

Judicial Information Systems Council Meeting (JIFFY)
Meeting Minutes
Judicial Information Division (JID)
Thursday, February 21, 2013
9:37 a.m. - 12:10 p.m.

Jiffy Voting Members Present:

Judge Michael Bustamante, Chair
Judge Karen Mitchell, Vice Chair
Judge Camille Martinez-Olguin (video)
Greg Ireland
Tobie Fouratt
Robert Mead
Judge Alan Kirk
Judge Richard Knowles
Judge Duane Castleberry

JID Staff Present:

Grace Catanach
Pat Mente
Marlin Mackey
Suzanne Winsor
Jo Warren
Jane Davenport
Helen Miller
Adrian Herrera
Carlos Cordova
Annie Hall

Guests Present:

Oscar Arevalo
Orlando Ulibarri (video)
Deb Williamson
Bill Hopkinson
Karen Janes
Jamie Goldberg
Frank DiMaggio (video)
Theresa Delgado (phone)
Patrick Garbani (Tyler)
Judge Sharon Walton (video)
Mark Schwartz (Tyler)
Adam Earnhart (Tyler)
Lydia Romero

Non Voting Members Present:

Chief Justice Petra Jimenez-Maes
Renee Cascio
Judge Julie Altwies

I. Approval of Agenda. Judge Bustamante called the meeting to order at 9:37 a.m. The agenda was accepted as presented. Judge Bustamante welcomed Judge Julie Altwies to JIFFY.

II. Budget and Revenue.

JID Revenue Pipeline. Oscar Arevalo presented the Revenue Pipeline. Mr. Arevalo reported that revenues are down but that April, May and June are historically high revenue months and that should make up for some of the current revenue gaps.

- Mr. Arevalo referred to page 3 entitled *Cash Flow Analysis*. Revenue from the ten dollar filing fees have not gone up significantly in FY 13 but should be going up in the next few months with the help of the filing fees from the criminal cases. The civil filing fee revenues will probably stay even in the later part of FY 13.
- Mr. Arevalo referred to *Fund 01100 (SCAF) All Sources (SCAF Re, \$10*

Civil and Red Light) and noted that the red light funds will make up for some of the expenditures.

- Mr. Arevalo pointed out that some of the funds of the estimated collections on page 6 *Case Management Revenue Pipeline - FY13* will be carried over to the next fiscal year.
- Mr. Arevalo noted that expenditures are approximately \$58,000 over budget and included this as a cautionary projection.

House Bill Two. Mr. Arevalo reported that the Legislature supports the highest recommendation for the general fund and appropriations which puts the Judiciary at an increase of 4.1% overall. There is a 13.8% increase in the Statewide Automation fund which fully funds the building lease out of the general fund and adds additional money to salary and benefits for the pension changes and additional insurance fees. All three of the current computer enhancement requests, which include \$298,000 for video, \$220,000 for Appellate and Supreme Court implementations, and \$310,000 for the Metropolitan Court implementation are included in HB2. There is also a special appropriation in the bill for \$1,365,000 to include, IT equipment, vehicles, and furnishings. An amendment will be added to include the magistrate courts.

III. Odyssey Charge Code Sub-committee. Judge Mitchell reported that the Odyssey Charge Code Sub-committee did not meet and will probably not meet again until JID has had an opportunity to make some of the agreed upon changes to the Odyssey charge code table. JID is adding charges to the table as requests from the courts come in that match up with the changes to the table.

VI. Odyssey Judges User Group. Judge Mitchell stated that OJUG met and received a report from the Disposition Code Sub-committee from their first meeting. JID will be providing the Disposition Code Committee members with a master list of the disposition codes, broken down by which courts are using those disposition codes to determine the usability of each of the codes for the various courts. Judge Mathis reported that the committee agreed to work to minimize the number of codes and will begin with the civil codes. Their next meeting will be March 13, 2013 and the Committee plans to meet on the second Wednesday of every month.

