

Virtual Community Conversation

October 27, 2020

Screen Share: PowerPoint (operated by Megan).
Poll questions: Pre-Engagement and Post-Engagement via Zoom (operated by Annette)
Breakout Session Assignments: Justin
Moderators and Note Takers: Will utilize uniform note taking sheet, which includes report-out instructions.

TIME	SEGMENT/SCRIPT	PPT SLIDE	LEAD
6:00pm	Zoom link is live Facilitators, Breakout Room Moderators/Note takers log in <Since link is live it is possible some participants may log in too.>	PPT SLIDE #2 "Welcome"	Justin initiates Zoom
6:15pm	Participants log in	PPT SLIDE #2 "Welcome" (con't)	
6:30pm	Welcome & Introductions My name is Annette Vaughn. I am with the Mid-America Regional Council and I am serving as the lead facilitator for this evening. First and foremost, WELCOME! Thank you for giving of your time this evening for this virtual community conversation. The main purpose of our time together is to gather feedback from our community on our Kansas City Municipal Court. Some of you may have chosen to join us because you or your friends/family members have had direct experience with KC Municipal Court. Others may have chosen to join the conversation as interested community members seeking to learn more about municipal court and also to provide feedback from their perspectives. We look forward to hearing from everyone!	PPT SLIDE #2 "Welcome" (con't)	Annette
6:33pm	In 2018, the Kansas City Municipal Court was one of 6 courts selected by the National Center for State Courts to receive grant funding for community engagement to improve-court community trust. Today's event is the fifth (5 th) discussion like this we've had since this project began. The first three were held at community centers last November. The fourth was in February with students at Southeast High School. This is the first virtual session and a second is scheduled for Thursday, at 11:30 a.m. The ideas we collect will help improve our local Municipal Court and help the National Center for State Courts, with the assistance of the University of Nebraska Public Policy Center, build a tool kit other courts can use to talk to their communities.	PPT SLIDE #3 "Community Conversations with Municipal Court"	Annette
6:34pm	We also wanted to point out several community partners who have helped serve on our planning committee for these community conversations. <Show list on slide.>	PPT SLIDE #4 "Our Planning Committee Partners"	Annette
6:35pm	Game Plan Before we begin, I want to go over a few logistics and give you a quick rundown of how this will work and who is doing what. During registration for this event, you were asked to provide information that will be utilized to understand the overall experiences and demographics of people who are participating in the virtual community conversations; your responses are confidential and won't be associated with your registration. If you provided a valid mailing address when you registered and you have actually logged in to join us, a \$25 VISA gift card will be mailed to you. Your microphones are currently muted and will remain muted until we break you into discussion groups. While muted, use the chat feature to	PPT SLIDE #5 "Game Plan"	Annette

	ask questions or make comments. We are not here to discuss specific court cases or their outcomes. Please help us respect confidentiality by not discussing personal situations or using names. When asking a question in chat or during the breakout use general terms when possible. When referring to an example from real life, just say “someone I know” or “a friend” or “what if someone did this.” If you have questions about a specific case email court@kcmo.org . Please be mindful of your surroundings and what can appear on camera. Please eliminate distractions and background noises when unmuted.		
6:38pm	<p>AGENDA</p> <p>This session has been divided into sections:</p> <ol style="list-style-type: none"> I. Pre-Engagement Polling. We will use Zoom polling to ask a pre-engagement question to gauge the trust level for Municipal Court going into our discussion. Your individual answers will be anonymous. We will see the group responses in real time. II. What is Municipal Court? This second part will be an interactive Q&A to give us a greater understanding about what Municipal Court does and about your rights at Municipal Court. III. Small Group Discussion. Next, we will divide this large group into virtual breakout rooms for small group discussions. During these discussions your microphones will be unmuted. Each group will be led by a moderator and there will be a note taker. IV. Reconvene and Report. Then, we will bring everyone back together in this main virtual conference area. Moderators and note takers will report the key take away messages from each group. Your microphones will be muted but may submit questions and comments using the chat feature. V. Post-Engagement Polling. We will wrap up by using Zoom polling to ask post-engagement questions. . 	PPT SLIDE #6 “Agenda”	Annette
6:40pm	<p>Pre-Engagement Questions</p> <p>Let’s begin with some pre-engagement questions. In just a moment, we’ll flash a question on your screen that has several multiple choice answer choices. You’ll just click your selection, and then we’ll see a summary of responses. It will not display your individual answer. Rather, it will just record how many participants chose each option.</p> <p>Let’s start with a simple question just to test it out. [Flash up Zoom Polling for Q1]</p> <p style="padding-left: 40px;">Q1: Have you ever done polling through Zoom before?</p> <p style="padding-left: 40px;">A. Yes</p> <p style="padding-left: 40px;">B. No</p> <p style="padding-left: 40px;">C. I am not sure</p> <p><Comment as appropriate.></p> <p>Let’s look at our next question! [Flash up Zoom polling Q2]</p> <p style="padding-left: 40px;">Q2: What motivated you to participate today?</p> <p style="padding-left: 40px;">A. To learn more about municipal court</p> <p style="padding-left: 40px;">B. My own experience or a friend/family member’s</p>	PPT SLIDE #7 “Pre-Engagement Questions”	Annette

- experience with Municipal Court.
- C. The chance to provide feedback.
- D. Other

If you select “D: Other,” you can list your specific reason in the chat box.

