Community Conversation
November 12, 2019

11:30 am	Doors Open, Looping PowerPoint begins **Registration, Meal and Pre-Survey distributed**	**KCMO** Municipal Court Staff
12:00 Noon	*Court staff and Lead Facilitators circulate and announce we are about to begin. Help people find a seat. Confirm facilitators for each table. Identify Spanish-language table.*	
12:10 pm	**Welcome & Introductions** **Megan:** Good afternoon. My name is Megan Pfannenstiel and I am the Court Administrator of the Kansas City Municipal Court. **Josh:** Good aft ernoon . My name is Josh Bateman and I am the Deputy Court Administrator of the Kansas City Municipal Court . **Megan:** Thank you for taking the time today to come and share your ideas and input and we are pleased to have you here. **Josh:** This community conversation would not have been possible without the guidance and direction from the Steering Committee. The Steering Committee members are: Municipal Court • City Manager's Office (Donna Maize) • City Prosecutor's Office (Linda Miller) • Health Department/Aim for Peace (Jessie Jefferson, Cynthia Carlson) • Legal Aid of Western Missouri (Megan Pierre, Warren Hayter) • Private Defense Bar (Tracy Spradlin) • Vero nica' s Voice (Lucy Bloom) • Kansas Cit y, Missouri Public School District (Luis Cordoba) • Mid-America Regional Council (MARC) (Jonathan Morris) • Ad Hoc Group Against Crime (Damon Daniel) • Guadalupe Centers (Mercedes Mora, Salvador Lopez) • P.O.S.S.E (Peers Organized to Support Student Excellence) (Osseo Bolton) • Faith Community (Morning Star Missionary Baptist Church) (Pastor John Modest Miles) Addit ionall y, we would like to welcome (council, jud ges, etc.). Please give them a warm round of thanks for their efforts. **Megan:** This project also would not have been possible without a grant we received from the National Center for State Courts. [FOR 11/12 ONLY: who also have joined us today: and from the University of Nebraska Public Policy Center .] The National Center in collaboration with the University of Nebraska's Public Policy Center solicited grant applications from jurisdictions across the country who wanted to engage the public in real	**Megan & Josh**

conversations regarding trust, fairness and court access . As Municipal Courts in the State of Missouri were undergoing comprehensive legislative changes after the events in Ferguson, Missouri, we felt the Kansas City Municipal Division would be an ideal candidate for this project. After a competitive process, the Kansas City Municipal Division was chosen as 1 of 6 projects in the Country.

Josh: As we started this project, we collected nearly 1,000 court user surveys during the first week of May 2019. The results and themes of that survey help shape and guide the topics for today. When everyone came in today, you should have received and completed a pre-survey. You will also receive a post-survey at the end of this event . If you complete both, you will receive your $25.00 gift card for participating today. These surveys are being administered by all 6 grant recipients in their projects as well. They go directly to the National Center who will send us a summary of any data that could help our court improve, but they do not send us your individual answers. It is our hope that the information gathered from you will be collected and used to help create a nationwide toolkit for other communities to engage in similar conversations with their jurisdictions. Also, as explained in the consent letter you received, the national center may contact you for follow-up but you can always decline.

Megan: Today we want to hear your ideas and concerns regarding trust, fairness, and court access. We want to encourage and open and frank conversation about courts in general, including any interactions, both positive and negative, you or a family or friends may have had with the Kansas City Municipal Court. We are not here to discuss specific court cases or their outcomes, but more of an overall picture of how the community perceives justice in the Kansas City judicial syste m. While court resources are available (in the back of the room) to provide general assistance and to share some brochures and resources, and court officials are in the back of the room, they are not here to judge you or what input you may have . Again, we are here to listen to you.

Josh: Data KC, a team from the City Manager's Office, that is focused on supporting data-driven management in city operations, is here to help theme the ideas from our table discussions. They will gather common ideas, thoughts and suggestions to present an overall picture and focus from your ideas today .

