



# City of Galveston

## MUNICIPAL COURT STAFF REPORT

**January 17, 2018**

**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 \$35,636.97 to Tyler Technologies for software maintenance of the Court Case Management system used by Municipal Court. The funding source is the General Fund Maintenance Contracts Account.

### **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, post payments, set payment plans, set driver safety course or deferred disposition options, manage court dockets, subpoena officers and witnesses for trial, 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**

1. In the past we have received one large invoice and a variety of other smaller invoices that were due throughout the year for maintenance. Our Information Technology Department has assisted with having Tyler Technologies align these into a single annual invoice. The total cost for our annual software maintenance is \$38,396.13. Due to the alignment of invoices, we had credit available on our account to use toward the current invoice, reducing our outstanding total to \$35,636.97.





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2. 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 \$35,636.97 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.
- 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 from Tyler Technologies for \$35,636.97.

#### **VI. Fiscal Impact Report**

Requested by: Gladys Lopez  
Clerk of Municipal Court

Funding Source: General Fund Maintenance Contracts Account

Cost: \$35,636.97

Respectfully Submitted,

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Gladys Lopez  
Clerk of Municipal Court

