



FY2013 Annual Report

Municipal Court
City of Austin, Texas

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Overview

The City of Austin Municipal Court is the Judicial Branch of the local government. Court is organized into five divisions, the Judiciary, Court Operation, Downtown Austin Community Court, Support Services and Special Programs. The Judges and the Clerk of the Court are appointed by the City Council.

The City Council appointed the Presiding Judge Evelyn McKee and eight full-time Judges including the DACC judge, and a number of substitute judges for four year terms, from January 1, 2009 through December 31, 2013. The Clerk of the Court, Rebecca Stark was appointed in 2000 and is responsible for Operations and Support Services. The organizational chart is shown on the next page.

There are a total of 177.25 employees in the four divisions:

Judiciary: 11 FTEs

Downtown Austin Community Court (DACC): 22 FTEs

Municipal Court Operations and Support Services: 144.25 FTEs

The main courthouse is located at 700 E. 7th Street in downtown Austin. There are two sub-courthouses:

North Substation: 12425 Lamplight Village

South Substation: 5700 Manchaca Rd. in the Cherry Creek Shopping Center

The main courthouse is open to the public 71 hours per week, 7:00 a.m. to 10:00 p.m., Monday through Thursday and 7:00 a.m. to 6:00 p.m. on Friday. The court also has two units working 24 hours per day, 7 days per week. The Warrant Processing unit operates out of the main courthouse and the Central Booking Support unit (including a judge) are located in the Travis County jail.

The Municipal Court also maintains and is continually improving the ability for customers to either handle their cases online or submit documents through the mail, email or fax. The site is www.austintexas.gov/court. Court also has three websites interfaced with its case management system:

Public: www.austintexas.gov/public

Defendants can see their entire case files (open and closed) including documents. There is also an online listing of all cases docketed for ease in finding the date, time and courtroom.

Attorney: www.austintexas.gov/attorney

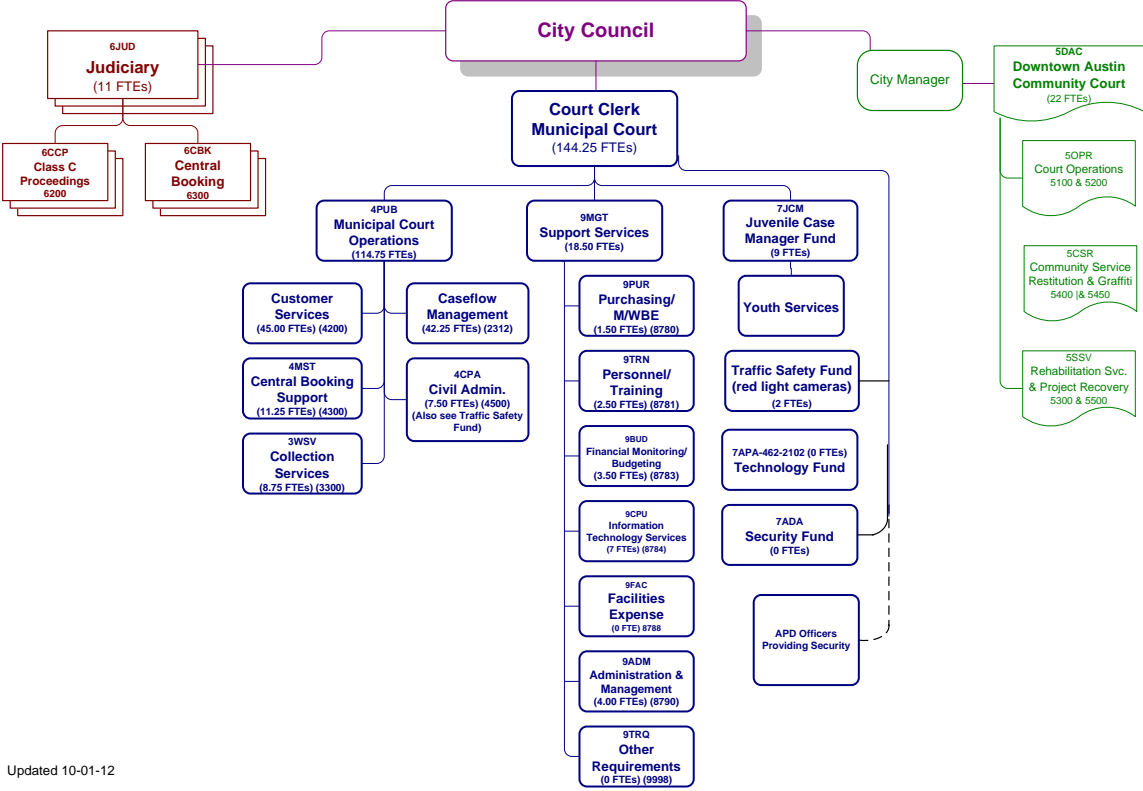
Attorneys, with passwords, can see their clients' full case files including documents, list of clients and schedule of docket dates.

Overview

Officers: www.austintexs.gov/officer
Officers, with employee codes, can access all of the cases (open and closed) they have filed in the court including documents. It has a schedule of their docket dates.

also

**Municipal Court
Organizational Chart**
(177.25 FTEs - General Fund, Traffic Safety Fund & Juvenile Case Manager Fund for FY2012-2013)



Updated 10-01-12

Vision Statement, Mission Statement, and Goals

Vision

To be the most effective, efficient, and impartial Municipal Court in Texas.



Mission

To provide fair, efficient and accountable services to the public by impartially administering justice so that quality of life is enhanced.



Goals

- To provide exceptional customer service
- To provide an effective and impartial administration of justice
- To enhance organizational health



Key Performance Measures

Measure Name	FY 2011	FY 2012	FY 2013
Average age of terminated cases (days)	263	256	229
Compliance Rate	102.1%	100.0%	87.5%
Level of customer satisfaction as indicated by City of Austin Citizen Survey	88.0%	88.0%	85.0%
Number of cases set on scheduled dockets and appearing at walk-in dockets	140,820	115,939	115,545
Percentage of cases set on a docket within 60 days	94.7%	96.7%	98.0%
Percent of customers served within 10 minutes	72.0%	80.5%	90.0%
Total number of cases filed	341,036	323,513	364,930

Average Age of Terminated Cases (days)

This measure reveals the efficiency of Municipal Court processes and procedures by calculating the average length of time it takes to process cases from initial filing to termination. The cases processed include: traffic, parking, misdemeanor city ordinance, and red light camera violations.

Compliance Rate

This measure discloses how Municipal Court keeps up with its caseload by comparing the number of cases terminated to cases filed. Compliance includes payments or credits applied to fines as well as dismissals and acquittals.

Level of Customer Satisfaction

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.

Key Performance Measures

Number of Cases Set on Scheduled Dockets and Appearing at Walk-in Dockets

This measure reflects the Municipal Court's criminal caseload that requires physical appearance before judges. It affects the amount of judicial resources needed by the court, as well as other court resources including: clerical support, jurors, translators, court reporters and courtroom availability. It also indicates the number of prosecutorial resources required of the city's Law Department.

Percent of Cases Set on a Docket within 60 Days

This measure shows the Court's ability to place criminal cases on appearance or trial dockets in a timely manner. The goal is to docket cases at least three weeks from date of not guilty pleas, but no more than 60 days. This initial delay of three weeks allows the defendants adequate time to prepare for their cases.

Percent of Customers Served within 10 Minutes

This measure reflects the percentage of customers that are served within 10 minutes of arrival at the downtown customer service windows.

Total Number of Cases Filed

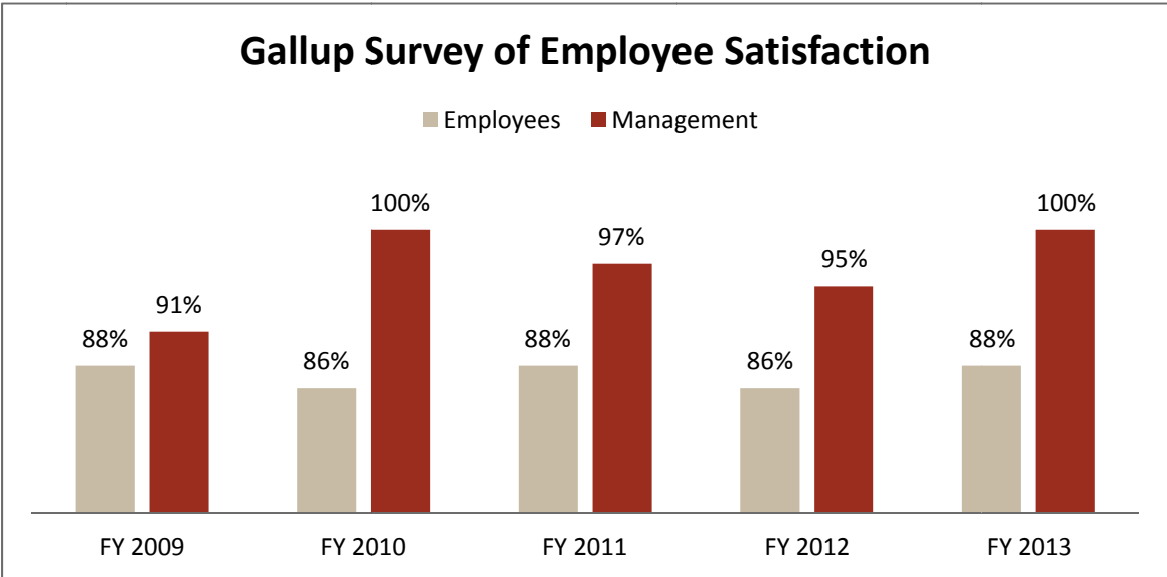
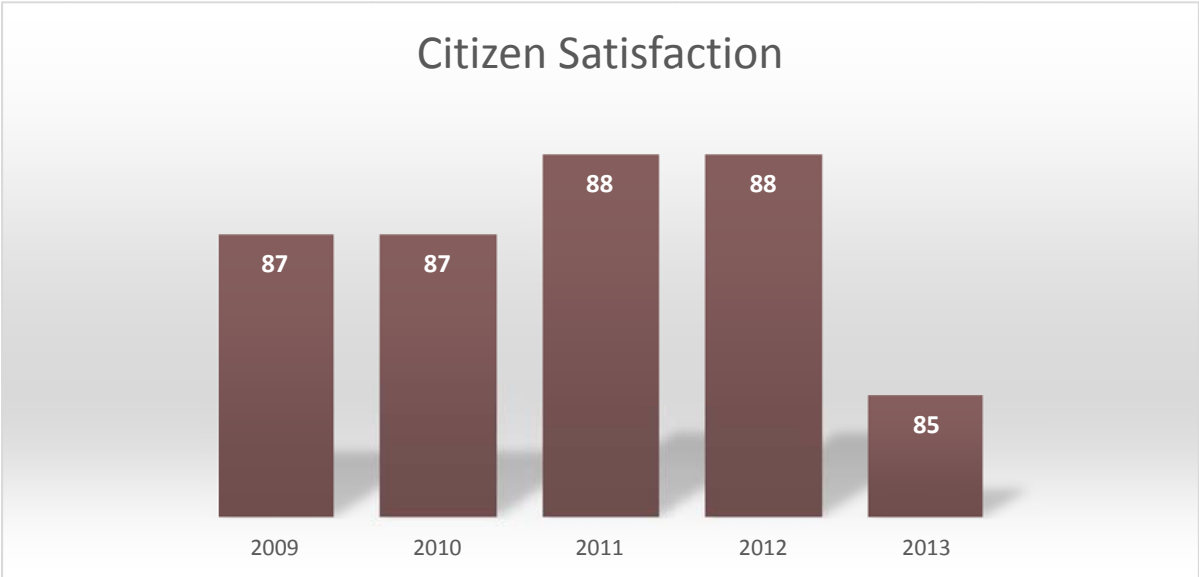
The number of cases filed is a direct result of the number of citations issued by the Austin Police Department (APD) and other departments/agencies that issue citations filed in the Municipal Court. For this reason, the budgeted (expected) and estimated number of cases filed are not meant to imply any citation issuance requirements by law enforcement agencies including APD; rather, this measure reflects the workload for Municipal Court staff and allows the Department to track resource allocation. The types of cases filed include traffic, city ordinance, state class C misdemeanors, parking, and red light camera violations.



