

The cover features a large circular graphic on the left side. The top half of the circle shows an interior view of a modern court building with a curved wooden bench and a red-tinted glass wall. The bottom half of the circle shows a lush green moss wall. The text "AUSTIN MUNICIPAL COURT" is overlaid on the right side of the circle in white, bold, sans-serif capital letters.

AUSTIN MUNICIPAL COURT

ANNUAL REPORT



FY 2021

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Letter From The Presiding Judge and Clerk of the Court

As the challenges of the pandemic carried on into 2021, Austin Municipal Court (AMC) continued to re-engineer our processes to provide core services to the public in a safe and efficient manner. We reopened to the public on April 5th and have been offering in-person customer service and walk-in dockets; however, many services remain virtual. A great deal of thought and work has gone into readying the building for staff's return to include the creation and implementation of significant procedures such as the emergency action plan, ensuring a safe environment consistent with COVID precautions, and maintaining technology at multiple locations. At the Central Booking Facility, we worked with Travis County to re-design the magistration room to accommodate social distancing for both the safety of our staff and those in custody. A substantial amount of analysis has been done on court safety plans to acclimate, as best as possible, to the significantly reduced number of Austin Police Officers available to provide court security.

The dedication, professionalism, and innovation of staff resulted in incredible accomplishments during this ongoing time of difficulty and uncertainty. Ms. Grubb and I are honored to serve as the court clerk and presiding judge and are extremely proud of the way the staff of AMC has stepped up to meet so many challenges with such extraordinary dedication. Our annual report highlights some of these efforts and the work our department completed. Moving forward, we hope to continue to foster an environment emphasizing public service and positive outreach through education and community activities.



Judge Sherry Statman
Presiding Judge



Mary Jane Grubb
Clerk of the Court

Opening the New Court to the Public

On April 5, 2021, the Customer Service unit provided in-person services at our new main courthouse, located at Bergstrom Tech Center. Days before the originally scheduled opening of the new facility in March 2020, the pandemic caused an almost fourteen-month public closure. The court paused the following processes, giving customers time to deal with challenges COVID-19 produced.

- Payment requirements
- Warrant production and confirmations
- Sentencing requirements
- Compliance campaign calls
- Door hangers
- Boot and tow

In the months leading up to resuming in-person court services, work spaces were reevaluated to provide a safe and effective working environment for the staff. Covid-19 precautionary measures were enforced to include wearing masks, separating workstations by 6 feet, implementing staggered teleworking schedules to obtain continued social distancing, and sending frequent court-wide communications to reiterate protocols. As we returned, the court began work to make sure the public could find the court's new location. Temporary external public signage was installed around Bergstrom Tech Center complex to direct customers to the court while we await permanent signage.

Strategic Reintegration Planning

AMC strategically planned the reintegration of employees into the workplace in phases as necessary to provide support for expanding services and accessing information systems that cannot be utilized off-site. Employees not performing essential duties became resources for other more virtual-focused services. The reintegration plan was continuously reviewed and revised based on rapidly changing external conditions resulting in significant planning, oversight, and communication with multiple stakeholder groups. We evaluated essential job functions and determined those impacted by each phase of the reintegration and scheduled appropriately.

COVID-19 Precautionary Measures

- Rearranged office equipment, breakroom furniture, and work stations to create social distancing
- Implemented a mask requirement
- Increased janitorial and sanitation services
- Installed plexiglass barriers
- Implemented temperature scanning
- Moved most meetings to virtual format
- Developed signage and communication to reinforce best practices



Telework and Flex Schedules

- Updated telework policy based on job functions rather than titles
- Provided most individuals the opportunity to telework a minimum of 1-2 days
- Allowed for varied work hours while teleworking when feasible

Phase 1

Job functions that require a majority of in-office work:

- Customer Service
- IT Support and IT Administrator positions*
- Courtroom staff to include judiciary and support personnel
- Youth Services
- Civil Administration
- Central Booking

Phase 2

Job functions that require in-office work part-time:

- Compliance
- Caseflow Management
- Human Resources
- Accounting

*IT Support and administration positions required significant in-office work during the relocation and staffing reintegration processes; however, those positions were telework-based prior to the pandemic.

Phase 3

Job functions that allow for the majority of telework:

