presentation

May 22, 2024

Presented By:

J. Elaine Marshall

Director and Presiding Judge



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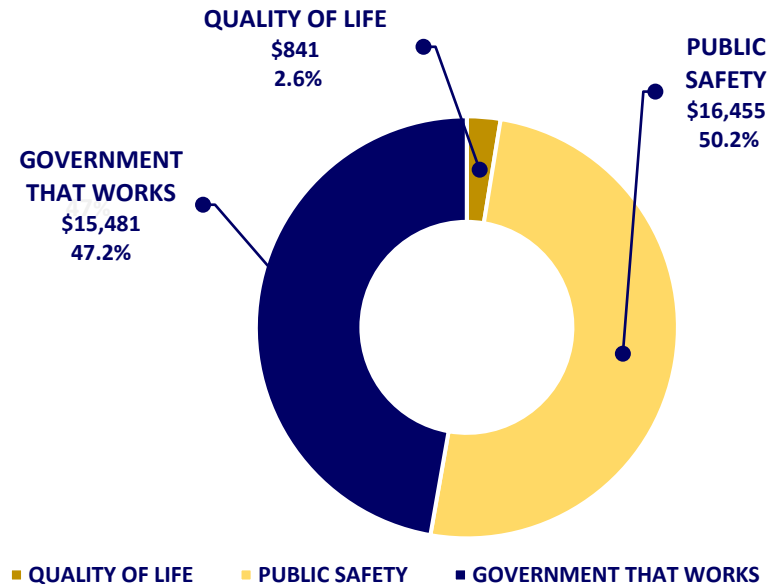
Strategic Guidance Alignment

GOVERNMENT THAT WORKS	PUBLIC SAFETY	QUALITY OF LIFE	INFRASTRUCTURE
Administrative Services	Judicial Operations	Public Information	
Cash Management	Court Operations		
Collections and Compliance	Truancy Prevention/Youth Services		
Debt Services and Interfund Transfers			

KEY INITIATIVES THAT SUPPORT MAYOR'S PRIORITIES

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

DEPARTMENT BUDGET BY PRIORITY





Expenditures by Program

(in thousands)

Program	FY2023 Actual	FY2024 Budget	FY2024 Estimate	FY2025 Proposed	Variance FY2025 Proposed/ FY2024 Budget	% Change
Administrative Services	\$ 8,288	\$ 9,691	\$ 9,364	\$ 9,118	\$ <573>	<6%>
Cash Management Services	\$ 3,111	\$ 3,654	\$ 3,292	\$ 3,543	\$ <111>	<3%>
Collections and Compliance	\$ 2,632	\$ 2,799	\$ 2,796	\$ 2,690	\$ <109>	<4%>
Court Operations	\$ 6,545	\$ 7,117	\$ 6,912	\$ 6,950	\$ <167>	<2%>
Judicial Operations	\$ 7,590	\$ 8,770	\$ 8,167	\$ 8,300	\$ <470>	<5%>
Public Information	\$ 534	\$ 590	\$ 730	\$ 841	\$ 251	43%
Truancy Prevention/Youth Engagement	\$ 700	\$ 1,294	\$ 840	\$ 1,205	\$ <89>	<7%>
Debt Service	\$ 130	\$ 130	\$ 130	\$ 130	\$ 0	0%
TOTAL:	\$ 29,530	\$ 34,045	\$ 32,231	\$ 32,777	\$ <1,268>	<4%>



Revenue by Program

(in thousands)

Program	FY2023 Actual	FY2024 Budget	FY2024 Estimate	FY2025 Proposed	Variance FY2025 Proposed/ FY24 Estimate	% Change
Administrative Services	\$19,871	\$18,477	\$19,439	\$19,532	\$93	0.5%
Truancy Prevention/Youth Engagement	\$704	\$619	\$623	\$642	\$19	3.0%
Total:	\$20,575	\$19,096	\$20,062	\$20,174	\$112	0.6%



Program 1: Administrative Services

Priority:	GOVERNMENT THAT WORKS
FY2025 FTE Count:	12.6

Program Description:

This Program provides oversight of facility maintenance, central mailroom operations, safety/security, and staff wellness/training initiatives. This Program also includes oversight of budgeting, procurement, financial reporting, audit compliance, contract administration, and includes funding for all interfund accounts.

Significant Budget Items:

- Includes funding for the majority of MCD interfund costs, centralized department-level costs, and aligned staffing personnel costs.
- Includes funding for contract building security/armored car services, and contractual CSMART professional services.

