

MUNICIPAL COURT

MISSION STATEMENT:

The mission of the Cedar Hill Municipal Court is to process cases in an efficient and impartial manner; promoting the highest standards in customer service.

CORE FUNCTIONS:

- 1) **Process Class-C Misdemeanor cases** – Document and maintain case activity
- 2) **Prepare and maintain trial dockets** – Coordinate and schedule individual cases
- 3) **Enforce compliance of court orders** – Issue and serve warrants, summons and subpoenas
- 4) **Promote the highest standards of customer service** - Continuously strive to enhance customer service practices

2013 - 2014 WORK PLAN

CORE FUNCTION: #1 Process Class-C Misdemeanor cases

Action:

- Document and maintain case activity for approximately 6,500 new cases annually

Activity Measurement:

- Enter citations into the Municipal Court System on same day of case(s) being filed
- Record and prepare citation deposit payments within one business day
- Monitor and dispose of pending cases weekly
- Process warrants within ten days of delinquency
- Update web payments daily
- Process incoming mail, jail documents and Protective Orders daily

Meets City Council's Premier Statement:

Cedar Hill is Safe.

CORE FUNCTION: #2 Prepare and maintain court dockets

Action:

- Coordinate and schedule cases for all court dockets

Activity Measurement:

- Complete the complaint process for pre-trials, trials and hearings within ten business days of the scheduled trial date
- Schedule six dockets monthly
- Schedule trials within 90 days of defendant's request to appear
- Send notification to Department of Public Safety on juveniles that "Failed to Appear" in Court within three days of scheduled court date
- Subpoena witnesses for Court two weeks prior to scheduled docket
- Summons jurors for jury duty one month prior to scheduled docket

Meets City Council's Premier Statement:

Cedar Hill is Safe.

CORE FUNCTION: #3 Enforce compliance of court orders

Action:

- Issue and serve approximately 3,000 new warrants
- Locate defendants and process approximately 3,700 outstanding warrants

Activity Measurement:

- Maintain a collection rate of 68% on new cases filed
- Contact customer via letter, post card or phone at least one week prior to issuance of a warrant to provide options for resolution
- Coordinate and implement Warrant Round-Up Programs quarterly
- Generate warrant notice within five business days following issuance of warrant
- Contact defendant via telephone within ten business days following the issuance of a warrant
- Assist Cedar Hill Police Department with prisoner pick-ups within 24 hours of dispatch's request
- Maintain a 95% warrant clearance rate

Meets City Council's Premier Statement:

Cedar Hill is Safe.

CORE FUNCTION: #4 Promote the highest standards of Customer service

Action:

- Resolve customer related issues
- Implement strategies to prepare and educate customers for court proceedings
- Encourage and foster the development of Municipal Court staff
- **Control cost of service delivery by the use of technology**

Activity Measurement:

- Assist approximately 8,100 court customers annually
- Require Municipal Court Staff to attend, a minimum of, one training for customer service and court procedures annually
- Create a Training Plan and develop career path for the Municipal Court staff by January 2014
- Create a Policy and Procedures Manual for court by September 2014
- **Participate in the Cedar Hill Block Party and National Night Out to inform public of their rights in Municipal Court**
- **Participate with CHISD, in Career day, to inform students about laws and the purpose of the Court System**

**SUMMARY
MUNICIPAL COURT**

EXPENDITURES	ACTUAL FY 12-13	BUDGET FY 13-14	ESTIMATED FY 13-14	BUDGET FY 14-15
Personnel	\$ 494,305	\$ 505,920	\$ 511,510	
Supplies	12,270	9,820	10,800	
Maintenance	8,200	8,200	8,700	
Services	75,000	74,700	74,700	
Utilities	2,865	3,200	3,200	
Leases/Rentals	-	-	3,875	
Sundry	9,145	8,085	9,350	
TOTAL Department Budget	\$ 601,785	\$ 609,925	\$ 622,135	\$ -

STAFFING	ACTUAL FY 11-12	BUDGET FY 12-13	ESTIMATED FY 12-13	BUDGET FY 13-14
Municipal Court Administrator	1.00	1.00	1.00	1.00
Senior Marshal	1.00	1.00	1.00	1.00
City Marshal	1.00	1.00	1.00	1.00
Juvenile Case Manager	0.00	1.00	1.00	1.00
Senior Court Clerk	1.00	1.00	1.00	1.00
Court Clerk	2.63	2.13	2.13	2.13
Bailiff	0.80	0.80	0.80	0.80
TOTAL Department Staff	7.43	7.93	7.93	7.93

PERFORMANCE INDICATORS	ACTUAL FY 11-12	BUDGET FY 12-13	ESTIMATED FY 12-13	BUDGET FY 13-14
Percentage of citations entered within two business days	99%	99%	99%	99%
Percentage of trial dockets prepared within ten days prior to trial date	99%	99%	99%	99%
Collection rate	65%	67%	70%	70%