- Communications
- Case Management Team

Community Connections

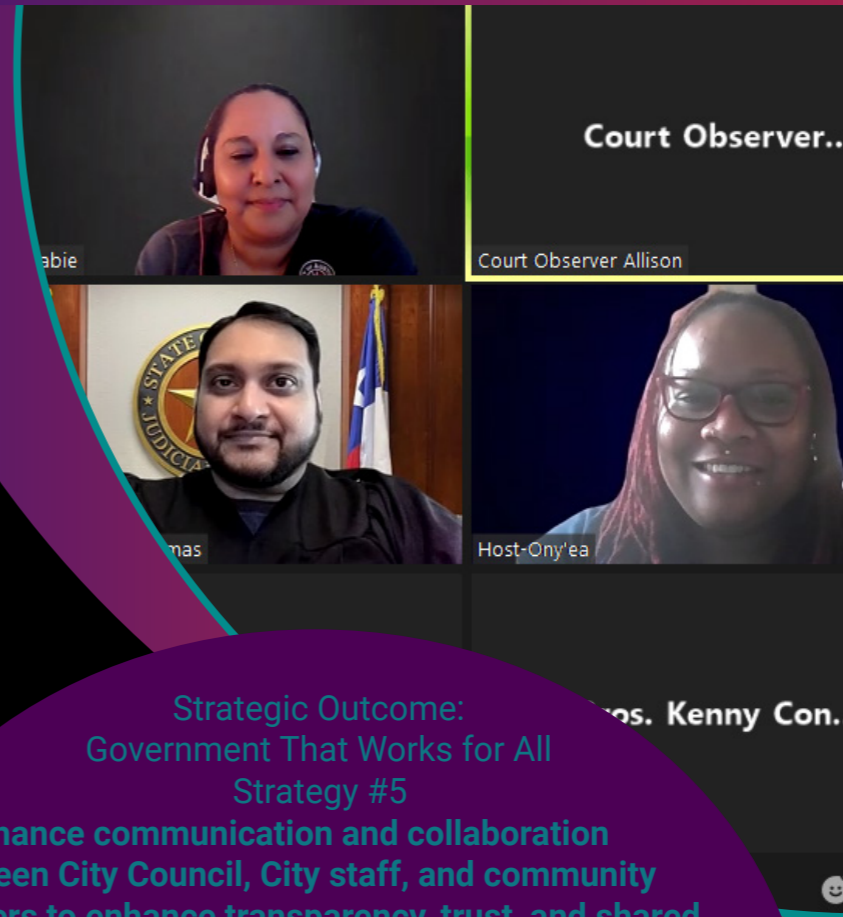
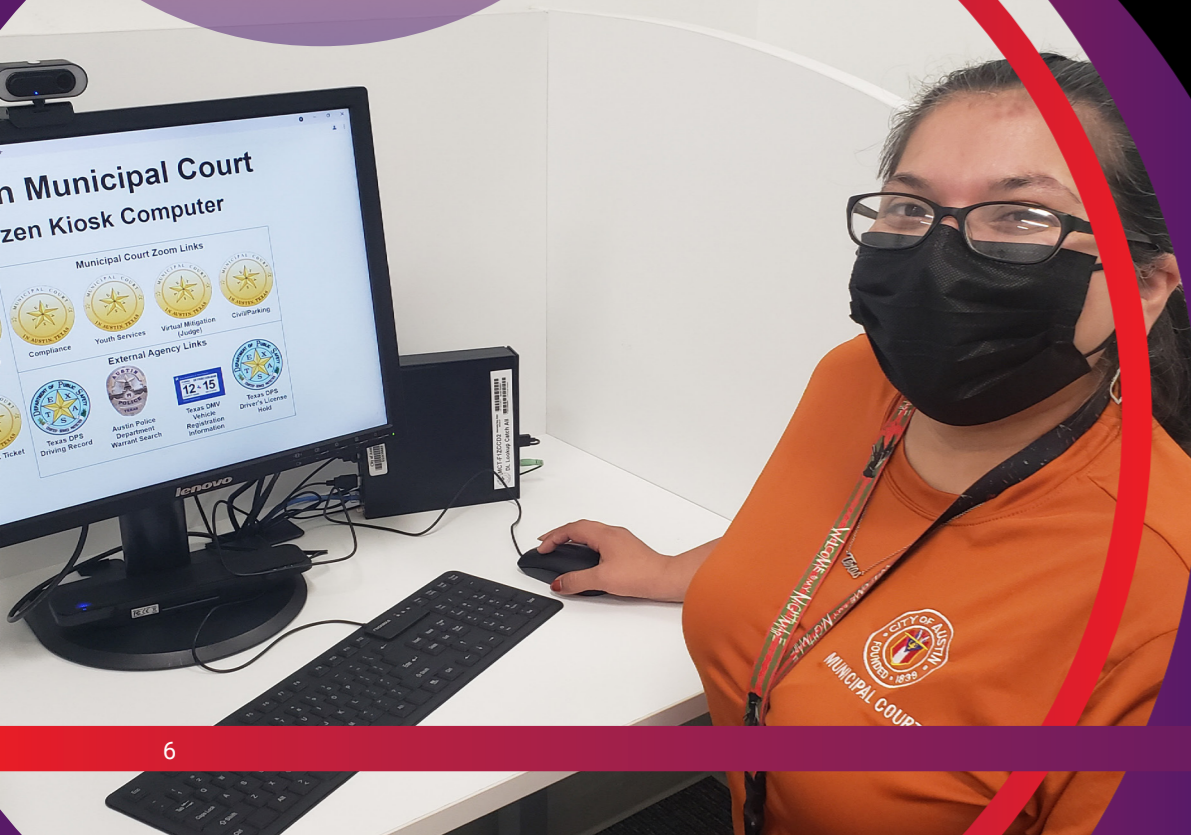
For the first time in AMC's history, staff transitioned to a hybrid service model encompassing virtual and in-person services. To implement the court's goal of providing services to all customers effectively and efficiently, collaboration across multiple departments, court units, and staff roles was necessary for success.

Civil Administration Unit

Language accessibility continues to be a priority as we strive to ensure all of our customers understand our communications and have equal access to quality information. The Civil Administration unit developed an email style guide to respond to customers with parking citations. The style guide was based off of a previously implemented version utilized by the Communications unit and will ensure better consistency in our messaging while also following best practices for readability.

2,091

PARKING HEARINGS
HELD



Strategic Outcome:
Government That Works for All
Strategy #5

Enhance communication and collaboration between City Council, City staff, and community members to enhance transparency, trust, and shared decision making. Ensure collaboration is strengthened by accessible, timely, and accurate information sharing.



Courtroom Support Unit

Courtroom staff implemented multiple initiatives to provide in-person and virtual services in an unprecedented effort to ensure customers' fair and impartial access to justice.

- Courtroom Support team refocused on essential customer service functions in unit operations to ensure prompt processing of pleas, motions, judgments, dismissals, and all other judicial orders.
- The team collaborated with prosecutors and judiciary to create and implement the master docket schedule including civil administrative hearings, bench trials, appearance dockets, and mitigation dockets.
- Essential court processes were streamlined to process cases, perform quality assurance review, and ensure accurate case management updating efficiently.