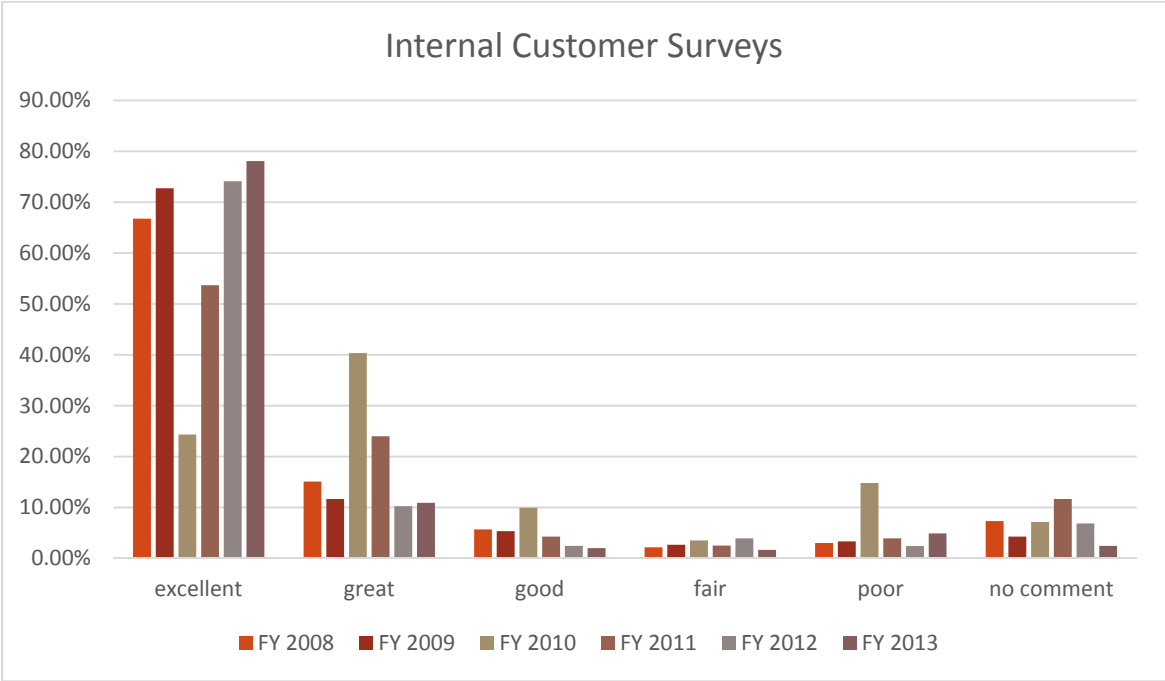
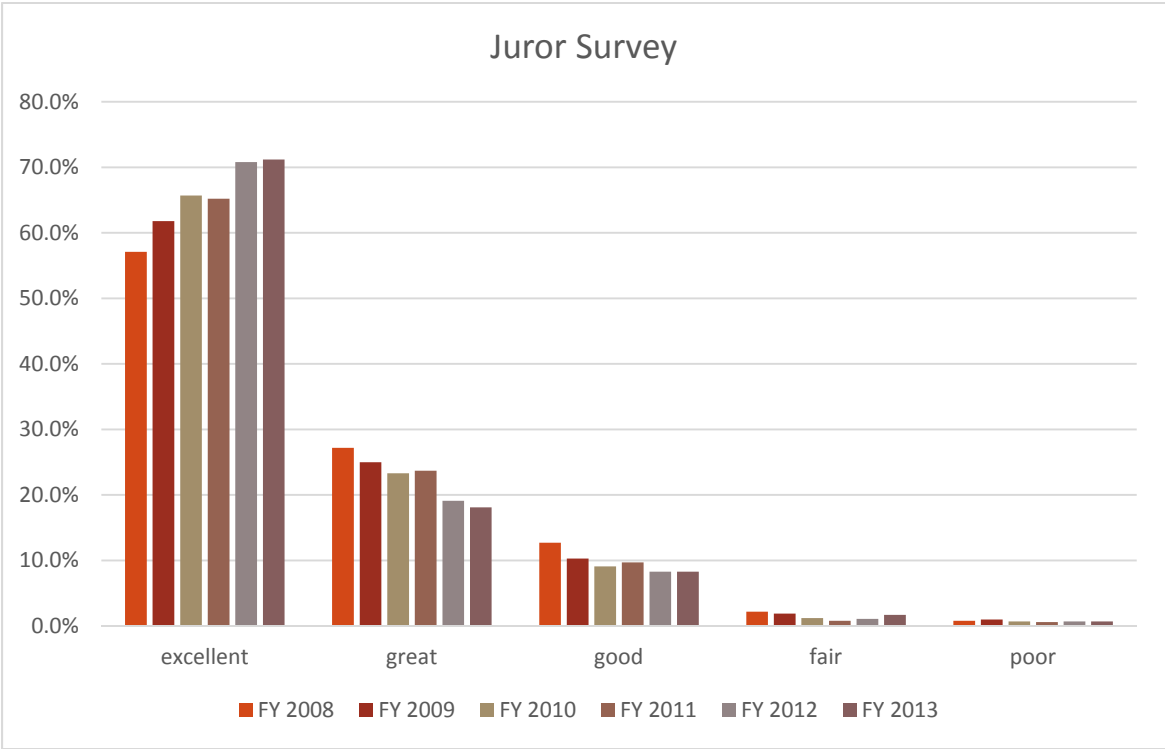
Key Performance Measures

Citizen Satisfaction

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.



Key Performance Measures



Events /Programs

83rd Legislative Session

169 bills were passed that directly or indirectly affect the Courts and magistration at the jail or of special interest to the court. Those directly impacting the Austin courts were implemented as mandated. The major pieces of legislation affecting the Austin Municipal Court including several juvenile justice bills, filing of violations by schools, a new court cost, water safety violation jurisdiction, Michael Morton (discovery) bill, a number of new class c misdemeanor violations, changing regulations involving registration and motor vehicle inspections, and a number of changes to overweight vehicle regulations.

Supervisor Academy Graduates

Gus Rosa, Cheryl Bonhomme, Jackie Deland, Sally Howard, Terry Mahan, Ryan Mooney, Cecilia Harris, Rana Vasquez, and Tina Varela, were accepted and successfully completed the city's Supervisor Academy. Following the graduation ceremony, all were taken to lunch by the managers.

Statewide Warrant Round Up

Austin Municipal Court coordinated cities across Texas to serve outstanding arrest warrants annually in the Great Texas Warrant Round Up. Austin began the program internally in 2001 and went statewide eight years ago. Austin Municipal Court continues to coordinate this event annually. While warrants are regularly served by each jurisdiction, this combined effort provides much greater opportunities for warrant service and is unique in the country. In FY 2013, 326 entities joined this effort. Austin Municipal Court collected \$1,278,133 while cancelling 10,859 warrants and 6, 205 parking and red light camera cases. 198 entities reported their results at the end of the round up period. These entities cancelled 196,453 warrants and collected a total of \$19,321,129.

Employees with Warrants

Semi-annually, the Municipal Court checks its warrant records against Banner to ensure that employees are being responsible for citations received in the city. In FY13, there was only one effort due to negotiations with city HRD to continue receiving the requested data. There were 31 employees from 11 departments with active warrants. It is anticipated that the semi-annual schedule will be re-instituted in FY14.

Court Appreciation Week

The Texas Legislature declared November 4 – 8, 2013 as Court Appreciation Week. Communities throughout Texas issued proclamations in appreciation for the dedicated municipal judges, court clerks, and court administrators. Mayor Leffingwell declared Austin Municipal Court week at the November 7th City Council meeting in recognition of the 9 judges, 11 substitute judges and 165 court staff at the courts

COACCC

Municipal Court employees donated time, effort, and money to the City of Austin Combined Charities Campaign annual collection time. A total of \$7,955.72 was raised.

Events /Programs

Take Our Children to Work Day

The Court sponsored numerous events for Take Our Children to Work Day on June 7, 2013. The day offered parents the opportunity to show their children what they do on the job and what other court jobs entail. The group of 22 children explored two police vehicles and participated in a mock trial coached by Judge McKee and Prosecutor McCabe. The children were given a snack and souvenir posters. It was a hit!

Awards and Recognition

As part of its Awards and Recognition program, the Municipal Court gives awards for **years of service** “on the 5s” (5th anniversary, 10th, 15th, etc.). In FY 13, 12 employees were recognized for having worked for the court for 5 years, 2 for 10 years, 7 for 15 years and 7 for 20 years for a grand total of 325 years of service to the city. The Court also recognizes three **Employees of the Quarter** and a **Friend of the Court** quarterly. The Friend of the Court is someone from a different city department who has provided a great service to the Court. Also, a supervisor and a unit are recognized annually. A Recognition Celebration is held quarterly.

Ethics Bowl

Municipal Court participated in the City’s first ethics bowl. There were three rounds with real-life ethical situations on April 17, 2013. The Court team consisted of Terry Mahan, Debbie Cowan, Donna Combs and Ryan Mooney with Deputy Director Kitzy Daniels as executive sponsor. They made the Court proud.

Build-A-Backpack

Municipal Court employees participated in the City’s 8th annual Build-A-Backpack program and donated 26 backpacks packed full of school supplies.

Mentoring

Municipal Court had 17 volunteers in the mentoring and tutoring program. This program is where City employees can spend up to 2 hours a week helping AISD students at the local school grounds or in some local libraries.

City Works/Austin Corp

The Municipal Court and Downtown Austin Community Court participated in the City’s CityWorks and AustinCorps programs. CityWorks consists of a group of concerned citizens who attend a series of informational meetings with various departments to see how and what the departments do. AustinCorps is a similar series for concerned high school students. Both sessions with Municipal Court have been highly rated.

Fire Department Proctors

Several Municipal Court employees volunteered and were selected to serve as proctors during the Fire Department’s testing of applicants.

Accomplishments

This Annual Report is being compiled by the staff for the first time. Each unit prepared its purpose and duties, major performance measures and accomplishments for FY 2013. Many accomplishments are listed on following pages in addition to the ones listed here. This is a summary of the Court's major work projects and accomplishments:

- Phase 1 of APD's e-citation was implemented in FY 2013. Court staff has been involved since the requirements stage in 2010 so that sufficient information is collected to prosecute cases. Court was also responsible for developing an interface with Court's case management system to get the data downloaded in a timely manner.
- A process to record court proceedings instead of using court reporters was researched, a pilot successfully completed and approval obtained from the City Council. It is anticipated that the change will be completed in FY 2014.
- Court monitored bills filed during the 83rd Legislative session during which 169 bills passed that directly or indirectly affected the Courts and magistration at the jail or of special interest to the Court. The major bills directly impacting Austin Municipal Court include:
 - numerous juvenile justice bills including juvenile confidentiality changes and additional requirements for the filing of cases by schools,
 - a new \$2 court cost and several maximum and minimum fine changes,
 - water safety violation jurisdiction and requirements,
 - registration/license plate and motor vehicle inspection changes,
 - child safety seat rules,
 - insurance validation on electronic devices,
 - overweight vehicle regulation changes,
 - Michael Morton (discovery) rules, and
 - numerous additional class 'c' misdemeanor violations.Court implemented all mandates in a timely manner.
- The last legislative session indicated a desire to remove juveniles from the criminal justice system and into rehabilitative yet accountable programs. In anticipation of this move, the Court had begun developing the **Austin Youth Diversion** program in cooperation with the Prosecutors in the city Law Department.
- Youth Services began texting court date reminders to juveniles to supplement mailing notices which improved the show up rate.
- Significant time and effort was spent weekly to develop requirements for a major upgrade to the court's case management system (software) and to move the cost for the upgrade through the city's IT Governance process. Approval and funding was achieved.



