



Bexar County IT News

March 2012



Court Case Disposition Reporting



After significant effort from several County offices and departments, and coordination with the Texas Department of Public Safety (DPS), Bexar County is proud to

have exceeded the new Criminal Justice Division (CJD) requirements for court case disposition reporting.

CJD recently notified counties that future Justice Assistance Grant (JAG) funding would be dependent on the quality of court case disposition data submitted to DPS, as required by Chapter 60 of the Texas Code of Criminal Procedure.

Furthermore, CJD stated that non-compliant counties would be jeopardizing grant funding for any jurisdictions within the county (i.e., cities) regardless of which agency is the grant applicant.

The court case disposition information sent to DPS is used in the Texas Computerized

Criminal History (CCH) system. This system stores information on arrests, prosecutions, and case dispositions for all Class B misdemeanors and higher.

Texas CCH system information is used by criminal justice and law enforcement agencies, as well as other agencies who serve vulnerable populations. The CCH is also used for licensing purposes (such as doctors, lawyers, and teachers).

When we started the process, Bexar County had an 84% reporting rate. Working with County offices and departments, as well as the State, we have moved the numbers up to 94%, exceeding the 90% requirement.

During the process we learned that some of the State's compliance requirements will need to be adjusted, such as the need to account for cases which are not in fact disposed of within two years. Bexar County will continue to work with the Criminal Justice Division and state Legislators to help improve the CCH system.

Adult

Reported Year	Total Charges Reported	Charges Disposed by Prosecutors	Charges Disposed by Courts	Total Disposed	Completeness Percentage
2006	51,874	11,407	38,752	50,159	96%
2007	50,225	10,454	38,382	48,836	97%
2008	46,849	8,861	36,564	45,425	96%
2009	49,578	9,576	37,551	47,127	95%
2010	47,851	9,261	32,736	41,997	87%
Total	246,377	49,559	183,985	233,544	94%

Technology Improvements: Zero-Client Machines

Goodbye Old



Hello New



Goodbye mainframe “dinosaur” terminals, hello zero-client virtual machines!

As part of the County’s ongoing technology improvement program, we are replacing the old mainframe terminals at the Adult Detention Center with new “zero-client” virtual desktop machines. These new machines will act just like a PC, except all of the setup information,

programs, and data are stored on a server at the Enterprise Data Center (EDC).

The switch is made possible due to our recently improved network infrastructure (faster fiber lines). The new zero-client machines require no maintenance, are more user-friendly and reliable, and can be upgraded immediately at the server level.

EDC: Bexar County’s 24/7 Support Center

Bexar County government is a 24 hours a day, 7 days a week operation providing essential services 365 days per year, and the Bexar County Enterprise Data Center (EDC) is the 24/7 support center for those operations.

Computer Operations teams work day, swing, and mid shifts, and are responsible for keeping the electronic “heartbeat” of the County steady and strong. All shifts are responsible for managing and monitoring the daily operations of the County’s mainframe computer which hosts 100+ enterprise applications.

The Computer Operations staff also monitors



the health, security, and performance of the County network, including servers, routers, cables, and peripherals. The Operations staff operate the Bexar County Print Shop and produce samples and production runs.

Finally, Computer Operations serves as the after-hours Help Desk (335-0100), accepting calls from users and either directly solving issues, or coordinating the response to get issues resolved in a timely manner. The Computer Operations staff at the Enterprise Data Center are a vital part of the keeping Bexar County online, all the time.

JP Warrant Postcards

Last November, Information Technology completed programming, and printed and mailed 112,368 JP Warrant Postcards to assist the Justice of the Peace Courts in collecting past-due fines from outstanding traffic tickets. The warrants covered the previous two-year period from October 2009 through September 2011.

It took 4 hours to print and mail the postcards, which notified people that they had outstanding warrants for failure to pay fines/fees. The postcards identified the specific fines/fees due, and provided information on how to pay.