3,665

CUSTOMERS SERVED IN
VIRTUAL DOCKETS

CASES SET FOR VIRTUAL
AND LIMITED IN-PERSON
MITIGATION DOCKETS

12,697

Community Connections

Communications Unit

The Communications unit provided customer service via phone and email throughout all stages of the pandemic. A significant influx of emails and phone calls during the reopening phases resulted in a hybrid-training format to promote the training of new clerks and cross-training clerks from other units to support the shift in our customers' preferred method of contact and communication.

83,411

PHONE CALLS
RECEIVED

EMAILS PROCESSED

21,471

Youth Services Unit

Youth Services continued to offer virtual dockets and process cases.

Due to the initial success of the juvenile virtual appearance docket, the capacity of the virtual dockets was doubled in January 2021, allowing for quicker case processing.

99.9%

JUVENILE APPEARANCE
RATE FOR VIRTUAL
DOCKETS

Strategic Outcome: Safety Strategy #1
Improve positive outcomes in the justice system by understanding the perspectives of those who interact with the adult and juvenile justice systems (crime victims, defendants, etc.). Increase information-sharing across partner organizations, with an initial focus on increasing access to services and alternatives to adjudication (formal decision by a judge).

1,373

CALLS MADE TO
JUVENILE DEFENDANTS

JUVENILE CASES
TERMINATED

272

Youth Services heightened focus on teen driving safety participating for the first time in National Teen Driver Safety Week from October 19th to the 23rd. Other programs Youth Services participated in include:

- Impact Teen Driving (ITD) curriculum virtually: What Do You Consider Lethal?
- Are We Living in a Dream World? targeting youth and their parents.
- Worked with ITD to update the Texas Graduated Driver License (GDL) pamphlet and distributed to statewide partners.
- Partnered with Freedom Riders, a statewide program that assists youth in foster care obtain a driver's license.
- Assisted Freedom Riders in obtaining funding by highlighting the number of youth driving without a license; this partnership will continue as Youth Services addresses juveniles who are unable to obtain their driver's license in Austin.
- Remote implementation of traffic classes focusing on educating youth on traffic laws.

Compliance Unit

The Compliance unit served as back up for the Communications unit to respond to increased phone call volume. The unit assisted in scheduling virtual dockets to resolve the growing backlog in cases. The unit was also responsible for obtaining accurate address information so refunds could be issued to customers. The unit instated a full virtual Compliance Office via Zoom, which provides an additional format for the convenience and safety of customers and staff.

DEFENDANTS' CONTACT
INFORMATION UPDATED

3,632

Customer Service Unit

Our Customer Service unit continued to process mail throughout the pandemic. Customers were also able to contact court clerks on AMC's website through our live chat function.

LIVE CHAT
CONNECTIONS

2,155

5,231

MAIL TRANSACTIONS



Innovation and Challenges Met

Central Booking

In February 2021, a historic winter storm brought road closures, water, and power outages throughout Texas. During this time, essential Central Booking unit staff were able to continue operations to provide uninterrupted magistration dockets for defendants at Travis County Jail.

CLASS C
ARRAIGNMENTS **286**

1,484 HIGHER CHARGE
ARRAIGNMENTS

Facilities

AMC established a work order tracking system to manage and prioritize facility work requests. This new system provides an efficient process accounting for various general maintenance projects requested and completed by the court and by facilities management.

ITS, Customer Service, Compliance, and Civil Administration

Like most organizations, COVID-19 has demonstrated the importance of digital readiness for the court and building the necessary infrastructure to support a digitized world to serve residents of Austin and others who have business with the court. In collaboration with the Office of Performance Management (OPM) staff members from the court's Operations and ITS teams worked to design, test and implement multiple kiosk stations for use by the public. OPM assisted with the project work plan so that all stakeholders could envision meeting various customers' needs while still navigating limited operations during a pandemic using workflow "swim lane" diagrams. Additionally, the kiosk testing included a human-centered and inclusive approach focusing on customers without resources such as internet or access to computers to participate in virtual court dockets and civil parking hearings as well as meeting with court clerks to discuss options. In addition, the stations were strategically located and augmented with cameras, microphone, antimicrobial hardware, document lighting, and common court web resources which enhance accessibility and safety measures, while removing barriers for the public.

2,377 ITS HELPDESK
TICKETS RESOLVED

Health and Safety

COVID-19 Precautions

Reopening the court in April came with its own risks, so we established several safety precautions to reinforce best practices in minimizing the spread of COVID-19. Temperature scanners were installed at both the employee and public entrances. Employees and the public are required to wear masks while in the building. Furthermore, employees are encouraged to get vaccinated and stay home when sick.

Social distancing was reinforced through signage, removing seats, and limiting the number of occupants in a space. Seats were blocked off in spaces where they couldn't be removed and floor stickers were added in the front lobby to indicate six feet. Seats were removed in our breakrooms, patio, and training rooms to limit one employee to a table. Our Courtroom Support unit continued to conduct virtual dockets, just as we had before re-opening, but also ran limited in-person dockets. Mitigation docket (walk-in court) was limited to one defendant at a time. Civil parking hearings were temporarily relocated to larger spaces to promote social distancing.

Strategic Outcome: Safety #8
Collaboratively and comprehensively assess the vulnerabilities and interdependencies that exist for critical City infrastructure. Prioritize actions and investments to prevent and mitigate the identified risks.

Emergency Action Plan

The emergency action plan was updated with details for our Bergstrom Tech location and we hosted mandatory training for all employees. Employees were required to explore the exit areas near their workstations and walk to the assembly area in small groups. This plan includes the reestablishment of a court security committee as mandated by Section 29.014 of the Government Code. Security committee members were informed of their responsibilities and issued safety equipment.

COVID-19 FAQs

Reentering the building and reopening the court created some trepidation and many questions for some employees. Our Human Resources unit hosted a monthly frequently asked questions (FAQ) open discussion on Teams for our employees to ask any questions or express concerns. The questions and responses were posted on SharePoint for easy reference and a resource for those who could not attend a session.