Accomplishments

- The problem of mistrials due to jurors performing additional research on their personal electronic devices during deliberations was addressed by obtaining lockers for those devices, with combination locks set by each individual juror for security purposes.
- The use of recording devices for courtroom proceedings in lieu of court reporters was successfully piloted, procedures developed, and approval of the City Council achieved.
- 100% compliance with the city's annual Ethics training was achieved;
- The racial profiling information from citations, gathered by the Court for APD, was difficult to collect on an annual basis, so a process was developed to identify and correct errors on a weekly basis, thereby allowing APD to submit their reports more accurately and on a more timely basis.
- The Court's Accident Prevention Plan was updated and a requirement for monthly safety inspections added to supervisors' performance review plans.
- Supervisors' performance review plans were also changed by adding a unit training requirement and collecting those training sessions on Court's shared drive so all employees can benefit at their own convenience.
- Additional audits were developed and reports created to monitor not only monetary collections but also appropriate use of credits, especially jail time served and community service.
- The technical staff implemented a method to identify corrupted scanned images immediately after scanning so documents can be re-scanned in order that court file integrity is maintained.
- The expunction process for juvenile cases was streamlined.
- "Go to Meeting" software was installed so meetings can be attended remotely enhancing Court's "green" initiative.
- Emergency radios were purchased when it was discovered during a bad weather drill that employees and customers who took shelter in the Court's basement were unable to get reception on personal electronic devices and the court computers would not be operational if electricity goes out.



Accomplishments

- Collection services were enhanced by adding automated phone call for:
 - Persons with past due extensions (implemented 10/2012)
 - Persons with past due payment plans (implemented 11/2012)
 - Initial appearance date reminders (implemented 5/2013) and
 - Courtroom docket reminders (implemented 7/2013)

The long term goal is to eliminate mailed notices if contact is made by telephone.

- Projectors were installed in several courtrooms to replace a “media cart” for enhanced viewing of evidence during trials.
- Parking and red light camera hearings were performed in person or through the mail but recording software was installed so that hearings could also be performed over the telephone.
- Training was conducted to better identify counterfeit bills.
- The Court has a contract with Travis County to provide jurors for Austin Municipal Court’s 7 weekly jury trial dockets. Juror information, previously forwarded on paper, is now provided electronically.
- A process for volunteers to assist with Teen Court was developed. Previously, only those with citations filed in the Court could participate but now students needing community service credit for college applications can also volunteer.
- A business writing class was developed so that all employees can become better at written business communication as well as their own personal communication.
- During the budget process for FY 2013-14 (which occurred in FY2013), it was decided to split the budget for Court’s Activities into Units so that supervisors are more accountable for their expenses and to give them budgetary experience needed to promote to managerial/executive positions.
- Court continues its continuous improvement environment making numerous minor changes to forms, processes, procedures and the website in order to provide exceptional customer service and fast and efficient administration of justice.

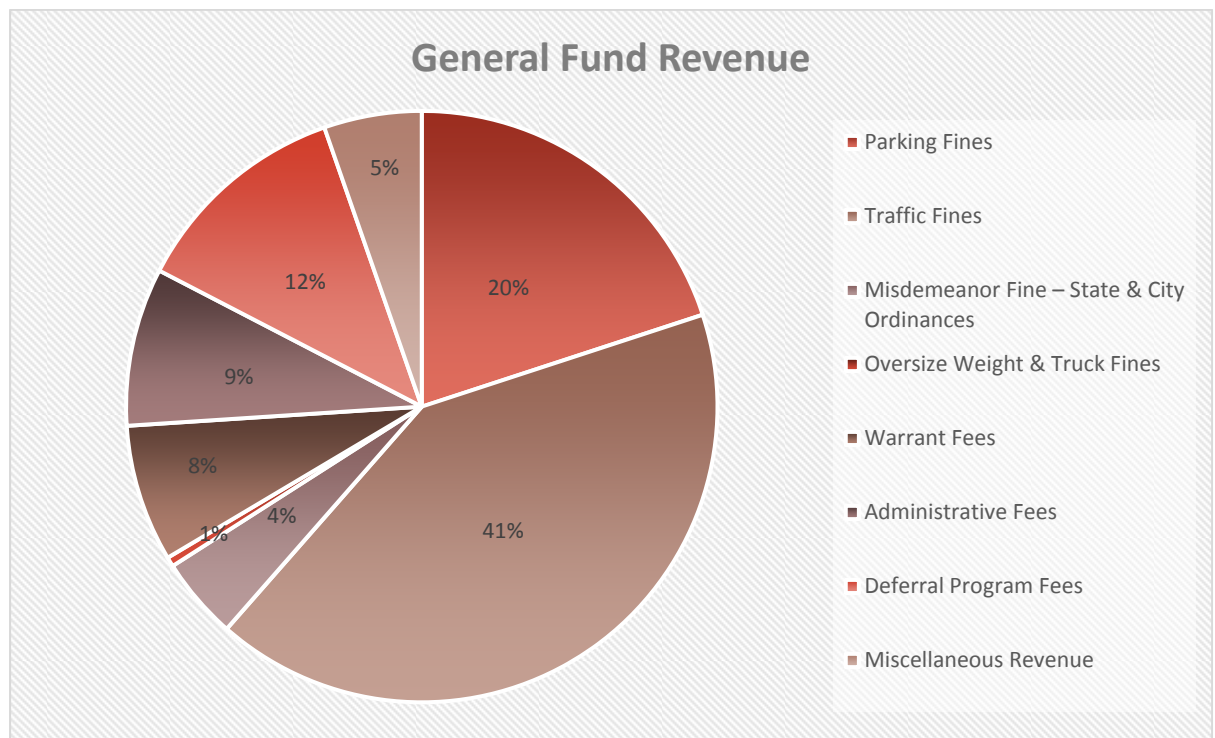


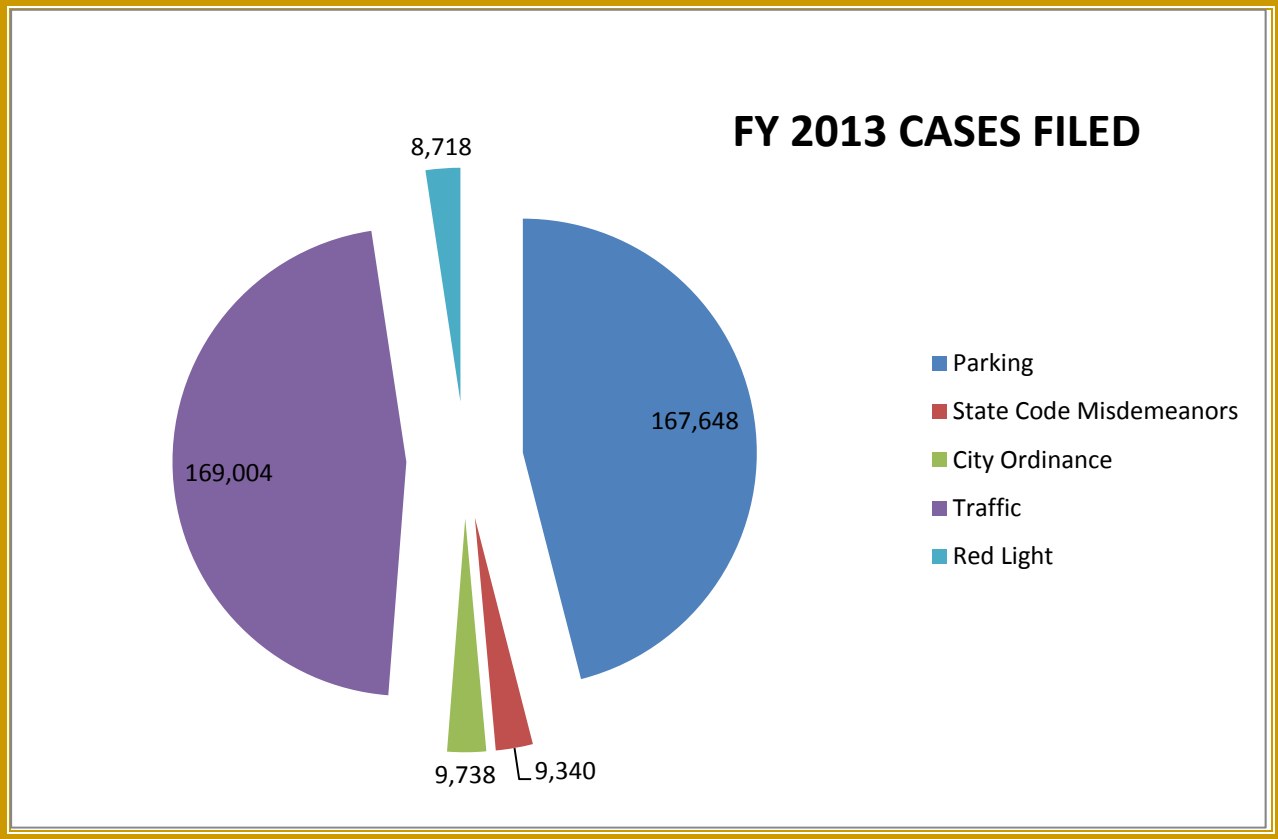
Annual Budget – General Fund Revenue

General Fund Revenue

The Municipal Court had lower than anticipated revenue collections. The FY 2013 General Fund revenue budget was \$17,339,008 and the net to General Fund revenue (unaudited) collected totaled \$16,301,458. The decline in number of cases filed in previous years has affected revenue. See case filing chart on next page.