FY2025 Prop Budget by Fund: *(in thousands)*

General Fund (1000)	\$7,307
Building Security Fund (2206)	\$498
Technology Fund (2207)	\$1,313
Total:	\$9,118

Performance:

Measure Name	FY2023 Actual	FY2024 Progress (Q3)	FY2024 Target	FY2025 Target	Target Context
Expenditures Adopted Budget vs. Actual Utilization	90%	88%	98%	98%	<u>Annual Percentage:</u> Monitoring of General Fund Expenditure Actuals against Budget Target.
Revenues Adopted Budget vs. Actual Utilization	110%	103%	100%	100%	<u>Annual Percentage:</u> Monitoring of General Fund Revenue Actuals against Budget Target.



Program 2: Cash Management Services

Priority:	GOVERNMENT THAT WORKS
FY2025 FTE Count:	43.6

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 and contract armored car services, reconciliation of daily cash/credit card transactions, jail bonding services, and serving as agents accepting passport applications.

Significant Budget Items:

- Includes funding for personnel costs.
- Includes funding for staff training and certification costs, professional membership fees, and staff uniforms.

FY2025 Prop Budget by Fund: *(in thousands)*

General Fund (1000)	\$3,543
Total:	\$3,543

Performance:

Measure Name	FY2023 Actual	FY2024 Progress (Q3)	FY2024 Target	FY2025 Target	Target Context
Transactions Reviewed for Quality Control	74%	79%	50%	50%	Measures the accuracy of transactions through the review of a specified percentage of transactions.



Program 3: Collections and Compliance

Priority:	GOVERNMENT THAT WORKS
FY2025 FTE Count:	32.6

Program Description:

This Program includes 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:

- Includes funding for personnel costs.
- Includes funding for staff training and clerk certification costs, professional membership fees, and staff uniforms.

FY2025 Prop Budget by Fund: (in thousands)

General Fund (1000)	\$2,690
Total:	\$2,690

Performance:

Measure Name	FY2023 Actual	FY2024 Progress (Q3)	FY2024 Target	FY2025 Target	Target Context
Compliance with Deferred Payment Program plans	64%	67%	60%	60%	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 (in millions)	\$2.1	\$1.8	\$1.8	\$2.0	Measures the effectiveness of the Deferred Payment Program through the annual revenue collected related to approved payment plans.
Annual Revenue collected through External Vendors (in millions)	\$7.6	\$5.3	\$6.5	\$6.0	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 (in millions)	\$1.4	\$1.0	\$1.1	\$1.1	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

FY2025 FTE Count: 79.9

Program Description:

This Program includes oversight of three areas: Pre-Court Services that include scanning, data entry, affiant, quality assurance processes, and record retention; Courtroom Services that provide courtroom and docket support; and Post-Court Services that include warrant verification, and bond and appellate administration. This Program also oversees expunction and non-disclosure request processing.

Significant Budget Items:

- Includes funding for personnel costs.
- Includes funding for contract printing services, record retention costs, professional licensing, staff uniforms, and clerk certification costs.

FY2025 Prop Budget by Fund: (in thousands)

General Fund (1000)	\$6,950
Total:	\$6,950

Performance:

Measure Name	FY2023 Actual	FY2024 Progress (Q3)	FY2024 Target	FY2025 Target	Target Context
Favorable customer satisfaction rating through annual customer survey	94%	95%	90%	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)	1.2	1.2	5.0	5.0	Measures the court response time to requests from law enforcement for the verification of warrants.
Cases reviewed for data entry accuracy of citations filed	88%	90%	50%	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
FY2025 FTE Count:	58.7

Program Description:

This Program includes oversight of 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:

- Includes funding for personnel costs.
- Includes funding for jury summoning costs, juror fee payments, contract language, court reporting and legal services, and professional membership fees/ mandated training.

FY2025 Prop Budget by Fund: *(in thousands)*

General Fund (1000)	\$8,300
Total:	\$8,300

Performance:

Measure Name	FY2023 Actual	FY2024 Progress (Q3)	FY2024 Target	FY2025 Target	Target Context
Average Defendant Wait Time: Trials by Judge <i>(in minutes)</i>	24	27	30	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 <i>(in hours)</i>	1.2	1.5	2.0	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	119%	91%	100%	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.
Number of jurors summoned vs. Number of jurors present	19%	17%	18%	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:	QUALITY OF LIFE
FY2025 FTE Count:	6.7

Program Description:

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

Significant Budget Items:

- Includes funding for personnel costs.
- Includes funding for staff and community engagement events.

