



Kansas City, Kansas

How Kansas City, Kansas Digitally Transformed Live Court Processes to Save Time, Resources

**4 Hours
vs. 4 Weeks**

the amount of time savings in Online Traffic Pleas

48

online forms submitted in the first month of Online Traffic Pleas

2

full public hearing sessions saved through online submissions in that month

**Reduced
Need**

for defendants to appear for documentation approval

OVERVIEW

The Municipal Court of Kansas City, Kansas (KCK), is showing the power of digital government thanks to OpenForms, now by Granicus. Implementing online tools has helped them modernize communications and transactions with the public.

SITUATION

As more cities begin shifting government services from in-person to online, some service areas seem more opportune for transformation than others. On the surface, courts seem too dependent upon live interactions to make a good case for digital services.

SOLUTION

Without a way to quickly adapt justice processes to an online channel, due to COVID restrictions, hundreds of people would be left without a way to resolve their court-related business. Having OpenForms at hand, the KCK Municipal Court team knew they could move swiftly to work with judges to implement policy changes and inform the public.

IMPACT

During the initial days of the COVID-19 emergency response, KCK initiated two new municipal court services, powered by OpenForms:

1. Online Traffic Diversion Form: OpenForms Workflow allows the prosecutor to approve or decline the plea before the form moves to the court clerk for entering a recommendation before notifying the defendant.

2. Information Submission to the Courts: OpenForms provided the tools to create a document allowing defendants to submit information through the Court website. Prosecutors can then move the decision on the case forward faster, without the defendant having to appear in court.

MUST HAVE SOLUTION

OpenForms

“Now we collaborate more closely with the prosecutor’s office, judges and other departments to initiate new policies that needed to happen. We will be able to provide better service to residents, but also save the Court time in the long run.”

- Crystal Sprague, Court Administrator, Kansas City, Kansas