General Fund Revenue	2011	2012	2013
Parking Fines	\$2,560,134	\$3,098,778	\$3,255,861
Traffic Fines	\$7,716,895	\$6,126,280	\$6,763,641
State & City Ordinance Fines	\$ 938,009	\$ 793,750	\$ 730,508
Oversize Weight & Truck Fines	\$ 114,233	\$ 72,193	\$ 84,117
Warrant Fees	\$1,582,730	\$1,405,371	\$1,223,094
Administrative Fees	\$1,777,873	\$1,293,632	\$1,409,432
Deferral Program Fees	\$2,230,120	\$1,692,713	\$1,963,960
Miscellaneous Revenue	\$1,016,546	\$ 740,292	\$ 870,845
Total	\$17,936,541	\$15,223,009	\$16,301,458





Case Filings

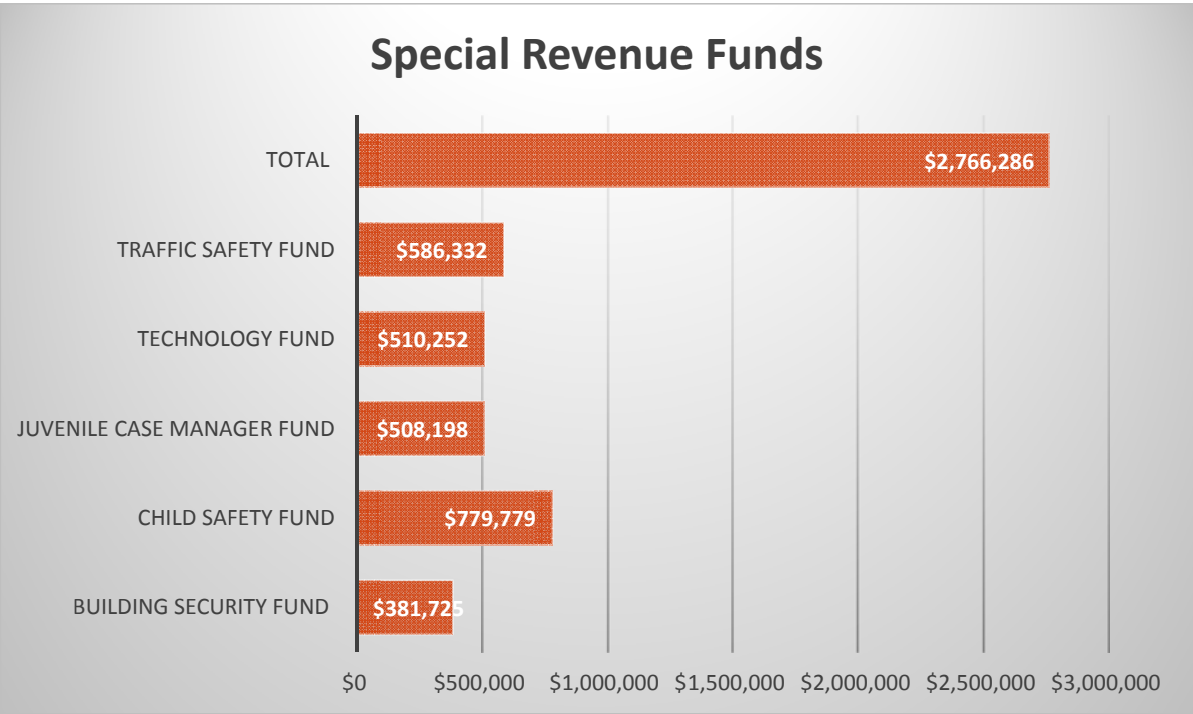
	Total	Parking	State Code Misdemeanors	City Ordinance	Traffic	Red Light Camera
FY 2011	341,037	121,636	11,289	9,506	189,179	9,427
FY 2012	314,781	161,890	9,725	9,281	133,885	8,732
FY 2013	355,730	167,648	9,340	9,738	169,004	8,718



Annual Budget – Special Fund Revenue

Special Fund Revenue

The Municipal Court has multiple revenue streams. Revenue is derived from fines, costs and fees collected on cases filed in our court by several entities including the Austin Police Department, AISD, Alcoholic Beverage Commission, and several City departments. The revenue is distributed into the General Fund, Building Security Fund, Court Technology Fund, Juvenile Case Manager Fund, Traffic Safety Fund and Child Safety Fund.



The Municipal Court also remits a portion of every traffic and misdemeanor amount paid (most court costs and some fees) to the State Comptroller and other agencies as required by law or contractual obligation. In FY2013, Court collected \$29,349,156 and submitted \$11,072,414 or 37.7% to the state and other agencies.

Building Security Fund

The Municipal Court Building Security Fund is a special revenue fund created by the Legislature and adopted by the City Council in 1995 to enhance courthouse security. Revenue is derived from a \$3 security fee paid by each defendant convicted or receiving a deferred disposition of a criminal offense. The number of citations filed and paid directly relates to revenue collected. FY 2013, the revenue collected for this fund totaled \$381,725. The FY 2013 expenditure from this fund was \$321,654 (unaudited). Uses of the funds are limited by law and the majority of the expense was for security guards and APD Court Officers providing security at the downtown courthouse and south substation.



Annual Budget – Special Fund Revenue

Child Safety Fund

Revenue is derived from a \$5 child safety fee created by the Legislature and paid by a defendant liable for parking citations and convictions of criminal violations committed in school zones. The number of citations filed and paid is directly related to the revenue collected. FY 2013 Child Safety Fund revenue collected totaled \$779,779. What the funds can be used for is limited by law and all of the funds are budgeted by Public Works for their school safety program, including school crossing guards.

Juvenile Case Manager Fund

The Municipal Court Juvenile Case Manager Fund is a special revenue fund created by the Legislature and adopted by the City Council in FY 2005 to provide administration of juvenile cases and to assist with the provisions of alternative sentencing for youth. Revenue is derived from a \$4 juvenile case manager fee paid by each defendant convicted or receiving a deferred disposition of a criminal offense. The number of citations filed and paid directly relates to revenue collected. FY 2013, a total of \$508,198 was collected for this fund. The expenses of this fund totaled \$451,702 (unaudited). Uses of the funds are limited by law and the majority of the expense was for the salaries, benefits and supplies for juvenile case managers.

Technology Fund

The Municipal Court Technology Fund is a special revenue fund. Created in FY 1999 by the Legislature and adopted by the City Council, the purpose of the fund is to enhance court technology. Revenue is derived from a \$4 technology fee paid by each defendant convicted or receiving a deferred disposition of a criminal offense. The number of citations filed and paid is directly related to the revenue collected. FY2013, revenue collected for this fund totaled \$510,252. Actual expenditures (unaudited) totaled \$571,217. Uses of the funds are limited by law to purchasing and maintaining technological enhancements for the court. Court continues to save for a new case management system that will be needed in 2016.

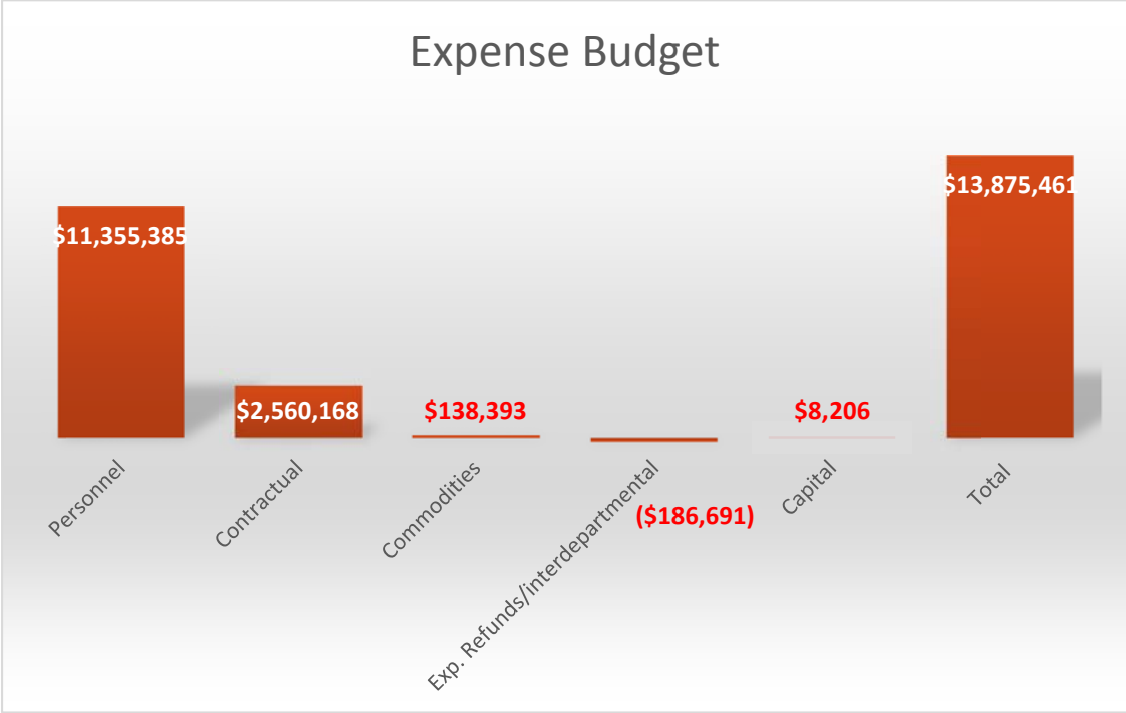
Traffic Safety Fund

The Municipal Court Traffic Safety Fund is a special revenue fund created in FY 2007 to provide traffic safety programs from fees paid from Red Light Camera cases. The City's portion of the revenue from the \$75 penalty for each violation (as well as a \$25 late fee for cases not paid within 30 days) will go toward funding traffic safety programs. State law requires half of the net revenue to be sent to a state trauma care fund. The City must deposit its share of net revenue into a special account used only to fund traffic safety programs mentioned above. In FY 2013, Traffic Safety Fund revenue collected totaled \$586,332. Actual expenditures (unaudited) totaled \$659,667. Funding was included for the salaries and benefits of court staff and contractual services for operating and maintenance of red light cameras.

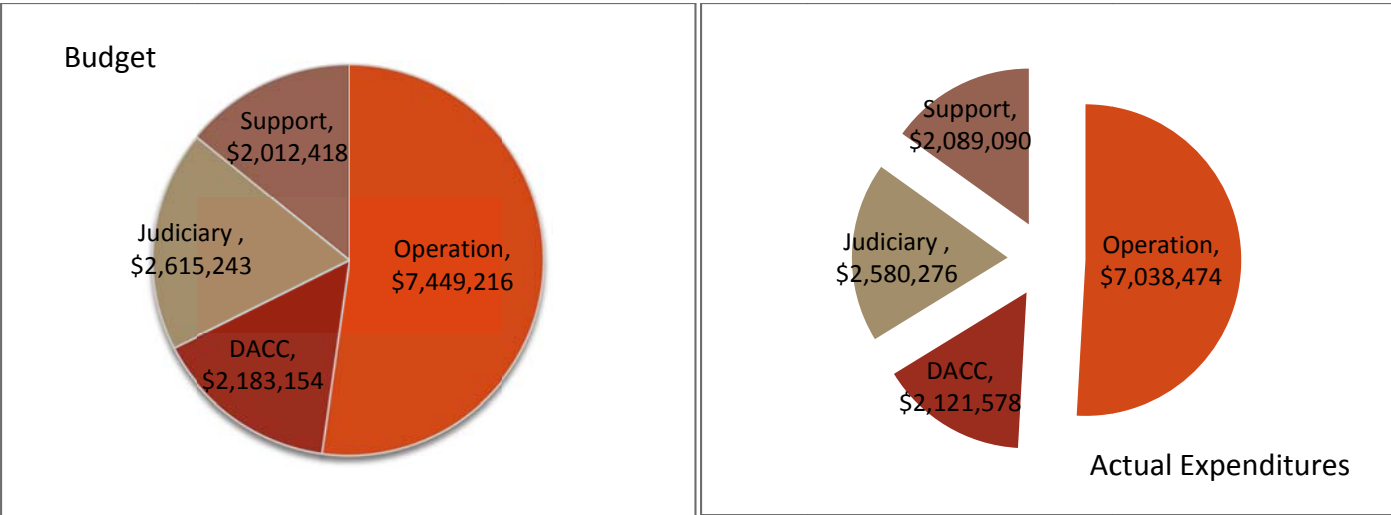
Annual Budget – Expenses

General Fund Expense Budget

The FY 2013 General Fund expenditure budget totaled \$14,260,031. Actual expenditures (unaudited) totaled \$13,875,462, with an ending balance returned to the General Fund of \$384,569. The principal expenditure savings occurred in personnel through vacancy savings.



