



4.1.1 REVENUES GENERATED THROUGH DIVERSION / DEFERRED JUDGMENT PROGRAMS

BENCHMARK		2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	\$800,877	\$1,041,023	\$1,170,259	\$931,570	\$872,681	\$900,000	\$1,162,526	\$1,000,000	\$1,000,000	\$1,250,000

Performance Measure Description

- Aggregate annual application fees, program fees, fines, court costs, and docket fees collected from participants in the diversion and deferred judgment programs.

Factors Impacting Outcomes

- Number of active diversion programs in place.
- Number of defendants eligible under program criteria.
- Number of defendants successfully completing program and paying all fines and costs.
- Number of offenses charged and tickets issued by the Wichita Police Department.
- The total number of diversion applications increased this year due to increasing applications for the Prosecution Office's driving while suspended, no insurance and general traffic diversion programs.

4.1.2 DIVERSION / DEFERRED JUDGMENT APPLICATIONS PROCESSED

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	2,989	3,742	4,264	4,338	3,268	3,889	4,000	4,332	4,300	4,300	4,300

Performance Measure Description

- Applications processed for all of the diversion and deferred judgment programs combined.

Factors Impacting Outcomes

- Number of active diversion programs in place.
- Number of defendants eligible under program criteria.
- Targets are not being changed due to uncertainty in the number of complaints and citations filed by the Wichita Police Department.
- Staffing levels in the Prosecution Office.



4.1.3 PERCENT OF SUBPOENAED WITNESSES AND VICTIMS WHO APPEAR IN COURT

BENCHMARK			2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	40%	Domestic Violence	37%	35%	35%	35%	35%	35%
	50%	Other Cases	59%	50%	64%	64%	64%	64%

Performance Measure Description

- Includes only civilian witnesses and victims.

Factors Impacting Outcomes

- Reasons why victims do not appear in court include work schedules, transportation, child care, fear and/or intimidation, and moving away.
- Subpoenas are issued by Municipal Court. Most subpoenas are delivered by standard mail, which does not have the same legal standing as the personal service of subpoenas. If personally served and the witness fails to appear, then the witness may be in contempt of court.
- The number of victims and witnesses that are personally served impacts this outcome.

4.1.4 VICTIM SERVICES: PERCENT RATING SERVICES AS EXCELLENT OR GOOD

BENCHMARK		2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	90%	85%	99%	90%	89%	90%	90%	90%

Performance Measure Description

- Survey of victims who have received victim notification or services for domestic violence and other criminal cases.

Factors Impacting Outcomes

- Accurate victim contact information.
- Percentage of victims responding to the survey.
- Quality of services provided.

4.2.1 PERCENTAGE OF CLAIMS RESOLVED WITHOUT PAYMENT

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	67.0%	93.0%	76.0%	99.0%	76.1%	72.0%	75.0%	70.0%	75.0%	75.0%	75.0%

Performance Measure Description

- Percentage of total claims (in dollars) for which payment was not approved, due to factual or legal shortcomings in the claims.

Factors Impacting Outcomes

- Percentage of claims with errors of defects and thoroughness of review.
- The amount of claims made against the City of Wichita can vary. A factor that affects workload is weather; inclement winters result in a greater number of pothole-related damage claims.
- More claim payments could result from computer notifications of maintenance issues.
- Number of accidents that were the fault of City of Wichita employees.
- The percentage of claims unpaid is lower this year due to an increase in at fault automobile accidents by transit, WPD and PW.

4.2.2 TURNAROUND TIME FOR PROCESSING CIVIL LEGAL SERVICES

BENCHMARK		2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	87%	87%	97%	95%	90%	95%	95%	95%

Performance Measure Description

- Percentage of assignments completed in mutually agreed upon timeframe.

Factors Impacting Outcomes

- Complexity of assignments.
- Total workload.
- Organization's initiatives and priorities.
- Staffing.

4.2.3 GENERAL LIABILITY CLAIMS PER 10,000 POPULATION

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	4.9	4.2	5.7	6.1	5.4	5.2	5.9	5.5	5.9	5.8	5.7

Performance Measure Description

- Total number of claims made or filed during the calendar year.

Factors Impacting Outcomes

- The number of claims does not indicate the severity of the cases or the cost of the claim.

4.2.4 PERCENTAGE OF GENERAL LIABILITY CLAIMS THAT PROCEED TO LITIGATION

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	6.3%	9.9%	5.0%	4.2%	2.4%	3.0%	3.0%	2.8%	3.0%	3.0%	3.1%

Performance Measure Description

- Number of claims which proceeded to litigation during the reporting period as a percentage of total claims.

Factors Impacting Outcomes

- Severity of the claims and willingness of claimants to settle out of court.
- The City Council's desire that claims be fully litigated.
- The Law Department evaluates case before determining whether to proceed to court. Claims considered to be meritorious are settled and paid rather than tried.
- Per Kansas state statute, interest does not accrue for personal injury claims until judgment is rendered, which lessens pressure to settle out of court.
- City of Wichita legal services are provided by in-house attorneys, which mitigates cost pressure.

4.2.5 KORA REQUESTS HANDLED BY THE LAW DEPARTMENT

BENCHMARK		2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	400	411	524	892	900	1,114	1,000	1,150	1,250

Performance Measure Description

- Total number of requests for public records submitted to the City under the Kansas Open Records Act.

Factors Impacting Outcomes

- Total number of requests.
- Complexity of requests.
- Amount of resources and responsiveness from other departments to gather and review requested documents.
- High-profile incidents involving City employees.
- Election years.
- An increase of KORA requests by both media outlets and citizens impacted numbers for 2017 Actuals and expected Targets.

4.2.6 TRAINING HOURS CONDUCTED BY ATTORNEYS

BENCHMARK		2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	200	194	130	150	94	120	130	130

Performance Measure Description

- Total number of training hours completed for the Police Department, City University, other departments, and advisory boards.

Factors Impacting Outcomes

- Total training hours vary based on internal departments and external requests for such training.
- Number of legislative changes precipitating the need for training.
- Training hours are higher in years that the office participates in WPD’s mandatory in-service training, which is one month of training for at least one hour per day.
- Legal staff spends significant time, which is not attributed to the this performance measure, providing legal guidance and training in informal sessions.

4.2.7 CUSTOMER SERVICE: PERCENT RATING EXCELLENT OR GOOD

BENCHMARK		2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	86%	86%	100%	90%	100%	90%	90%	90%

Performance Measure Description

- Annual survey to assess customer service satisfaction of departments.

Factors Impacting Outcomes

- Percentage of departments responding to the survey request.
- Quality of service provided.