

# Municipal Court Administration



# CPI Legacy

A record of improvements made by the City of  
Salina, Kansas, since November 2012

# **CPI Improvements**

November 2012 thru April 2016

**SALINA CITY**

**61 Improvements**

## **MUNICIPAL COURT**

### **Court Administration** (W-MEDIATE)

#### Waiting

1. Increased capacity by creating a log for dispatchers to use when signing into FullCourt. This eliminated the requirement to notify the Municipal Court every time there was a turnover in personnel.

#### Mistakes/Defects

2. Reduced the possibility of mistakes by sending all Digitickets (and handwritten tickets entered by a clerk) to the Prosecutor's Office routinely, rather than sending information only as requested.
3. Eliminated the possibility of error when the Court Officer notifies the front counter clerks as to whether the defendant would be seen or taken into custody by creating an email rule that automatically routes information to both front counter clerks so that paperwork can be processed expeditiously. In the past this did not always occur, which slowed the process when the clerk receiving the information was not available.
4. Improved efficiency and decreased rework by coordinating the processing of "expungements" between Court Administration and Prosecution: When a request is made the clerk will enter the case into FullCourt, which is then sent to the Prosecutor's Office for acceptance. Once accepted, the order setting the hearing can be entered and transferred as well. If the hearing is entered prior to being accepted by the Prosecutor's Office the information is not transferred and then creates an opportunity for cases to be missed on the Prosecutor's side.
5. Increased capacity by 66 hours annually by updating the list of values in FullCourt to include all common document titles that are scanned and indexed into cases. With this new process only a few letters of the name of the document need to be typed, and then the title can be selected with an arrow to auto-fill the title field.
6. Increased capacity by creating a form letter that provided defendants information on why a payment was returned and how to remedy the issue. This form also advised them of any balances due and a court date (if needed); and it provided information regarding Walk-in Court and payment options.
7. Increased capacity by 17.4 hours annually and reduced costs by \$140 annually by using a feature in FullCourt Enterprise that can accept issued subpoena as an incoming message. This feature eliminated the requirement

for Court Administration to manually go into each witness, in each case, and issue them. When the message is accepted the subpoena is automatically issued in FullCourt Enterprise and the accompanying ROA(s) are processed into each case.

#### Excess Movement or Motion of Workers

8. Reduced supply costs and excess movement by replacing faxed copies sent to the Kansas Department of Corrections with electronic email versions.
9. Increased capacity by moving the deposit book and the endorsement stamp from the Court Supervisor's office to the front counter.
10. Increased capacity by eliminating the daily mail run to the City County Building. The Police Department will have their staff member pick up the Municipal Court's mail at the same time they pick up their mail.
11. Reduced costs and increased capacity by eliminating the requirement to make a copy of each journal entry as part of court clean-up. The original journal entry is now scanned directly into the case files.
12. Increased capacity by moving the time stamp used for filing court documents from the back of the room to the front, adjacent to the clerk's window counter; and by placing the in-baskets for the Prosecutor's office, the Judge, and the Probation Officer in the back of the room closer to their offices.
13. Increased capacity by scanning files that are pulled for whatever reason. By scanning these files, they are made immediately available and no longer have to be filed away. The front screen of each case will be annotated to show it has been scanned.

#### Do it right the first time

14. Added a hearing type of "Walk-in" when defendants check in for "Walk-in Court" in order to eliminate the possibility a defendant might be missed or skipped over.
15. Streamlined the process for setting appointments with the Probation Officer by standardizing the process used by court clerks, thereby making it easier for defendants to schedule appointments.
16. Improved efficiency and customer service by processing 7-day and 30-day "Overparking Notices" daily instead of weekly. This will provide the information to the customer quicker and will provide an opportunity to receive more timely payments.
17. Increased capacity by reducing inquiries at the window counter. A set of detailed instructions was created that explained more fully how to do an inquiry using the public access computer in the lobby.
18. Improved customer service by updating the Stay Order form to include the address of the defendant. The defendant now only needs to verify that the information is correct and sign the form. This also expedites the processing of these forms and thereby increases capacity.

#### Inefficient Processes

19. Expedited the processing of court documents by placing them in between the two front counter clerks. As time permits in between customers, both clerks now work from the same pile.
20. Increased capacity by modifying the process for making daily deposits. The new process uses a spreadsheet to make calculations, eliminates duplicate

data entries, reduces transportation time, and eliminates work that added no value.