Training and Development

One of the biggest obstacles in regards to training this year has been the slow move back to the workplace. Last year, we adapted our training and development program to the virtual environment; however, many employees have been eager to return to the classroom. Others have a strong preference for online learning; therefore, striking the right balance has provided both challenges and opportunities.

New Employee Orientation

At the beginning of the fiscal year, our new employees were still participating in our two-week new employee orientation (NEO), but in an almost completely virtual format. This program consists of almost thirty classes, most of which are taught by our leads. These trainers became very adept at online instruction, many preferring to teach this way; however, feedback from our new employees demonstrated stronger retention of information taught in person. Once we were able to, we created a blended schedule with all of the classes of week one taught virtually, and all classes taught the second week in person.

NUMBER OF NEW EMPLOYEES WHO COMPLETED THE NEO

24

Even though our new employees were now in the building, we still continued our new tradition of a virtual meet-and-greet in which we invited all employees to

welcome our new coworkers.

In-person training also allowed us to bring back “shadowing” of our Communications and Compliance units as our new employees listened to phone calls while safely distanced. Additionally, our new employees were once again able to observe our Mitigation docket (walk-in court).

Unit training

On-the-job training within our units continues to improve as our leads have been taking great strides to develop stronger job aids and a more organized system for training new employees. Our Caseflow Management unit created new Crystal reports, audits, and spreadsheets to capture daily work done by clerks in the unit. These metrics have been useful for determining if refresher training is needed, but also assisted in new employee training, which proved to be rather timely since this unit experienced 50% turnover this year. All spreadsheets are now available to the clerks so they can track their progress.

97%

AVERAGE COMPLETION RATE FOR MANDATORY TRAINING

Strategic Outcome: Government that Works for All Strategy #11 Improve our competitiveness as an employer to attract, efficiently hire, and retain a diverse, highly skilled workforce across the entire City organization.

Mandatory Training

Tracking our mandatory training has been much simpler since adopting LMS365. In addition to delivering the updated Emergency Action Plan for our new location and Legislative Update for 2022 to all employees, we have also been able to create certifications for those classes that need to be renewed, such as our Works Refresher class which now has a yearly requirement for all employees with ProCards.

Security Team Training

The court welcomed the services of a new security vendor, Starside Security & Investigation Inc, and sixteen new security officers, all of whom were trained and certified in Crisis Prevention Verbal Intervention (CPI). This training teaches employees to recognize signs of distress, anxiety, and potential risk behaviors and how to react to each to deescalate the situation while treating our customers with dignity and respect.

Crucial Learning Training

This year we were able to continue our Crucial Conversations training for supervisors and managers, and all now have completed the program and received certification. This completes the second phase of our Crucial Learning training program and gets us ready to deliver Crucial Conversations for Mastering Dialog to our leads, juvenile case managers, and hearing officers in 2022.

Organizational Health

Municipal Court Week

Municipal Court Week is a week set aside by the Texas Legislature to recognize how municipal courts contribute to their local cities and to share with the public the important role that local courts and their personnel play in the criminal justice system and the larger community. In previous years, AMC has taken the opportunity during this week to organize different outreach events focused on safety; however, with COVID, this was not feasible. Instead, our Youth Services unit turned the week into a celebration of the hard work that our employees put in every day. Throughout the week, they hosted themed recognition events comprised of raffles, prizes, memorabilia, snacks, and desserts. Interactive virtual activities were included so all employees could participate regardless of their location.

So This Happened

So This Happened is a bi-weekly employee recognition newsletter developed on the recommendation of an internal focus group comprised of employees at all levels of the court; this group was tasked with analyzing our employee recognition efforts and developing strategies for improvement. Except for the monthly birthday list and new employee introductions, the content of the newsletter is made up of employee submissions. During this challenging year, twice a month we honored weddings, anniversaries, births of children and grandchildren, first days of school, and graduations. We enjoyed photos from vacations, met new pets, saw works of art, and celebrated personal successes. These glimpses into each other's lives helped us stay connected, even though most of us hadn't seen each other in person since March 2020.

Celebrations Committee

The Celebrations Committee consists of representatives from all units within the court. The purpose of the committee is to engage with the units, make recommendations for employee recognition events throughout the year, plan, and coordinate the events. With the return of employees to the building, we were able to resume some celebrations hosted by the committee. We were able to gather safely outside to enjoy food trucks and some friendly competition and team building while

playing lawn games in a large grassy area at the new main location.