Megan: Court Administration after the three community conversation sessio ns, will identify areas of concern, possible actions steps and timelines to take to the Court en bane (the judges) for consideration. We will then report back to the community on findings and progress through the website and email communication .

Josh: Your lead facilitators are not court employees, but rather community leaders. There also will be a facilitator located at each table and they will facilitate the discussions and help you identify what is important to you. They are assisted by notetakers who will help capture your ideas thru this engagement. I would now like to introduce to you, our lead facilitators for today, Damon Daniel and Jonathan Morris.

{Introduction of Lead Facilitat ors)

	Damon: I would like to welcome you to this important Community Conversation. My name is Damon Daniel and I am a commun ity volunteer and will be serving as one of the lead facilitators today. I am also the President of Ad Hoc Group Against Crime. We are very pleased you have joined us for this important conversation about your perceptions of the Municipal Court.	Damon
	Jonathan: My name is Jonathan Morris and I am serving as the other lead facilit at or. I have had the privilege of serving on the St eering Committee to help design these community conversations and I very much appreciate you taking the time to be with us today and to share your thoughts about the Municipal Co urt. I also want to thank the Court staff for their many hours of hard work to make this a reality, the National Center for State Courts for this opportunity, and the Universit y of Nebraska Public Policy Center for their insights and guidance.	Jonathan
12:20 pm	**Game Plan and Ground Rules** **Damon:** Before we begin, we want to go over a few logistics . We want you to be comfortable, so be sure to get something to eat if you are hungry and use the restroom when you need it. The food is right here in the hallway and the restrooms are down the hall and to the_____ from here. The time will move quickly and we will finish at 3:00 pm or slightly before. Our agenda today as seen here on the screen is as follows: ***Agenda:*** *I. Registration, Meal and Pre-Survey.* Please be sure to complete the pre-survey at this time if you have not already done so. If you also complete the Post-Survey at the end you will receive a $25 gift card from the Court . *II. Welcome and Introductions* In just a few minutes we will invite you to introduce yourselves at your tables. *III. Game Plan and Ground Rules* We will review this next. *IV. Discussion Questions* This is the main event and where we will spend most of our time. *V. Closing Comments and Post Survey* At the end we want you to complete the Post-Survey so you can receive the $25 gift card. *VI. Adjournment* We will be out of here at 3:00 pm or slightly sooner. Jonathan will now describe how the discussion will flow.	Damon

	Jonathan: We have designed this Community Conversation so Municipal Court can learn what is important to you. We want to know your feedback and ideas. Let me give you a quick rundown of how this will work and who is doing what. We have organized this event around three important topics: Trust, Fairness and Access. We have 10 questions we will be asking you today. The process will move quickly so we want to make sure you are focused on the right question. Each question will appear on the screen one at a time and then you will have a few minutes to write down your answer and discuss it at your table. Step 1. Question appears on the screen. Step 2. You write your ideas on the post-it notes in front of you. Step 3. Your table facilitator will ask you to share your ideas at your table. Step 4. The Theme Team will collect all post-its and look for common themes that emerge. Step 5. The common themes will be presented on the screen. Step 6. We will move on to the next question and repeat the process. So who will be doing what? *lead Facilitators* are responsible for posing the discussion questions, assisting the Theme Team as needed and keeping everything on schedule. *Table Facilitators* are responsible for two things: 1} make sure each person gets a chance to share and 2} keep the discussion on the right topic. They can also help take notes if needed. *Notetakers* are responsible for making sure you get your ideas written down and to help write as needed. Each question has its own color of Post-it note. Be sure to write only one. idea per Post-it and try to write in short sentences or phrases. You can explain your answer more during the discussion. Please write so others can read it and ask for assistance from someone else if you need help. *Runners* will take your post-it notes to the Theme Team. *Theme Team* has a difficult but fun part. Their job is to review all post-its and look for common themes that emerge. They will report out the themes on the Power Point. Please NOTE: The Theme Team will identify the most common themes AND all ideas will be captured in the transcript of the event even if they don' t appear among the most common themes. *Court staff* are here primarily to listen and learn. As Josh mentioned at the beginning, the Court Administrators will also be available at the Resource table in the back of the room a little bit later in the discussion. We want everyone to tie able to participate in each discussion, so please pitch in and help your neighbor if the need arises. At any point, if your table needs assistance, please raise your Question card and someone will come over to assist. Don't worry,	Jonathan