FY2025 Prop Budget by Fund: *(in thousands)*

General Fund (1000)	\$841
Total:	\$841

Performance:

Measure Name	FY2023 Actual	FY2024 Progress (Q3)	FY2024 Target	FY2025 Target	Target Context
Increase public awareness of court services through annual community engagement events	18	11	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 (TPIA) requests processed	4,026	2,607	2,800	2,800	Measures the annual number of TPIA requests handled by the MCD Public Information Office.



Program 7: Truancy Prevention/Youth Engagement

Priority:	PUBLIC SAFETY
FY2025 FTE Count:	12.7

Program Description:

This Program includes youth truancy prevention and intervention services, youth engagement activities at partner middle and high school campuses.

Significant Budget Items:

- Includes funding for personnel costs related to truancy intervention services at partner school districts.
- Includes funding for Teen Court and student engagement costs, staff professional membership fees, training-related costs, and interfund costs.

FY2025 Prop Budget by Fund: *(in thousands)*

Local Youth Diversion Fund (2211)	\$ 836
General Fund (1000)	\$ 369
Total:	\$1,205

Performance:

Measure Name	FY2023 Actual	FY2024 Progress (Q3)	FY2024 Target	FY2025 Target	Target Context
Favorable rating for truancy prevention services through annual campus surveys	95%	95%	95%	95%	Measures the percentage of an overall favorable rating through an annual survey of campuses served by the Program.
Annual Student Engagement Activities	149	69	120	80	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	3,059	2,965	4,000	3,000	Measures the annual number of client contacts related to truancy prevention services and other youth engagement activities performed by Juvenile Case Managers.



Program 8: Debt Service and Interfund Transfers

Priority:	GOVERNMENT THAT WORKS
FY2025 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.

FY2025 Prop Budget by Fund: *(in thousands)*

General Fund (1000)	\$130
Total:	\$130

Performance:

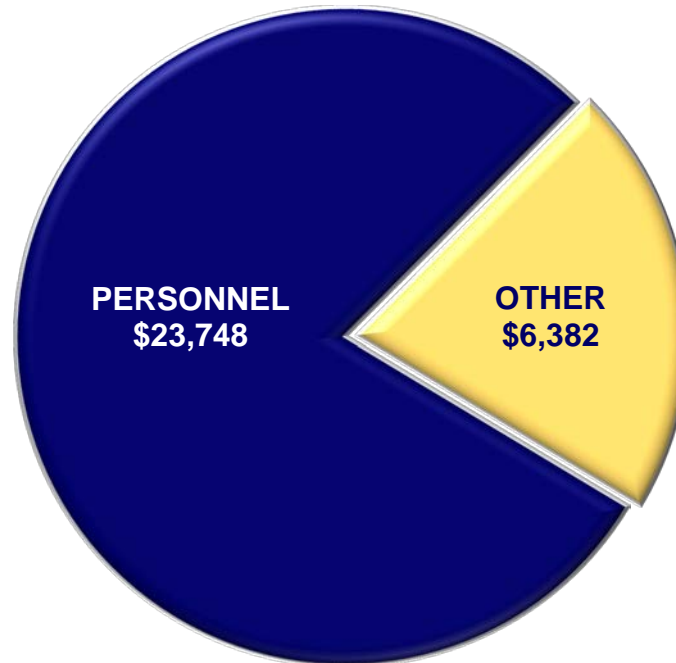
Measure Name	FY2023 Actual	FY2024 Progress (Q3)	FY2024 Target	FY2025 Target	Target Context
N/A					

FY2025 Personnel vs Non-Personnel GENERAL FUND

(in thousands)



GENERAL FUND
\$30,130



Other Category Breakdown	
Restricted/Interfund	\$3,716
Supplies	\$199
Other Services & Charges	\$2,453
Non-Capital Equipment	\$14
TOTAL:	\$6,382