The Justice of the Peace courts saw immediate results, with people either calling for information, or visiting the JP court to make pay-

ments and/or get on a payment plan.

Within the first two weeks, approximately \$600,000 had been collected or pledged, and as of March 19, 2012, that number had risen to \$1,340,441.36.

In going through this process, the JP Courts and BCIT have learned several things regarding address information data entry and quality edits, as well as some improvements which will be made for future mailings.

Based on the success of the initial mailing, the JP Courts have requested an additional mailout covering the time period of October 2006–September 2009.

Justice of the Peace Outstanding Warrant Receivables Report

Monday, March 19, 2012 3:37 PM

Bexar County Information Technology in conjunction with Bexar County Constables and Justices of the Peace Courts, mailed 127,000 post cards, affecting 19253 outstanding warrants on 11-16-2011.

Between 11/16/2011 and 03/19/12 a total of 6466 have been cleared either by full payment, payment arrangements or recalled by the court.

	Bexar County Constable Precinct 1	Bexar County Constable Precinct 2	Bexar County Constable Precinct 4	Warrants Cleared
# of Warrants Affected	3081	1804	1581	6466

Of the affected warrants, a total of \$1,005,843.19 has been collected and a total of \$334,598.17 has been setup on payment arrangements.

Postcard Payments	Bexar County Constable Precinct 1	Bexar County Constable Precinct 2	Bexar County Constable Precinct 4	Total Collected	TOTAL AMT Still Owed
Collected to Date	\$471,672.86	\$355,273.95	\$178,896.38	\$1,005,843.19	\$334,598.17

Bexar County still has approximately 222677 outstanding warrants and an approximate \$80,892,854.16 owed to Bexar County on outstanding traffic violations.

	Precinct 1 Place 1	Precinct 1 Place 3	Precinct 2	Precinct 4	Totals
# of Warrants	39549	75866	66148	41114	222677
A/R Balances	\$18,154,857.84	\$23,414,029.90	\$23,525,091.41	\$15,798,875.01	\$80,892,854.16

Technologist Profile: Carmela Caldwell



Name: Carmela Cantu Caldwell

Job Title: Operations Shift Supervisor, Enterprise Data Center - Day Shift

Started with Bexar County: June 2000

Carmela has been with Bexar County and BCIT since June 2000. She started as a Computer Operator, managing and monitoring mainframe computer operations, printing daily, weekly, and ad-hoc computer reports for clients, as well as special print jobs such as tax statements, jury summons, etc.

Based on her excellent job performance and leadership ability, she was promoted to the position of Operations Supervisor in March 2010. Carmela heads up the day shift at the Enterprise Data Center (EDC). She supervises the day shift computer operations staff and oversees all of the planning and implementation activities associated with the Computer Operations center.

Carmela is a strong believer in customer service - "One of my most important duties is to

provide the best customer service possible." She considers the Computer Operations area as "the frontline of defense for the County's technology."

The Computer Operations team helps ensure that the County's investment in technology is always available for system users. "At the click of a button, County employees are provided an array of technology tools used to perform their job. Transparent to the user is the route taken from workstation to server, server to CICS transaction manager, CICS to database, and then back again to the user. Our role is to provide support by detecting where along the path something is awry and engage the proper personnel to address the issue."

One major project for the EDC is an extensive electrical up-

grade. The ever-increasing use of technology in County business requires additional electrical power, along with the line conditioning, backup, and emergency operations capabilities. Carmela and her team will be working with other County staff, outside vendors, and system users to ensure that downtime is as close to zero as possible.

A native of San Antonio, Carmela and her husband of 13 years, Kenneth, have two girls, Mariah, 12 and Maryssa who is 8 years old. While working full-time at Bexar County, Carmela also attended college full-time and in 2010 she graduated from the University of the *Incarinate Word* with a Bachelor's of Business Administration in Information Systems.