

Executive Summary

The Olathe Municipal Court, as all municipal courts in Kansas, was established by state statute for the purpose of providing a just determination of every proceeding for violation of city ordinances. The municipal court consists of Court Administration/ Court Clerks, and Security Officers, all of which are briefly described below.

Court Administration/Court Clerks –The Court Administration provides consistency and continuity to Olathe Municipal Court programs. Develops and implements organizational policy and procedures to ensure maximum operational efficiency, assesses current and future trends in revenue, technology and caseload to make budgetary adjustments as necessary and hires, trains and develops productive, satisfied employees.

The Court Clerks provide individuals charged with alleged violations with accurate data in a timely manner by assisting them with case information and records, providing information on the availability of services required by State Statute and promoting court policies and procedures.

The Court Security Officers provide each person who has business in the Municipal Court facility with a sense of safety and security. Maintain order and safety in the courtroom and court clerk areas. Make arrests if necessary to maintain the order and safety of all persons in the building.

Several key objectives have been identified for the Municipal Court Department that are measurable, achievable and align with the City of Olathe's Organizational Scorecard.

- Increase or maintain a high clearance rate to maximize the efficiency of Judicial and staff time by continually monitoring and assessing dockets.
- Increase the collection of fines and fees by outsourcing the collection process. This objective has the potential to significantly increase revenue and reduce the practice of cases being continued to numerous dockets.
- Increase the efficiency of file and document retrieval by scanning more documents into the case and assessing the current paper filing system to identify problems and take necessary steps to fix these issues.
- Maintain or increase the level of employee satisfaction through communication, training opportunities and employee incentives.

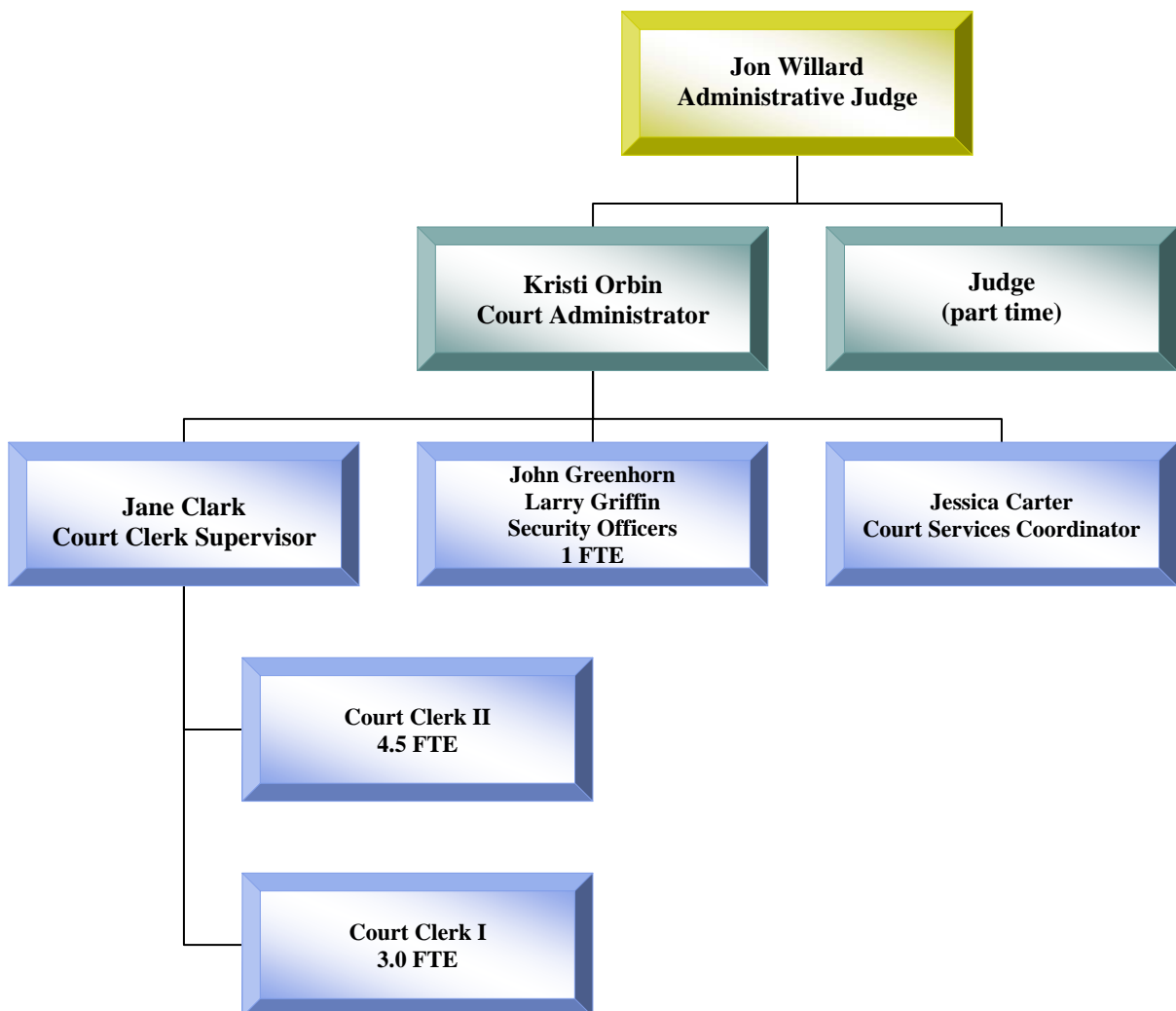
The biggest challenge we face as a City and individual department in meeting our objectives is the current state of the economy. The economic hardships faced by our customers will impact the clearance rate of cases, time it takes cases to get to disposition and ultimately the collection of fines and fees. Unfortunately these revenues are needed in order for court to operate efficiently. Our staffing issues are also directly related to the economic situation. Operating without full staff causes a decline in employee satisfaction. Meeting our goals and objectives will be difficult but not impossible.