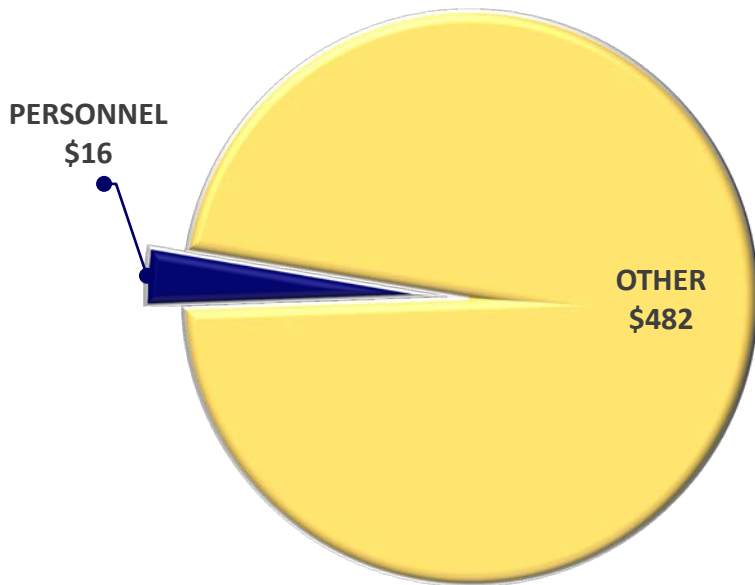
FY2025 Personnel vs Non-Personnel

SPECIAL FUNDS (1 of 2)

(in thousands)



BUILDING SECURITY FUND (2206)
\$498



Other Category Breakdown	
Other Services & Charges	\$482
TOTAL:	\$482

MUNICIPAL COURT TECHNOLOGY FUND (2207)
\$1,313



Other Category Breakdown	
Restricted/Interfund	\$84
Supplies	\$10
Other Services & Charges	\$1,104
Capital Equipment	\$115
TOTAL:	\$1,313

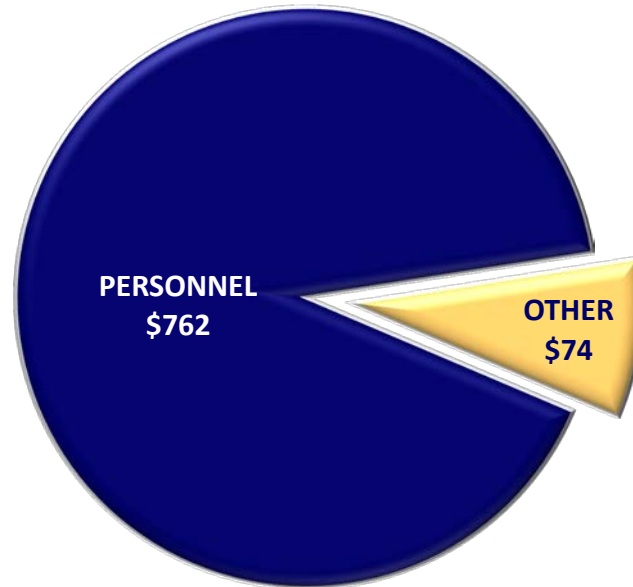
FY2025 Personnel vs Non-Personnel

SPECIAL FUNDS (2 of 2)

(in thousands)



