

Memorandum



DATE February 5, 2018

TO Honorable Members of the Public Safety and Criminal Justice Committee

SUBJECT **CTS Strategic Priorities**

On Monday, February 12, 2018, you will be briefed on Court and Detention Services' (CTS) Strategic Priorities by Director Gloria López Carter, Court and Detention Services Department. The presentation will highlight the department's projects for fiscal year 2017-18.

The projects related to Municipal Court include:

- An assessment of court docket workload and capacity
- Beginning a comprehensive review of the Jail Services Memorandum of Agreement (MOA) with Dallas County to evaluate the terms
- Enhancing customer service by improving online and remote payment options, and
- Improving internal controls related to cash handling and ticket accountability

CTS and the Judiciary are assessing judge activity and court docket utilization to ensure that court dockets are efficiently operating. City Council will be briefed on this information no later than March 2018.

The City of Dallas and Dallas County entered into a Memorandum of Agreement (MOA) for jail services in November 1978. CTS will conduct a comprehensive review to evaluate the terms of the agreement and assess the current implementation.

CTS has made significant technology improvements in recent years to improve customer service and will continue this trend by implementing a 24/7 call center for payments and remote payment options. Internal controls will be improved and strengthened to ensure proper segregation of duties related to cash handling. Additionally, CTS is working on a new Ticket Accountability Administrative Directive that will standardize ticket tracking citywide.

The projects related to the Marshal's Office include:

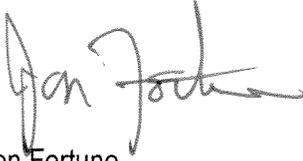
- Improving warrant clearance rates and addressing large amounts of unresolved warrants
- Continuing enforcement and implementation of strategies to reduce illegal dumping
- Conducting a comprehensive review of operations, training, and policies and procedures at the Marshal's Office, and
- Developing a staffing retention strategy to reduce turnover

The Marshal's Office will continue to improve warrant clearance percentages and will work to address the large amount of unresolved warrants. In addition to daily warrant enforcement, two warrant round-ups are scheduled annually with continued focus on family violence, animal related and code violators. The first targeted warrant round-up was conducted January 20-28, 2018.

Using focused surveillance and enforcement, the goal of the Marshal's Office is to reduce chronic dumpsites by 20% in FY17-18. Additionally, we will continue education efforts and community engagement to reduce illegal dumping. A comprehensive review of the operations, training, and policy and procedures at the Marshal's Office, specifically the detox function at the City Detention Center, will be conducted to ensure operations are efficient and in compliance with current law enforcement standards.

Lastly, the Marshal's Office will begin exploring retention strategies with the Human Resources Department to improve staff retention of Deputy Marshals and detention center officers.

The briefing materials are attached for your review. Please contact Director Gloria López Carter if you have any questions or need additional information.



Jon Fortune
Assistant City Manager

[Attachment]

c: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Biliera Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
Kimberly Bizar Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

CTS Strategic Priorities

Public Safety and Criminal Justice

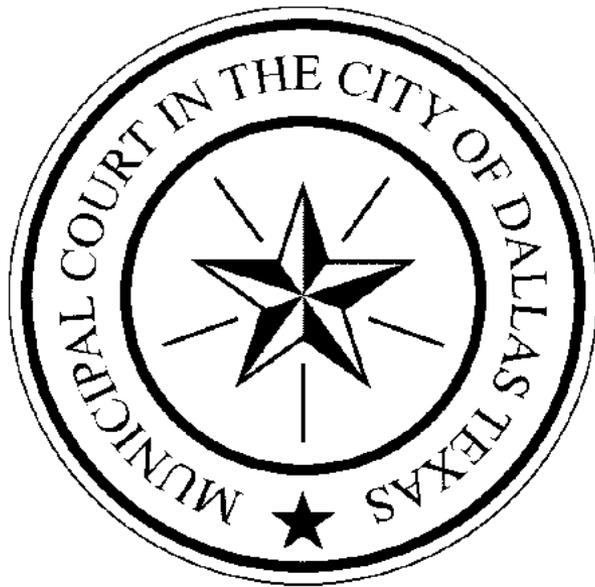
February 12, 2018

**Gloria López Carter, Director
Court and Detention Services**



Purpose

- To provide an overview of Court and Detention Services' Strategic Priorities for FY 2017-18



FY 2017-18 Strategic Priorities

Municipal Court

- Conduct an assessment of court docket workload and capacity
- Begin a comprehensive review of the Jail Services Memorandum of Agreement (MOA) with Dallas County to evaluate terms



FY 2017-18 Strategic Priorities

- Enhance customer service by improving online and remote payment options
 - Website Improvements
 - Pay Near Me
- Improve internal controls related to cash handling and ticket accountability

FY 2017-18 Work Plan

Marshal's Office

- Improve warrant clearance percentages and address large amount of unresolved warrants
- Continue enforcement and implementation of strategies to reduce illegal dumping
- Conduct a comprehensive review of operations, training, and policies and procedures at the Marshal's Office
- Develop a staffing retention strategy to reduce turnover



CTS Strategic Priorities

Public Safety and Criminal Justice

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**Gloria López Carter, Director
Court and Detention Services**

