

Vendor# 12031

Return to: Penny Gray

GL# 01104730-550300

LUBBOCK COUNTY TRAVEL AUTHORIZATION & PER DIEM REQUEST

THE DEPARTMENT DIRECTOR IS RESPONSIBLE FOR SECURING ALL SIGNATURES PRIOR TO TRAVEL. AN APPROVED TRAVEL AUTHORIZATION MUST BE SUBMITTED TO THE AUDITOR'S OFFICE ACCORDING TO THE ACCOUNTS PAYABLE PAYMENT SCHEDULE TO RECEIVE A TRAVEL ADVANCE. AGENDAS, BROCHURES, FLYERS, OR OTHER SUPPORTING DOCUMENTS MUST BE ATTACHED.

NAME: BALAJEJDER, KEVIN DATE: 2/23/2024

DESTINATION(CITY,STATE): INDIANAPOLIS, IN

PURPOSE: TYLER CONNECT 2024 CONFERENCE

TRAVEL DATE(S): 18-23 MAY 2024

Per Diem requested by the 13 day of MAY, 2024

Table with 5 columns: # of meals, @ price, per meal, =, \$ amount. Rows for Breakfasts (6 @ \$15.00 = \$90.00), Lunches (6 @ \$16.00 = \$96.00), Dinners (5 @ \$30.00 = \$150.00), and Total Advance (\$336.00).

Org: 01104730 Object: 550300

I hereby request authorization to travel outside Lubbock County on official business as detailed above. I have read the Lubbock County Travel Policy and will follow that policy for travel and in making requests for advancement and reimbursement of expenses. I understand that I must submit a travel expense form within ten days of returning from this travel or the full advance will be deducted from my next paycheck.

EMPLOYEE SIGNATURE [Signature] DATE 2/26/24

I hereby certify the above-requested travel for official Lubbock County business is directly related to this department's operations. There are sufficient unexpended funds in the current budget line item to cover all reimbursable expenses incurred. Agendas, brochures, flyers, and supporting documents are attached and 0 meals are included in the registration fee and will not be reimbursed. Please issue a travel expense advance if requested.

DEPARTMENT DIRECTOR [Signature] DATE 2/26/24

APPROVAL FROM TWO (2) MEMBERS OF THE COMMISSIONERS' COURT:

SIGNATURE DATE

SIGNATURE DATE

NOTE: ALL SIGNATURES ARE REQUIRED FOR TRAVEL AND/OR PER DIEM ADVANCES. FAILURE TO FILL OUT THE FORM CORRECTLY OR PROVIDE PROPER DOCUMENTATION MAY CAUSE A DELAY IN TRAVEL AUTHORIZATION AND PER DIEM ADVANCES.

First Name\*

Mark

Last Name\*

Diebel

Email

mdiebel@lubbockcounty.gov

## Payments & Packages

If you would like to purchase more packages or pay an unpaid balance with a credit card you may do so below.

To pay an unpaid balance, click on **Check** or **PO** link under the payment type column.

## Orders

ADD PACKAGE

### Order Summary

ID	BALANCE	PAYMENT TYPE
2952	\$0.00	Credit Card

ORDER ITEMS	PRICE	QTY	TOTAL	STATUS
Tyler Connect Conference Group Package	\$1,199.00	2	\$2,398.00	Paid

## Purchased Code(s)

Codes listed below should be shared with approved people from your organization to register for the conference. They will need to log into the registration site and enter the code during checkout to complete registration. Once all codes have been used, the code will no longer be available.

groupiagepogg - Tyler Connect Full Conference Package (2 of 2 available)

APPLY TO ME

Code not in use

Lubbock County

# Thanks for flying with us!

## Trip summary

### Flight

CONFIRMATION #

**248CHO**

MAY 18 - 23

**LBB → IND**

FLIGHT TOTAL

**\$743.94**

## 5/18 - Indianapolis

MAY 18 - 23

### Lubbock, TX to Indianapolis, IN

Confirmation # 248CHO

Internal Reference # none

PASSENGERS	EST. POINTS	EXTRAS	FARE
Kevin Balawejder	+ 1,803 <sup>PTS</sup>	—	Wanna Get Away
Mark Diebel	+ 1,803 <sup>PTS</sup>	—	Wanna Get Away