The Court’s General Fund personnel budget included funding 177.25 FTEs. The Court’s contractual budget included funding for contractual professional services such as language interpretation and translation, court reporting, jurors, rehabilitative services and collection initiatives.



Judiciary

Presiding Judge

Evelyn McKee



Associate Judges

Erik Cary

Michael Coffey (Community Court)

Barbara Garcia

Alfred D. Jenkins III

Ronald Meyerson

Mitchell Solomon

Sherry Statman

John Vasquez

Substitute Judges

Donna Beckett

Ferdinand Clervi

Kelly Evans

Belinda Herrera

Stanley Kerr

Beverley J. Landers

F. Witcher McCullough

Olivia Ruiz

George Thomas

Celeste Villarreal

Kenneth Vitucci



Judiciary

The City of Austin Municipal Court has jurisdiction over fine only offenses occurring within city limits and extraterritorial jurisdiction arising under state law and city ordinance. This includes traffic, city ordinance, state code, parking and red light camera cases.

There is one Presiding Judge, eight full-time Associate Judges and 11 Substitute Judges who work as needed. All judges are appointed by the City Council for four year terms. The judges for the Austin Municipal Court must be attorneys and have practiced law in Austin for at least two years. They must also have lived in Austin for two years to be eligible for appointment.

The Presiding Judge is responsible for the creation and scheduling of courtroom dockets. Some docket types include walk-in, appearance, environmental, juvenile, bench trials, jury trials, show cause hearings, and administrative hearings. In FY 2013, the number of cases docketed totaled 115,545. This was a decrease of 0.3% compared to last fiscal year.

Municipal Court Judges are magistrates and responsible for the magistration (advising arrestees of rights and setting bonds, if any) of all arrestees at the Travis County Central Booking facility charged with all classifications of crimes from traffic violations to capital murder. In FY 2013 the number of magistrations totaled 89,162. This was a decrease of 8% compared to the previous fiscal year.

Other judicial responsibilities include determination of probable cause for the issuance of arrest warrants, search warrants, blood warrants and emergency protective orders.



Municipal Court Operations

Municipal Court Operations is comprised of several Activities that provide customer services and case management for the citizens of Austin. The purpose, major performance measures and accomplishments for FY 2012-13 follow.




Customer Service

- Cash
- Communications



Casflow Management

- Casflow
- Courtroom Support
- Warrant Processing



Civil Administration

- Parking
- Red Light Camera



Central Booking



Collection Services



Quality Assurance



Youth Services



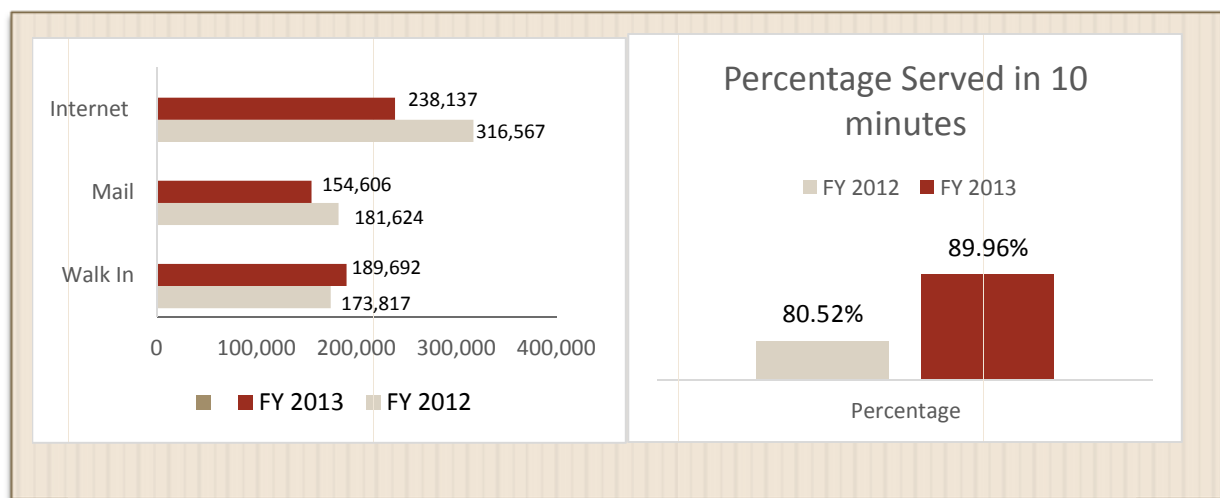
Customer Service (Cash)

The purpose of Customer Services (Cash) is to provide assistance for walk-in and mail customers so that cases may be processed in an effective manner.

The unit provides information to customers regarding options to handle citations and process cases appropriately. At the counters, citizens may sign up for driving safety courses and deferred dispositions, apply for extensions and payment plans, file motions and other documents, make payments, and schedules cases on dockets. This unit also processes mail.

Performance Highlights:

- The unit served 189,692 walk-in customers with an average lobby wait time of 5.4 minutes compared to 9.25 minutes in FY 2012.
- 154,606 pieces of mail were processed with 83.69% of all mail being within 72 hours. Last fiscal year, 181,624 pieces of mail were processed with 91.60% in 72 hours. The Mail and Customer Services (Cash) units were combined in fiscal year 2013.
- 238,137 cases containing web payments were reviewed.



Accomplishments:

- When filling vacancies, bilingual clerks were hired to assist Spanish speaking customers.
- Work schedules were altered to focus on peak business hours.
- Employees received individualized training to enhance customer service skills and increase accuracy and efficiency. This resulted in reduced service times and increased overall customer satisfaction.

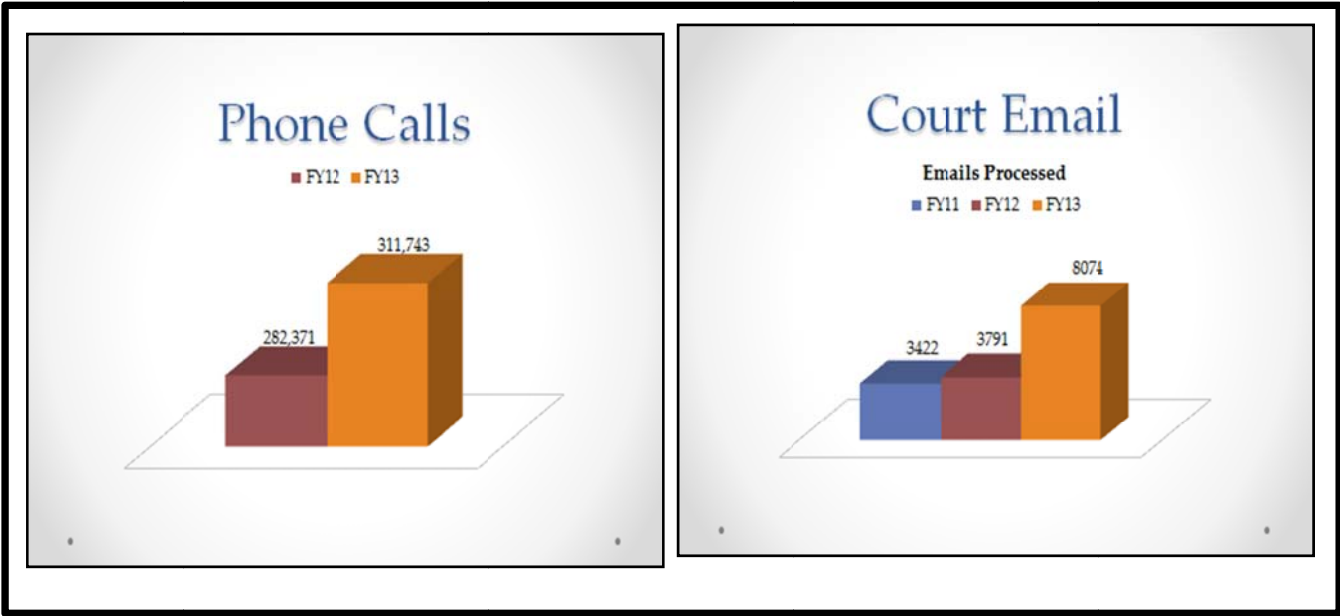
*Please see the citizen satisfaction on pages 7 and 8.

Customer Service (Communications)

The purpose of Communications is to provide customer service through phone and email. Communications addresses customer questions with accurate information about Municipal court functions and options available.

Performance Highlights:

- The Communications unit responded to 311,743 phone calls compared to 282,371 last fiscal year.
- 238,137 customers served by the internet compared to 316,567 last fiscal year.



Accomplishments:

- Employees were cross-trained with the front counter staff to maintain consistency and up-to-date customer service.
- Two online forms were updated. More information was provided for Driving Safety so that customers have a better understanding of the requirements and the Application for Time to Pay was updated so that the customer’s plea is on the same form saving time and paper.
- Trained on using the new electronic time sheets.



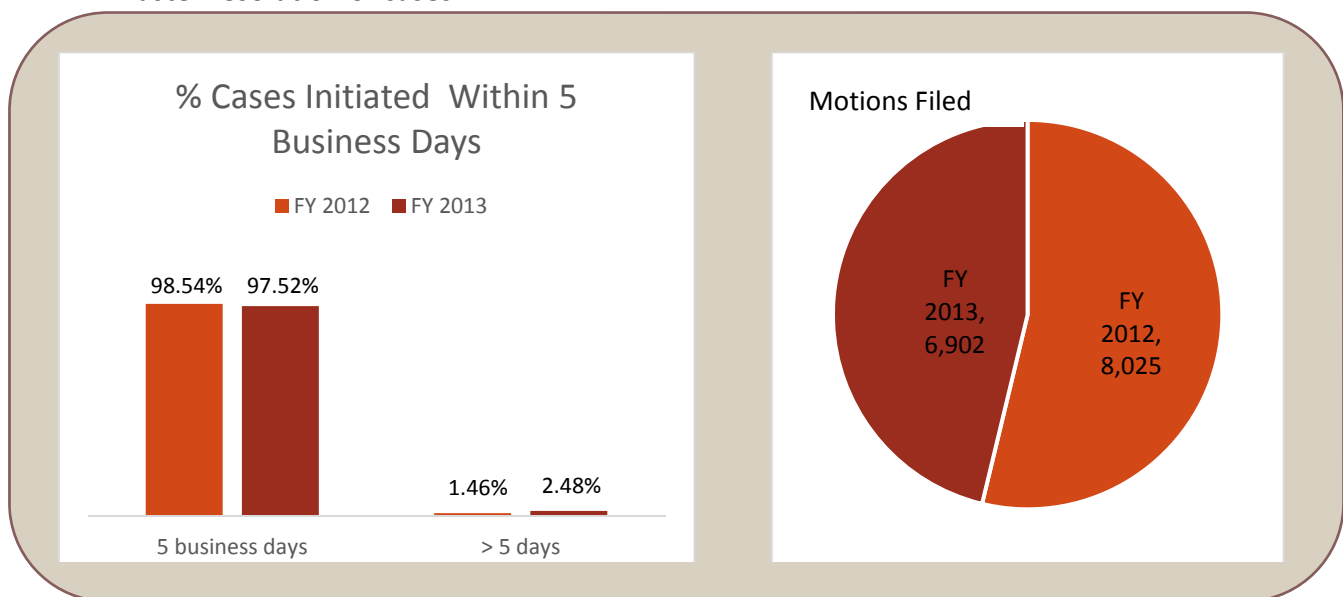
Caseflow Management - Caseflow

The purpose of Caseflow Management is to process cases for the staff and customers so that cases are current.

