

Justice Court 1 has six employees who each handle over 2500 calls per month. Many of the calls require staff to type and talk at the same time. The staff will also talk on the phone, while processing people who walk in the court.

The capacity to be "hands free" will help the court employee's provide customer service more efficiently and will eliminate the need to "shoulder a phone", place a caller on hold to retrieve a file or document and be given flexibility to multitask.

The expenditure is authorized by the Texas Code of Criminal Procedure 102.0173 allowing this purchased to come from the Courts technology money, not public funds.

Respectfully Submitted