

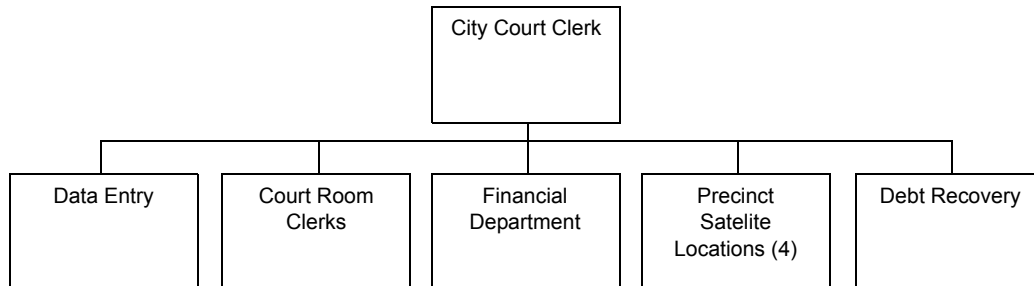
## Operating Budget

Category	FY 2009 Actual	FY 2010 Adopted	FY 2010 Forecast	FY 2011 Adopted
Personnel Services	3,021,282	3,002,056	2,955,382	3,141,974
Materials & Supplies	344,786	790,178	1,137,604	1,892,878
Capital Outlay	11,697	15,000	15,559	9,464
Total Expenditures	3,377,765	3,807,234	4,108,545	5,044,316
Program Revenue	5,544	(1,816,000)	(1,076,446)	(1,824,000)
Net Expenditures	3,383,309	1,991,234	3,032,099	3,220,316
<i>Funded Staffing Level</i>	66.00	60.00	59.08	60.00
Authorized Complement				66

## Mission

To efficiently and effectively manage the collection of all fees and fines owed for City traffic violations and the records pertaining to these transactions.

## Structure



## Services

The City Court Clerk Division maintains all records pertaining to the office and the courts. The Clerk's Office collects fees and fines owed for traffic violations and provides outstanding ticket information to the State and other departments. The City Court Clerk is responsible for providing three divisions of the City Court with dockets for the purpose of citizens' hearings in open court. The Office of the City Court Clerk manages the operation of the Traffic Violations Bureau.

## Issues & Trends

In order to be more innovative in our collections and services to the citizens of Memphis, the City Court Clerks office will install a more efficient and effective computer system. The City Court Clerks Office will be adding other payment options so that more citizens can make payments via the Internet. The State added three more years to the Drive While You Pay program enabling more citizens to set up payment arrangements on outstanding tickets that suspended their drivers' license.

## Strategic Goals

- Replace the Traffic Violations Bureau computer system and train all employees and management
- Increase the uses of the hand held Ticket Writing Device
- Use imaging of the new tickets to obtain information as soon as the tickets are received by the City Court Clerks Office
- Maximize the Debt Collection Process
- Add E-Pay option
- Red Light Camera Initiative

## Budget Highlights

- Schedule Customer Service workshops for employees to better understand the importance of good customer service
- Install a new computer system which will enable citizens to verify information on-line
- Police Officers utilizing the latest technology for issuing Traffic Tickets

## Demand Measures

Fines collected	8.8 million
Tickets issued	306,000
Average entry rate per day	95%
Number of hand-held computers	50
Drive While You Pay inquiries	22,000
Drive While You Pay contracts	2,000

## FY 2010 Performance Highlights

- Trained the management staff and employees on the importance of good customer service
- Increased collections by towing individuals who owe for parking tickets. Police Officers are using hand-held units to check tags with outstanding tickets
- Collected 75% of fines owed to the City of Memphis
- Added more information on the current Web page to help citizens find ticket fines and court dates.

**■ charges for services**

<b>Category</b>	<b>FY 2009 Actual</b>	<b>FY 2010 Adopted</b>	<b>FY 2010 Forecast</b>	<b>FY 2011 Adopted</b>
Court Fees	0	(1,810,000)	625	0
Fines & Forfeitures	0	0	(1,072,806)	(1,824,000)
Sale Of Reports	(4,561)	(6,000)	(1,300)	0
Credit Card Fees	10,105	0	(2,965)	0
<b>Total Charges for Services</b>	<b>5,544</b>	<b>(1,816,000)</b>	<b>(1,076,446)</b>	<b>(1,824,000)</b>

# CITY COURT CLERK

## Operating Budget

Category	FY 2009 Actual	FY 2010 Adopted	FY 2010 Forecast	FY 2011 Adopted
----------	-------------------	--------------------	---------------------	--------------------

