



Travis County Commissioners Court Agenda Request

Meeting Date: January 29, 2013

Prepared By/Phone Number: Leslie Stricklan, AIA, Sr. Project Manager, FMD, 854-4778

Dept. Head: Roger El Khoury, M.S., P.E., Director, FMD, 854-4579

County Executive: Leslie Browder, Planning and Budget, 854-9106

Sponsoring Court Members: County Judge Sam Biscoe

Handwritten signatures of Roger El Khoury and Leslie Browder.

AGENDA LANGUAGE:

Consider and take appropriate action on approval of space allocation of basement office suite at the Gault Building to the District Clerk and approve funding for minor improvements.

BACKGROUND/SUMMARY OF REQUEST:

The Facilities Management Department (FMD) met with representatives of the District Clerk and Information Technology Services Department (ITS) to discuss the options for reuse of the basement office suite, which was partially vacated by ITS in 2011 and will be fully vacated in spring 2013. The District Clerk has requested to use this space for consolidating their civil and criminal electronic records project teams, as well as short-term expansion. See the attached FY2013 budget request documents for additional information provided by the District Clerk about their needs.

STAFF RECOMMENDATIONS:

The Facilities Management Department recommends that Commissioners Court approve the space allocation and improvement funding for the proposed use. This will serve secure functions with low public traffic, for which this basement location is appropriate and for which improvement costs are minor, as noted below. The proposed improvement scope is based on the most efficient approach, for which construction begins after ITS completely vacates the office suite by late April 2013. FMD also recommends that the existing conference room be designated for shared use. Other space assignments would remain as is.

ISSUES AND OPPORTUNITIES:

This space allocation will help the District Clerk better serve both the civil and criminal courts with improved quality of the electronic records process.

FISCAL IMPACT AND SOURCE OF FUNDING:

New funding requested by FMD to make the improvements necessary for the District Clerk to use the Gault basement office suite are:

\$ 37,181 Construction

\$ 3,125 Furniture

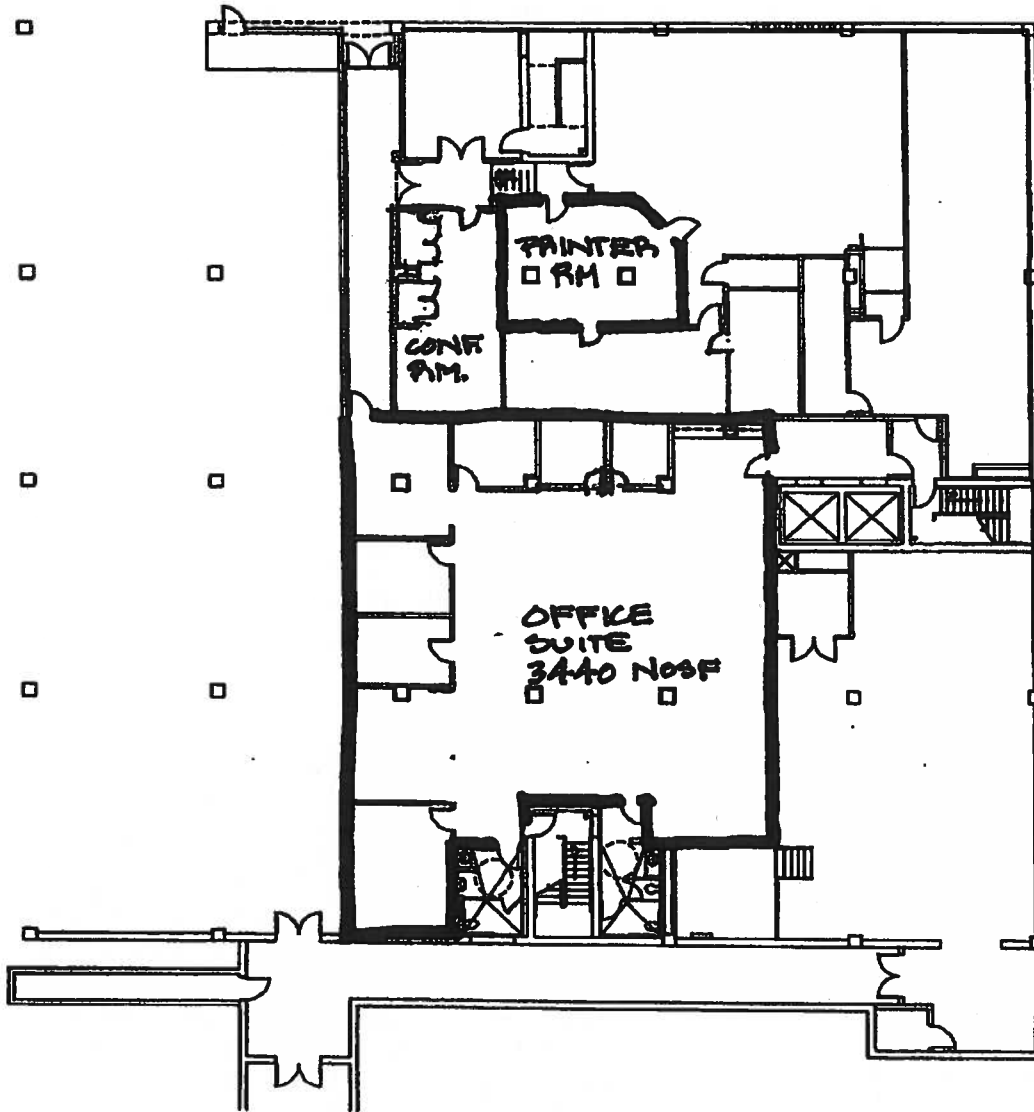
\$ 6,000 ITS (cabling disconnect/reconnect for cubes)