The employees monitor deferred dispositions and driving safety courses for compliance. They prepare the documentation required for appeals of convictions to the county court and respond to requests for information when that information is readily available. They code paper citations so that others performing data entry do so accurately.

Performance Highlights:

- Of the 17,681 cases scheduled for trial, only 11 defendants filed an appeal with the County Court contesting the judge's decision compared to 19, 610 cases and 20 appeals last fiscal year.
- 97.52% of citations filed with the Court were initiated in the case management system within five business days of receipt compared to 96.55% last fiscal year. Timely initiation allows for faster resolution of cases.



Accomplishments:

- APD started fining e-citations in October 2012. For FY 2013, APD filed 44,758 e-citations compared to 156,285 paper citations.
- Paper tickets are scanned, coded and electronically distributed to all court employees for entry into the Court's case management system with an internal performance goal of data entry within 48 hours.
- The Clerk's Record, required for an appeal to the County was re-formatted and expanded to the County judge can review the case in a timely manner.

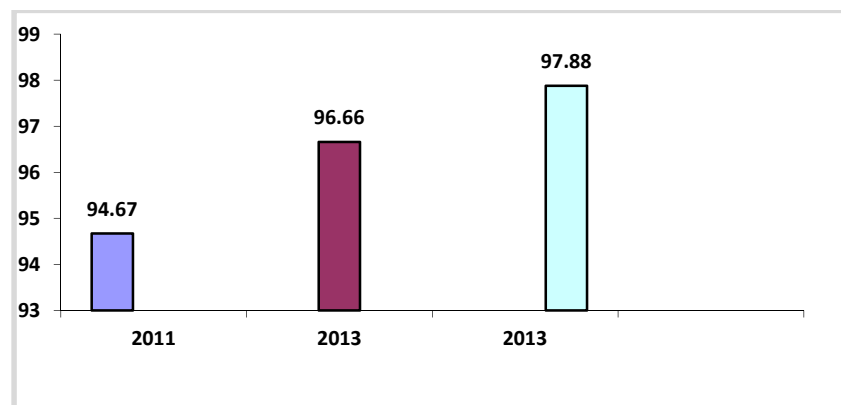
Caseflow Management – Courtroom Support

The purpose of Courtroom Support is to maintain courtroom decorum, scan and enter judicial orders into court's case management system so that case files are complete.

The employees reschedule docket dates as needed and processes documents filed in the courtroom. They maintain compliance with the Presiding Judge's master docket schedule and also coordinate jurors for seven jury dockets weekly.

Performance Highlights:

- 115,545 cases were set on scheduled dockets and at walk-in court compared to 115,939 last fiscal year, a 0.3 % decrease.
- 97.99% of cases were set on a docket within 60 days compared to 96.66 % last fiscal year.



Accomplishments:

- Courtroom employees started working in teams with one clerk working at the bench next to the Judge and one by the door to answer questions as defendants come in or out instead of having to walk up to the bench to disrupt the judge during the docket call.
- Piloted "For the Record" recording devices in anticipation of removing the need for actual court reporters in the courtrooms.

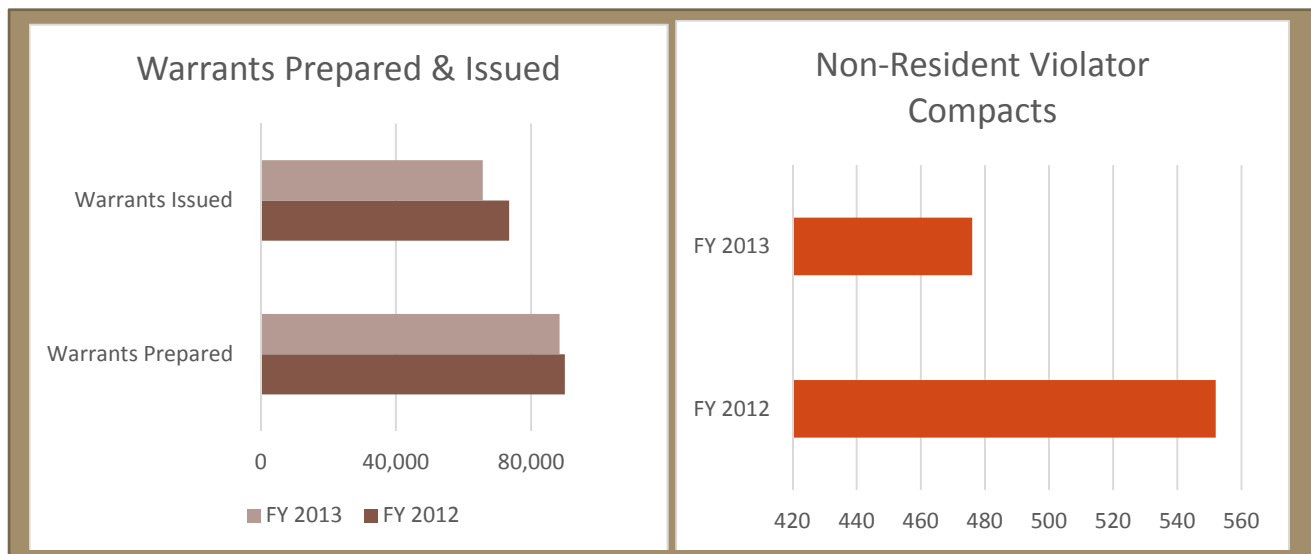
Caseflow Management – Warrant Processing

The purpose of Warrant Processing is to prepare warrant paperwork for judicial review and to confirm the existence of valid arrest warrants for peace officers so that defendants who fail to appear or comply with orders of the court are subject to arrest.

The employees are also responsible for creating the legal charging instrument (complaints) documents on cases and reporting of violations for non-residents of the State of Texas.

Performance Highlights:

- 12,750 requests to confirm arrest warrants were received and processed compared to 15,129 during the last fiscal year.
- 88,401 warrants were prepared for judicial review compared to 89,969 in FY 2012. 65,711 warrants were issued by judges (signed) compared to 73,488 the previous fiscal year.
- In FY 2013, 467 Non-Resident Violator Compacts were filed compared to 552 FY 2012.



Accomplishments:

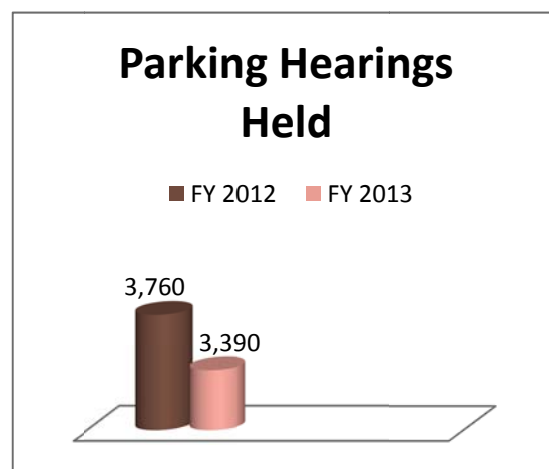
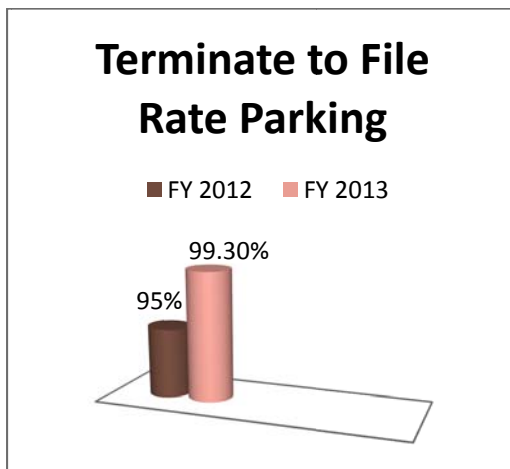
- Created a report to catch cases with unsigned judgments and probable cause affidavits to ensure cases eligible for warrants are issued in a timely manner.
- Reviewed all active charge codes to identify missing probable cause affidavit language so that the documents could be developed for immediate processing.

Civil Administration (Parking & Red Light Camera)

The purpose of Civil Administration is to give fair and impartial administration of justice for parking and red-light camera citations to the citizens of Austin. Red light camera cases and most parking cases are handled administratively instead of in a criminal manner like most other cases in Municipal Court. As such, persons wishing to contest their cases appear before Hearing Officers instead of Judges. Appeals of their decisions are made to Municipal Court judges.

Performance Highlights:

- 99.3 % terminated to filed rate for parking cases compared to 87.5% last fiscal year.
- 81% terminated to filed rate for red light camera compared to last year's 84.8%.
- 11,188 out-of-state parking cases were filed after performing research with other states' Departments of Motor Vehicles compared to 10,235 last fiscal year.
- 3,390 parking hearings were held from 167,648 cases filed or 2.0 % compared to last fiscal year with 3,760 hearings or 2.3 %.
- 6,205 parking and red light camera cases totaling \$325,513 were closed during the annual warrant round up.



Accomplishments:

- Accuracy checks (address, registered owner, and notarization) were implemented in 2013 to ensure the correct processing of dismissals through sold vehicle affidavits. We are pleased to report an overall accuracy of 98% for the fiscal year.
- In addition to in-person and mail parking hearings, Civil Administration now schedules telephone hearings.

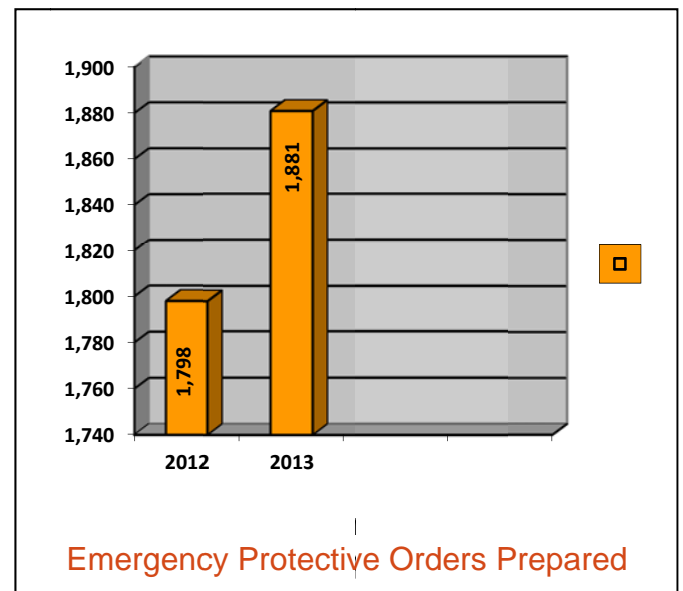
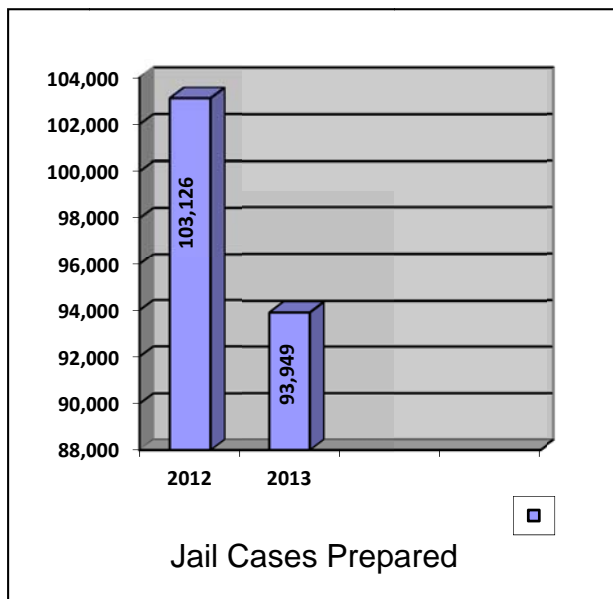
Central Booking Support

The purpose of Central Booking Support is to prepare documents for Judges, law enforcement officers and the public so that magistration / arraignment are achieved. Magistration consists of advising arrestees of the charges against them and the amount of their bond, if any.