LOCAL YOUTH DIVERSION FUND (2211)
\$836

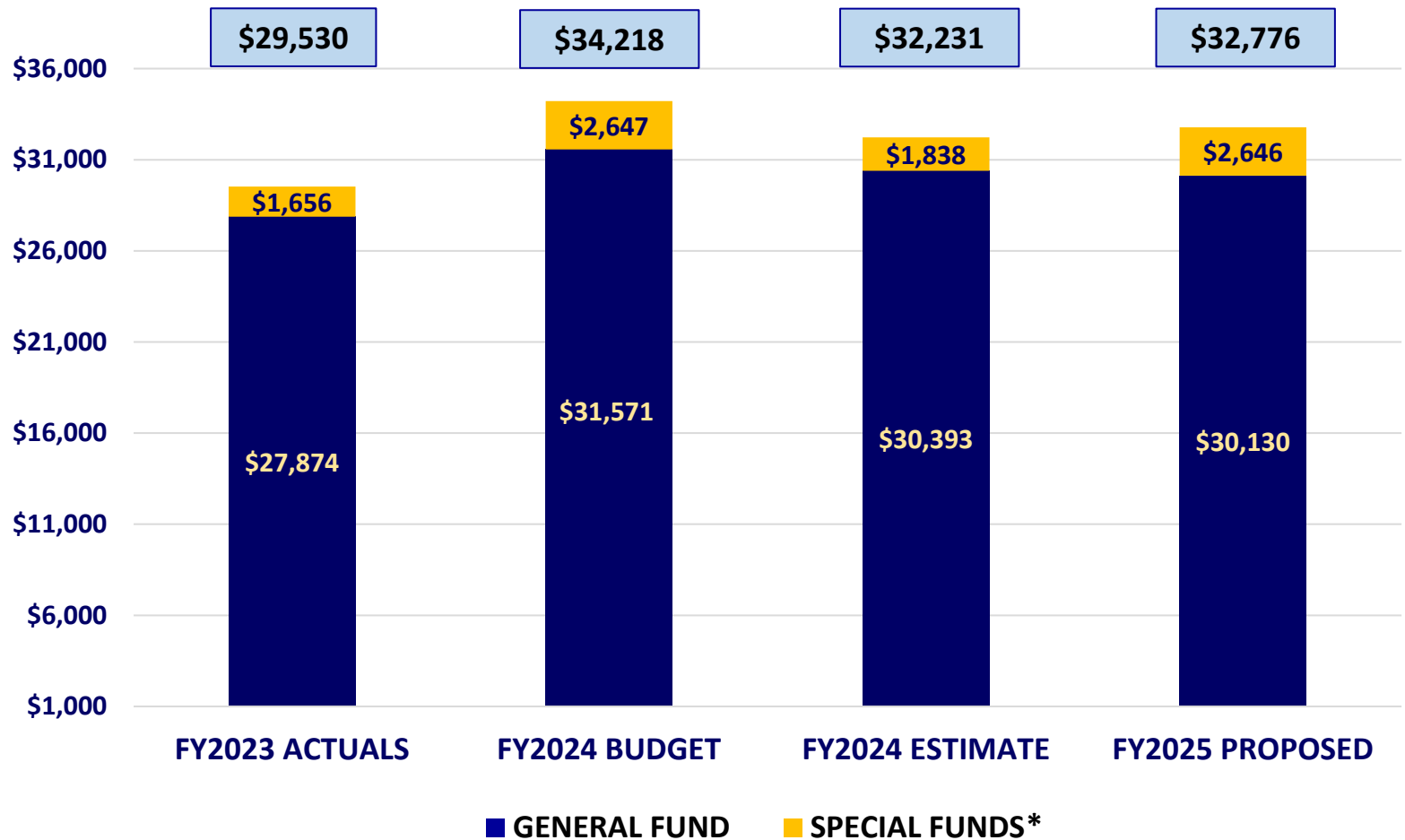


Other Category Breakdown	
Restricted/Interfund	\$32
Supplies	\$21
Other Services & Charges	\$20
Non-Capital Equipment	\$1
TOTAL:	\$74



Expenditures by Fund

(in thousands)