\$ 46,306 Total project funds requested from CAR Reserves

\$ 11,700 Move project funds requested from General Fund Reserves

ATTACHMENTS/EXHIBITS:

1. Gault basement plan
2. FY13 PB4's from District Clerk concerning "Data Quality for State Reporting-Criminal Division" and "System Integration & Data Integrity – Civil Division".



GAULT BASEMENT PLAN

BLACKWELL-THURMAN CRIMINAL JUSTICE CENTER NTS



**FY 2013 BUDGET SUBMISSION
BUDGET REQUEST PROPOSAL**

Name of Budget Request & Priority # of Request:	Priority #1: Data Quality for State Reporting	
Name of Program Area: (Taken directly from applicable PB-3 Form)	Criminal Division	
Fund/Department/Division:	001-21-02	
Amount of Request:	\$125,337	
Collaborating Departments/Agencies:	None	
Contact Information (Name/Phone):	Robert Chappell, 854-6933	

1. Summary Statement: Include one or two sentences to be included in Commissioners Court materials.

The District Clerk requires 2 new positions to ensure accurate case data is captured for records integrity and reporting to state agencies: Department of Public Safety's Electronic Disposition Reporting (EDR) and the Office of the Court of Administration (OCA) case activity.

2. Description of Request: Describe the request, including current issues and how the request relates to the mission and services provided by the department.

The District Clerk has critical reporting requirements to State agencies: Department of Public Safety Electronic Disposition Reporting and Office of Court Administration case activity.

The EDR requirements involve five county departments: ER2 (arrest) from the Sheriff comprising 57 data elements, ER3 (prosecution) from the District Attorney and County Attorney comprising 16 data elements, and ER4 (disposition) from the District Clerk and County Clerk comprising 38 data elements. ITS plays a vital role in assisting in data validation and packaging the data from the five departments for electronic submission. Clearly, the ER4 reporting from the court clerks is complex as it involves a significant number of data elements.

OCA reporting was significantly modified to provide more granularities within the case data; these reporting requirements were implemented early in 2011 after several delays. Accurate reporting according to the new criteria requires a review of the data prior to submission.

Legislation from two sessions ago set a high bar as to the timeliness of disposition reporting to DPS: 90% of each year's arrests are to be cleared with a disposition by the end of the 2nd following year. This means arrests reporting in SFY2010 must have a 90% disposition clearance by the end of SFY2012. The stakes of not meeting the standard have been raised by Governor's office which announced criminal justice grant funds would no longer be available to any governmental or non-governmental organization within a county that did not reach and maintain the 90% standard. This is a significant sanction as it would impact Travis County, the City of Austin, other municipalities within Travis County, and various non-profits.