21. Increased capacity by converting a manual ledger to an electronic spreadsheet to keep a running balance of the bond account.
22. Increased capacity by replacing vacations requests logged onto a calendar to an electronic version.
23. Increased capacity by developing a database that recorded vendor information into a drop down list. This facilitates paying vendors by using the drop down list, thereby eliminating the need to write out this information each time.
24. Eliminated non-value added work by eliminating the requirement to maintain a copy of the City of Salina's receipt of deposits that are sent to Finance. Once the yellow duplicate comes back from Finance it will be attached directly to the daily cash balance report.
25. Increased capacity by depositing cash bonds once a week instead of daily and eliminating the manual register.
26. Increased capacity and reduced costs by standardizing the amount of cash each clerk begins with, printing the cash balance report at 4:00 pm, and permitting the clerks to close out earlier. Funds that come in after they close out will continue to be processed as before, but will be reported as part of the next day's business.
27. Increased capacity by storing closed files on top of the current year's file cabinet in bins that are labeled by year.
28. Reduced costs and increased capacity by replacing the purple paper used for community service worksheets with white paper. This will eliminate the need to rescan the worksheets because the contrast is too dark due to the purple paper.
29. Increased capacity by purchasing a wire step file holder to place files that have pending paperwork due. This will facilitate retrieval of these files.
30. Increased capacity by using FullCourt to receipt the fees for open records requests, updating the Open Records Request form with instructions on how to fill out the form, and using Laserfiche to store these documents.
31. Increased capacity by ordering envelopes that have "Prosecutor's Office" instead of "Municipal Court". Returned mail can now be sorted directly to the Prosecutor's Office, eliminating double handling by Municipal Court clerks.
32. Increased capacity in the Municipal Court by streamlining the way over parking payments are processed. (Also impacted Finance) The new process has the clerk receipt the over parking payments into Full Court under Miscellaneous. This allows the clerk to verify the amount of money collected, include it in her daily cash drawer, and eliminate the requirement to create a separate daily deposit for over parking.
33. Improved efficiency by eliminating the requirement to manually calculate the number of Digtickets imported into Fullcourt. With access to Digticket reports and the daily citation import report, this information is readily available.
34. Reduced costs by eliminating the requirement to complete a separate form filled out by a clerk and sent to the Prosecutor's Office and the Court Supervisor for those cases where a NONCOMPL ROA is notated and in the ROA it is referenced "Surety bond hearing ordered". Instead the clerk will highlight the surety bond hearings on the NONCOMPL ROA code report.

35. Improved customer service by entering citations into FullCourt in a timelier manner, thereby providing the defendant an opportunity to take care of their citation earlier. In the past handwritten tickets that were incomplete (need Date of Birth) sometimes delayed processing.
36. Increased effectiveness by clarifying how to process out-of-county warrants which affected both dispatch and the court staff.
37. To facilitate processing and eliminate delays, labels were put below the verification signature on the fingerprint order to now require the KDR reference number. This will help track the KDR when it gets separated from the fingerprint order.
38. Reduced costs by switching from a small sticky note to a red stamp that says "Defendant has copy" when processing journal entries.
39. Increased capacity by affixing labels to government agency requests for background checks that are to be forwarded to the District Court which say "There are no records with Municipal Court. Please contact the Saline County District Court: Phone 785-309-5830 Fax 785-309-5845".
40. Reduced costs and expedited processing of DC-66 forms by emailing the completed form, rather than mailing it to the Kansas Department of Revenue.
41. Increased capacity by printing 2X4 labels to include information that is written down when taking credit card payments by phone. After the receipt has been printed and the transaction processed, the label is affixed to the back of the receipt instead of having to write down all of the pertinent information again.
42. Increased capacity by replacing the usual court note with a form that can be used for defendant's that come to court regarding fines owed. This form will automatically fill in the defendant's name, address, date and amount owed. The clerk will just need to enter the payment agreement at the prompt. The layout of the form has also been set up so it can be mailed using a window envelope.
43. Increased capacity by 119 hours annually by streamlining the process of applying cash bonds to cases and decreasing the time spent submitting requests for payments. The conversion/exoneration/forfeiture will now be handled by the clerk that is performing court clean up on the case.
44. Increased capacity by establishing a clear policy that identifies when a restitution check is to be issued.
45. Reduced costs by (1) updating the Fingerprint Order form to include information the jail needs in order to fingerprint and fill out the Kansas Disposition Report and (2) asked the Judge to print this form rather than using pre-printed carbon forms.
46. Reduced costs by eliminating the cost of traffic jacket cards, sleeves, and files; and increased capacity as the result of the Police Department implementing Digiticket software that processes traffic tickets electronically.
47. Reduced costs by (1) eliminating credit card convenience fees paid by the City, (2) increasing efficiency by outsourcing payments by phone, (3) improving customer service by adding the ability to pay citations and fines On-line, 7 days a week, and (4) improving security.
48. Increased capacity and reduced costs by reducing the number of paper copies prepared by the Court Services Coordinator. Copies required by attorneys will be emailed, as well as any confinement orders that need to be forwarded to the jail.