## Departing 5/18/24 Saturday

Wanna Get Away \$246.34  
*(Passenger x2)*



DEPARTS

**7:55** AM

**LBB**

Lubbock, TX - LBB

FLIGHT

**1361**   

SCHEDULED AIRCRAFT

Boeing 737-700

*Subject to change*

ARRIVES

**9:05** AM

**DAL**

Dallas (Love Field), TX - DAL

TRAVEL TIME

**1hr 10min**

stop 1: Dallas (Love Field), TX - DAL



DEPARTS 11:20 AM DAL  
Dallas (Love Field), TX - DAL

FLIGHT 2259   
SCHEDULED AIRCRAFT  
Boeing 737 MAX8  
Subject to change

ARRIVES 2:20 PM IND  
Indianapolis, IN - IND

TRAVEL TIME  
2hr 0min

SUBTOTAL  
**\$246.34**

## Returning 5/23/24 Thursday

Wanna Get Away \$354.16  
(Passenger x2)

DEPARTS 9:25 AM IND  
Indianapolis, IN - IND

FLIGHT 2662   
SCHEDULED AIRCRAFT  
Boeing 737-700  
Subject to change

ARRIVES 10:15 AM DEN  
Denver, CO - DEN

TRAVEL TIME  
2hr 50min

stop 1: Denver, CO - DEN



DEPARTS 11:00 AM DEN  
Denver, CO - DEN

FLIGHT 2694   
SCHEDULED AIRCRAFT  
Boeing 737-700  
Subject to change

ARRIVES 1:30 PM LBB  
Lubbock, TX - LBB

TRAVEL TIME  
1hr 30min

SUBTOTAL  
**\$354.16**

Taxes & fees \$143.44

**Flight total \$743.94**

### Icon legend

WiFi available Live TV available Change planes

### Helpful Information:

- Starting July 1, 2023 (12:00 a.m. CT), for Wanna Get Away® or Wanna Get Away Plus™ reward travel reservations (booked with points): If you do not cancel your reservation at least 10 minutes before the flight's original scheduled departure time, any points used for booking will be forfeited, along with any taxes and fees associated with your reward travel reservation. For Anytime or Business Select® reward travel reservations: the points used for booking will be redeposited to the purchaser's Rapid Rewards® account, and any taxes and fees associated with the reward travel reservation will be converted into a Transferable Flight Credit™ for future use.
- Please read the [fare rules](#) associated with this purchase.
- When booking with Rapid Rewards points, your points balance may not immediately update in your account.
- REAL ID Requirement:** Do you have a REAL ID? Beginning May 7, 2025, you will need a state-issued REAL ID compliant license or identification card, or another acceptable form of ID (such as a U.S. Passport), to fly within the United States. Visit [www.tsa.gov](http://www.tsa.gov) for a list of acceptable forms of ID and additional information regarding REAL ID requirement.

## Payment summary

PAYMENT INFORMATION

AMOUNT PAID



**MasterCard 2436**  
XXXXXXXXXXXX2436  
Expiration: 3/27

CARD HOLDER  
LSO Detention Jail

BILLING ADDRESS  
PO Box 10536  
Lubbock, TX US 79408

**\$743.94**

**Total charged**

SUBTOTAL	<b>\$600.50</b>
TAXES & FEES	<b>\$143.44</b>
<b>TOTAL DOLLARS</b>	<b>\$743.94</b>

Show price breakdown

# CONNECT 24

## My Portal

### Welcome Mark,

Welcome to your attendee portal. This will be your homebase as you prepare for and attend Connect 2024. From here, you can access a variety of information, including order details, the class catalog, scheduled sessions, and Indianapolis info.

#### Invite colleagues who are part of your group package.

To invite colleagues who are part of your group package, use the pencil icon to access your group invites. Use the 'Invite' and 'Manage' buttons to stay organized and invite colleagues to register with the registration codes you received when purchased.

#### Group Packages

2	0	0
PASSES PURCHASED	PASSES DISTRIBUTED	PASSES REGISTERED

#### Need to pay for registration, access your invoice, or buy additional registrations or guest passes?

To pay for registration with a credit card or buy additional registrations or guest passes, click on the button below to access your account.