In accordance with that legislation, Travis County formed a data improvement committee that drafted a data improvement plan adopted by the Commissioners. The departments involved in reporting have been working steadily over the past year and have been able to improve Travis

County's disposition clearance for SFY2006-2010 to 90.01%; however, the disposition clearance for years prior to SFY2006 and SFY2011 is well below 90%, so work on the data required for reporting on these years must continue.

The District Clerk is also in the funding phase of a \$34,000 criminal justice grant application made to the Governor's Office to review case data from 2006 – 2011 for purposes of auditing case dispositions and supplying missing data for DPS EDR. However, this grant will not address future case dispositions.

As part of the effort to comply with arrest clearance standards, a best practice from Harris County (which has a clearance rate exceeding 95%) has been identified. This best practice involves an emphasis on same day disposition entry in the court clerks' offices plus an audit process that occurs on the day following disposition. This process not only improves EDR but OCA data reporting quality. The District Clerk is planning to emulate this best practice in a manner that is compatible with Travis County systems and processes but has identified staffing needs as follows:

Court Clerk II, Sr.: Presently, the District Clerk has 1 FTE performing criminal case audit, but this FTE does not perform a 100% EDR audit. In order to effectively add EDR audit into this process, a second FTE is required. Audit can be very time consuming as a significant number of cases require an inquiry into DPS's criminal history system to supply missing data or validate existing data. DPS places numerous restrictions on how this inquiry is made and who may make it, so incorporating such inquiries into case disposition entry is not feasible. Having the second FTE will enable the District Clerk to do a 100% audit for EDR.

Court Clerk II: The work output within the Criminal Magistrate's court has increased as much as 66% over the past six years (measured in referrals made, findings entered, and voir dire examinations made) to the extent that supporting this court with 1 FTE is no longer feasible. In order to absorb this additional workload, the District Clerk has been assigning much of the after-court work (involving judgments, commitments, release cards, and dispositions) to staff from other courts. There is risk to such a work reassignment as the clerk to whom the work is reassigned was not in court and has no direct knowledge of what transpired. Part of the best practice for disposition entry would be to have the clerk in attendance in court handle all after-court work in order to minimize errors. To adopt this best practice, a second FTE to support Magistrate Court is required.

With these additional resources, the District Clerk will be able to do a 100% review of all case dispositions to ensure all data elements required for reporting have been entered correctly.

3a. Pros: Describe the arguments in favor of this proposal.

These two FTE's will enable the District Clerk to ensure all cases with dispositions will be correctly and timely reported, thus helping Travis County achieve and maintain a 90% arrest clearance rate and keep criminal justice grant fund flowing to local governments and non-profits.

3b. Cons: Describe the arguments against this proposal.

This process only ensures dispositions are correctly reported; it will not address issues relating to cases where the defendant is available that are not disposed within two years.

4. Anticipated Outcome of Request and Proposed Timeline: Timeline should include the expected dates of results and may extend past FY 13.

Given that the cut-off for the 90% clearance rate for SFY2010 is August 1, 2012, which predates the County's fiscal year by two months, approval of this request for FY12 is strongly urged. The District Clerk has identified existing staff capable of serving on the audit team and can implement quickly.

5. Description of Program Measurement and Evaluation: Describe how the proposal will be measured and evaluated and note if there is an independent evaluation component. In addition, indicate whether a comparative analysis of similar local programs is available.

The sole measurement is to achieve 90% arrest clearance reporting within two years of the SFY in which arrests occurred for felony cases. It should be noted that, for Travis County, the 90% clearance rate applies to the aggregate of all felonies plus Class A and Class B misdemeanors. This proposal is designed to address only felony disposition reporting.

6a. Performance Measures: List applicable current and new performance measures related to the request that highlight the impact to the program area if the request is funded.

Measure Name	Actual FY 12 Measure	Revised FY 13 Measure	Projected FY 14 Measure at Target Level	Projected FY 14 Measure with Added Funding
Arrests cleared (felony + misdemeanor)	89.1%	Unknown	Unknown	90%

6b. Impact on Performance: Describe the impact of funding the request on departmental performance measures, service levels, and program outcomes:

The Criminal Division will be able to ensure that all required case disposition data will be complete and accurate.

7. Impact of Not Funding Request: Describe the impact of not funding the request in FY 13 in terms of meeting statutory/mandated requirements and how service levels and program outcomes will be impacted.

