





TO: Mayor and City Council

FROM: John McDonough, City Manager

DATE: December 9, 2011 for submission on the Agenda of the December 20, 2011 City Council Regular Meeting

ITEM: Issuance of Task Order for Additional Staff in Municipal Court

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### Background

Municipal Court Services are provided to the City by Jacobs Engineering under the direct supervision of the City's Court Administrator, Jane Gaguski. Ms Gaguski has recently completed a review of the entire Municipal Court operations and has identified the need for additional staff.

### Discussion

The City's current court operation is staffed with 8.0 FTEs plus a full time Court Administrator. When compared to other court operations and the volume of cases handled by each, our operation's normalized staffing level is 10.51.

Court Name	Volume	Staffing Level	Case Ratio/ Clerk	Average Case Age
Johns Creek	8,226	4	2,056	30-45 Days
Lawrenceville	26,000	9	2,888	30 Days
Alpharetta	21,000	8	2,625	90 Days
Sandy Springs	29,214	8	3,651	90 Days
Dunwoody	8,000	3	2,666	45 Days
Average Case Ratio			2,777	
Number of Cases/Average Case Ratio			10.51	

## **Recommendation**

In order to sufficiently address the workload, staff is recommended the award of an additional Task Order to Jacobs Engineering Group for 3.0 FTE Court Docket Specialists for the period of January 2, 2012 to June 30, 2012. During that period, staff will evaluate the workload and develop recommendations for continued operations.

## **Attachment**

1. Task Order

**CITY OF SANDY SPRINGS  
GENERAL GOVERNMENT SERVICES  
TASK ORDER**

<b>Title:</b>	Municipal Court Services	<b>Task Order Number:</b>	MC-FY12-02
<b>Applicable CLIN:</b>	0002, 0007, 0008	<b>Issue Date:</b>	
<b>Period of Performance:</b>	January 2, 2012 – June 30, 2012		
<b>Issued To:</b>	Jacobs Engineering Group		
<b>Requirements (SOW Reference):</b>	WBS 7.0 WBS 7.1 <sup>1</sup>		
<b>Workload</b>			
<i>Item and Quantity</i>			
<b>Municipal Court Services (WBS 7.0) Court Administration (WBS 7.1)</b>			
Approximately 70 warrants issued per month.			
Approximately 2,200 citations process per month.			
Between 1500-2000 defendants appearing in court per month.			
Approximately 15-20 court sessions per month.			
\$200,000-\$700,000 in fines collected per month, averaging \$300,000 per month. Daily deposits of fines are made within 24 hours of collection.			
Monthly reconciliation reports are provided to the Finance Director and City Manager by the 15 <sup>th</sup> of each month.			
Reports and remittances are provided to outside agencies each month within the appropriate time frame for each agency.			
The City is implementing an e-ticket system for Municipal Court Services, which could reduce staffing.			

<b>Deliverables</b>		
In addition to the specific data item descriptions below, for all WBS elements under Municipal Court Services, the Contractor shall be required to produce documents including, but not limited to, reports, correspondence in all forms (written, e-mail, etc.), plans and updates, as required in the ordinary course of business or as directed by the City Manager.		
<i><b>Data Item Description</b></i>	<i><b>Data Item Number</b></i>	<i><b>Submission Frequency</b></i>
<b>Municipal Court Services (WBS 7.0 – WBS 7.1)</b>		
Reconciliation Report	DI-COSS-GS-007	Monthly
Deposit Report	DI-COSS-GS-008	Daily
Performance Report	DI-COSS-GS-003	Weekly
Performance Report	DI-COSS-GS-004	Monthly

<sup>1</sup> WBS references are to the General Government Services Statement of Work (SOW) attached to this Task Order as Attachment 1.