V. CIO Report. Marlin Mackey presented the handout *JIFFY CIO Report for February 21, 2013*. The process has begun from converting from V.9 to V.12. A test run was implemented on Friday February 15 which did not allow the system to run V.12 successfully. The positive side of that test was that it only took fifteen minutes to return to V.9. A new internal trial was done on Wednesday, February 20 (after Tyler had made some changes) and the test was successful. There will be another trial run in the next few weeks and then it will go into the courts. The weekend of March 15 is still scheduled as go-live mode for V.12 in the courts.

- **E-Filing.** Mr. Mackey reported that only the Third, Sixth and Twelfth Judicial District courts are left to convert to E-filing, which is scheduled to be completed by April 15, 2013. Daily calls are conducted between JID, Tyler and courts to work out any issues or questions that arise during the conversion. Other courts that have successfully implemented e-filing, mentor the courts now in the process of the conversion. Mr. Mackey

stated that if the e-filing revenue that was collected for January is indicative of the rest of the year, then all of the maintenance fees and the cost of the new products purchased for judges and clerks should be covered by the filing fees. There are, on average, 9500 filings and approximately 30 new attorneys being registered per week. The two performance issues that have been tracked are in the areas of network problems and application, both of which are being addressed.

- **Odyssey Parking Lot.** Mr. Mackey presented the handout *Odyssey Parking Lot List-February 15, 2013* and explained that the bold items in Priority 1 list are in the testing phase. Renee Cascio reported that Judge McDonald is very pleased with the Session Works product, but there are some areas that need to be changed or adjusted and Tyler has been informed and is working on the issues. Ms. Cascio will do a demonstration of Session Works for judges at the Second district which will also include judges from Metropolitan Court. The price for each touch screen computer runs \$1200-\$1500. Greg Ireland requested Public Access be added to the Parking Lot. Judge Knowles cautioned that Public Access can be problematic because of issues that relate to security, filtering information and civil rights and may be extremely expensive to research. Judge Bustamante agreed that it should be added to the end of the Parking Lot.
- **Metropolitan Court Criminal Implementation.** A number of requests have come from the judges and staff at Metropolitan Court with regards to additions they would like to see implemented into Odyssey. Mr. Mackey suggested that a Metropolitan Parking Lot list be created and that these items be balanced with the resources needed for the Priority 1 list on the general Parking Lot list. Mr. Mackey reported that an estimate of JID resources required for the Metropolitan criminal conversion has been compiled. Renee Cascio is allocating resources to help Metropolitan Court on configuration, conversion and training.

IV. Purchase Requests. Mr. Mackey presented the handout *P C Refresh Project* compiled by Carlos Cordova and the Client Team. The document is a multi year plan to upgrade the PC s and software. Carlos Cordova explained that the courts in orange and green were still under warranty for repair or replacement.

Judge Knowles moved to approve the P C Refresh project. Judge Kirk seconded. No opposition noted. Motion carried.

V. Review and Approval.

Governance for Post Odyssey Judiciary IT Initiatives. Judge Bustamante stated that the Odyssey Steering Committee (OSC) will remain a working sub-committee of JIFFY and that Lisa Farnham will replace Michelle Jones to represent the magistrate court clerks. Chief Judge Julie Altwies will replace Judge Judith Nakamura as the Metro court representative. The consensus was that the next OSC meeting will be held in April.

Demo and Discussion on Odyssey Electronic Payments System.