[ACCOUNT PAGE](#)

#### Order Summary

2	Tyler Connect Conference Group Package	\$2,398.00
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**Total: \$2,398.00**  
**Balance: \$0.00**

CONNECT 2  
4



Step 3 of 3

## Registration Confirmation

Thank you! An invoice will be emailed to you, or you can access your invoice on your attendee portal. Please check your spam folders if you do not receive it within one hour.

### Your Registration Summary

#### Contact Information

Mark Diebel

mdiebel@lubbockcounty.gov

Lieutenant, Lubbock County Sheriff, TX

#### Billing Information

Mark Diebel

[VIEW ATTENDEE PORTAL & SCHEDULE SESSIONS](#)

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Let others know you're going to Tyler Connect 2024 in Indianapolis, Indiana.

Just secured my spot to "Get Inspired in Indy" at #TylerConnect 2024! If you are a fellow Tyler client in my network and interested in attending, register here.





# INVOICE

Lubbock County, TX

Event Connect 2024  
Order Date 02/20/2024  
Invoice # 5257  
Contact ID  
Account ID E81CE468-1079-E511-80C7-0050568F22CC  
Account # 43724  
PO #

Item	Unit Cost	Quantity	Total
Tyler Connect Full Conference Package	\$0.00	1	\$0.00
<b>Total</b>			\$0.00
<b>Balance Due</b>			\$0.00

**Payment Terms:**

Payment upon receipt due within 30 days. For easier processing we encourage you to pay by credit card. Send Purchase Orders via email to [tyler.events@tylertech.com](mailto:tyler.events@tylertech.com).

Please make checks payable to:  
Tyler Technologies, Inc.  
Reference line: Sponsor Name

Please send payment to:  
Tyler Technologies, Inc.  
Connect 2024  
P.O. Box 203556  
Dallas, TX 75320-3556

## ✔ Hotel Confirmation

### Your Hotel is Booked



### Omni Severin Hotel

📍 40 W Jackson Pl, Indianapolis, IN, 46225 | 0.1 mile from event venue.

📞 Hotel Phone Number: (317) 634-6664

🏠 Room Type: Run of House

📅 May 18th, 2024 → May 23rd, 2024

**Total:** \$1,456.65

CONTINUE



## LUBBOCK COUNTY SHERIFF'S OFFICE

P. O. BOX 10536  
LUBBOCK, TX 79408  
PHONE: (806) 775-1469  
FAX: (806) 775-1491

**KELLY S. ROWE**  
Sheriff

**Mike Reed**  
Chief Deputy LE

**Ryan Braus**  
Chief Deputy Detention

Date: February 2, 2024  
To: Asst. Chief G. Goldhammer *AG 8102*  
From: Captain K. Finley  
Re: Odyssey Roles and Tyler Connect Conference Recommendation

I believe we should view our role with Odyssey in the capacity of project managers. Traditionally, Logistics has overseen the preparation, coordination, and implementation of any new technology projects. Once the project is initiated, the operational aspects are transitioned to end users, and Logistics assumes the role of Liaison, providing ongoing support between the vendor and operators. We now have an opportunity to shift Lt. Diebel's role with Odyssey to that of a Liaison and expand this role within Logistics.

My recommendation is for both Logistics Lieutenants to share the Liaison responsibilities, along with the Administrative Sergeant. This arrangement will enable the Logistics Captain to better manage the time dedicated to Odyssey, ensuring these positions focus primarily on liaison functions while still attending to their primary Logistics duties. To support this transition, I recommend sending both Lt. Diebel and Lt. Balawejder to the Tyler Connect conference. This event presents an opportunity for them to gain insights into more effective ways of utilizing our current product. Additionally, there is the opportunity to network with other facilities utilizing the same product, engaging in discussions about best practices in various processes. Upon their return, they can share this knowledge with the Administrative Sergeant and collectively train shift personnel, and upon completion step back into their support role.

Additionally, I suggest allowing Lt. Diebel to continue serving on the Tyler Advisory Committee. This ensures our agency has a voice in discussions regarding improvements and changes to the product we will be using in the foreseeable future. The current upgrade, including Inmate Disciplinary changes, resulted from Deputy Montemayor and Lt. Diebel's recommendations during his tenure on the board. Embracing these opportunities will benefit our staff and enhance our agency's operations.

