



NEWS RELEASE

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City Court services discontinued March 27-31 for software implementation

Customers Can Deliver Traffic Citations to Drop Box on Second Floor

FOR IMMEDIATE RELEASE: March 22, 2017

MURFREESBORO, Tenn. – The City of Murfreesboro Judicial Department (City Court) will be closed the week of March 27-31 for in-person payments of citations and court fines due to the implementation of new citation processing software. No court will be conducted March 28 and March 30.

“We apologize for any inconvenience associated with the one week discontinuance of City Court services,” said Chief Court Clerk Vickie Ordonez. “Customers can still make payments by dropping off payments outside the Judicial Department office in a secure drop box on the second floor.”

The City of Murfreesboro will be implementing a new citation processing technology software through Tyler Technologies based out of Lubbock, Texas. The new “Incode” municipal court technology will significantly streamline customer service by replacing a COBAL system implemented in 1985. The new system improves customer processing in the following ways:

- Provides automated processing to enhance security, effectiveness and efficiency of processing.
- Maintains consistent rules and workflow for court dates and judgments.
- Reduces manual labor by streamlining daily filing, retrieving and copying.
- Increases customer satisfaction by reducing wait-time at the window.
- Integrates financial, collections and payments through integrated collection.
- Customizes standard reporting and analysis built into the court system.

City Court processes payments for all types of traffic citations issued by the Murfreesboro Police Department including red light camera violations and timed parking tickets. The Judicial Department processes approximately 1,500 parking tickets and 1,700 traffic violations per month.

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City Court will reopen for regular business Monday April 3, 2017, with normal hours of operation, 8:00 a.m.-4:30 p.m. on the second floor of City Hall, 111 West Vine Street, Murfreesboro, TN 37130.

If you have a question concerning a citation or violation, please call City Court at 615-890-2142 or visit City Court online at <http://www.murfreesborotn.gov/Index.aspx?NID=157> for more information. If your citation was issued by a Tennessee State Trooper or the Rutherford County Sheriff department, you should refer all questions to the General Sessions Court, 615-898-7831, the Rutherford County Judicial Building on the Public Square.

For City News online, visit www.Murfreesborotn.gov.

Logo attached:

1. *City of Murfreesboro.jpeg.*