

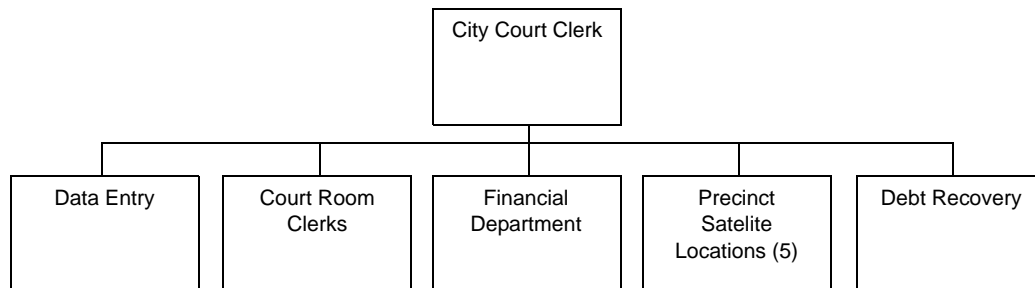
## Operating Budget

Category	FY 2008 Actual	FY 2009 Adopted	FY 2009 Forecast	FY 2010 Adopted
Personnel Services	2,868,416	3,102,001	3,105,251	3,002,056
Materials & Supplies	398,179	310,370	343,450	790,178
Capital Outlay	126,674	10,000	11,670	15,000
Total Expenditures	3,393,269	3,422,371	3,460,371	3,807,234
Program Revenue	261	(6,000)	(7,324)	(1,816,000)
Net Expenditures	3,393,530	3,416,371	3,453,047	1,991,234
<i>Funded Staffing Level</i>	66.00	66.00	65.08	57.00
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 Clerks 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 Violation's Bureau computer system and train all employees and management
- Increase the use 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 inquires	22,000
Drive While You Pay contracts	2,000

## FY 2009 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
- Updated the current web page to help citizens access ticket fines and court dates.



## ■ charges for services

Category	FY 2008 Actual	FY 2009 Adopted	FY 2009 Forecast	FY 2010 Adopted
Court Fees	767	0	343	(1,810,000)
Sale Of Reports	(7,722)	(6,000)	(6,000)	(6,000)
Credit Card Fees	7,216	0	(1,667)	0
Total Charges for Services	261	(6,000)	(7,324)	(1,816,000)

**GOALS, OBJECTIVES & PERFORMANCE MEASURES**

<b>Goal</b>	<b>Objective</b>	<b>Performance Measure</b>	<b>Actual FY 2008</b>	<b>Estimated FY 2009</b>	<b>Adopted FY 2010</b>
Maximize collection of outstanding tickets and fines	To collect 75% of outstanding tickets and fines	Percent collected	75%	75%	75%
		Amount of fines collected	\$7.5 million	\$8.3 million	\$8.3 million
	To enter 95% of summons and citations in the computer within two days	Number of summons/ citations entered	395,000	400,000	405,000
		Percent entered within 2 days	95%	95%	95%
	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	145,000	150,000	145,000
		Number handheld computers used	50	100	100
	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	15,000	17,000	18,000
		Number of citizens qualified to participate in program	2,500	2,000	2,100
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	40	50	50
		Number of workshops held	10	10	10

# CITY COURT CLERK

# AUTHORIZED COMPLEMENT

Service Center/Position Title	Authorized Positions	Service Center/Position Title	Authorized Positions
<u>City Court Clerk</u>			
ASST ADMINISTRATIVE	1		
CLERK COURT REC	5		
CLERK COURT REC SR	51		
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</b>	<b><u>66</u></b>		
<b><u>TOTAL CITY COURT CLERK</u></b>	<b><u>66</u></b>		