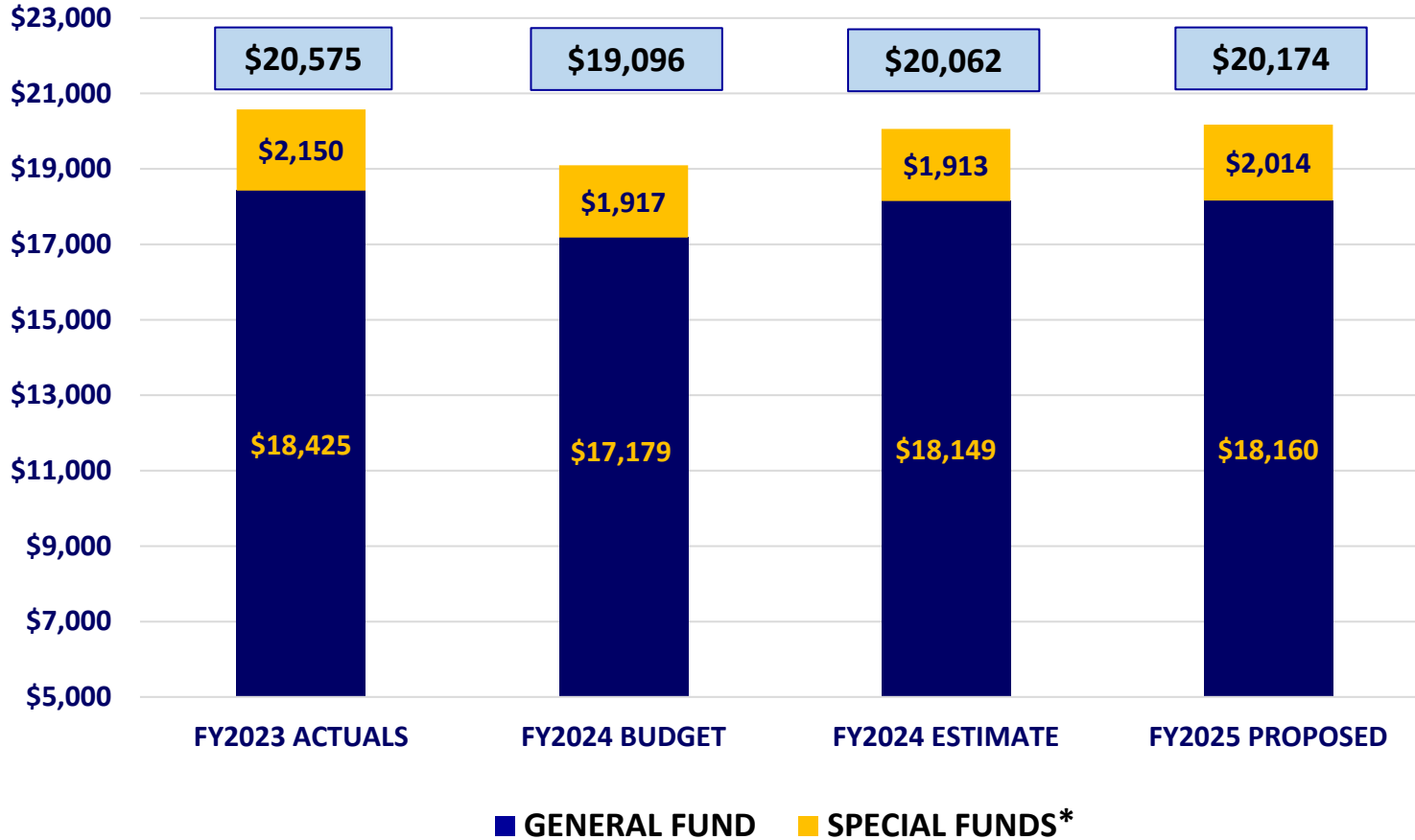


**SPECIAL FUNDS: Fund 2206, Fund 2207, Fund 2211, and Fund 2215*



Revenue by Fund

(in thousands)



**SPECIAL FUNDS: Fund 2206, Fund 2207, Fund 2211, and Fund 2215*



Revenue Highlights

(in thousands)

- **FY2025 Revenue remains in line with the FY2024 Estimate across all MCD Funds.**
- **The MCD Wedding Program and Passport Program continue to generate additional revenue along with other internal initiatives.**
- **The number of vendors tied to the Unpaid Accounts Collection Services (multi-vendor) contract has been reduced to one vendor from the initial three vendors.**