	we will do a practice round to get you comfortable with the process and then you will get the hang of it.	Damon
	Damon:	
	In order to make sure everyone has a chance to participate we want to observe the following ground rules (See screen) :	
	Ground Rules -	
	1. Each person's input is important . Take turns without interrupting. 2. Focus on the discussion. Be sure to answer the quest ion. 3. Keep it short soothers have time to shar e. 4. Remember, someone else might have a very different story than you. 5. We are here to shar e, not convince others. We can agree to disagree. 6. Be respectful of one anot her, the process and the other tables. 7. Take a break when you need it. Leave phones off while at the table .	
	Jonathan: The ground rules are posted on the walls as a reminder so please do your part to help the discussion flow smoothly. The time will move quickly and this requires a lot of focus, so thank you for being a part of this.	Jonathan
12:30 pm	**Table Introductions** **Damon:** At this time, we would like to turn your attention to your roundtables and have the Table Facilitator and all participants introduce themselves. Please share -your name - where you live -how long you have been in KC.	Damon
	OPENING QUESTION: **Jonathan:** It is time for our first question . We will pose the question then we want each of you to take a post-it note and write down your response. One idea per page and be sure to write clearly. This is also our warm-up so we can get familiar with the process. We want to know why this event is important to you so our first question is *QI : "What brought you here today?"* Please use the **Bright green post-it** to record your response.	Jonathan
	1. Pose question 2. Each writes response on post-it (Notetakers assist as needed. Runners send to Theme Team) 3. Discuss at table 4. Theme Team themes responses (table discussion continues during theming) 5. Themes reported out on Po werPoint . (No voting on themes. NOTE: Need to populate Top 5 Themes slide.)	Data KC
		Damon
12:38 pm	**DataKC:** Here are the common themes from question QI : *"What brought you here today?"* **Damon:** That's great to see a variety of reasons you are here. We appreciate you being here and sharing your input.	
12:40 pm	**Clicker Demonstration**	Jonathan

	Jonathan: We also brought Clicker technology today to help us do some polling. These are easy and fun to use and your responses are anonymous. **Please pick up a clicker** and just press the Orange button one time. This is your On button. Anytime your screen goes blank, just hit the orange button and it will turn right back on. To vote, a question will appear on the screen up here and you simply choose A, B, C, D, or E for your answer and push that button on your clicker. You don't have to do anything other than that to vote. And, if you aren't sure if your vote counted...vote again. It will only record one vote per clicker and it always record the most recent time you pushed the button. Let's try it out. *(See PowerPoint slides . Three questions total .}* Now that you know how to use them, we will use the clickers a little bit later on to vote. Just push the orange button at that time and it will be ready again.	

12:45 pm	**Introduction of Discussion Question Format**
	 Damon: We would like to hear your feedback regarding the following three topics:
	     Round 1: Trust
	     Round 2: Fairness
	     Round 3: Access
	     The first question is similar to the pre-survey and has to do with trust.
		Damon

12:50 pm	**Roundtable Discussion Round 1: Trust** **Damon:** *Q2: "How much do you trust or distrust Municipal Court ?"* Pick up your clicker and vote now. Before we show you the results, please discuss your thoughts at your table. Please use the **Bright pink post-it** to record your reasoning for why you trust or distrust the Court. 1. Pose question 2. Each writes response on post-it (Notetakers assist as needed . Runners send to Theme Team) 3. Discuss at table 4. Theme Team themes responses (table discussion continues during theming) 5. Themes reported out on PowerPoint. (No voting on themes. NOTE: Need to populate Top 5 Themes slide).	Damon DataKC