Garden Club

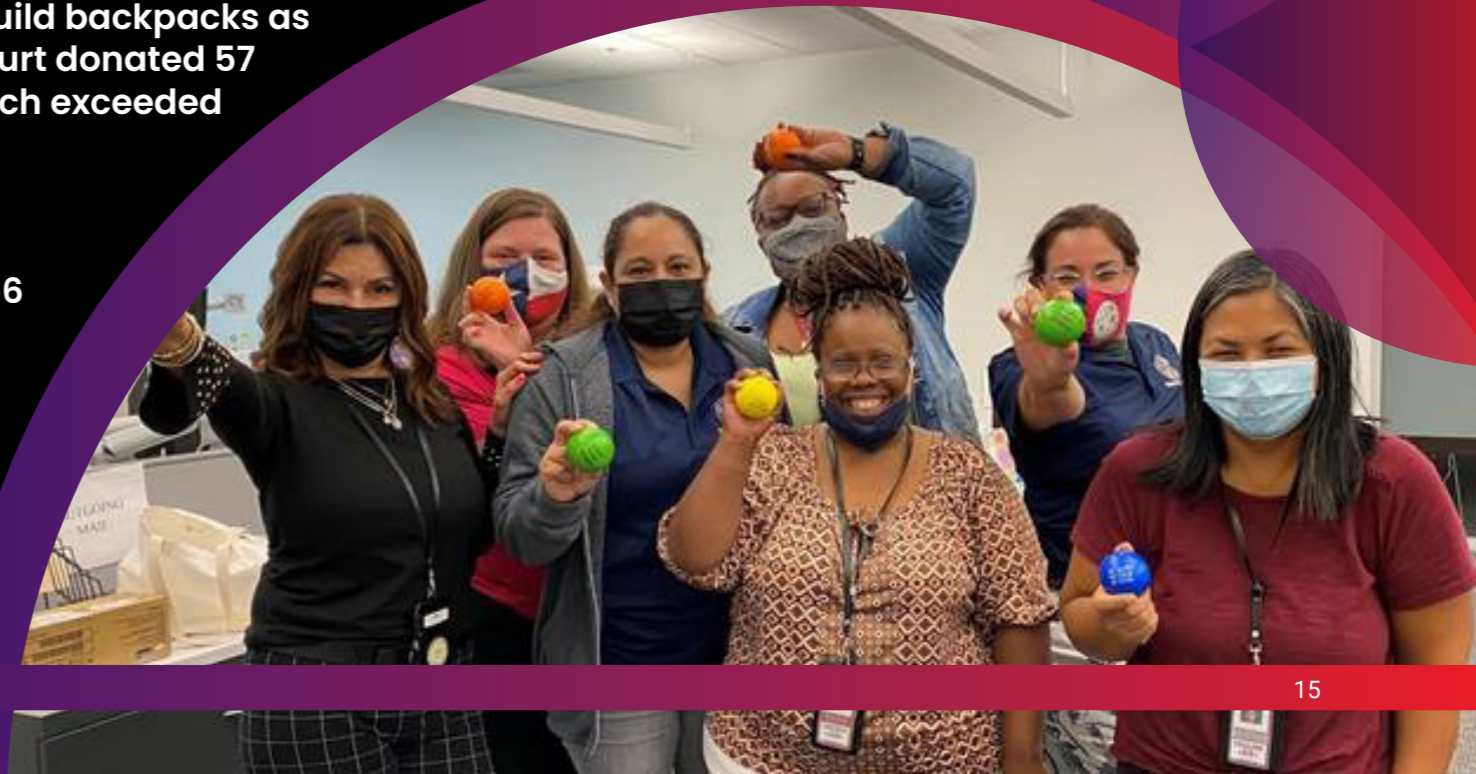
Our new building stood mostly empty for all of 2020, so when we began to return in 2021, there was still a lot of moving in to do. As artwork slowly began to appear on walls, a few employees came up with the idea of a garden club to add life to our new space. The garden club is composed of over twenty volunteers who manage choosing, planting, and care of new plants in the lobby, employee entrance, breakroom, and patio. This team has transformed our public and employee spaces into a welcoming, beautiful, green space.

Build-a Backpack

Each year, AMC participates in the City of Austin's Build-a-Backpack school supply drive. While some employees choose to build backpacks individually, many of our units work together to purchase supplies and build backpacks as a group. This, year the court donated 57 complete backpacks which exceeded our goal by over 40%!

COACCC

This year we raised \$4,456 for the City of Austin Combined Charities Campaign, which raises money for non-profit organizations around the city.



Employee Service Awards and Recognitions

Christie Rivers and Sam Overton – Black History Virtual Program Honorees

Christie Rivers is known for being available to her staff and court personnel at all times, even when out of the office, so it was no surprise that she would be there for the court when the pandemic hit. Whether in her role as Human Resources Manager or as manager for our Occupational Health and Safety team, Christie was called on regularly to come into the building in response to a host of employee needs all while going above and beyond to make sure our staff was kept safe.

Sam Overton is not new to representing AMC. Many of our customers recognize him from his numerous years in the information booth in the court's lobby. For the past year and a half, as most of us were adjusting to teleworking, Sam was in our new building every day taking care of our mail, helping vendors, and generally providing assistance wherever he was needed.

For these reasons, Christie and Sam were both recognized as valuable frontline essential workers during the pandemic.



Austin Municipal Court – 2021 Municipal Traffic Safety Initiatives (MTSI) Award

The Texas Municipal Courts Education Center's (TMCEC) Municipal Traffic Safety Initiatives grant, funded by the Texas Department of Transportation (TxDOT), sponsored the traffic safety awards to recognize municipal courts that have demonstrated outstanding contributions to traffic safety and eliminating impaired driving in their respective communities. The awards are a way for municipalities to increase awareness through traffic safety activities. All municipal courts in the State of Texas were eligible to apply.

<https://www.tmcec.com/2021-mtsi-award-results/>



ITS – Unit of the Year

ITS unit was instrumental in keeping the court connected and accessible to the public. ITS worked with employees as they returned to the building for on-site operations and created computer kiosks for the public to use. ITS also moved the Downtown Austin Community Court from its former 6th Street location to One Texas Center.

Rana Vazquez – Supervisor of the Year

Rana Vasquez was recognized as Supervisor of the Year due to her exceptional supervision of the Customer Service unit despite the challenges presented. During this time, she helped train a new supervisor, supported her leads and clerks as they trained new employees, and helped establish new features to improve customer service. She helped set up the front counter for opening to the public. Her communication with her teleworking staff was highly effective and she made her unit feel comfortable and

safe working with customers when they returned to the building. Rana was always accessible even when scheduled to be out of the office. Her relatability and knowledge of the court are invaluable; she is a dedicated public servant.