Questions

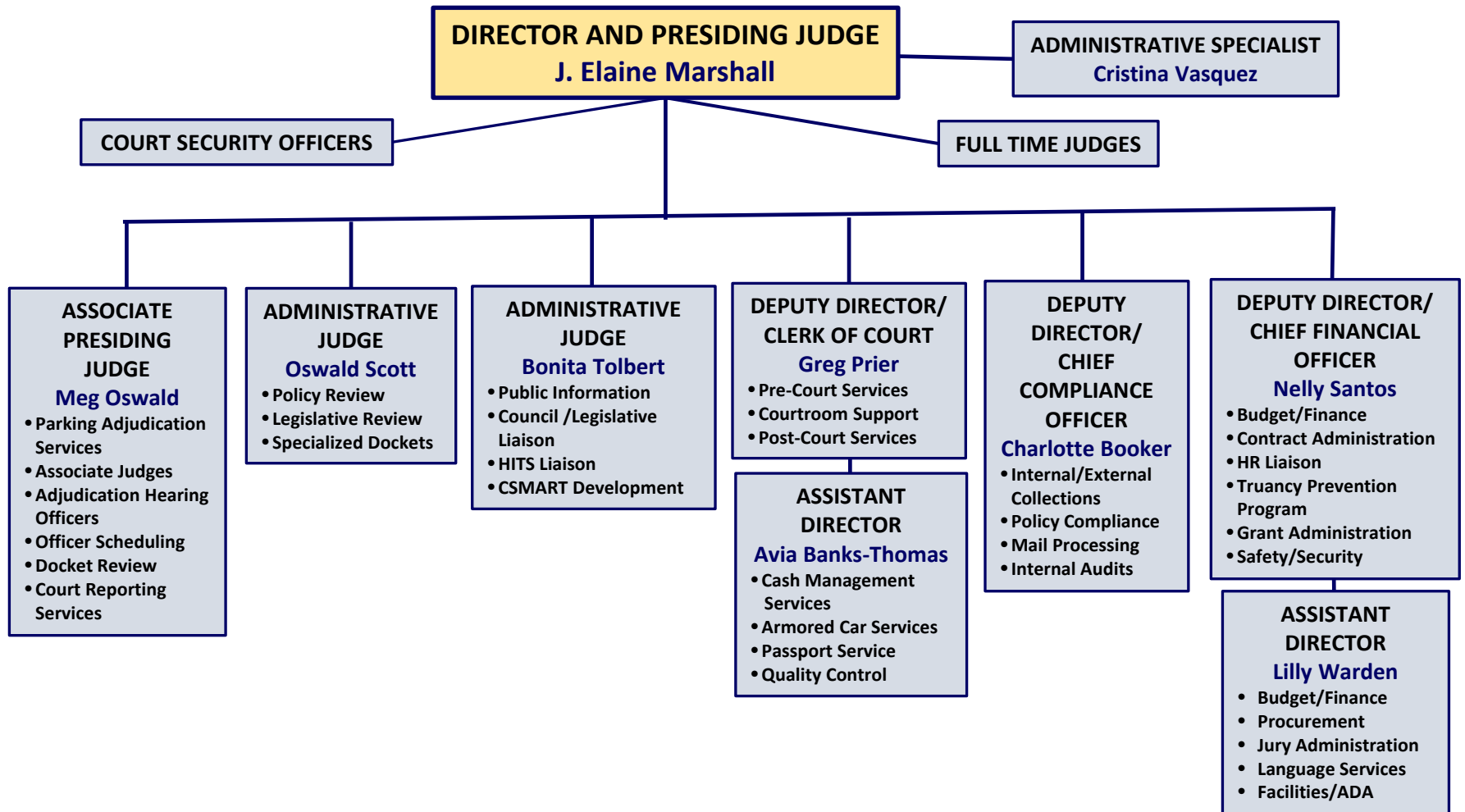


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Department Organization Chart

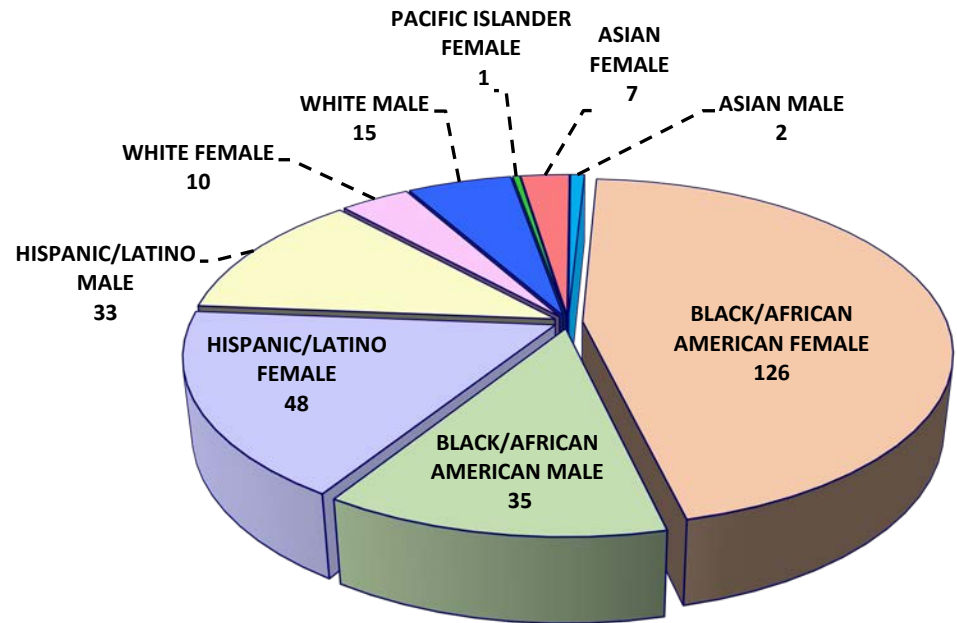




Department Demographics

(All Funds)

DEMOGRAPHIC	HEAD COUNT	% OF TOTAL	% BY GROUP	% BY GENDER
Black/African American Female	126	45%	58% Black/African American	Female 69%
Black/African American Male	35	13%		
Hispanic/Latino Female	48	17%	29% Hispanic	
Hispanic/Latino Male	33	12%		
White Female	10	4%	9% White	Male 31%
White Male	15	5%		
Pacific Islander Female	1	Less than 1%	Less than 1% Pacific Islander	
Asian Female	7	3%	3% Asian	
Asian Male	2	1%		
TOTAL:	277	100%	100%	