- Mr. Mackey introduced Mark Schwartz, Adam Earnhart and Patrick Garbani from Tyler. Mr. Schwartz explained that six months ago, Tyler took E-payments and merged it with E-filing. E-payments is now completely integrated with Odyssey.
- Mr. Schwartz discussed the three components to the system being: (1) Tyler as the project manager (2) Chase Payment Tech is the transaction and authorization component. All merchant accounts are set up through Chase and (3) Verifone which is the point of sale device used to swipe credit cards.
- The two ways to make a payment in person, are using the Verifone and/or over the internet at a kiosk in the courthouse. The other way to pay the charge is over the internet remotely. There are three components for reconciliation which are: (1) Odyssey Solution for Case Manager (2) the Chase Orbital Gateway and (3) the client transaction. Mr. Schwartz pointed out that a number of different reports can be customized utilizing the Chase Orbital Gateway or the Online Solution.
- The sample E-payment contract contains the cost for hardware, the cost for the transactions based on the amount of the charge and any implementation fees.
- Adam Earnhart presented an example of how an online payment transaction would be completed. The program can be set up to accept partial payments and payment plans which show the amount due for the next installment. The case number shows up on the receipt. There will be a till balance which includes every case that is filed for the day and will be batched as a total. This will enable the courts to print a detailed report at the end of the day.
- Judge Knowles inquired about companies or individual hackers attempting to generate bulk queries. Renee Cascio replied that on Case Lookup, JID has utilized tactics to cut off a number of IPs from being able to access Case Lookup because they were mining data. Mr. Earnhart stated that Tyler can enable CAPSHA to prevent someone from doing a mass spam mining.
- E-payments will work on whatever version of Odyssey is installed at the courts. The court clerk is not required to take any action when the charge is paid online.
- Judge Mitchell asked about outstanding warrants and if there were a mechanism to notify courts that the warrant should be canceled upon full online payment? Judge Mitchell explained that warrants had to be manually closed with the LEA. Mr. Earnhart replied that transaction reports could be run in Odyssey on which cases were paid in full online. Version 12 of Odyssey also has enterprise custom reporting which will tell which cases were paid that day.
- Tobie Fouratt asked if it was possible to pay more than the amount

showing and the answer was that E-payments would not allow overpayments.

- The question was asked as to when the payment would show up in the court's account. Patrick Garbani replied that it would take approximately forty-eight hours to transfer. The payer cannot go back into the case the next day and withdraw the payment. The program will not accept the payment if the funds are not available in the credit card holder's account.
- Mr. Garbani informed the committee that in the case of a disputed charge, if the court agreed that the payer should not have been charged, the court would have the ability to go into the case system and issue a credit and then do a reversal in Odyssey. If the payer calls their credit card company to dispute the charge, then the court would have to supply the documents to prove that the payer did incur the charge. Historically, this happens in less than one percent of cases. The receipt number will show up on the consumer's credit card statement and it will say New Mexico courts.
- Mr. Garbani stated that this software has the capability to accept payment by electronic checks, however there is significantly more risk associated with electronic check payments.
- Ms. Cascio inquired as to whether the application was like File and Serve in that it closes at midnight and reopens automatically the next day and all that is needed, is to balance the tech report. Mr. Garbani affirmed that once the payment is processed in Odyssey, it is identical to E-filing.
- Over the counter payments will require clerk entry, however the consumer will be able to swipe their credit or debit card. Ms. Cascio pointed out that persons could be directed to PC kiosks in the lobby in order to pay their charge, which would eliminate the cost of the Verifone card swiping device.
- Mr. Garbani explained that if New Mexico state laws allow for it, the fee that Tyler charges for this program could be added to the amount charged to the consumer. The payer would see the entire amount charged to their card. In Odyssey, only the payment without the surcharge would go into the court's account. Existing clients of Tyler are usually invoiced on a monthly basis for service charges.
- Judge Knowles inquired as to the legality of adding a service fee to the charge. Mr. Garbani's reply was that as long as a person has the option to pay with cash and avoid the service charge, it is legal to charge the service fee. Judge Kirk pointed out that the court is not the one charging the handling fee. It is being charged by the service provider which makes the fee legal.

VI. Future Meetings. The next meeting will be held on March 21, 2013, 9:30 a.m. at the Judicial Information Division.

VII. Adjourn. Judge Bustamante adjourned the meeting at 12:10 p.m.