1:05 pm	**Jonathan:**
	 We also want to learn from you today what you think the Court does well. We will capture your feedback throughout, but please answer this question now:
	 Q3: "What does the Court do well or that you find helpful?" Please use the **Bright blue post-it** to record your responses.
	     1. Pose question 2. Each writes response on post-it (Notetakers assist as needed. Runners send to Theme Team) 3. Discuss at table 4. Theme Team themes responses (t able discussion continues during theming) 5. Themes reported out on PowerPoint. (No voting on themes. NOTE: Need to populate Top 5 Themes slide.)
	     Thank you for your feedback.
		Jonathan
		
		 Data KC

1:12 pm	**(Optional - Based upon if Theme Team needs more time)** **Municipal Court - Facts and Info** Highlight slide from looping PowerPoint	Court staff
1:15 pm	**Presentation of Themes from Round 1** **DataKC:** Here are the results of our question about Trust: (Clicker results displayed by Jon at han) . Here are the most common themes from question Q2: *"How much do*	DataKC

	you trust or distrust Municipal Court?" _____ (Display on screen. No voting on themes.) Here are the most common themes from the question Q3: *"What does the Court do well or you find helpful?* (Display on screen. No voting on themes.) **Damon:** Thank you for sharing your thoughts about your Trust in the Court. We will be sure to capture all responses in the t ranscri pt even if they did not make it in to the most common themes.	Damon
1:20 pm	**Roundtable Discussion Round 2: Fairness** **Jonathan:** We will now give our Theme Team a minute to rest while we move on to our next questions. Please **pick up your clicker** and vote on the following question: *Q4: " Ho w fair or unfair does Municipal Court treat people?"* Thank you. We will view these results following discussion of our next question.	Jonathan
1:23 pm	**Damon:** This next question relates to Fairness and Equity which is how individuals are treated relative to their needs. *QS: "What issues do you see related to fairness and equity at the Court?"* Please use the Bright Orange post-its to record your responses. 1. Pose question 2. Each writes response on post-it (Notetakers assist as needed. Runners send to Theme Team) 3. Discuss at table 4. Theme Team themes responses (table discussion continues during theming) 5. Themes reported out on Po werPoint . (Will vote on themes. NOTE: Need to populate Top 5 Themes slide and then populate one slide for each for "How concerned..." questions .)	Damon
1:37 pm	**{Optional - Based upon if Theme Team needs more time)** **Municipal Court - Facts and Info** Highlight slide from looping PowerPoint . Remind people they can access Resource Table in the back of the room.	Court Staff
1:40 pm	**Presentation of Community Feedback from Round 2** **DataKC:** Here are the results of our Q4 question about Fai rn ess: (Clicker results displayed by Jonathan). Here are the most common themes from question QS: *"What issues do you see related to Fairness and Equity at the Court?"* (No voting on themes.) Now we would like to know how concerned you are about each of these five themes. Please **pick up your clicker** and vote on the following questions (see screen) . Thank you for your responses.	Data KC Jonathan
1:50 pm	**Roundtable Discussion Round 3: Access** **Present data** Here is what we know about the failure to appear rate of Municipal Court_____ __ So the question is *Q6: "Why don' t people show up for Court?"* Please use the Light Green post-its to record your responses.	Damon

	1. Pose question 2. Each writes response on post-it (Notetakers assist as neede d. Runners send to Theme Team) 3. Discuss at table 4. Theme Team themes responses (table discuss ion continues during theming) 5. Themes reported out on PowerPoint. (Will vote on themes. NOTE: Need to populate Top 5 Themes slide).	
2:00 pm	**(Optional)** **Municipal Court - Resources table**	Court Staff
2:05 pm	**Presentation of Community Feedback from Discussion 3** Here are the most common themes from question Q6: *"Why don't people show up for Court?"* (No voting on themes.) Now we would like to know how significant a factor each of these five themes or barriers is to you? Please **pick up your clicker** and vote on the following questions (see screen). Thank you for your responses.	DataKC Jonathan

