



5.1.1 MUNICIPAL COURT CASE CLEARANCE RATE

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	TARGET	TARGET	TARGET
	100%	119%	111%	110%	105%	102%	100%	104%	100%	100%	100%

Performance Measure Description

- The number of outgoing cases as a percentage of incoming cases.

Factors Impacting Outcomes

- Due to timely preparation of court cases and presenting all pending cases to the judge for court hearing when the defendant appears in court, Municipal Court has been able to close greater than 100% of the total number of cases filed annually.

5.1.2 AVERAGE TIME TO ENTER MOVING CITATIONS INTO PUBLIC SAFETY SYSTEM (IN MINUTES)

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	TARGET	TARGET	TARGET
	3	3	2	2	2	2	2	2	2	2	2

Performance Measure Description

- Average number of minutes for a clerk to enter a citation into the Public Safety System.

Factors Impacting Outcomes

- The average time to enter a moving citation remained at two minutes. The implementation of an new case management system will further improve performance in this area.

5.1.3 AVERAGE CUSTOMER PHONE CALL WAIT TIME (IN MINUTES)

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	TARGET	TARGET	TARGET
	5	4.0	3.0	3.0	2.0	1.4	3.0	1.3	3.0	3.0	3.0

Performance Measure Description

- Average number of minutes phone customers are placed on hold prior to being assisted by a customer service clerk.

Factors Impacting Outcomes

- Call wait times have decreased since the implementation of an Interactive Voice Response (IVR) system and the WebCourts online.

5.1.4 CALL ABANDONMENT RATE

BENCHMARK			2015 ACTUAL	2016 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	<10%	Customer Service	8%	6%	6%	5%	7%	7%	7%	7%	7%
	5%	Docket Section	7%	7%	7%	9%	6%	8%	6%	6%	0%

Performance Measure Description

- Percentage of abandoned phone calls to Municipal Court Customer Service and Docket Section.

Factors Impacting Outcomes

- Increased usage of Wichita.gov has reduced the Customer Service call abandonment rate. Docket Section customer service strategies are being evaluated to identify process improvements that will reduce the abandonment rate.

5.1.5 MUNICIPAL COURT: CITIZENS RATING “EXCELLENT” OR “GOOD”

BENCHMARK		2006 ACTUAL	2010 ACTUAL	2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
	CoW Similar	46%	51%	53%	50%	42%	50%	52%	50%

Performance Measure Description

- Wichita commissioned the National Citizen Survey to conduct a resident survey in 2006, 2010, 2012, 2014, 2016, and 2018.
- The percentage of respondents rating municipal courts as excellent or good is similar to the peer National Citizen Survey participants.

Factors Impacting Outcomes

- Municipal Court faces an ongoing challenge to influence public perception of service delivery. Efforts to improve customer service delivery and positively influence perceptions are underway.
- Possible responses are "Excellent," "Good," "Fair," or "Poor." "Don't Know" responses are excluded.

5.2.1 PROBATION CASE LOAD

BENCHMARK	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
 <200	169	186	175	163	175	171	175	175	175

Performance Measure Description

- Probation case load is an average of reporting probationers per probation officer at year-end.
- Non-reporting probationers are not included in caseload statistics.
- Benchmark is derived from the American Probation and Parole Association best practices based on low to medium level offenders.

Factors Impacting Outcomes

- The caseload per probation officer remains below target due to fewer case filings.

5.2.2 PROBATION PROGRAM ONE-YEAR RECIDIVISM RATE

BENCHMARK	2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
 <10%	11.0%	8.3%	12.0%	11.3%	11.4%	<10%	11.0%*	<10%	<10%	<10%

Performance Measure Description

- Percentage of probationers that are convicted of a crime in City of Wichita Municipal Court within 12 months of program completion.

Factors Impacting Outcomes

- The Probation Office implemented new case management strategies and assessment tools in 2016 that positively impacted the 2016 and 2017 recidivism rate.
- * Less than 12 months have passed since probation ended in December 2018.

5.2.3 PRE-SENTENCE INVESTIGATION TURNAROUND: TIME TO PREPARE FOR COURT (IN WEEKS)

BENCHMARK	2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
 3	3	2	2	2	2	2	2	2	2	2

Performance Measure Description

- Average number of weeks to complete a Pre-Sentence Investigation in preparation for court.
- The Pre-Sentence Investigation provides recommendations for the judge to utilize at sentencing.

