

2026 Clerk of Courts Budget Presentation -

Welcome...



The Compliance Department

Kim Bates, Director
Franzetta Turner, Staff Attorney

Cleveland Municipal Clerk of Courts Administration

- **Cyber Incident**
- **Collection efforts**
- **AI for the Clerk's Office**

Cyber Incident

February 23, 2025, there was a Cyber incident that temporarily shut down our operations until March 11, 2025.

The City of Cleveland's IT came to assist with the breach along with the Ohio National Guard as we were moved from an on-site operation to the Disaster Recovery Cloud (DRC) .

The DRC offered limited services and severely impacted our ability to serve and work at the same level we previously did

We transitioned out of the DRC to a regular cloud January 24, 2026,

97% of our employees completed Cyber Security training for State compliance

Collections for moving violations

House Bill 29 - license suspensions

Effective April 9, 2025

Originally intended to help people who pay child support with suspended licenses who needed their license to work (or transportation)

Cleveland Municipal Court has nothing to do with child support

The Bill no longer allow registration holds for people with unpaid fines

Registration holds only affect the car, not the license i.e. tags, stickers, plates, transfer of title, etc.

Impact: Took the teeth out of collections for all of the Clerk's offices in the State of Ohio

Collections for moving violations

House Bill 29 - license suspensions (cont.)

- Crippled the collection efforts by no longer allowing registration holds for people with unpaid fines
- Only allow Registration holds for individuals who fail to appear in court (FTA)
- Alliance One is our collection agency
- Attorney General's Office will be our primary source for collections
 - Any income reviewed by the State i.e., state income taxes, lottery winnings

AI for the Clerk of Courts

- Last year our administrative staff and management team began the conversation about AI, and where if at all, it would fit in the Clerk of Courts office
- We are cautiously learning about AI
- Consulting with the National Center of State Courts to get guidance on Governance Rules
- We will not use AI to replace employees rather make them more efficient
- Our first AI project will be electronic-filing which will streamline the intake filing process



The Civil Division...

Darren Dorsey, Director

Shayla D. Hurst, Operations Manager

Civil Division

Who we are and what we do.

"Handles civil disputes (contracts, housing, small claims, etc.) and safeguards court records for fair, efficient resolution."

Open from 8am to 4pm Monday through Friday
Phone Number 216-664-4860

Performance & Resilience



OVERCAME CYBER INCIDENT AND
PROCESSED ~2,000 MORE CASES
THAN PREVIOUS YEAR



TURNED CHALLENGES INTO
OPPORTUNITY TO IMPROVE
EFFICIENCY AND INVEST IN STAFF

Cyber Incident

Cross-trained staff



Streamlined workflows for
faster customer service

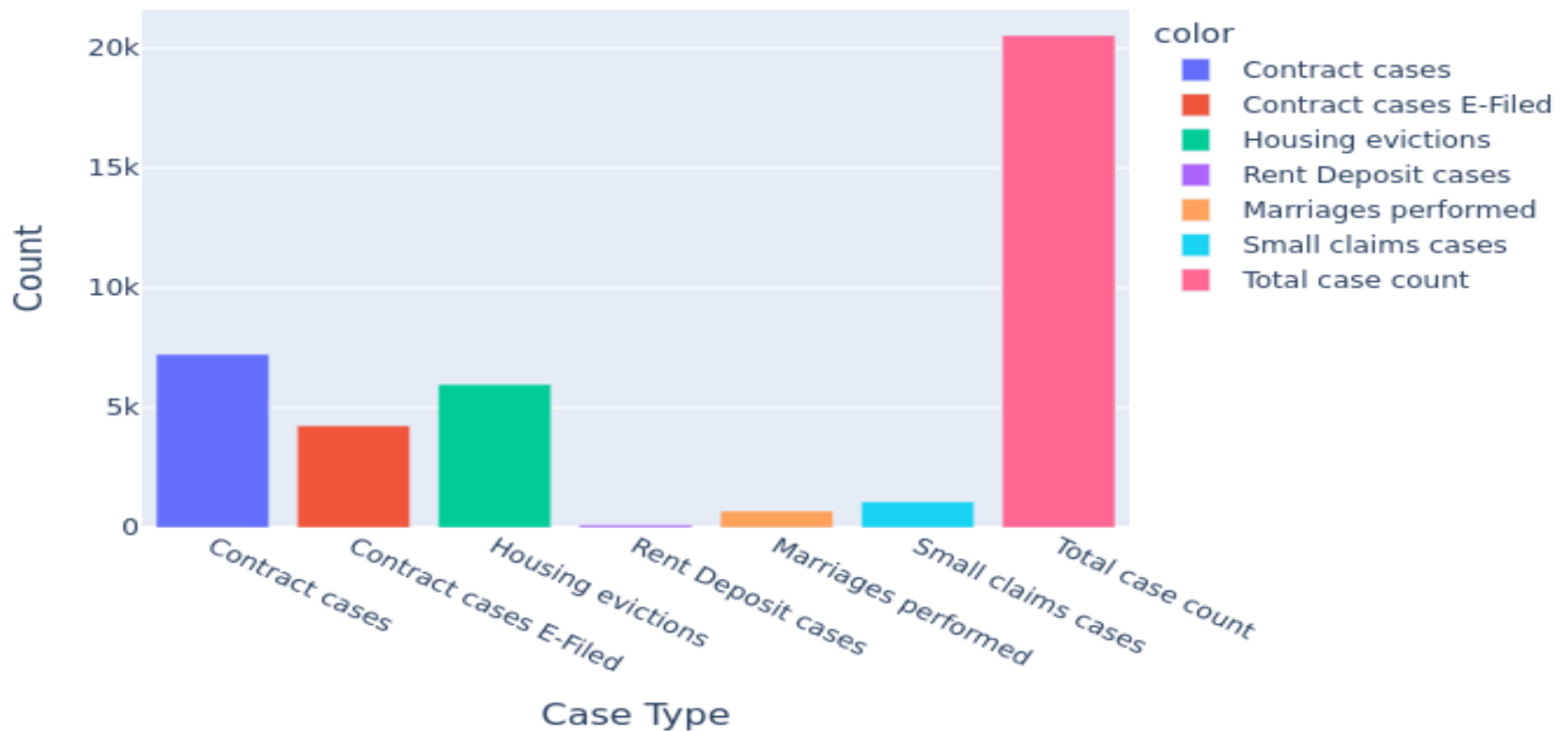


Summer interns provided
critical support during recovery



Essential Statistics by the Numbers

Essential Statistics by the Numbers



E-Filing Highlight: 58.7% of Contract Cases were E-Filed

ESSENTIAL YEARLY STATISTICS 2025

- Contract cases: 7,236 (+550 from 2024)
- Contract cases E-Filed: 4,249 (58.7% contract cases)
- Housing evictions: 5,977 (+ 114 from 2024)
- Rent Deposit cases: 112 (-31 from 2024)
- Marriages performed: 693 (+42 from 2024)
- Small Claims cases 1,086 (+212 from 2024)
- Total case count: 20,538 (+1,926 from 2024)

All Increases from 2025 except Rent deposits

Two Areas of Potential Growth in 2026

E-Filing



2024: 3,162 cases filed electronically



2025: 4,249 cases filed electronically



Housing Court anticipated to adopt virtual platform



If 50% of Housing Court cases e-filed →
7,238 total e-filed cases

Judgment Payment Improvements

Sent to judges electronically for signature

Finance Department issues checks daily

Result: Faster payments, reduced wait times

Commitment to Innovation



Continuously challenge staff:
Find better, faster ways to
serve



Civil Division Core Service
Goals: To streamline processes,
and ensure prompt receipt of
funds



The Criminal Division

Ron Tabor, Director

Shonda Jenkins, Operations Manager

Criminal Division Overview

- Operates 24/7, including holidays
- Services Include:
 - Posting Bonds
 - Rescheduling Court Dates
 - Payments for waivers/fines

Online Services

- Website: cmcoh.org
- Available 24/7
 - Features:
 - Plead Not Guilty online
 - Plead Guilty with No Points for minor misdemeanor offenses (Stop Sign etc.)

Criminal Filings

YEAR	*Misdemeanor	**Felony	Driving Privileges	TOTAL
2022	7,685	3,298	302	11,285
2023	6,967	3,319	316	10,286
2024	5,891	3,996	307	10,194
2025	7,175	4,243	238	11,656

*** Includes Building & Housing, Health, Fire & Zoning Cases heard by the Housing Court
CRB - Misdemeanor, APL – Animal Protective League, CRD – Suburban Drug Court, CRR –**

Restitution, CRV-Suburban Veterans Treatment, MHD – Suburban Mental Health

**** Includes Drug Court**

The total amount of cases filed except for Sealed or Expunged cases.

Traffic Filings

YEAR	Traffic	Operating Vehicle Under the Influence of Alcohol or Drugs	TOTAL
2022	18,376	801	19,177
2023	19,520	865	20,385
2024	19,208	880	20,088
2025	19,539	882	20,421

TRD – Traffic Tickets

TRC – Operating Vehicle Under the Influence of Alcohol or Drugs

Criminal Division Call Center

- 42,085 calls handled in 2025
- Spanish-language support available
- 1,266 over the phone payments processed
- Increase in warrant verification calls:
 - 30+ additional calls/day from Radio Bureau of Communications

Subpoenas & Summons

- Subpoenas issued: 14,501
- Summons issued: 14,110
- Ensuring court appearances for law enforcement officers, victims, witnesses and defendants

Impact of House Bill 29

- Certified mail requirements increased dramatically:
 - 2024: 4,823 mailings (\$33,603.82)
 - 2025: 12,629 mailings (\$104,247.50)

Process improvement

- Collaboration with Jail Liaison, Cleveland Division Police and Cuyahoga County Jail
- New warrant verification process:
 - Real-time radio transmissions from the Bureau of Communications
 - Email Warrant Verification Form to all departments
 - Result: Faster booking and improved efficiency

Closing

- **Commitment to efficiency and public service**
- **Thank You for your time and attention**

Human Resources

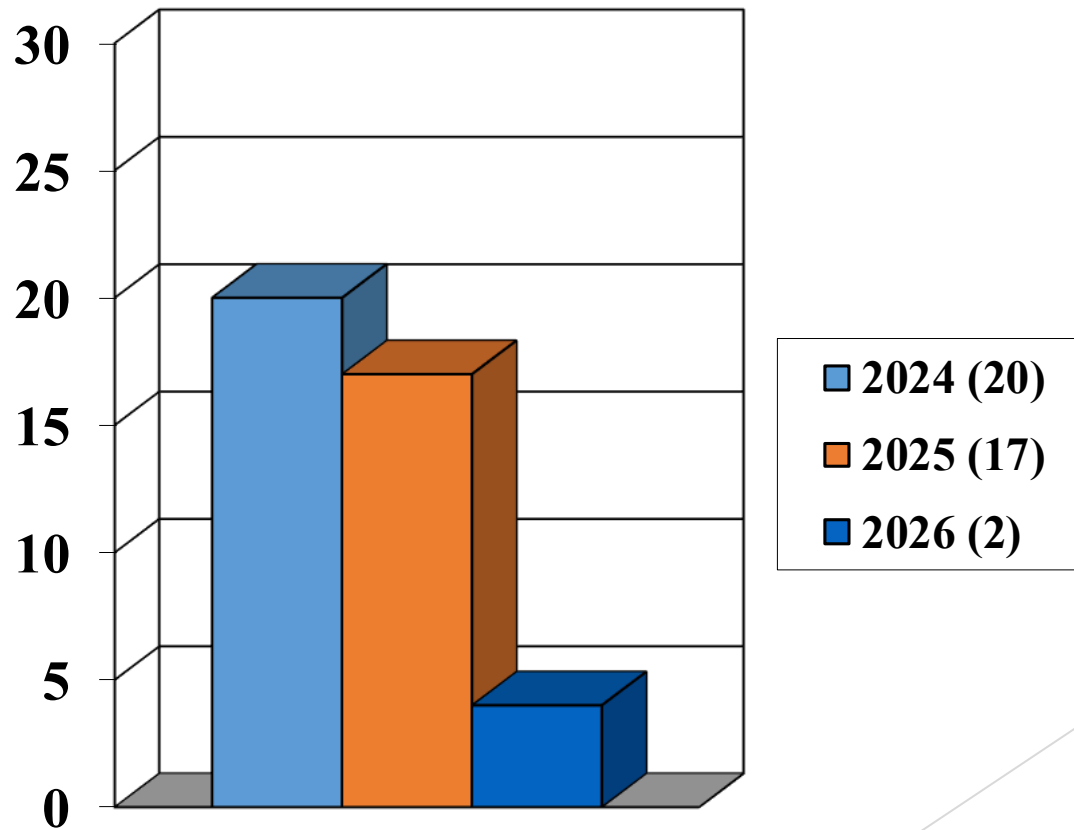


Marisellie Rivera, Director
Siedah Williams, Human Resources Coordinator

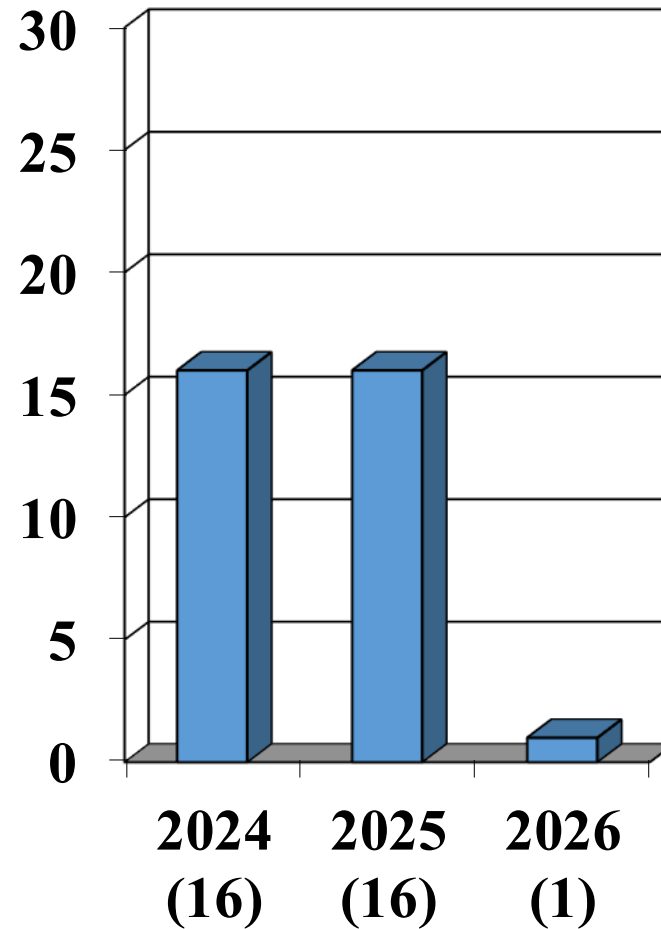
Staffing Levels

- 2024
 - 131 Full Time
 - 8 Part Time
- 2025
 - 133 Full Time
 - 9 Part Time
- 2026
 - 133 Full Time
 - 9 Part Time

New Hires



Separations



Clerk of Courts office Summer Internship Program

- The Summer Program is a six/eight-week program
- Currently enrolled in High School or enrolled in a university/college program
- Paid Internship

Clerk of Courts office Summer Internship Program

- Student Interns assist in completing various departmental projects
- In the last 3 years, we have successfully hired 3 of our Summer Interns



Looking for a job? We're Hiring!

Scan here to see our open positions



**Cleveland Municipal Court
Clerk of Courts**



- We go into Neighborhoods (Churches, Community Centers)
- We help people who have warrants or holds blocking them from getting license tags, jobs, apartments (traffic, non-violent misdemeanors)
- We put them on payment plans or schedule them for court



Agreements with Courts (Cleveland /Suburbs)

- **If person has traffic or non-violent misdemeanor warrant**
- **If they come to court when we schedule them**
- **They will not be arrested (held) even if they have a bond**
- **They will be put on a payment plan (Comm. Work Service)**
- **Warrant lifted**

Suburban Court Partners

**Bedford
Berea
Bratenahl
Cleveland Heights
East Cleveland
Euclid
Garfield Heights
Lakewood**

**Lyndhurst
Parma
Parma Hts
Rocky River
South Euclid
Shaker Hts
Woodmere**

While people wait to address their warrants, they can visit tables to get help with other issues

- **Expungements (Legal Works/ Public Defender)**
- **County Child Support**
- **County Job and Family Services**
- **Addiction services**
- **Job training /recruitment**



**Because of our unique
arrangement with
suburban courts,
we are constantly
asked to partner with
a growing number of
agencies
that have similar
events**







Parking Violations Bureau

John Galic, Director
Patrick Cook, Operations Manager

Parking Ticket Revenue / Issuance / Disputes

Year	Revenue	Issuance	Disputed
2023	\$3,338,440	115,881	4,119
2024	\$2,833,769	105,920	4,913
2025	\$3,908,637	120,116	12,061

Waste Collection Revenue / Issuance / Disputes

Year	Revenue	Issuance	Disputed
2023	\$71,410	1,490	153
2024	\$105,342	2,065	210
2025	\$374,259	13,267	901

Photo Infraction Revenue

Year	Revenue
2023	\$78,704
2024	\$65,307
2025	\$107,385

Scofflaw Revenue

Year	Revenue
2023	\$111,034
2024	\$111,221
2025	\$119,690

Total Monies Processed

Year	Processed
2023	\$5,506,475
2024	\$5,026,196
2025	\$5,997,187

Calls Recieved

Year	Recieved
2023	17,103
2024	16,250
2025	21,044

- ▶ Email Ticket Alert Program
- ▶ Fleet Program
- ▶ Installment Payment Plans

Payments, disputes, and information on the above programs are all available at our website, www.clevelandparkingtickets.com



Thank you