Respectfully,

Captain Kathleen Finley  
Director of Logistics

## Diebel, Mark

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**From:** Jones, Anita <Anita.Jones@tylertech.com>  
**Sent:** Wednesday, December 6, 2023 5:29 PM  
**To:** David Rice; Diebel, Mark; daniel.salinas@co.hidalgo.tx.us; Yancey, Kielah; Butler, Jeremy L.; Michael Ebner; Ackman Durand; Theresa Winegard; Ryan Snyder; Melinda Hunter; Amanda McNabb  
**Cc:** Robinson, Mandye; Chiodo, Amanda; Klemanski, Cheryl; Bundens, Amy; Jivani, Samantha  
**Subject:** Fall Corrections Advisory Group Meeting  
**Attachments:** Corrections Fall 2023 Advisory Group Meeting.pdf; 210610\_Crumpler\_Lewis\_FacialRecognition.pdf; Hand-off to Jail - Intake.jpg

All,

Thank you again for attending the Corrections Advisory Group meeting in Plano. We are all so appreciative of your time and the valuable insights you shared with us.

I've attached the slide deck that we used during the meeting for your reference. I've also attached a recap of the "Hand-off to Jail and Intake" process that we discussed. When you have a moment, please review, and tell me if I have understood the process flow correctly. I do understand that the steps in each flow may be ordered differently or skipped entirely, for example, the medical intake could occur earlier or later in the intake flow. I'd like to confirm that:

1. The process is kicked off as shown – with the arresting officer providing paperwork/information
2. A medical evaluation could stop the process from going forward into the phase where the arrested person is identified and associated with a record in the JMS
3. Person information is corrected by the arresting officer if it turns out the arrested person provided a false name (and that can be determined at that point)
4. The arresting officer has finished the hand-off and can depart where indicated in the process flow

Again, this is how this SHOULD work. I understand that this isn't how this currently works with the software. Did I miss anything?

Also attached is the Facial Recognition study that explains how facial recognition works and has other interesting information. Some great night-time reading to help you sleep!

### Connect:

Based on your feedback, here are the sessions planned for May:

#### Connecting Incarcerated Individuals With Community Resources

Avoid saying, "You don't have to go home, but you can't stay here..." by connecting incarcerated individuals to vital community resources. Whether your facility has dedicated re-entry coordinators or not, your agency can connect individuals to resources they can use to ease the re-entry into society.

#### Corrections Lab: Usability Testing and Feedback for Online Services

Participate in this lab session where we will walk through scenarios of reviewing bond information, posting the bond, and discussing the subsequent updates to the systems. This is round 2 of online access to inmate services.

#### Enterprise Corrections - Jails at the Frontlines of the Mental Health Crisis

Join a panel of your peers to discuss the mental health crisis for which jails across the country are the frontline managers. Bring your ideas and your questions. Share your successes and struggles. Through this session, we hope for participants to come away with some new ideas and strategies they can implement and/or provide that guidance to other participants.

#### **Enterprise Corrections - Jail Manager 2023 Overview**

Jail Manager 2023.0 has many enhancements and powerful new features. Join the Tyler Jail Team to learn how to get the best out of the new Release process, Program Center, Housing Reassignment Plans and more. This informative session will include helpful tips and best practices for implementing these new features.

#### **Enterprise Corrections - Jail Manager Administrator 1 - Jail Data Export and Tasks & Queues**

Some cause trouble and some fix it, which one are you? Join us for an informative session for system administrators on how to troubleshoot and configure Jail Data Exports including the new Mugshot export. If you would like your jail processes to involve less paper, this session is for you! Learn how to configure and implement tasks and queues to target those tree-killing processes.

#### **Enterprise Corrections - Jail Manager Administrator 2 – Admin Functions**

As an Administrator of Jail Manager, you are tasked with managing many aspects of the system; from user access to system configuration, there is a lot to know. Join the Tyler Jail Team as they provide guidance on reparenting a jailing versus deleting it, when to expunge a record and when to restrict a record. The team will review the tools available for managing duplicate party records and provide best practices for managing user rights and roles. Whether you have had years of experience administering Jail Manager, or this is a brand-new responsibility, this session is for you.