49. Improved operations, increased efficiency, and decreased the number of hours a patrol officer must be at court for traffic cases by removing the Animal Shelter docket from Friday and merging it with other trials on Wednesday and Thursday. This change allowed the creation of a new Traffic Case docket beginning at 9:00 am on Friday mornings.
50. Increased capacity by reducing the amount of time it takes to look up insurance information. This was done by creating an ROA code that can be scanned and indexed so the data can be accessed by a code or key word. This method cut the time in half.
51. Increased capacity by revising the work activities spreadsheet so it records data for the entire year rather than waiting for weekly updates.
52. Increased capacity by stopping the deletion of video and walk-in-dockets in FullCourt. This information was automatically synced with FullCase which the Prosecutor's Office was using to print hearing reports and pull all necessary files for their docket. After the hearing took place, the Court Clerks were in the habit of deleting the hearing information from FullCourt which also deleted it from FullCase. The Prosecutor's Office then had to re-enter the hearing information back into FullCase in order to enter the disposition or continuance information from the Court notes. By stopping the deletion of the hearing information in FullCourt, the Prosecutor's Office no longer has to re-enter this information into FullCase.
53. Increased capacity by (1) added a new ROA code to scan and index the Community Service Worksheet to the defendant's case(s); (2) changed the CSW from landscape to portrait, added the Court Services Coordinator's phone extension, and grouped the lines by agency so that the contact agency information will only need to be listed once. This makes it easier for the defendant to fill out and for transferring the CSW into the case.

#### Always do the right thing

54. Improved customer service by (1) revising the Financial Affidavit form so it is easier to understand and to fill out; (2) providing clip boards and pens to the defendants so they can sit on the benches in the lobby and fill out the affidavit; (3) having a clerk (notary) meet with the defendant in the lobby to review the application and notarize it; and (4) establishing guidelines the clerk (notary) will use to ensure the form has been filled out correctly.
55. Increased capacity by adding the Court Services Coordinator's telephone extension number to the Community Services Worksheet so her clients can call her directly without needing to be transferred. This telephone number will also be added to her business cards the next time they are printed.
56. Reduced costs by \$150 and Increased capacity annually by re-organizing the end of day cash report for the daily deposit so that only the summary page is required. This will save time scanning the deposit pages into Laserfiche, save time printing each clerk's end of day report, and save money on paper.

#### Transporting Work

57. Increased capacity, reduced the chances for mistakes, and reduced transporting of work between employees by placing the payroll time sheet on

the shared drive and requiring each employee to input their own payroll information.

58. Improved efficiency and reduced transporting of work by changing the way “motions to revoke or be released from probation or diversion” were processed. Instead of the Court Services Coordinator processing these actions in FullCase, sending them to the Clerks’ Office to process through FullCourt, and then having them returned to the Coordinator to mail out to the defendant and attorney; the Court Services Coordinator now attaches copies and envelopes of actions taken, which are sent to the Clerks’ Office. After processing these actions into Full Court, the clerk mails the motions in the envelopes provided. They are no longer returned back to the Court Services Coordinator.
59. Increased capacity and reduced costs by authorizing all clerks to use FullCourt to cancel warrants (instead of printing a form to send to a supervisor to cancel) and by using Full Court’s Case Mail feature to notify dispatch of the cancellation.
60. Increased capacity by eliminating the need for the Court to print the Ownerless Outstanding Tags report from the overparking TTrak program and sending it to the Police Department for action. By providing the Police Department with the access to this menu item they can access the information needed directly without Court Services involvement.
61. Reduced costs by eliminating the mailing of journal entries to defendants. Defendants are now directed to retrieve a copy of the journal entry at the clerk’s window. When a copy is made the original will be stamped “DEFENDANT HAS COPY”. Even after verifying addresses in court, approximately half of the journal entries were returned in the mail. Having the defendant pick up the journal entry immediately after court guarantees they have a copy and serves as a reminder of their payment terms.

#### Excess Inventory