Risk of not meeting arrest clearance standards and losing criminal justice grant funding from the Governor.

8. Leveraged Resources: If proposal leverages other resources such as existing internal resources or grant funding, list and describe impact. If resources from similar existing program(s) will not be reallocated, give reasons and include analysis.

The District Clerk will be using existing data quality and audit staff in its EDR audit team and intends to identify from current staff the additional audit team member required.

9. Additional Revenue: If this proposal generates additional revenue, list the amount and the assumptions used for the estimate. (Attach a copy of the form submitted to the Auditor's Office).

None.

10. Collaboration: If this proposal was discussed with other departments/agencies that provide similar or supporting services that could be impacted, describe impact and

list the other departments/agencies and their points of contact. Suggest ways all departments/agencies can collaborate to ensure success of the proposal.

The District Clerk regularly and routinely coordinates disposition reporting with the Sheriff, District Attorney, and ITS. For arrests that produce both felony and misdemeanor charges, the District Clerk also coordinates with the County Attorney and County Clerk.

11. If requesting a new position(s), is office space currently available? Y/N **Yes**
If no, attach plan from Facilities Mgmt. explaining how to acquire space for this proposal. Identify proposed position location below:

Building Address	Criminal Justice Center	Floor #	1 st
Suite/Office #	1.400	Workstation #	

12a. Supplemental Information for Capital Projects. Please describe the scope of the project (Do not include acronyms, or department specific terms).

None

12b. Does the requested item meet the definition of an improvement? If so, how (e.g.: higher quality material, increase in efficiency and/or capacity)

Increased data accuracy and timeliness of judgment preparation and disposition entry.

**FY 2013 BUDGET SUBMISSION
BUDGET REQUEST PROPOSAL**

Name of Budget Request & Priority # of Request:	Priority #4: System Integration & Data Integrity
Name of Program Area: (Taken directly from applicable PB-3 Form)	Civil Division
Fund/Department/Division:	001-21-01
Amount of Request:	\$103,786 (annualized personnel cost)
Collaborating Departments/Agencies:	None
Contact Information (Name/Phone):	Robert Chappell, 854-6933

1. Summary Statement: Include one or two sentences to be included in Commissioners Court materials.

The District Clerk requires 1 new position to provide application support, database analysis, and troubleshoot general networking environments for the current and future case management (CMS) and document management (DMS) systems.

2. Description of Request: Describe the request, including current issues and how the request relates to the mission and services provided by the department.

The District Clerk has increasingly relied upon technology over the last decade to meet critical needs for case, document, and jury management. I-Jury, FACTS CMS, and Visiflow DMS have greatly enhanced the ability of the District Clerk to perform its mandated duties and provide better customer service to other county departments and the public.

However, technology moves forward at a rapid pace, and the time has come to acquire a new CMS and DMS and upgrade I-Jury. The new CMS is envisioned to occur through a collaborative effort coordinated by the Conference of Urban Counties (CUC); the new DMS is planned to be acquired using the contract being negotiated for the County Clerk which will include a provision for other county departments to acquire the system. The District Clerk is continually working with ITS to upgrade I-Jury.

To maximize the value of the CMS and DMS, the District Clerk will be looking to migrate case data from legacy systems into the new systems. For CMS, this legacy data exists within the previous Mapper system and in a database of all case indices that were created under third party contract in the mid-1990's. For DMS, the legacy data exists within the current DMS, from digitized case files created under a contract with Chase. The District Clerk anticipates future digitized documents will be created through ongoing scanning of existing paper records and from digitization of micro filmed images.

The process of converting data and images, which are vital public records, into a new system and matching images with data requires a high level of quality assurance to ensure an accurate result. The process will require application support for FACTS, CMS, and DMS. Database analysis, troubleshooting, queries and scripts within SQL, Informix, Windows Server/Client environments will be required.

The District Clerk also anticipates that the creation of such a master system for legacy data and ongoing operations will generate greater demand from the public for this information. Meeting this demand will require careful packaging of the information to ensure not only its accuracy but, more importantly, that confidential records and sensitive information within records is removed to protect privacy concerns.

