

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

2012 - 2013 WORK PLAN

CORE FUNCTION: #1 Process Class-C Misdemeanor cases

Action:

- Document and maintain case activity for approximately 6,000 cases annually

Activity Measurement:

- Enter citations into the Municipal Court System on same day of case(s) being filed
- Record and prepare deposit of payments of citations within one business day
- Monitor and appropriately dispose of pending cases weekly
- Process warrants within ten days of delinquency
- Update web payments daily
- Process incoming mail, jail paperwork 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 3,500 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 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 customer via telephone within five to 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 8,000 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 2013
- Create a Policy and Procedures Manual for court by July 2013

**SUMMARY
MUNICIPAL COURT**

EXPENDITURES	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
Personnel	\$ 408,078	\$ 419,375	\$ 453,940	\$ 494,305
Supplies	14,979	19,010	12,625	12,270
Maintenance	8,043	8,200	8,340	8,200
Services	124,580	127,640	74,700	75,000
Utilities	2,507	2,865	2,865	2,865
Sundry	2,878	6,100	6,315	9,145
TOTAL Department Budget	\$ 561,065	\$ 583,190	\$ 558,785	\$ 601,785

STAFFING	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
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	0.00	0.00	1.00
Senior Court Clerk	1.00	1.00	1.00	1.00
Court Clerk	2.63	2.63	2.63	2.13
Bailiff	0.80	0.80	0.80	0.80
TOTAL Department Staff	7.43	7.43	7.43	7.93

PERFORMANCE INDICATORS	ACTUAL FY 10-11	BUDGET FY 11-12	ESTIMATED FY 11-12	BUDGET FY 12-13
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%	67%	70%