<comment briefly on how many responses we had on each choice, and read off several of the comments from the chat box for anyone who may have selected option D>

Ok, we have two more pre-engagement questions before we get started with the rest of our material.

[\[Flash up Zoom polling Q3\]](#)

Q3. How much do you trust or distrust the Kansas City Municipal Court?

- A. Trust a lot
- B. Trust some
- C. Trust slightly
- D. Neutral, neither trust nor distrust
- E. Distrust slightly
- F. Distrust some
- G. Distrust a lot

<Comment as appropriate.>

Finally, let’s answer our last pre-engagement question:

[\[Flash up Zoom polling Q4\]](#)

Q4: Which factor(s) below have the most substantial impact on how much you trust or distrust the Kansas City Municipal Court? (choose all that apply)

- A. How fairly the court treats people of different races, genders, ages, wealth, or other characteristics
- B. Whether the court acts with integrity and honesty.
- C. Whether the court personnel (staff and judges) treat people with respect
- D. How well the court helps me understand how it works. (e.g., the charges/fines against me, my rights, how the court works, how I can obtain help, what I’m allowed to do or not allowed to do and so on).

Thank you, we’ll explore the topics of trust and fairness more during the breakout sessions. Now we will move to our next section to get a better understanding about Municipal Court. I am going to turn it over to Megan Pfannenstiel, who currently serves as the Court Administrator for the Kansas City Municipal Court.

6:45pm	<p>What is Municipal Court? Good evening. My name is Megan Pfannenstiel and I am the Court Administrator for the Kansas City Municipal Court.</p> <p>We are going to use Zoom polling again to ask you some questions to</p>	<p>PPT #8 - 32</p>	<p>Megan</p>
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	<p>focus in on just what the Municipal Court is and what it isn't. After each question I will give you some additional information. If you have questions or comments, please type them in the chat.</p> <p>[Flash up Zoom polling Q5] Q5: True or False: The Kansas City Municipal Court is a Department of the City of Kansas City? A-True; B-False <View results; Comment as needed.></p> <p>[Flash up Zoom polling Q6] Q7: Approximately how many cases are filed in the Kansas City Municipal Division? A-10,000; B-50,000; C-100,000; D-200,000 <View results; Comment as needed.></p> <p>[Flash up Zoom polling Q7] Q8: Multiple Choice. In Municipal Court the standard of proof for the prosecutor to prove your guilt is: A; B; C; D; (read options from the ppt screen)<View results; Comment as needed.></p> <p>[Flash up Zoom polling Q8] Q8: True of False. I can be sentenced to jail for speeding. A-True; B-False View results; Comment as needed.></p> <p>I hope that this information helped you learn just a little more about the Kansas City Municipal Court. I'll now turn it back over to Annette.</p>		
7:00pm	<p>Intro to Small Group Breakout Discussion Thanks, Megan. So far, we've completed our pre-engagement questions and we have had a good run-through of Municipal Court. Now, we're ready for our next agenda item - small group discussion.</p>	PPT SLIDE #33 "Small Group Discussion"	Annette
7:01pm	<p>Here's how it will work. You will be assigned to a virtual breakout room. In your room will be several participants, just like you as well as a moderator (who will guide your discussion) and a note taker (who will help ensure that we document all the comments/feedback) that takes place.</p> <p>While in the breakout room, You will have an opportunity to expand on the fairness and trust questions and to provide ideas on what Municipal Court should look like going forward, especially as we hopefully move to a post-pandemic world. You will have [___] minutes for discussion. I will move between groups to see if you have any questions for me. Then we will bring everyone back together to report a summary.</p>	PPT SLIDE #34 "Small Group Discussion, second slide"	
7:03	<p>Small Group Breakout Ground Rules To make sure everyone has a chance to participate we want to observe the following ground rules:</p> <ol style="list-style-type: none"> 1. Each person's input is important. Take turns without interrupting. 2. Focus on the discussion. Be sure to answer the question. 3. Keep it short so others have time to share. 4. Remember, someone else might have a very different story than you. 5. We are here to share, not convince others. We can agree to disagree. 6. Be respectful of one another, the process and the other tables. 	PPT: #35 "Small Group Breakout Ground Rules"	Annette