Employees of the Quarter

First Quarter



Kim Norris

Central Booking



Kimberly Longley

Customer Service



Scott Wheeler

ITS

Second Quarter



Venisha Ready

Communications



Ron Scott

Caseflow Management



Steve Markham

Administration

Third Quarter



Karen Kamar

Courtroom Support



Jennifer Walton

Finance

Fourth Quarter



Lydia Garcia

Caseflow Management



Nichole Soza

Customer Service



Felicia Sanchez

Courtroom Support

Years of Service



Sandra Dreessen

5 Years



Mary Jane Grubb

5 Years



Caitlin Hammarth

5 Years



Cheryl Strangeman

5 Years



Tammy Yanes

5 Years



James Loague

5 Years



Sean Martin

5 Years



Jessica Pepin

5 Years



Cathy Rodriguez

5 Years



Jennifer Sowinski

5 Years



Nichole Soza

5 Years



Will Abreu

10 Years



Ikaika
Kaimikaua

10 Years



Sally Howard

10 Years

Years of Service



Judge Ferdinand Clervi

15 Years



Shawn "Andy" Schuessler

15 Years



Jacqueline Esparza

20 Years



Robin Campos

20 Years



Cindy Saldana-Diaz

35 Years

Cindy Saldana-Diaz has been with the City of Austin since 1986. She started with Austin Public Health as an Administrative Clerk , then moved to AMC in 1988. She began her career with AMC as an Administrative Clerk/ Cashier II (a position now referred to as Court Clerk Assistant) and was a supervisor in the data entry unit responsible for ticket entry, now known as Caseflow Management. Cindy has been a hearing officer since 1996 and knows every parking sign in the city. No, really!

In those 35 years, Cindy feels that she has "grown along with the court" and all of its many changes including new case management systems, new people, and even a new building. She says she is doing things now (like Zoom hearings) that her 1988 self never would have expected.

Strategic Planning

As part of City of Austin's strategic direction 2023 (SD23), the court management team worked to renew the initial stages of the formal strategic planning process delayed during the pandemic.

- Strategic plan development schedule was created
 - All court units revised analyses on strengths, opportunities, weaknesses, and threats
 - All employee performance reviews (SSPR) were prepared to align with SD23 goals



Looking Ahead: 2022 Departmental Objectives

- Continued analysis and work with internal/external stakeholders to develop a court security program that best meets the needs of the courts, City of Austin, and community
- Perform a gap analysis as the next stage in the development of our formal strategic plan
- Although in-person dockets and other services were

resumed in December 2021, more dockets (i.e. jury trials) will be introduced throughout next year

- Testing, training, and implementation of new case management software replacing our legacy system
- Development of a warrant amnesty program to promote compliance with court orders, remove barriers to success, and minimize negative consequences



Letter From Downtown Austin Community Court's Presiding Judge and Court Administrator

Downtown Austin Community Court's mission is to administer justice equitably and compassionately to foster trust and accountability, and to utilize a person-centered and housing-focused case management model to help individuals experiencing homelessness achieve long-term stability. During Fiscal Year 2021, we proactively evolved our practices to identify, and then meet, the growing and changing needs of the people we serve. Thanks to the dedication and commitment of our staff, we were able to continue essential services throughout the pandemic, expand and improve services for individuals experiencing homelessness, and help ensure that the City of Austin's response to Proposition B and the State camping ban is rooted in compassion and focused on connecting individuals to services.

On August 30, 2021, DACC officially relocated services to One Texas Center, located at 505 Barton Springs Road, which will serve as an interim location while DACC partners with the Office of Real Estate Services to secure and prepare a permanent facility. The new space provides a better environment for individuals seeking services and improved working conditions for employees. Additionally, this move has enabled all DACC staff to be joined under one roof, creating more opportunities for collaboration and efficiencies within the department.

DACC has proactively worked to strengthen and expand services for individuals experiencing homelessness to meet the evolving needs in the community. With the pandemic, DACC had to make modifications quickly to ensure we could continue serving individuals on caseloads without interruption, while protecting the health and safety of the people we served and our staff. To help with this, DACC's Intensive Case Management Program is now primarily mobile and

community based. This is considered a best practice as it removes some barriers to accessing services and helps us build trust with the people we serve. Additionally, DACC expanded the Violet KeepSafe Storage Program to improve access for program participants, which also expanded workforce opportunities for individuals that have lived experience with homelessness.

As our community works to implement Proposition B and the State camping ban, APD officers have the opportunity to bring an arrestee directly to DACC for magistration, instead of being booked into jail. DACC provides individuals the ability to see the judge immediately and plea to their case while also having the ability to access DACC's triage case management services and continuum of social service supports. DACC's commitment to addressing homelessness through a compassionate, person-centered approach and to advance the City of Austin's dedication to fair and equitable administration of justice continues to be the foundation for our approach to public service. DACC remains grateful for the opportunity to continue to serve the community, and welcomes opportunities to continue to evolve to best meet the needs of those we serve.



Judge Michael Coffey
Community Court Judge



Peter Valdez
Court Administrator

DACC Top Accomplishments

Homeless Services:

Provided continuous homeless services throughout the pandemic, addressing Economic Opportunity and Affordability Strategy 8 and Health & Environment Strategies 1 & 2. DACC fulfilled 11,256 requests for walk-in case management services during FY 2021, connecting individuals to basic needs, identification documents, and resource navigation. DACC's Intensive Case Management program provided ongoing person-centered and housing-focused case management for people experiencing homelessness, and individuals at Protective Lodging Facilities received case management services and housing navigation to prevent their return to homelessness.