To ensure that the District Clerk has the capacity to meet these challenges, the office is requesting an additional Business Analyst III to be funded effective 3rd quarter FY13. This Business Analyst III, working with existing department IT resources, will give the District Clerk the capacity for:

- *Application support for FACTS and the DMS, while they are in use, as well as custom ad hoc programs for customers.
- * Providing District Clerk management general and specific information required to make sound management decisions and administer the resources of the office to greatest effect.
- *Database analysis and the ability to create queries and scripts within SQL and Informix environments. This is especially critical as any non-indexed digital records would need to be indexed accurately in the new CMS and DMS to maximize the utility of these records.
- *Troubleshooting Windows Server / Client environments as well as general networking issues.
- *Thorough understanding of Document Management Systems, workflow, and integration pieces that relate to the CMS/eFiling.
- *Quality Assurance practices that insure data integrity for both the CMS and DMS.
- *The ability to back up our DMS administrator with regards to account creation, security, workflow modification, conversion issues and general troubleshooting.
- *Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements.

3a. Pros: Describe the arguments in favor of this proposal.

The CMS and DMS are the most significant capital investment that can be made in the District Clerk's office. This position would enable the District Clerk to take full advantage of this investment so the office and its governmental and public customers can receive maximum benefit from these systems.

3b. Cons: Describe the arguments against this proposal.

None.

4. Anticipated Outcome of Request and Proposed Timeline: Timeline should include the expected dates of results and may extend past FY 13.

The District Clerk is anticipating implementation of the new DMS in FY13, so this position is requested to be funded 3rd quarter FY13, even though the PB5 reflects the salary cost for an entire fiscal year. Implementation of a new CMS is presently unknown but most certainly would not occur until FY14 at the earliest.

5. Description of Program Measurement and Evaluation: Describe how the proposal will be measured and evaluated and note if there is an independent evaluation component. In addition, indicate whether a comparative analysis of similar local programs is available.

Precise measurements would be premature. The milestones for this request would be how quickly legacy data and documents could be uploaded into the new DMS, conversion of legacy data into the new CMS, the number of customer requests for data that are processed, successful integration of the CMS and DMS, and digitization, upload, and indexing of non-digitized case records.

6a. Performance Measures: List applicable current and new performance measures related to the request that highlight the impact to the program area if the request is funded.

Measure Name	Actual FY 12 Measure	Revised FY 13 Measure	Projected FY 14 Measure at Target Level	Projected FY 14 Measure with Added Funding
See section 5	N/A	N/A	N/A	N/A
Full digitization and indexing of all permanently retained records				

6b. Impact on Performance: Describe the impact of funding the request on departmental performance measures, service levels, and program outcomes:

Having a complete and searchable database of all records will enable the District Clerk to provide more access to the public as well as more easily duplicate these records for preservation.

7. Impact of Not Funding Request: Describe the impact of not funding the request in FY 13 in terms of meeting statutory/mandated requirements and how service levels and program outcomes will be impacted.

The vital records maintained by the office will remain in disparate systems, some of which are not digitized and vulnerable to degradation due to aging, misplacement, or natural disaster.

8. Leveraged Resources: If proposal leverages other resources such as existing internal resources or grant funding, list and describe impact. If resources from similar existing program(s) will not be reallocated, give reasons and include analysis.

None.

9. Additional Revenue: If this proposal generates additional revenue, list the amount and the assumptions used for the estimate. (Attach a copy of the form submitted to the Auditor's Office).

There is potential for revenue based on customized records requests from the private sector, but the extent of this revenue cannot be determined until the District Clerk has the capacity to provide these services.

10. Collaboration: If this proposal was discussed with other departments/agencies that provide similar or supporting services that could be impacted, describe impact and list the other departments/agencies and their points of contact. Suggest ways all departments/agencies can collaborate to ensure success of the proposal.

This proposal is part of the ongoing effort of all justice agencies to upgrade their systems.

11. If requesting a new position(s), is office space currently available? Y/N Yes
If no, attach plan from Facilities Mgmt. explaining how to acquire space for this proposal. Identify proposed position location below:

Building Address	HMS Civil Courthouse	Floor #	1 st
Suite/Office #		Workstation #	

12a. Supplemental Information for Capital Projects. Please describe the scope of the project (Do not include acronyms, or department specific terms).

None.

12b. Does the requested item meet the definition of an improvement? If so, how (e.g.: higher quality material, increase in efficiency and/or capacity)

Increased system integration and data integrity.