



City of Galveston

MUNICIPAL COURT STAFF REPORT

January 14, 2019

To: Honorable Mayor and Members of City Council
Brian Maxwell, City Manager

From: Gladys Lopez, Clerk of Municipal Court

RE: Consider for approval the payment of \$40,180.79 to Tyler Technologies for software maintenance of the court case management system used by Municipal Court. The funding source is the Court Technology Fund.

I. Background

The Municipal Court purchased and began using Incode, the software system provided by Tyler Technologies, in 2004. The Municipal Court uses Incode to file all criminal and civil cases, manage court dockets, schedule cases for hearings, subpoena officers and witnesses for trial, set driver safety course or deferred disposition options, post payments, set payment plans, run all required state reports, and so forth. Tyler Technologies is the sole source provider for maintenance to the software.

II. Current Situation

The Municipal Court's annual software maintenance is due for renewal. The contract provides the Municipal Court with required updates and technical support. Our technology team keeps the system up to date by applying updates as they are provided by Tyler Technologies.

III. Issues

The maintenance is necessary to ensure the continued operation and performance of essential departmental duties.

IV. Alternatives in order of priority

A. Approve the payment for the total amount of \$40,180.79 to Tyler Technologies for software maintenance. Approval will provide the Municipal Court with maintenance to the system and support necessary to perform essential departmental duties.





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B. Disapprove the payment. The Municipal Court will not receive any required patches and updates to the software. Technology Services will not be able to guarantee the programs will remain functional.

V. **Recommendation**

Concur with Alternative A and approve payment for software maintenance to Tyler Technologies for \$40,180.79.

VI. **Fiscal Impact Report**

Requested by: Gladys Lopez
Clerk of Municipal Court

Funding Source: Court Technology Fund

Cost: \$40,180.79

Respectfully Submitted,

Gladys Lopez
Clerk of Municipal Court