### GOALS, OBJECTIVES & PERFORMANCE MEASURES

Goal	Objective	Performance Measure	Actual FY 2009	Estimated FY 2010	Adopted FY 2011
Maximize collection of outstanding tickets and fines	To collect 75% of outstanding tickets and fines	Percent collected	75%	75%	75%
Maximize collection of outstanding tickets and fines	To collect 75% of outstanding tickets and fines	Amount of fines collected	9.1 million	\$8.3 million	\$8.3 million
Maximize collection of outstanding tickets and fines	To enter 95% of summons and citations in the computer within two days	Number of summons/ citations entered	348,000	360,000	360,000
Maximize collection of outstanding tickets and fines	To enter 95% of summons and citations in the computer within two days	Percent entered within 2 days	95%	95%	95%
Maximize collection of outstanding tickets and fines	To reduce data entry errors and provide accurate information on parking tickets by implementing handheld computer use by Police	Number of parking tickets issued by MPD	98,000	110,000	110,000
Maximize collection of outstanding tickets and fines	To reduce data entry errors and provide accurate information on parking tickets by implementing handheld computer use by Police	Number handheld computers used	25	75	100
Maximize collection of outstanding tickets and fines	To continue to allow citizens with outstanding fines and fees to reinstate their driver's licenses by participating in an installment payment plan	Number of citizens inquiring about the Drive While You Pay program	22,000	19,000	20,000



# CITY COURT CLERK

---

## GOALS, OBJECTIVES & PERFORMANCE MEASURES

Goal	Objective	Performance Measure	Actual FY 2009	Estimated FY 2010	Adopted FY 2011
Maximize collection of outstanding tickets and fines	To continue to allow citizens with outstanding fines and fees to reinstate their driver's licenses by participating in an installment payment plan	Number of citizens qualified to participate in program	2,250	2,000	2,000
Provide a quality trained workforce for efficient and friendly service to the citizens	To schedule workshops and seminars addressing topics on customer service and cross train new employees in each area	Number of employees trained	54	50	50
Provide a quality trained workforce for efficient and friendly service to the citizens	To schedule workshops and seminars addressing topics on customer service and cross train new employees in each area	Number of workshops held	4	8	8



**Description**

*The City Court Clerk Division maintains all records pertaining to the office and the courts. The Clerk's Office collects fees and fines owed for traffic violations and provides outstanding ticket information to the State and other departments. The City Court Clerk is responsible for providing three divisions of the City Court with dockets for the purpose of citizens' hearings in open court. The Office of the City Court Clerk manages the operation of the Traffic Violations Bureau.*

**Operating Budget**

<b>Category</b>	<b>FY 2009 Actual</b>	<b>FY 2010 Adopted</b>	<b>FY 2010 Forecast</b>	<b>FY 2011 Adopted</b>
Personnel Services	3,021,282	3,002,056	2,893,363	3,031,181
Materials & Supplies	344,786	790,178	123,650	311,678
Capital Outlay	11,697	15,000	15,559	9,464
Total Expenditures	3,377,765	3,807,234	3,032,572	3,352,323
Program Revenue	5,544	(1,816,000)	(3,640)	0
Net Expenditures	3,383,309	1,991,234	3,028,932	3,352,323
<i>Funded Staffing Level</i>	63.00	57.00	57.08	57.00
Authorized Complement				63

## Operating Budget

Category	FY 2009 Actual	FY 2010 Adopted	FY 2010 Forecast	FY 2011 Adopted
Personnel Services	0	0	62,019	110,793
Materials & Supplies	0	0	1,013,954	1,581,200
Total Expenditures	0	0	1,075,973	1,691,993
Program Revenue	0	0	(1,072,806)	(1,824,000)
Net Expenditures	0	0	3,167	(132,007)
<i>Funded Staffing Level</i>	3	3	2.00	3.00
Authorized Complement				3

**CITY COURT CLERK**

*AUTHORIZED COMPLEMENT*

Service Center/Position Title	Authorized Positions	Service Center/Position Title	Authorized Positions
<i>City Court Clerk &amp; TVB</i>			
ASST ADMINISTRATIVE	1		
CLERK COURT REC	3		
CLERK COURT REC SR	50		
COURT CLERK CHIEF DEPUTY	1		
COURT CLERK CITY	1		
DEPUTY TVB CHIEF	2		
MGR INFO TECH TVB	1		
SUPER TVB	4		
<b>Total City Court Clerk &amp; TVB</b>	<b>63</b>		
<i>Red Light Camera</i>			
CLERK COURT REC	3		
<b>Total Red Light Camera</b>	<b>3</b>		
<b><u>TOTAL CITY COURT CLERK</u></b>	<b><u>66</u></b>		