	<p>We'll now move everyone into their breakout rooms. Watch your screen for a message to pop up and then click "accept." <i><This is where host moves participants into breakout rooms></i></p>		Jason
7:05	<p>Small Group Breakout Room Discussions Welcome to our breakout session! My name is _____, and I am _____ (fill in your job role). We will have the next ___ minutes to discuss three questions. But first, let's go around and introduce yourselves. Just "unmute" your microphone when it is your turn.</p> <p>Let's get started! Here is our first question to discuss: *If you or someone close to you had to come to municipal court, what types of concerns would you have?</p> <p><i><Solicits answers, manages conversation.></i></p> <p>Thank you for your responses and discussion on that first question. Let's move on to our next discussion question:</p> <p>*What would be the most effective way to increase trust in Municipal Court?</p> <p><i><Solicits answers, manages conversation.></i></p> <p>Thank you for your responses and discussion on that question. Let's move on to our final small group discussion question.</p> <p>*Switching gears a little, like everyone else the court has had to respond to the challenges of COVID-19 by adding virtual hearings, online partial payments applying for Legal Aid assistance online. Now that we are moving into a post-COVID-19 world, what should the court look like to remain or become more accessible? More in person hearings, more virtual hearings or something else?</p> <p><i><Solicits answers, manages conversation. If time remains, follow-up on any previous responses. When one minute remains, let the group know that their microphones will soon be muted again and they will automatically be moved to the main session.></i></p>	NO PPT during Breakout sessions	Various Moderators
7:35pm	<p>Reconvene and Report</p> <p>Welcome back to the main session! I enjoyed visiting each breakout group and hearing lots of great discussion happening.</p> <p>Let's take a few moments to hear a brief summary of each group's discussion. I am going to call on the moderator/note-taker of each group to briefly share an overview of the discussion. Our time limits how much detail they can provide, but please know that all comments captured in the notes taken during the breakout session will be submitted to Municipal Court leadership for review. All voices will be heard.</p> <p><i><Annette calls on group moderators one by one.></i></p> <p>And, remember, we had very little time for our moderators to summarize your group's discussion. Please know, though, that all comments made in the group were recorded by our note-takers and</p>	PPT Slide #36 "Report Out"	Annette

	will be shared with court staff. Even if you did not hear your particular comment or opinion reported out, it still will be heard.		
7:50pm	<p>Post-Engagement Questions</p> <p>Time for our final questions. These will be familiar, as we asked a couple of these at the beginning of the session. Now, after having completed the event tonight, your answers may have stayed the same, or it may have changed. Answer it according to how you now feel.</p> <p>[Flash up Zoom polling Q9] Q9: How much do you trust or distrust the Kansas City Municipal Court?</p> <p>A. Trust a lot B. Trust some C. Trust slightly D. Neutral, neither trust nor distrust E. Distrust slightly F. Distrust some G. Distrust a lot <i><comment as needed></i></p> <p>[Flash up Zoom polling Q10] Q10: Which factor(s) below have the most substantial impact on how much you trust or distrust the Kansas City Municipal Court? (choose all that apply)</p> <p>A. How fairly the court treats people of different races, genders, ages, wealth, or other characteristics B. Whether the court acts with integrity and honesty. C. Whether the court personnel (staff and judges) treat people with respect D. How well the court helps me understand how it works. (e.g., the charges/fines against me, my rights, how the court works, how I can obtain help, what I'm allowed to do or not allowed to do and so on).</p>	PPT Slide #37 "Post Engagement Questions"	
7:53pm	<p>And, finally, you'll have to answer this last one in chat.</p> <p>Q. 11What would you like to see as a follow-up to this engagement?</p> <p><i><Read as many as possible off of the chat box; comment as necessary.></i></p> <p>Please give yourselves a round of applause! This is extremely helpful information you have shared, and this takes a lot of energy and focus. At this time, I am going to turn it back over to Megan, KC Municipal Court Administrator, for some closing thoughts.</p>	PPT #39 "What Would You Like to See"	
7:58pm	<p>Thank You</p> <p>I would like to sincerely thank you on behalf of the Kansas City Municipal Court for sharing your ideas, concerns, and input. We appreciate you letting us visit with you and providing us valuable responses to these important questions. Again, I would like to give special thanks to the breakout room moderators, note-takers, the steering committee, the National Center for State Courts and the</p>	PPT #39 "Thank You"	Megan

	<p>university of Nebraska, and our elected officials and judges.</p> <p>As stated earlier, the discussion notes and results of the survey questions will help us identify action steps to present to the judges. We will report findings and progress on our website.</p> <p>Visit www.kcmo.gov/court for more information or to download the “Know Your Rights” brochure. Like us on Facebook and watch our videos on YouTube.</p>		
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