FY2024 Accomplishments

- The Courts continue to assist the most vulnerable of our population to resolve their court matters in an equitable and fair manner through their specialized dockets. These include Homeless Recovery (held 3 times/month), Veteran's Court (held 1 time/month), and the Safe Harbor Court (held daily).
- The Court's Passport Program is celebrating its 3rd anniversary. To date, the Program has assisted close to 12,000 individuals to obtain their passports and has generated over \$410,000 in revenue.
- The Court's Wedding initiative is on track to outperform FY2023. For FY24, close to 1,800 weddings have been performed, generating over \$173,000 in revenue.
- The Teen Court Program continues to expand and provide a meaningful opportunity for youth to participate in the legal process through dedicated staff mentors.
- The Municipal Courts Department was presented with the 2024 Honorable Mention Award- Municipal Traffic Safety Initiative this past April by the Texas Municipal Courts Education Center.
- Collections and Compliance Program FY2024 performance goals are trending higher than the previous year and have exceeded the FY2024 target:
 - External Collections has exceeded the FY24 Performance Measure by \$468,292 (10%)
 - Internal Collections has exceeded the FY24 Performance Measure by \$181,665 (22%)
- The Judicial Operations Program reviewed/executed 4,243 Search Warrants including (Blood, Seizure, and Inspection), and issued 1,073 Magistrate Warnings, on behalf of HPD and other law enforcement agencies (*January 1, 2023-December 31, 2023*).
- The Juvenile Case Manager Program was awarded grant funding in the amount of \$497,295 by the Office of the Governor to support our truancy prevention initiatives.



FY2024 Customer Satisfaction Survey

I am pleased to report the results of the Court's annual Customer Satisfaction Survey, which resulted in an overall 92% favorable rating. This survey is conducted annually at our central and satellite court locations. Below are the top survey favorable rating categories:

<i>"I was treated with courtesy and respect by the Cashier"</i>	95%
<i>"I was treated with courtesy and respect by the Judge"</i>	94%
<i>"I was treated with courtesy and respect by the Courtroom Clerk"</i>	94%
<i>"I was treated with courtesy and respect by the Adjudication Hearing Officer"</i>	94%
<i>"I feel safe in the court"</i>	94%
<i>"I was treated with courtesy and respect by the Bailiff"</i>	93%



Expenditure by Fund

(in thousands)

Fund	FY2023 Actual	FY2024 Budget	FY2024 Estimate	FY2025 Proposed	Variance FY2025 Proposed vs. FY2024 Budget	% Change
GENERAL FUND (1000)	\$27,874	\$31,571	\$30,393	\$30,130	<\$1,441>	<5%>
MUNICIPAL COURT BUILDING SECURITY FUND (2206)	\$444	\$489	\$474	\$498	\$9	2%
MUNICIPAL COURT TECHNOLOGY FUND (2207)	\$978	\$1,320	\$948	\$1,313	<\$7>	<1%>
LOCAL YOUTH DIVERSION FUND (2211)	\$234	\$838	\$416	\$836	<\$2>	<less than 1%>
MUNICIPAL JURY FUND (2215)	\$0	\$0	\$0	\$0	\$0	0%
Total:	\$29,530	\$34,218	\$32,231	\$32,777	<\$1,441>	<4%>



Revenue by Fund

(in thousands)

Fund	FY2023 Actual	FY2024 Budget	FY2024 Estimate	FY2025 Proposed	Variance FY2025 Proposed vs. FY2024 Estimate	% Change
GENERAL FUND (1000)	\$18,425	\$17,179	\$18,149	\$18,160	\$11	Less than 1%
MUNICIPAL COURT BUILDING SECURITY FUND (2206)	\$655	\$570	\$609	\$592	<\$17>	<3%>
MUNICIPAL COURT TECHNOLOGY FUND (2207)	\$777	\$717	\$669	\$769	\$100	15%
LOCAL YOUTH DIVERSION FUND (2211)	\$704	\$619	\$623	\$642	\$19	3%
MUNICIPAL JURY FUND (2215)	\$13	\$11	\$12	\$11	<\$1>	<8%>
Total:	\$20,574	\$19,095	\$20,062	\$20,174	\$112	1%



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.

Special Considerations

We are approaching the 7th anniversary of Hurricane Harvey, and the replacement of the central courthouse facility remains in progress.

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.