The employees ensure those arrested and brought to the Travis County jail are magisterated within 24 hours. These services are provided twenty-four hours a day, seven days a week.

Performance Highlights:

- A total of 93,949 cases were prepared for in custody magistration compared to 103,126 last fiscal year.
- A total of 1,798 Emergency Protective Orders were prepared in 2012 compared to 1,881 last fiscal year.



Accomplishments

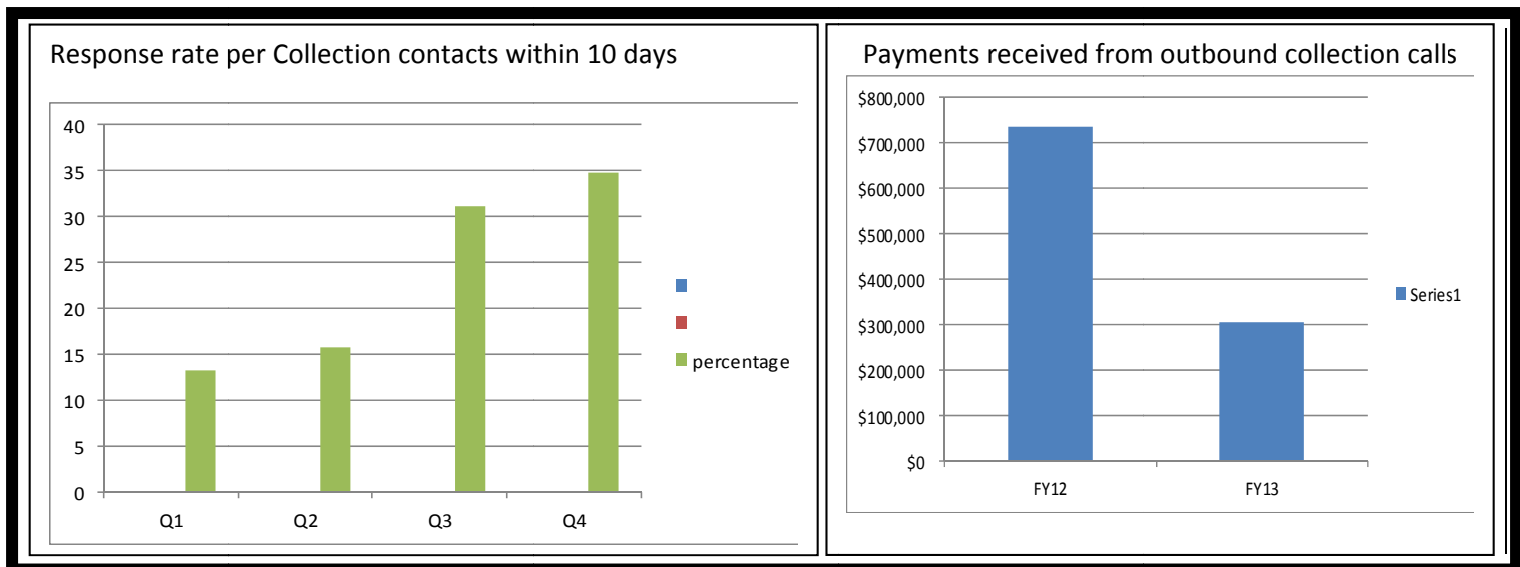
- The document given to class C misdemeanor arrestees when released from the Travis County Booking Facility to re-appear later in Municipal Court was enhanced in order to increase compliance with judicial orders.
- Conducted an internal procedure audit across shifts to assess consistency in document processing. Inconsistencies were addressed through training to increase accuracy and timeliness in processing.

Collection Services

The purpose of Collection Services is to locate and contact defendants for the court so that compliance with court obligations is obtained. The Austin Municipal Court is required to comply with legislated collection requirements.

Performance Highlights:

- As a result of additional auto dialer calls, in-bound calls increased by 50% from \$1.5 million to over \$3 million. This reduced the amount of time available for out-bound calls so those payments decreased from \$736,923 in FY 2012 to \$304,765 this fiscal year.
- The response rate to collection efforts with 10 days improved from 16% in FY 2012 to over 20% in FY 2013.
- A total of 364,930 cases were filed in the Municipal Court and 319,276 cases were terminated (closed) for a termination rate of 87.49% compared to 100% last year.



Accomplishments

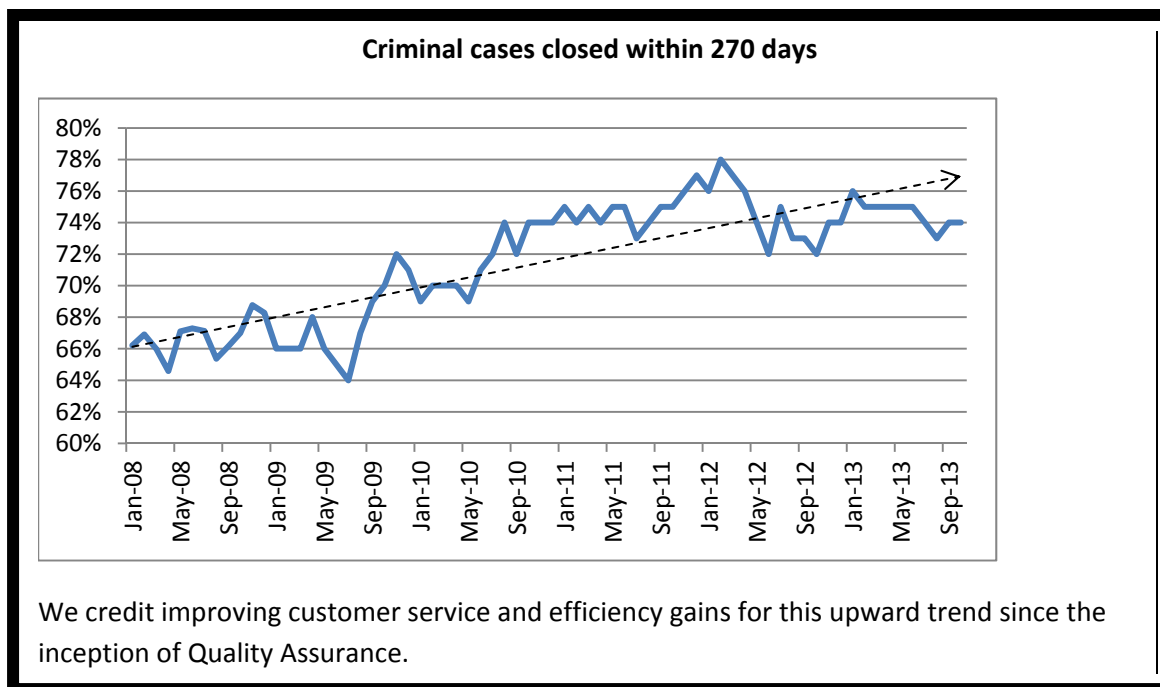
- Produced over 3,000 warrant worksheets for Austin Police Department warrant officers. Worksheets are used to update addresses, phone numbers, and other contact information so that officers can make arrests more safely and efficiently.
- Began emailing payment receipts rather than mailing them to the customer which resulted in enhanced customer service, cost savings for paper, ink, and postage, and contributed to our sustainability efforts.
- Monthly case audits were conducted to ensure compliance with State mandated collection program requirements. This year, the unit consistently maintained a 90% or higher compliance rate.

Quality Assurance

The purpose of Quality Assurance is to promote the accuracy and efficiency of court operations through case review, error correction, training, process analysis, and development of new procedures. Quality Assurance also manages reporting, information requests, and the operation of the court's case management application.

Performance Highlights:

- Reviewed 110,730 cases with requests for deferred dispositions, driving safety courses, and dismissals prior to consideration by a judge to ensure efficiency and maximize judicial efficiency; completed review within 7 days on 99.4% of cases.
- Conducted 216 hours of training in 88 sessions compared to last year's 89 hours in 25 sessions.
- Modified or created 55 work processes compared to last year's 68.



Accomplishments:

- Documented goals and requirements for next generation of Court's case management software.
- Established a training program with newly hired full-time trainer
- Created consolidated report list to track over 200 periodic reports from cases data on court operations.
- Developed, recommended, and implemented 12 changes to meet new legislative requirements.
- Automated a data entry procedure for case closure, saving 15 hours per week of employee time.

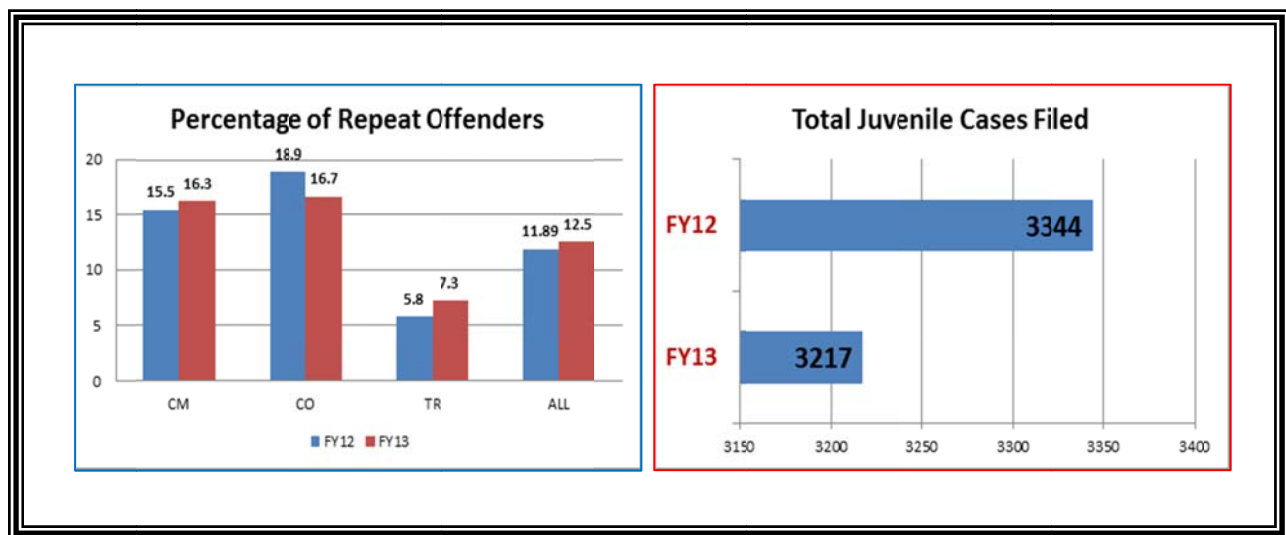
Youth Services

The purpose of Youth Services is to provide for the administration of juvenile cases so that youthful offenders are held accountable for their actions and do not re-offend.

The employees concentrate on getting youth and their parents/guardians to court, gaining compliance with judicial orders and therefore making juveniles accountable for their actions and reducing recidivism.

Performance Highlights:

- A total of 3,250 cases for juveniles were filed this fiscal year compared with 3,344 last year.
- 415 juveniles re-offended with a like offense compared with 432 last fiscal year.