#### **Enterprise Corrections - Managing Jail Supplies + Inmate Issued Items**

Do you have trouble tracking facility supplies? Do you need a better process for issuing and tracking of items issued to inmates? Is your facility an expert on this topic? Join us for a discussion to share pain points or solutions, and to see some tools we think can help.

#### **Enterprise Corrections - Streamlining the Intake process**

Does your intake process involve a lot of paper changing hands and manual data entry in multiple systems? Join the Jail Team to explore how you can streamline this process for your jail. Can you make this a less-paper process? Yes, you can! From the Prebooking workflow to the NCIC integration, come see how Tyler has solutions focused on improving this process.

#### **How to Reduce Unnecessary Foot Traffic in Your Jail**

Gain insights on how to reduce traffic in the jail by streamlining communications. Whether incarcerated individuals need to communicate with family members or their legal team, digitizing processes with mail scanning, video visitations, and legal connection applications reduces staff workloads and requires less resources from the facility.

We'll be reaching out again with more information on Connect including confirming your attendance and willingness to present (or assist) with a session.

One thing I wanted to mention is that all of you should nominate your county for the Tyler Excellence Award. Winners receive 1 complimentary pass to Connect. Here's where you can apply:

<https://www.tylertech.com/about-us/tyler-client-difference/tyler-excellence-awards>

As we continue to work on our projects in flight, we'll be reaching out to have some additional virtual meetings – so stay tuned, more to come!

I hope you all have a wonderful holiday season. Looking forward to 2024!

Best wishes,

**Anita Jones**  
Senior Product Manager  
Tyler Technologies, Inc.

P: 972.713.3770 ext 113844

[www.tylertech.com](http://www.tylertech.com)



**Empowering people who serve the public<sup>®</sup>**

# Full Conference Agenda

All times listed are Eastern



**Sunday, May 19**

**Registration &  
Solutions Hub Open**  
12:00 p.m.–6:00 p.m.

**Workshops**  
1:00 p.m.–5:00 p.m.



**Monday, May 20**

**Registration &  
Solutions Hub Open**  
7:30 a.m.–4:30 p.m.

**Session 1  
(Opening & Keynote)**  
8:30 a.m.–9:30 a.m.

**Break**  
9:30 a.m.–10:00 a.m.

**Session 2**  
10:00 a.m.–11:00 a.m.

**Break**  
11:00 a.m.–11:30 a.m.

**Session 3**  
11:30 a.m.–12:30 p.m.

**Lunch**  
12:30 p.m.–2:00 p.m.

**Session 4**  
2:00 p.m.–3:00 p.m.

**Break**  
3:00 p.m.–3:30 p.m.

**Session 5**  
3:30 p.m.–4:30 p.m.

**Client Happy Hours**  
4:30 p.m.–6:00 p.m.





**Tuesday, May 21**

**Registration &  
Solutions Hub Open**  
8:00 a.m.–4:30 p.m.

**Session 6**  
8:30 a.m.–9:30 a.m.

**Break**  
9:30 a.m.–10:00 a.m.

**Session 7**  
10:00 a.m.–11:00 a.m.

**Break**  
11:00 a.m.–11:30 a.m.

**Session 8**  
11:30 a.m.–12:30 p.m.

**Lunch**  
12:30 p.m.–2:00 p.m.

**Session 9**  
2:00 p.m.–3:00 p.m.

**Break**  
3:00 p.m.–3:30 p.m.

**Session 10**  
3:30 p.m.–4:30 p.m.

**Client Appreciation Event**  
7:30 p.m.–10:30 p.m.



**Wednesday, May 22**

**Registration Open**  
8:00 a.m.–12:00 p.m.

**Session 11**  
8:30 a.m.–9:30 a.m.

**Break**  
9:30 a.m.–10:00 a.m.

**Session 12**  
10:00 a.m.–11:00 a.m.

**Break**  
11:00 a.m.–11:30 a.m.

**Session 13**  
11:30 a.m.–12:30 p.m.

## New to Connect?

If you've never been to Tyler Connect — or if it's been a while — check out our [Connect 101](#) page to learn more about our premier user conference. We've done our best to capture the electric, collaborative experiences, but attending is believing! We hope to see you this year.