Performance Metrics <i>(completed by Offeror)</i>			
<ul style="list-style-type: none"> <li>• Court Calendar Efficiency Monitoring – number of reduced or circumvented delays, reschedules and length of appearances in courts.</li> <li>• Timely Reports and Remittances – compliance with reports and remittances provided to the city and outside agencies.</li> <li>• Reduction in Overall Error Submittals – number of reduced errors to DDS and those that could result in False Arrests, failing to clear a warrant, etc.</li> <li>• Reporting Compliance – compliance with internal accounting and reporting as well as reporting to approximate state agencies.</li> </ul>			
Special Considerations			
<b>Key personnel:</b>	<i>Name(s) and position(s) completed by Offeror</i>		
<b>City-Furnished Property:</b>	All office supplies, furniture, fixtures, equipment, motor vehicles, and computer hardware and software will be provided by the City.		
<b>Travel:</b>	A cost reimbursable item, as approved by the City pursuant to CLIN 0007 of the General Government Services Base Contract.		
Special Considerations			
<b>Training:</b>	A cost reimbursable item, as approved by the City pursuant to CLIN 0008 of the General Government Services Base Contract. For purposes of this Task Order, the Contractor shall include in its cost calculations the amount of \$4,000 for training.		
<b>Other:</b>	Other cost reimbursable items, as approved by the City pursuant to CLIN 0008 of the General Government Services Base Contract.		
<b>Music Copyright and other Permissions:</b>	Firm shall be responsible for procuring all required permissions, copyrights, or other charges for any music utilized in furtherance of this Task Order.		
Level of Effort and Fixed Price <i>(completed by Offeror)</i>			
Contract Labor Categories	FTE	FBR <sup>2</sup>	Labor Category Price
Court Docket Specialist	3.00	\$ 44.47	\$ 138,746.40
		Premium for overtime and shift differential	\$ 0
<b>Total FTE:</b>	<b>3.0</b>	<b>Total Fixed Price:</b>	<b>\$ 138,746.40</b>
<b>Issued To:</b>		Jacobs Engineering Group	
<b>City of Sandy Springs Approval:</b>		<i>Authorized signature</i>	
<b>Date:</b>			
<b>Attest:</b>			

<sup>2</sup> See Section B.5 of the Base Contract for not to exceed fully burdened labor rates.

**ATTACHMENT 1  
TO MUNICIPAL COURT SERVICES  
TASK ORDER**

**STATEMENT OF WORK**

## **MUNICIPAL COURT SERVICES (WBS 7.0 SOW – WBS 7.1 SOW)**

### **Municipal Court Services (WBS 7.0 SOW)**

This task order shall be in addition to the Scope of Work set forth in the Task Order dated May 17, 2011 and the following shall be incorporated into the referenced Scope of Work.

### **WBS 7.0 SOW Municipal Court Services**

In connection with WBS 7.0 SOW, Municipal Court Services, the Contractor shall assist and support the Municipal Court Services in the following:

- a) Manage, Coordinate and Direct entry of Criminal and Driver History backlog required by the GCIC/GBI and the Department of Driver Services.
- b) Manage, Coordinate and Direct accuracy of the warrant and failure to appear process eliminating backlog from previous years accumulation of inaccuracies.
- c) Manage, Coordinate processes and reporting requirements of Cash Bonds, Bail Bonds, Surety Bonds, Refunds.
- d) Manage, Coordinate imaging of Court documents, Data Entry for enhancement to the Court Ware database.
- e) Manage and Coordinate processes by which each record is reviewed by more than one clerk before transmitting to state agencies and creating a permanent record. Implementation of audit reports that focus on performance evaluation of the over-all court process.

Jacobs Engineering's further evaluation of Municipal Court Services has determined that there is a need for additional staff, due to the magnitude of work, legal requirements and liability to the City of Sandy Springs Municipal Court.

Jacobs Engineer is requesting three (3) additional fulltime employees, in addition to the current staff of eight (8) fulltime employees. Allowing Jacobs Engineer to employ three (3) employees will eliminate utilizing the temporary staff provided by Volt Temporary Services, which will also enable Jacobs Engineer to certify and train all employees legally and meet the requirements of the GBI/GCIC and make progress with previous year's backlog.