Accomplishments:

- The number of cases scheduled per juvenile docket was decreased from 20 cases per docket to 15 cases per docket so that Case Managers could spend more time meeting with juveniles and their families to assess needs, recommend services, and discuss deferral requirements.
- Youth Services was able to expand its services by providing two free in-house classes to juveniles to complete as part of their deferred disposition. Curfew class, a newly developed class to target curfew violators, was presented to 211 juveniles. Distracted Driving was taught in lieu of the previous Traffic Class by the Texas Municipal Police Association and was presented to 72 juveniles.
- Initial notices for appearance were modified to include language advising youth and their family of free legal services through Texas RioGrande Legal Aid prior to their first scheduled court date.

Support Services

Support Services is comprised of four units, two of which are financial. The purpose, major performance measures and accomplishments follow.

Financial Services	Information Technology	Human Resources
		

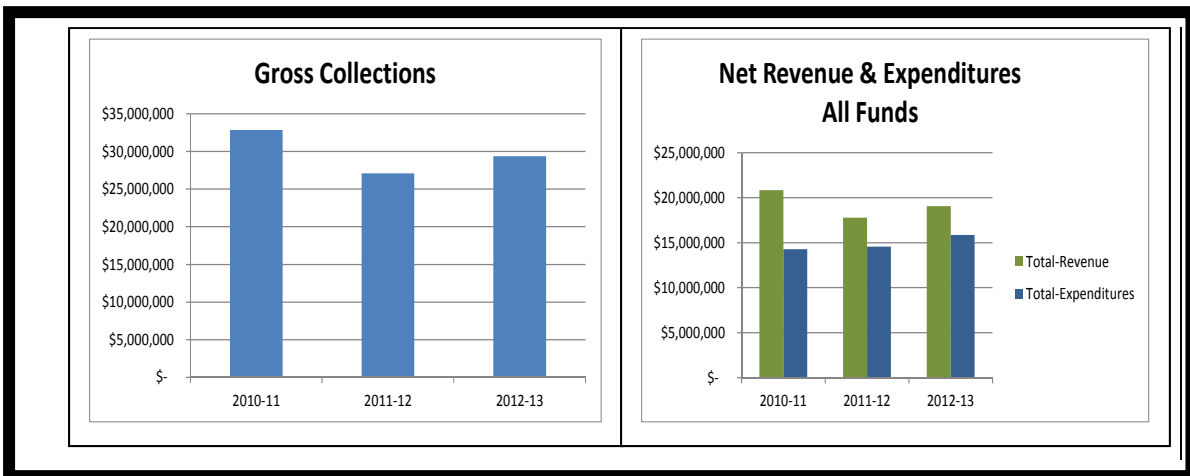


Financial Services

The purpose of Financial Services is to ensure funds are budgeted, expensed, and collected accurately and efficiently to safeguard the financial health of the organization so that the department's goals can be attained.

Performance Highlights:

- Gross collections totaled \$29,349,156, an 8.3% increase over the \$27,097,050 in FY 2012.
- Revenue (non-GASB, all funds) totaled \$19,067,744, a 7.2% increase over FY 2012 which was \$17,780,677.
- Expenditures (all funds) totaled \$15,879,849, an 8.9% increase compared to last fiscal year which was \$14,575,235.



Accomplishments:

- Provided budget training to managers and supervisors.
- Received recognition for development of contract compliance manual.
- Created reports for monitoring refunds in order to provide them more expeditiously.
- Created reports and a database for enhanced random auditing and monitoring of cash handling, case payments and performance measures.

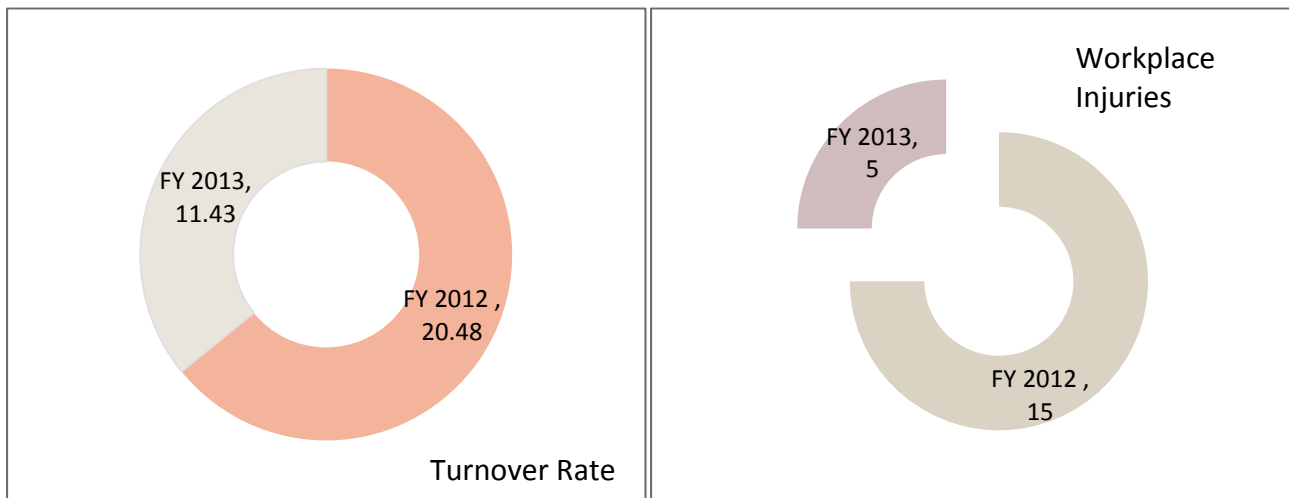
Note: Additional information is in the Budget Revenue and Expenses pages 14-18.

Human Resources

The purpose of Human Resources is to ensure compliance with federal and state laws as well as the policies of the City of Austin and Municipal Court for consistent, accurate and appropriate application in personnel actions. The unit provides timely management and administration of employee relations matters, employment, compensation, benefits, FMLA, Workers Compensation, ADA, timekeeping and training for all Municipal Court employees.

Performance Highlights:

- Workplace injuries decreased by 67% from fifteen (15) in FY 2012 to five (5) in FY 2013 which results in higher productivity because more employees are at work.
- 10% increase in the number of employees who completed their required training which is a minimum of 16 hours annually for Court employees; FY 2012 at 159 compared to FY 2013 at 175.
- Processed 166 Personnel Actions with 100% accuracy (Citywide accuracy 97.41%).
- 47.6% separating employees completing exit interview (22.42% Citywide average)
- Turnover decreased to 11.43% in FY 2012 from 20.48 in FY 2012.
- Number of employees receiving bilingual pay increased 13.5% from 37 in FY 2012 to 42 in FY 2013.
- Personnel grievances remained at 0 for both years.



Accomplishments:

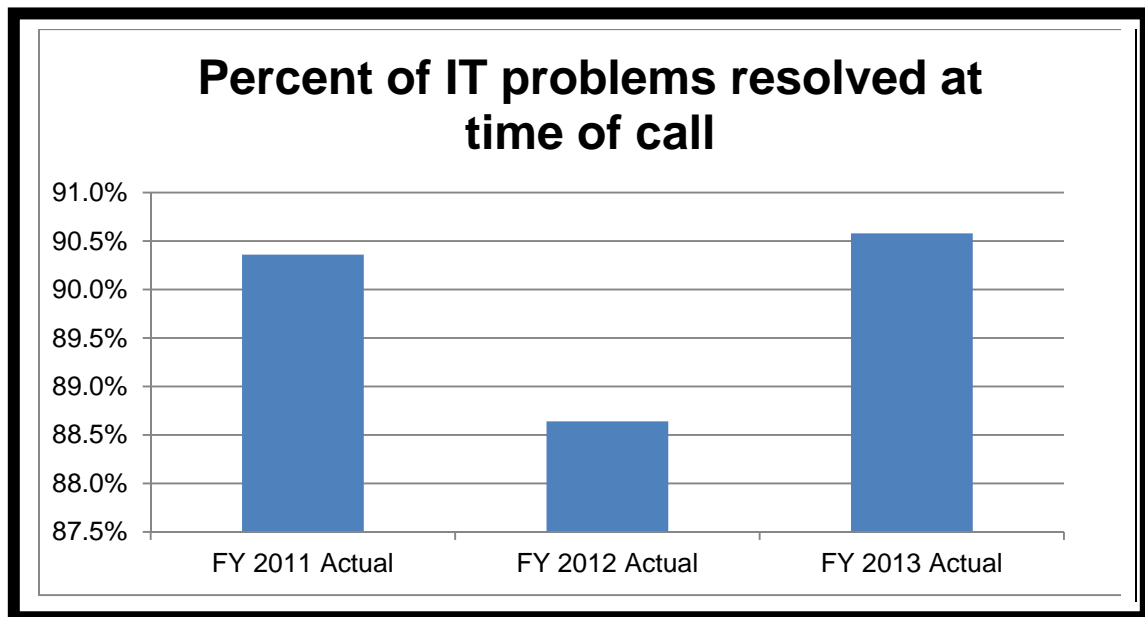
- Increased the accuracy rate of timesheet entry; no supplemental checks had to be issued by Payroll.
- 100% completed the City's Ethics training.

Information Technology Services

The purpose of Information Technology Services is to provide network interconnectivity, computer hardware and software support, and information technology planning for the department to produce and communicate information.

Performance Highlights:

	FY 2011 Actual	FY 2012 Actual	FY 2013 Actual
Percent of IT problems resolved at time of call	90.36%	88.64%	90.58%
Percent of time that network is up	100.00%	99.62%	100.00%
Total number of workstations supported	246	252	248



Accomplishments:

- Phase 1 of E-citation program began March 28, 2013 in coordination with APD. Court provided input on the software and was responsible for the interface from the devices into the Court's case management system.
- "For The Record", a recording program for courtrooms was piloted successfully.
- Miniature CPU's were successfully piloted for green initiative and to increase employee work space.

The Future

Municipal Court has several projects on which it will concentrate in FY 2013-14 and future years.

- A new courthouse was included in the 2006 bond election; however, funding was not sufficient to complete the project. Court continues to review its plans in order to be ready when funding is determined.
- A couple years ago, Court was notified by its case management software vendor, CSDC, that support for the current version of the software (JEMS 6.0) will be discontinued in a few years. Since then, Court has been meeting regularly to develop enhancement requirements for the software upgrade and, last fiscal year, funding was approved following the IT Governance process. Court anticipates a development contract with CSDC during FY 2014 so that the upgraded software will be ready to implement in 2016 or 2017. Numerous enhancements are being planning including a much expanded ability to handle cases online.
- Court is working with CTM to use EA (Enterprise Architecture) to blueprint its processes. In so doing, Court will have detailed information for the case management system vendor and to use for training purposes.
- Court intends to adapt Public Works' electronic time sheet using SharePoint technology to use by Municipal Court, including approval through HR's Governance process
- The 84th Legislature will meet in 2015 with bills being filed beginning in November 2014. Prior to that time, Court will work the city's Government Services Office, the Texas Court Clerks Association, the Texas Municipal Courts Association, the Texas Municipal Lead and other courts around the state toward satisfactory legislative results.
- During FY 2014, the Court intends to move the Downtown Austin Community Court (DACC) from its current Access-based case management system to JEMS 6.0. Both Courts will be on the same software system.
- APD plans to expand its e-citation program in FY 2014 to 600 units. In addition to APD, Court understands that Transportation, DACC, possibly Code Compliance and other departments plan to begin using e-citations.
- Electronically recording court proceedings instead of using Court Reporters has been approved and successfully piloted. It is anticipated that the change will be implemented in FY 2014.
- A re-design of Municipal Court's website is anticipated because the navigation "buttons" mandated by the city are not conducive to courts.