Factors Impacting Outcomes

- Process improvements have resulted in less time needed to complete Pre-Sentence Investigations. Further reductions may be realized as the Probation Office implements new assessment and reporting tools.

5.2.4 WEEKEND INTERVENTION PROGRAM PARTICIPANTS

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	1,400	1,167	938	965	979	793	1,050	759	1,050	1,050	1,050

Performance Measure Description

- Total number of Wichita Intervention Program (WIP) participants.
- WIP provides intervention and education to offenders charged with driving while under the influence (DUI).

Factors Impacting Outcomes

- DUI case filings have decreased by 25% since 2015, resulting in fewer defendants being ordered to complete WIP.

5.2.5 WEEKEND INTERVENTION PROGRAM ONE-YEAR RECIDIVISM RATE

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	< 3.0%	1.6%	1.3%	1.0%	1.5%	0.3%	<2.0%	0.5%*	<1.5%	<1.5%	<1.5%

Performance Measure Description

- Percentage of WIP participants that are convicted of DUI in City of Wichita Municipal Court within 12 months of program completion.
- WIP provides intervention and education to offenders charged with driving while under the influence (DUI).

Factors Impacting Outcomes

- DUI offenders are provided case management through the Probation Office that addresses identified risk factors.
 - Intervention and education decreases the likelihood a WIP participant will reoffend.
- * Less than 12 months have passed since probation ended in December 2018.

5.3.1 PERCENTAGE OF CASES REFERRED TO PUBLIC DEFENDER

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	6%	9%	9%	9%	10%	14%	7%	13%	7%	7%	7%

Performance Measure Description

- Cases are assigned to public defenders by judges.

Factors Impacting Outcomes

- A large number of defendants that are appointed to a public defender have multiple cases pending.

5.3.2 PERCENTAGE OF DEFENDANTS REFERRED TO PUBLIC DEFENDER

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	5%	8%	7%	7%	8%	11%	7%	10%	7%	7%	7%

Performance Measure Description

- Clients are assigned to public defenders by judges.

Factors Impacting Outcomes

- The percentage of indigent defendants represented by a public defender has increased since 2012 due to statutory changes and socio-economic factors.

5.4.1 PERCENT OF PARTICIPANTS IN DRUG AND ALCOHOL ABUSE PROGRAMS WITH NO ARRESTS

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	ACTUAL	ACTUAL	ACTUAL
	100%	93%	93%	93%	95%	95%	96%	90%	96%	96%	96%

Performance Measure Description

- Percentage of participants with no arrests while in treatment as measured by the Sedgwick County Detention Facility database.

Factors Impacting Outcomes

- Participant population.
- Participant engagement.
- Challenges in locating employment for participants.

5.4.2 PERCENTAGE OF PARTICIPANTS IN DRUG AND ALCOHOL ABUSE PROGRAMS WITH REDUCED SUBSTANCE ABUSE

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	ACTUAL	ACTUAL	ACTUAL
	100%	82%	82%	88%	89%	87%	89%	90%	89%	98%	89%

Performance Measure Description

- Percentage of participants who demonstrate reduced substance abuse as measured by urinalysis testing.

Factors Impacting Outcomes

- Participant population.
- Participant engagement.
- Program funding challenges.

5.4.3 PERCENTAGE OF PARTICIPANTS IN DRUG AND ALCOHOL ABUSE PROGRAMS DEMONSTRATING IMPROVED SCHOOL ATTENDANCE AND/OR ACADEMIC PERFORMANCE

BENCHMARK		2013	2014	2015	2016	2017	2018	2018	2019	2020	2021
		ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	TARGET	ACTUAL	ACTUAL	ACTUAL	ACTUAL
	100%	94%	94%	94%	94%	87%	89%	90%	89%	89%	89%

Performance Measure Description

- Percentage of participants who demonstrate improved school attendance and/ or academic performance as measured by school report cards, participant surveys, and/or teacher evaluations and surveys.

Factors Impacting Outcomes

- Participant population.
- Participant engagement.
- Participant needs that are beyond the scope of the program.