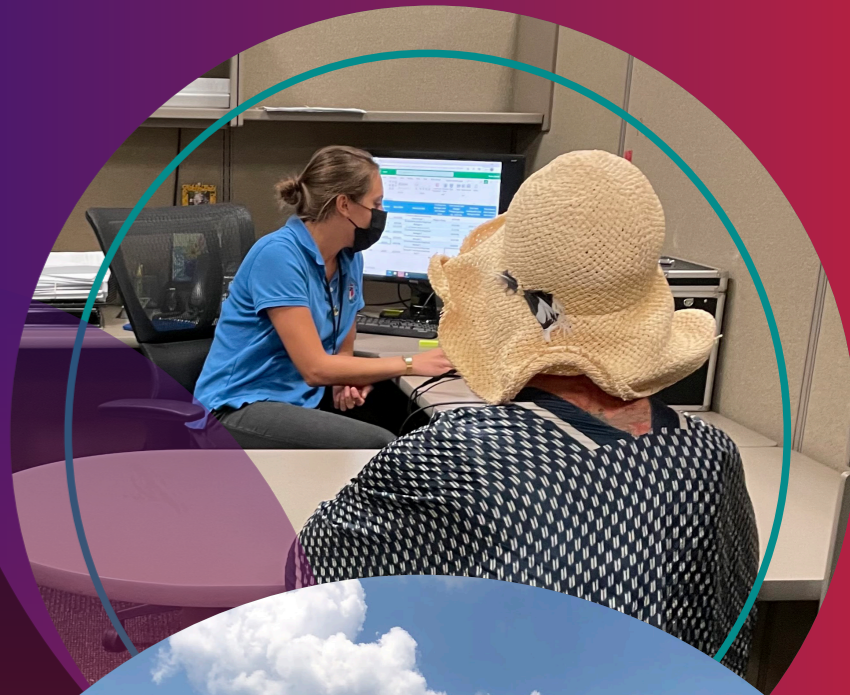
DACC Relocation:

Relocated operations to One Texas Center to serve as an interim facility. This transition provides more space for services and an improved environment for individuals served and employees, and helps to ensure uninterrupted provision of homeless services while a permanent DACC facility is secured.

Violet KeepSafe Storage Program:

Expanded the Violet KeepSafe Storage Program, which enables individuals experiencing homelessness to store personal items such as vital documents, family memories, clothing, bedding, and more at no cost. Operation hours are now 7:00am-7:00pm, seven days a week which improves access for program participants, and the employment opportunities for individuals with lived experience increased with the program expansion.

Strategic Outcome: Economic Opportunity & Affordability #8
Define and enact our response to homelessness focusing on efficient and effective use of our resources to address disparities, prevent homelessness, and support housing stability.



DACC Top Accomplishments

Proposition B and State Camping Ban Response:

Resolving citywide offenses related to Proposition B and the State camping ban to ensure individuals are connected to DACC's triage case management services and continuum of social service supports, providing an alternative to APD in lieu of bringing an individual experiencing homelessness into jail, aligning with SD23 Safety Strategy 9. When appropriate, individuals are prioritized for ongoing case management through DACC's partnership with Integral Care for the Homeless Health and Wellness Center program.

Community Engagement for APD Cadet Training:

Participated in the Community Connect phase of training for the full 144th APD Reimagined Cadet Class by facilitating work on beautification and public space improvement projects across the city, building on a longstanding partnership between APD and DACC and providing cadets the opportunity to engage with the communities they will soon serve.

Strategic Outcome:
Economic Opportunity & Affordability #8
Define and enact our response to homelessness focusing on efficient and effective use of our resources to address disparities, prevent homelessness, and support housing stability.



SD23 Goals and Key Performance Indicators

AMC AND DACC'S SD23 GOALS ARE IN ALIGNMENT WITH THE EIGHT (8) GOALS THAT WERE DEVELOPED BY THE CITY COUNCIL AND OUTLINED IN RESOLUTION 20171214-060.

Goal #1

Provide prompt, effective, efficient and impartial administration of justice and processing of all cases filed with the court.

KPI: 2361: Ratio of cases terminated to cases filed.

Description: This measure reflects how well AMC is keeping up with the incoming caseload. If cases are not disposed in a timely manner, a backlog of cases awaiting disposition will grow. It is important that the court is disposing at least as many cases as are being filed.

Target=100%

100%

RATIO OF CASES TERMINATED TO CASES FILED

Goal #2:

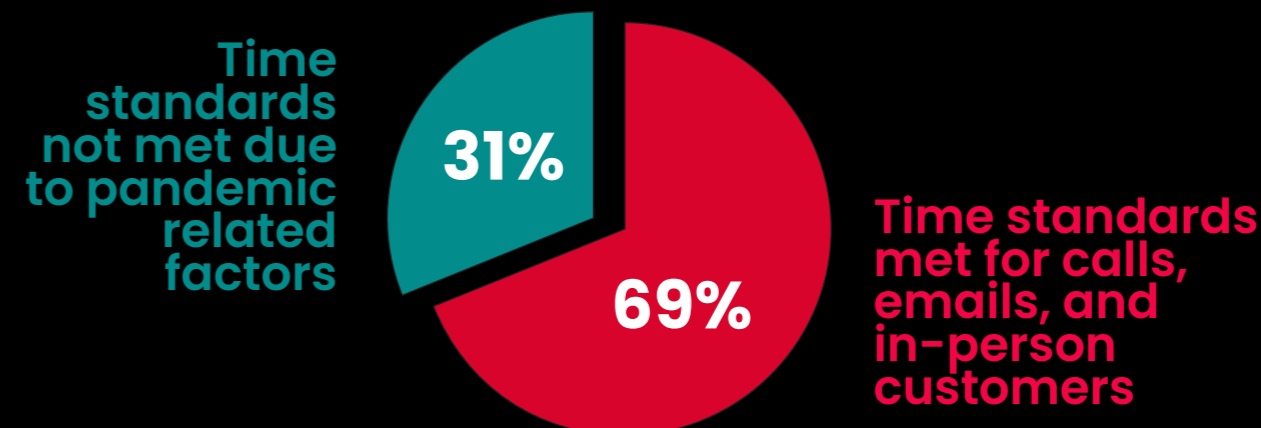
Provide accurate, readily accessible information through multiple channels to the public and to all individuals participating in Austin Municipal Court cases about (1) the court's procedures, (2) the rights and duties of defendants in cases before the court, and (3) alternative sentencing options that allow individuals to resolve their cases when they cannot afford fines or costs.

KPI: 9426: Efficiency rate of information delivery to customers within processing time standards.

