

Memorandum



CITY OF DALLAS

DATE January 25, 2019

TO Honorable Members of the Public Safety and Criminal Justice Committee

SUBJECT **Court and Detention Services' Strategic Initiatives**

On Monday, January 28, 2019, you will be briefed on Court and Detention Services' (CTS) Strategic Initiatives by Director Gloria Lopez Carter. The presentation will provide a review of fiscal year 2017-18 accomplishments and will highlight the department's projects for fiscal year 2018-19.

Some of the major accomplishments in fiscal year 2017-18, include the implementation of Live Chat services which allows individuals to get real time information from a live person. Additionally, the implementation of a 24/7 call center and the addition of 439 retail payment locations in the DFW area enables individuals to avoid coming to the court house to pay citations. A court docket workload and capacity analysis were conducted which resulted in maximizing docket capacity.

The Dallas Marshal's Office (DMO) made strides in increasing the focus of animal related offenses by arresting a record number of warrants for these offenses. Additionally, the Marshal's Office focused on increasing the number of illegal dumping cases filed with the District Attorney's Office and community outreach by 6.8% and 28.6% respectively. DMO also developed processes and procedures to begin reporting family violence convictions to the State.

In fiscal year 2017-18, the Dallas Marshal's Office assumed responsibility of the Security Division and School Crossing Guard Program. The seamless transition of the School Crossing Guard Program to the City of Dallas included oversight of a \$15.3M third-party contract with All City Management Services.

Major initiatives planned for fiscal year 2018-19 include technological and ADA improvements at 2014 Main, City Detention Center, illegal dumping and warrant round-up initiatives, and conducting a security assessment at high profile city facilities.

The briefing materials are attached for your review.

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Please contact me if you have any questions or need additional information.



Jon Fortune
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney (I)
Carol A. Smith, City Auditor (I)
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager & Chief Resilience Officer
M. Elizabeth Reich, Chief Financial Officer
Directors and Assistant Directors

Court and Detention Services' Strategic Initiatives

Public Safety and Criminal Justice Committee

January 28, 2019

**Gloria López Carter, Director
Gary Lindsey, Marshal**



Presentation Overview

- Purpose
- 2017-18 Year End Review
- 2018-19 Work Plan

Purpose

To provide PSCJ an update on Court and Detention Services' FY 2017-18 accomplishments and an overview of the department's Work Plan for FY 2018-19



2017-18 Year-End Review

Municipal Court

- Conducted and briefed assessment of court docket workload and capacity
 - Maximized docket capacity
- Implemented Live Chat
 - Increased access to court information with an average of 20 chats per day
- Implemented 24/7 call center and retail payment options
 - 2,107% increase in phone IVR collections
 - 439 payment locations available in the DFW area
- Began comprehensive review of the Jail Services Memorandum of Agreement (MOA) with Dallas County to evaluate terms



2017-18 Year-End Review

Marshal's Office

- Arrested a record number of animal related warrants
- Increased the number of illegal dumping cases filed with the District Attorney's Office by 6.8%
- Increased outreach in the community by 28.6%

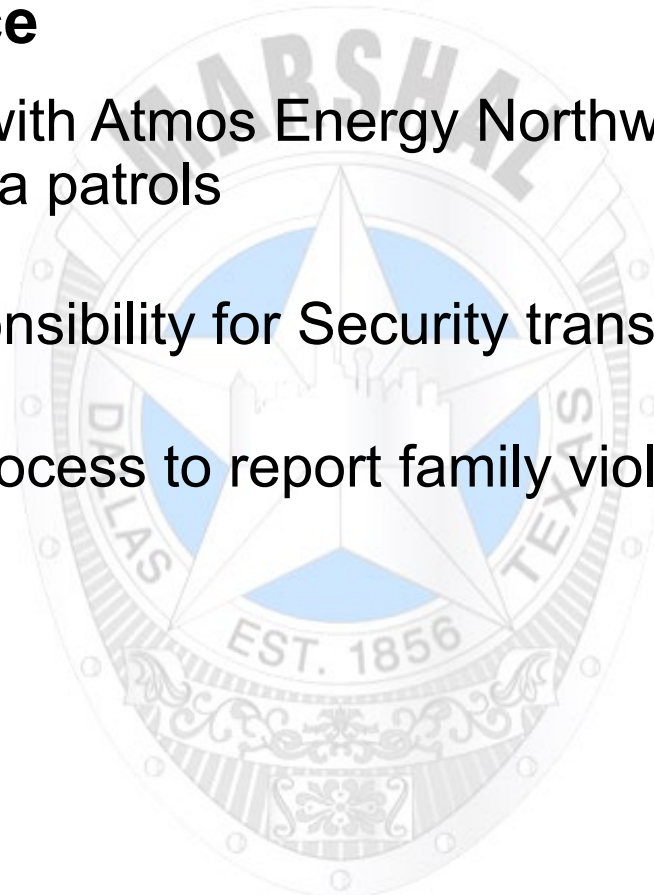


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2017-18 Year-End Review

Marshal's Office

- Assisted DPD with Atmos Energy Northwest Isolation Area and the Cedars extra patrols
- Assumed responsibility for Security transition from EBS
- Developed a process to report family violence convictions to the State



2017-18 Year-End Review



Security Division and School Crossing Guard Program

- Enhanced security technology at Municipal Court building by replacing cameras
- Assumed responsibility of \$15.3M third-party contract with All City Management Services for a seamless transition of School Crossing Guard Program to City of Dallas
- Conducted School Crossing Guard Assessment Criteria based on prevalent industry standards development by Department of Transportation
- Conducted a Salary Equity Study and implemented salary adjustments for Security Officers

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2018-19 Strategic Plan

Municipal Court

- Continue to utilize technology to enhance customer service by exploring:
 - Court App with court date and payment reminders
 - Video appearances for Civil cases
 - E-filing
 - Continued improvements to Municipal Courts website
- Ongoing administrative review of non-adjudicated cases
- Finalize new Jail Services Memorandum of Agreement (MOA) with Dallas County
- IT improvements and ADA improvements at 2014 Main Street



2018-19 Strategic Plan

Marshal's Office

- Report family violence convictions to State
- Conduct targeted warrant round ups
 - Enhance warrant initiatives for health and safety violations
- City Detention Center Initiatives
 - Research a diversion program to reduce recidivism
 - Redirect more Class C prisoners to CDC versus Lew Sterrett
- Conduct a culture and hiring and retention study
- Partner with Dallas County to address illegal dumping
 - Expand public education to reduce illegal dumping
 - Enhance the number of cameras used

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2018-19 Strategic Plan

Security Division and School Crossing Guard Program

- Conduct Security Assessment at high profile city facilities
- Centralize door alarm monitoring at Central Library, Municipal Court Building and Oak Cliff Municipal Center from City Hall
- Transfer private security contract to new vendor
 - DFW Security Protective Force
- Procure commercial X-ray machine and retain staffing for screening parcels at City Hall
- Implement School Crossing Guard Volunteer Program



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