2:10 pm
 	
 2:15 pm
	Summons - collect feedback - write down sticky notes
	 DataKC: One way DataKC has tried to be useful to the Court is by looking at how helpful it is to use a Plain Language (or easier to read) summons instead of the tr adition al court summons. We have placed samples of these summons at your table. Please take a minute to look at this and then answer the question
	 Q7 : "What do you like or dislike about the plain language summons?"
	 Please use the Light purple post-it to record your responses.
	     1. Pose question 2. Each writes response on post-it (Notetakers assist as needed. Runners send to Theme Team) 3. NO Discussion at table 4. Theme Team themes responses (as time and energy allows}. 5. Themes reported out verbally NOT on PowerPoint. (Will not vote on themes. No need to populate Top 5 Themes slide).
	
	 QB: "What resources could Municipal Court offer to help the public better handle their Court business?"
	 Please use the Light blue post-it to record your responses.
	     1. Pose question 2. Each writes response on post-it (Notetakers assist as needed. Runners send to Theme Team) 3. Discuss at table 4. Theme Team shares random sample but no Theming. 5. Themes NOT reported out on PowerPoint.
	
	 Thank you for your very thoughtful responses to these important questions .
		Data KC
		
		 Damon

2:25	**Next Steps** We have two final questions that are being asked of all 6 Courts across the U.S that are part of this eff ort. These are really important so please take a moment to record your responses one final time. *Q9: "What are the most important things learned during this engagement ?"* Please use the Light Yellow post-it to record your responses.	Jonathan

	1. Pose question 2. Each writes response on post-it (Notetakers assist as needed. Runners send to Theme Team) 3. Discuss at table 4. Theme Team themes responses (table discussion continues during theming) 5. Themes reported out verbally, NOT on PowerPoint. 6. Lead Facilitators can ask for a few comments from the full group. Would anyone like to share an important thing you learned during this engagement? *QIO : "What would you like to see as a follow-up to this engagement?"* Please use the Light Yellow post-it to record your responses. 1. Pose question. 2. Each writes response on post-it (Notetakers assist as needed. Runners send to Theme Team) 3. Discuss at table 4. Theme Team themes responses (table discussion continues during theming) 5. Themes reported out verbally, NOT on PowerPoint . 6. Lead Facilitators can ask for a few comments from the full group. Would anyone like to share what you would like to see as a follow-up to this engagement? Before we turn this back over to the Court Staff to discuss the Post-Survey and $25 gift card, please give yourselves a big round of applause. This is extremely helpful information you have shared and this takes a lot of energy and focus. Now we will turn it back over to Josh and M egan.	Damon
2:40	**Post-Survey** We have one final post-survey for you to complete and then you will be able to receive the $25 gift card. Please take a few minutes to complete the post -survey in front of you and then we will here from Megan in approximately 10 minutes for our closing and to distribute the gift cards. Thank you!	Josh
2:50	**Closing** **Megan:** I would like to sincerely thank you on behalf of the KCMO Municipal court for sharing your ideas, concerns and input . We appreciate you taking the time to be here and providing us valuable responses to these important questions. Agai n, I would like to give special thanks to the table facilitators and note takers, our volunteers, and the steering committee, [11/12 ONLY: our gust from the National Center and Uiv of Neb,] elected officials and judges here today. **Josh:** As stated earlier, the discussion notes and themes and the results of the surveys will help us identify actions steps to present to the Court en bane. We will report findings and progress on our website and thru email communication starting at the beginning of 2020. Thank you again for coming and safe travels.	Megan

3:00	**Thank You and Adjourn** *Reminder to fill out evaluations*
3:05 pm	**Facilitator Debrief** Equipment and feedback sheet check-in 5-minute debrief "Thank you."