Description: Efficiency rate of information delivery to customers within processing time standards, which includes email and mail worked within 72 hours, calls answered within 3 minutes, and customers served within 10

minutes. This helps ensure the court is providing a level of service to all customers within a time frame that is reasonable and fair. Tracking this result will help determine business decisions around customer service and address any inefficiencies. (AMC)

Target: This is a new KPI; therefore, there was not a target for fiscal year 2021. The target for fiscal year 2022 will be 89%. We were below 89% in fiscal year 2021 due to reduced hours, staffing, and building closures for much of the year.



Goal #3:

Minimize jail commitments for non-payment of fines whenever effective alternatives are available.

KPI: 9142: Percent of defendants remanded to jail on Class C charges only.

Description: This is the percentage of defendants remanded to jail on only Class C charges; they do not have any higher charges they were remanded for. This percentage reflects defendants remanded to jail for municipal court cases only. (AMC)

Target=1%

0%

PERCENTAGE OF DEFENDANTS REMANDED TO JAIL ON CLASS C CHARGES

SD23 Goals and Key Performance Indicators

GOAL #4:

Make alternative sentencing options available whenever appropriate under the law and ensure sentencing is consistent with all federal and state laws restricting jail commitments.

KPI: 9428: Percent of alternative sentencing offered.

Description: This measure captures alternative sentencing (deferrals, DSCs, diversion programs for youth, scheduled community service hours, scheduled youth diversion classes). At this time, the scheduled community service hours will exclude AMC; this information will be captured in the new case management system that will be implemented in 2022. (AMC/DACC)

Target: This is a new KPI; therefore, there was not a target for fiscal year 2021. The target for fiscal year 2022 will be 29%. We were below 29% in fiscal year 2021 due to reduced hours, staffing, and due date/appearance extensions for much of the year. Many individuals have not appeared or are waiting to be scheduled on dockets.



ALTERNATIVES SENTENCING IN LIEU OF CONVICTION

Goal #5:

Minimize the issuance of warrants whenever alternatives are available and through imposition of alternative sentences

KPI: Percent of active caseload in warrant status.

Description: The number of Class C Misdemeanor cases in an active warrant status for both DACC and AMC compared to total active cases for both courts. This includes both capias and capias pro fine warrants.

Target: This is a new KPI (combining both courts); therefore, there was not a target for fiscal year 2021. The target for fiscal year 2022 will be 32%. We were below 32% in fiscal year 2021 due to reduced hours, staffing, and due date/appearance extensions resulting in fewer warrants being processed.

**WARRANTS FOR
NON-APPEARANCE
(NEVER APPEARED
TO ANSWER
CHARGE) AND
NON-COMPLIANCE
(APPEARED BUT
FAILED TO COMPLY
WITH COURT
ORDERS)**



Goal #6:

Minimize unintended adverse consequences of Class C fines and fees on low-income individuals and families.

KPI: 9427: Percent of alternative payment options in lieu of immediate payment in full.

Description: This measure captures the percent of cases that have alternative payment options (payment plans, extensions to pay, judicial waivers, credit for time served, community service) in lieu of immediate payment in full. (AMC/DACC)

Target: This is a new KPI; therefore, there was not a target for fiscal year 2021. The target for fiscal year 2022 will be 39%. We were below 39% in fiscal year 2021 due to reduced hours, staffing, and due date/appearance extensions for much of the year. Many individuals have not appeared or are waiting to be scheduled on dockets.

13%

**ALTERNATIVE
PAYMENT
OPTIONS IN LIEU
OF IMMEDIATE
PAYMENT IN
FULL**

SD23 Goals and Key Performance Indicators

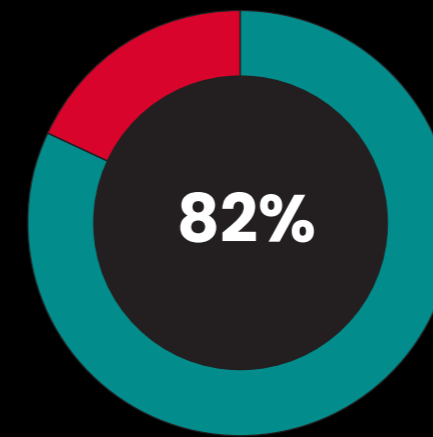
Goal #7:

Perform timely magistrations at the Travis County Central Booking Facility to minimize the time frame between a person's arrest and their opportunity to be released from detention, and when setting bonds, hewing closely to the minimum bond necessary to secure a defendant's presence in court, and prioritizing release on personal bonds when possible.

KPI: 9400: Percent of personal bonds assessed at the Travis County Central Booking Facility.

Description: Percentage of the total bonds for all offense levels at the Travis County Central Booking Facility assessed as personal bonds (non-monetary).

Target: 80%



TOTAL BONDS FOR ALL OFFENSE LEVELS (CLASS C FELONIES) ASSESSED AS PERSONAL BONDS (NON-MONETARY)

Goal #8:

Treat all people with respect and dignity and to create culture of sensitivity to the diversity of income levels and circumstances of individuals residing in Austin.

KPI: 9400: Level of customer satisfaction as indicated by the City of Austin Citizen Survey.

Description: This measure is taken from the annual City of Austin Community Survey and reports the total percent of favorable responses received. This survey is prepared and conducted by sources external to the City of Austin. It is a statistically-valid survey that can represent the opinion of Austin's general population with a 95% confidence interval and +/- 3% margin of error.

Target: 82%

Special Note: The 2021 Community Survey has not been published; therefore, the results provided are captured in our internal customer service surveys.



91%

PERCENTAGE OF INDIVIDUALS WHO BELIEVE THEY WERE TREATED FAIRLY DURING JUDICIAL PROCESSES (AMC AND DACC)



Austin Municipal Court



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court@austintexas.gov



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