

# Memorandum



CITY OF DALLAS

DATE May 5, 2023

TO Honorable Mayor and Members of the City Council  
Adam McGough (Chair), Cara Mendelsohn (Vice Chair), Tennell Atkins, Jesse Moreno  
Jaime Resendez, Casey Thomas, Gay Donnell Willis

SUBJECT **Court & Detention Services Management Software Upgrade**

Court and Detention Services (CTS) is partnering with ITS and Tyler Technologies to upgrade the current Court Case Management System (CCMS), formerly known as INCODE 9 and replace it with Municipal Justice (MJ) 9.01. In preparing for the upgrade, ITS has replaced the end-of-life servers, and this upgrade will provide a more user-friendly system for staff and provide an improved level of customer service to our face-to-face customers.

While these dates are tentative, the current CCMS is scheduled to be out of service starting May 12, 2023, at 8 pm. Once the upgrade is completed on May 20, 2023, at 6 am, the system will Go Live. During the install, the Court building will be closed to the public and will not be able to assist customers due to a lack of access to the CCMS. However, Live Chat will remain operational to provide general citation information, but not anything case specific. In addition, the City Detention Center will only accept arrests for limited Class C offenses and Class C arrest warrants from agencies outside of Dallas.

During the installation, Tyler Technologies will be on-site at all locations to provide refresher training to staff on the new features and functionality of the MJ upgrade. Tyler's on-site staff will work with the Municipal Court and ITS to ensure a seamless transition. During this shutdown, the Municipal Court will take every opportunity to meet any outstanding City training requirements. Ultimately, this upgrade will provide much-improved functionality and operational effectiveness of the Court Case Management System. Should you have any questions, please contact me or Gloria Lopez Carter, Director of Court & Detention Services.

A handwritten signature in blue ink that reads "Jon Fortune".

Jon E. Fortune  
Deputy City Manager

c: T.C. Broadnax, City Manager  
Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors