



# TCCA EXHIBITOR GUIDE

TCCA ANNUAL CONFERENCE

NOVEMBER 15 - 17, 2021

San Marcos, TX



# VISION 20//20

INSIGHT INTO BUILDING VALUABLE CONNECTIONS

# DELEGATE CHECK-IN

Sunday, November 14, 2021

5:00 – 7:00 PM

Monday, November 15, 2021

7:00 – 8:00 AM

# 2021 TCCA EXHIBITOR EXPO

**Monday - Nov 15, 2021**

**10:30 AM**

**Veramendi F Room**

Connect with experts and learn about tools and services that can support courts with daily challenges.

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The Texas Court Clerks Association greatly appreciates the generous contributions of our Conference Sponsors. As a result of their generosity, we are able to provide valuable educational topics and speakers who help build a strong professional foundation for court personnel and provide fun entertainment that will be remembered long after this conference is over.

Thank you, Conference Sponsors, for investing in the continued professional development of Texas Court Clerks.

# WELCOME

The Texas Court Clerks Association is proud to present the 2021 TCCA Annual Conference Exhibitor Guide.

This guide is intended to promote the exhibitors that have supported and/or sponsored the Texas Court Clerks Association Annual Conference and to provide valuable resource materials to court personnel.

We invite you to use this reference tool and remember to thank the Sponsors and Exhibitors who have supported this conference.

## Special Thanks To Our 2021 Sponsors





A traffic citation is issued and the offender, now defendant in a case on your docket, drives away. What happens if that person doesn't pay the fine and resolve the case within 30 days? How about 90 days? What happens if that case remains open for 120 days or longer?

With an ever-growing number of cases vying for municipal courts' resources, the longer a case remains open, the more work it takes to close. That's why courts around the country are turning to technology to lighten the load.

## WAYS TO GO FROM CASE MANAGEMENT TO CASE RESOLUTION

### Online Case Resolution Tools

*From waiting in line to going online*

Regardless of location, local politics, or any other varying factor, court clerks across the country spend their days doing the same thing: managing payments. Whether that means accepting a payment in full, setting up a payment plan, considering a request to extend a deadline, or even analyzing a request to defer or dismiss a ticket rather than make a payment – one of a municipal court clerk's primary responsibilities is to resolve cases by accepting payment for fines.

For some citation types, that will always require the defendant to make a trip to the court house, but the majority of cases could be resolved online.

Using a citizen-facing web portal, courts are changing the way they interact with defendants by directing them to manage their tickets online rather than by waiting in line. This seemingly simple change has proven to drastically increase compliance rates while simultaneously decreasing the number of customers court clerks have to directly interact with on a daily basis.

### Online Case Records Tools

*From printed to instant*

For many municipal courts, connecting with justice partners requires an in-person visit to gather the information about specific cases they need. With the same citizen-facing online portal, however, courts have found that this doesn't have to be the only option.

Rather than physically going to the court and waiting for certain documents to be manually located by a clerk and then printed out for review, local attorneys, police, and other case parties can simply log in to the website and search for the information they need, including the court docket schedule.

No call. No visit. No paper wasted.

### Engagement Tools

*From time wasted to time spared*

When a defendant fails to show up for a court date over-and-over again, the resources it takes to resolve that initial case can triple. From issuing warrants and arresting defendants to investigating unresolved warrants or even incarcerating defendants – the cost to the tax payers almost always ends up being more than the initial citation.

With automatic notifications, however, courts across the country are seeing major drops in failure to appear rates. One city saw a drop of 8 percent in the first 60 days and 33 percent in a year. Further than that, lobby traffic in the same court dropped by 23 percent because the simple reminder text gave defendants the opportunity to take advantage of alternative options like paying online or by phone.

These types of notifications relieve the court of the responsibility of contacting defendants to inform them of unpaid citations, hearings, warrants issued, or other matters by offering the capability to create and send customized phone messages in an audited environment.

### Accessibility Tools

*From one location to many*

In some cases, physically visiting the court may be as much of a barrier as the ability to pay. Municipal courts are overcoming this challenge by continuing to provide virtual court options to defendants even as pandemic restrictions lift.

Conducting a productive online hearing, however, is about more than just a video stream, it's about providing access to justice to everyone regardless of circumstance. Knowing most defendants want to resolve court business but are sometimes prevented from doing so by circumstances out of their control, courts are leveraging tools intentionally designed to empower those defendants with a flexible option to take care of a citation in a timely manner.

Visit our booth or online at [tylertech.com/casesresolutiontools](http://tylertech.com/casesresolutiontools).



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- ▶ Tolls
- ▶ Parking Tickets

For more information about Linebarger Goggan Blair & Sampson, LLP, visit our website at [www.lgbs.com](http://www.lgbs.com) or call 800.262.7229. Principal Office: Austin, Texas. The attorney responsible for the contents of this advertisement is Carmen Perez.

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American Municipal Services	Collections/Payment Solutions	Page 7
BIS Digital, Inc.	AV Technology	Page 7
Driving on the Right Side of the Road/Municipal Traffic Safety Initiatives (MTSI)	Education	Page 7
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# Exhibitor Information

## AMERICAN MUNICIPAL SERVICES

**Collections/Payment Solutions:** AMS provides customized account resolution services that combine the highest possible rate of return with exceptional customer service. We have been in this industry over 20 years and have grown into a well-respected, account resolution company by adapting to our clients' various needs, providing first-contact resolutions for our clients and their offenders/debtors, as well as having a customer service-orientated call center. We go above and beyond to offer our clients more than a traditional account recovery agency.

**Contact:** Amanda Stucker, Senior Account Executive  
Email: [amanda.stucker@amsltd.us](mailto:amanda.stucker@amsltd.us)  
3724 Old Denton Road, Carrollton, TX 75007  
1-(888)-420-9700 Website: [www.amsltd.us](http://www.amsltd.us)

## BIS DIGITAL INC.

**AV Technology:** BIS Digital provides integrated AV and digital recording systems. Our technology solutions support in-person, remote, and hybrid environments and are compatible with Zoom, Teams and other platforms. We offer 360-degree service: system design, integration, procurement, installation, training, and on-going technical support and service.

**Contact:** Angie Hardwick, Account Manager  
Email: [angie.hardwick@bisdigital.com](mailto:angie.hardwick@bisdigital.com)  
1350 NE 56th Street, Suite 300, Fort Lauderdale, FL 33334  
1-(800)-834-7674 Website: [www.bisdigital.com](http://www.bisdigital.com)

## DRIVING ON THE RIGHT SIDE OF THE ROAD/ MUNICIPAL TRAFFIC SAFETY INITIATIVES (MTSI)

**Education & Traffic Safety Materials:** TMCEC's TxDOT grants empower municipal courts and cities to promote traffic safety at the local level.

**Contact:** Ned Minevitz, Program Attorney and TxDOT Grant Administrator  
Email: [ned@tmcec.com](mailto:ned@tmcec.com)  
Texas Municipal Courts Education Center  
2210 Hancock Dr., Austin, TX 78756  
1-(512)-320-8274 Website: [www.tmcec.com/mtsi](http://www.tmcec.com/mtsi)

# Exhibitor Information

## FULCRUM BIOMETRICS

**Electronic Display:** Biometric identification is working its way into the courtroom. From fingerprinting subjects for class c family violence reporting, cite and release, adding fingerprint images to adjudication paperwork or for confirming identity at court appearances. Biometrics are playing a bigger role in today's courtrooms. Fulcrum offers several biometric solutions to solve identification requirements in and out of the courtroom.

**Contact:** Phillip Moore, Account Manager  
Email: [marketing@fulcrumbiometrics.com](mailto:marketing@fulcrumbiometrics.com)  
16108 University Oak, San Antonio, TX 78249  
1-(800)-430-4601 Website: [www.fulcrumbiometrics.com](http://www.fulcrumbiometrics.com)

## HARRIS & HARRIS, LTD.

**Collections/Payment Solutions:** Harris & Harris effectively brings court accounts to resolution, achieving client goals of increased revenue generation, through 50 years of proven processes and advanced strategies. We work with courts across the country to recover court-related fines and fees in the following areas: Criminal felonies, Criminal misdemeanors, DUI's, Traffic violations, Civil misdemeanors, Ordinance violations, Domestic violence cases, Victim restitution, AND more. Our expert staff and care teams work closely with defendants to understand the nature of debts, discuss responsibilities, and help them find a way to relieve this burden ensuring a positive account resolution.

**Contact:** Heath Rosenstein, Business Development Executive  
Email: [cjones@harriscollect.com](mailto:cjones@harriscollect.com)  
111 West Jackson Boulevard Chicago, IL 60604  
1-(866)-781-4538 Website: [www.harriscollect.com](http://www.harriscollect.com)

## IMAGESOFT, INC.

**Records Management:** With a specific focus on court-supportive technology and a dedication to increasing access to justice, ImageSoft partners with Judges, Clerks, Prosecutors, Attorneys and Law Enforcement to bring the entire justice community innovative and affordable practices that connect, streamline and secure operations. Believers in the NCSC-recommended Component Model approach, ImageSoft is an experienced and supportive provider of Online Dispute Resolution (ODR), Digital Evidence Management (DEM), eFiling, eSignature, eBench, electronic workflow solutions and more. Our justice suite, which is seamlessly integrative with many existing

# Exhibitor Information

business applications, includes Resolve Disputes Online® for ODR, TrueFiling™ for eFiling, TrueSign™ for electronic signatures, LEAP™ for streamlined law enforcement communications, CaseShare™ for electronic transcripts for Court appeals, OnBase® by Hyland for Workflow and Electronic Case Files, and aiSMARTBENCH® by Mentis Technology for judges.

**Contact:** Toni Smith, Senior Account Executive  
Email: [tsmith@imagesoftinc.com](mailto:tsmith@imagesoftinc.com)  
25900 W. 11 Mile Rd., Suite 100, Southfield, MI 48381  
1-(855)-533-3366 Website: [www.imagesoftinc.com](http://www.imagesoftinc.com)

## I.S.A.E EDUCATION PROGRAMS

**Education:** I.S.A.E. provides on-demand and virtual prevention and intervention programs for juvenile and adult offenders who have traffic and misdemeanor offenses. Classes cover alcohol/drug, shoplifting, anger management, discovering better choices, defensive driving, animal ordinance and more!

**Contact:** Jeff White, CEO & Malcolm Laster, Director of Marketing  
Email: [jeff@isaeonline.com](mailto:jeff@isaeonline.com)  
850 E. 73rd Ave #1A, Denver, CO 80229  
1-(888)-565-1900 Website: [www.isaeonline.com](http://www.isaeonline.com)

## LGBS, LLP

**Collections/Payment Solutions:** Linebarger aims to provide courts and debtors with exceptional customer service and value-added programs in an effort to make the experience easy and convenient for debtors, while lessening the strain on court staff and resources. Since 1976, we have focused on creating collection programs that provide unparalleled results and services for our government clients.

**Contact:** Bryan Groce, Director of Operations, TX Fees & Fines  
Email: [Bryan.groce@lgbs.com](mailto:Bryan.groce@lgbs.com)  
4828 Loop Central Drive, Ste. 600, Houston, TX 77081  
1-(713)-422-7135 Website: [www.lgbs.com](http://www.lgbs.com)



## LOCAL GOVERNMENT SOLUTION

**Collections/Payment Solutions:** Local Government Solutions provides browser-based case management solutions for Traffic, Criminal, and Civil courts at the Justice of the Peace and Municipal levels. By automating routine tasks, our comprehensive software package allows Justice Professionals to decrease their work time and

# Exhibitor Information

costs and maximize their resources. Our software features have been and will continue to be specified by our clients; so the LGS package will always be intuitive and very user friendly. Our ongoing support program ensures that our system always does what it is designed to do help you perform at peak efficiency.

**Contact:** Elisabeth Gardner, Director of Customer Transitions  
Email: [sdickens@us-lgs.com](mailto:sdickens@us-lgs.com)  
2693 Hwy 77 North, Suite 2100, Waxahachie, TX 75165  
1-(281)-858-8555 Website: [www.us-lgs.com](http://www.us-lgs.com)

## MUNICIPAL SERVICES BUREAU

**Collections/Payment Solutions:** Founded in 1991, Gila, LLC offers business process outsourcing focusing on revenue enhancement services. We serve state governments, transportation authorities, municipal government entities and other public entities, using a technology platform that delivers exceptional customer service. We empower talented employees with advanced technology, data management tools and leading edge business practices to exceed the expectations of our clients. MSB offers call center services, collection services and payment processing services to government entities nationwide.

**Contact:** Eileen Munoz, Account Executive  
717 Laughing Dog Court, Leander, TX 78641  
Email: [eileen.munoz@GilaCorp.com](mailto:eileen.munoz@GilaCorp.com)  
1-(626)-367-3218 Website: [www.msbgovserv.com](http://www.msbgovserv.com)

## MVBA LAW

**Collections/Payment Solutions:** MVBA Law is the premier provider of innovative collection services for government entities. Our commitment to excellence through personal service and superior performance has been the hallmark of MVBA for over fifty-five years. Areas of expertise include the collection of delinquent property taxes, court fines and fees, and other governmental receivables. We are committed to providing the best delinquent account program available in the industry. MVBA provides an array of additional innovative court services that enhance efficiencies, reduce cost, and increase case closures.

**Contact:** Steve Whigham, Director of Debt Collections  
700 Jeffrey Way, Suite 100, Round Rock, TX 78665  
[steve.whigham@mvbalaw.com](mailto:steve.whigham@mvbalaw.com)  
1-(512)-323-3200 Website: [www.mvbalaw.com](http://www.mvbalaw.com)



# Exhibitor Information

## NET DATA & GHS

**Computer Software & Collections:** NET Data provides judicial software and delinquent collections for municipal and county courts.

**Contact:** Dallas Osborn, Director of Sales  
1110 Enterprise Drive, Sulphur Springs, TX 75482  
1-(800)-465-5127  
Email: [cosborn@netdtacorp.net](mailto:cosborn@netdtacorp.net) Website: [www.netdatacorp.net](http://www.netdatacorp.net)

## NETPLEA SERVICES

**Collections/Payment Solutions:** Delinquent Fines and Court Costs are our Business. NetPLEA is a full service consulting firm specializing in the unique area of delinquent fine collections, fee collections, and court compliance.

**Contact:** Arnold Lambert, Marketing Representative  
P.O. Box 941931, Plano TX 75074  
1-(866)-422-4499  
Email: [info@netplea.com](mailto:info@netplea.com) Website: [www.netplea.com](http://www.netplea.com)

## PERDUE BRANDON FIELDER COLLINS & MOTT, LLC

**Collections/Payment Solutions:** We provide comprehensive collection services for municipal courts.



**Contact:** Rhonda Kuehn, Client Liaison  
Email: [wkuehn@pbfcm.com](mailto:wkuehn@pbfcm.com)  
1235 North Loop West, Suite 600, Houston, TX 77008  
1-(979)-451-2917 Website: [www.pbfcm.com](http://www.pbfcm.com)

## TRIEDATA, INC.

**Court/Case Management:** TRIEDATA is an American company that specializes in cryptography and artificial intelligence. TRIEDATA's technology powers a number of local government offices including court houses, recorder of deeds and County recorders. Clerk eCertify technology, a cryptographic technology platform to generate electronically certified documents, is used to generate more than 25,000 certified documents each month and has been accepted all over the nation at both local, state and federal government agencies.

**Contact:** Raghunath Menon, President and CEO  
Email: [info@triedata.com](mailto:info@triedata.com)  
701 Market St. #111-109, St. Augustine, TX 32095  
1-(888)-351-6838 Website: [www.triedata.com](http://www.triedata.com)

# Exhibitor Information

## TYLER TECHNOLOGIES

**Court/Case Management/Ticket Writer:** Incode® court is the nationwide leader in case management software for municipal courts. To reduce lines at the window and improve in-court hearings, Incode court provides software that streamlines workflow, integrates cashiering, automates scheduling, integrates paperless processing, and improves defendant and court personnel communication to create a more efficient court operation.



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