Mission Statement

To provide fair, accessible and timely resolution of alleged traffic and criminal violations in the Olathe Municipal Court by:

- *Providing access to justice in an expeditious and timely manner,*
 - *Ensuring equality, fairness and integrity,*
 - *Ensuring court facilities are safe, assessable and convenient to use,*
- and*
- *Instilling public trust and confidence in the court system*

Organization Chart



Department Programs & City Council Priority

Court Administration (N/A)
Court Clerks (46)
Security Officers (N/A)

Key Result Areas Supported

Public Safety

Strategic Alignment

PERSPECTIVE	ORGANIZATIONAL OBJECTIVES	DEPARTMENT OBJECTIVES	KEY RESULT INDICATORS	ACTUAL 2008	PROJECTED 2009	TARGET 2010	3-5 YEAR GOAL
Customer	Promote community health, safety, & welfare	Increase or maintain clearance rate of cases in order to maximize efficiency of Judge and staff time	Number of cases filed versus number of cases disposed in a calendar year.	103% (average clearance rate for traffic, criminal, and ordinance violations)	105%	105%	105%
Financial	Deliver high quality, efficient, & affordable City services	Increase the collection of fines & fees by outsourcing the collection process	Number of cases submitted to collection agency % of fines collected of submitted amount	N/A	1,800 (start submission 3rd Q) 10% collected of submitted amount	2,400 20% collected of submitted amount	4,000 25% collected of submitted amount
Internal	Maximize the efficiency & effectiveness of internal business processes	Increase the efficiency of file and document retrieval	Number of documents scanned into case in court software Increase in retrieval time for electronic and paper files or documents	Current scanning back log is several months N/A	50% of identified documents being scanned into case Retrieval time documented for random sampling	80% of identified documents being scanned into case Improve retrieval time by 50%	100% of identified documents being scanned into case Improve retrieval time by 80%
Employee	Increase employee engagement and satisfaction	Maintain or increase level of employee satisfaction through communication, training opportunities, and employee incentives	% of employees attending two training classes per year or attends court conference Employee Engagement Survey	53% N/A	75% Survey to be completed and compile results	85% 75% employee satisfaction	100% 80% employee satisfaction

Challenges & Opportunities

One of the biggest challenges to meeting these objectives is the state of the economy. With the economic hardships and more of our customers being without income many simply don't have the means to pay their court fines. This will impact the clearance rate of cases, time it takes cases to get to disposition and ultimately the collection of fines and fees. Unfortunately these revenues are needed in order for court to operate efficiently.

While economic factors are certainly challenging, by no means are the objectives of the Olathe Municipal Court unattainable. Court Administration will continue to monitor and assess clearance rates and make necessary changes to docket schedules as necessary in an effort to maintain current clearance rates. Caseload will have a direct impact on clearance rates. The process of submitting cases to the collection agency should be implemented starting in 3rd quarter of 2009. This will shift the burden of collection from the Judge and court staff to an outside agency. Court staff will continue to manage cases and work with Court Administration to improve the efficiency of document and file retrieval. The use of volunteer workers on a recurring basis is an option for getting "caught up" on filing and scanning. This would allow staff time to implement new procedures for scanning documents and do an extensive assessment of the paper filing system. Only 53% of municipal court employees attended any training in 2008. Additional on-line training through Olathe University will be beneficial to court staff. All staff will be encouraged to attend 2 training classes either through OU, on-line or off-site. Clerks will also attend the conferences sponsored by OJA and KACM as budget and staffing allows. Efforts to improve communication will continue. The Court Administrator will formulate an action plan based on the employee engagement survey results to address areas where the Court scored low.