

# Justice Court Strategic Business Plan

## **Mission Statement**

The Mission of the Justice Court is to provide access to justice services so the public can resolve violations, small claims, civil and landlord/tenant cases in a local court within Clackamas County.

## **Issue Statements**

### Technological Developments

The continued advancement of technology combined with the public's increasing expectation of online access to court services and the increasing adoption of advanced technology by partner agencies if not adequately addressed will lead to:

- Increased frustration of partner agencies and cited persons seeking to access services to enter a plea in a violation case
- Increased frustration of partner agencies and civil litigants seeking to access services or connect electronically
- Decreased satisfaction of civil litigants seeking access to court forms online
- Increased labor, supply, and postage costs
- Increased risk of errors inherent in manual processing of documents
- Increased delay in case processing

## **Strategic Results**

Technical development of the court's existing software infrastructure and website will improve public access to justice by assisting cited persons in entering a plea to violations and civil litigators in filing local disputes in Clackamas County using secure court software as evidenced by the following:

- By 2022, 65% of cited persons will be able to enter a plea in person, by telephone, by mail or online in a violation case within 30 days of the first appearance date in order to promote public access to justice.
- By 2022, 90% of professionals will have access to the court's secure software in order to electronically file small claims, civil and landlord/tenant cases for efficiency and cost savings to the public.
- By 2025, 100% of standard small claims, civil and landlord/tenant forms along with annual updates will be accessible in a PDF fillable format on the court's website to improve accuracy, efficiency and convenience to the public through the availability of online forms.

<b>Department Organization</b>
1. <i>Line of Business: Justice Court Services</i>
1.1 Program Criminal Division Program
1.2 Program: Civil Division Program

<b>Line of Business: Justice Court Services</b>	
<b>Programs: Criminal Division and Civil Division</b>	
Line of Business Purpose Statement	The purpose of the Justice Court Services line of business is to provide judicial services to the public so they can access multiple options for resolution of violation citations and civil cases.
	<p><b><u>Key Results</u></b></p> <p>65% of violations will have a plea entered in person, by telephone, by mail or online within 30 days of the first appearance date</p> <p>100 % of standard landlord/tenant forms and standard small claims forms along with annual updates will be accessible on the court's website in a PDF fillable format</p>

<b><i>Programs</i></b>	
<b><i>Program: Criminal Division</i></b>	
Program Purpose Statement	The purpose of the criminal division program is to provide access to judicial services by offering multiple options for the resolution of a violation so the public can comply with Oregon law.
Family of Measures	<b><u>Results</u></b> 65% of cited persons will be able to enter a plea in person, by telephone, by mail or online within 30 days of the first appearance date in order to promote public access to justice.
	<b><u>Outputs</u></b> # Total Violations Processed
Program Services	Traffic citation rulings Marine, Fish and Wildlife citation rulings Tobacco, Drug and Alcohol citation rulings Federal Weighmaster citation rulings Forestry and State Park citation rulings Tri Met Light Rail citation rulings
Manager	Karen Brisbin, Judge; Laura Anderson, Manager
Program Budget	

<b><i>Program: Civil Division</i></b>	
Program Purpose Statement	The purpose of the civil division program is to provide access to judicial services for the resolution of small claims, civil and landlord/tenant cases by the public at a reasonable cost.
Family of Measures	<p><b><u>Results</u></b></p> <p>100% of standard small claims, civil and landlord/tenant forms along with annual updates will be accessible in a PDF fillable format on the court's website to improve accuracy, efficiency and convenience to the public through the availability of online forms.</p> <p>90% of professionals will have access to the court's secure software in order to electronically file small claims, civil and landlord/tenant cases for efficiency and cost savings to the public.</p> <p>100% of contested small claims cases will be referred for mediation through the County Resolution Services department in order to allow litigants to resolve cases by agreement prior to the trial date.</p>
	<p><b><u>Outputs</u></b></p> <p># Landlord/tenant cases processed</p> <p># Small claims cases processed</p> <p># Civil cases processed</p>
Program Services	<p>Landlord/tenant case rulings</p> <p>Small claims case rulings</p> <p>Civil case rulings (up to \$10,000)</p> <p>Mediation referrals</p>
Manager	Karen Brisbin, Judge; Laura Anderson, Manager
Program Budget	

# MFR Glossary

To help participants and observers better understand this work program, definitions of a number of key words and phrases used throughout the process are listed below.

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**Customer:** An individual or group of individuals whose best interests are served by, or who receives or uses, the services that the department delivers and who experiences the intended benefit.

**Issues:** A circumstance that will have a major impact on the customers served by the department.

**Issue Statements:** A statement that summarizes the issues and trends that will have a major impact on the customers served by the department over the next 2-5 years. The statement has two parts: 1) describes the issue or trend and how it is increasing, decreasing or continuing, and 2) describes how that trend, if the status quo continues unabated, is projected to impact customers and the department over the next 2-5 years.

**Key Result Measures:** A set of performance measures contained within each line of business comprised of one result measure from each of the programs in that line of business.

**Lines of Business (LOB):** A set of programs that have a common purpose or result. LOBs create the business profile of the department; they express in terms of broad result areas the particular mix of services that the organization is offering to the public in order to achieve its mission.

**Managing for Results:** An entire organization, its management system, its staff and the organizational culture (beliefs, behavior and language) are focused on achieving results for the customer.

**Mission Statement:** A clear, concise statement of purpose for the entire department, focused on the broad, yet distinct, results the department will achieve for its customers.

**Performance Measures:** A balanced "family of measures" that includes at least one of the following:  
*Result:* measures the degree to which customers experience the expected benefit, as a consequence of having received the services that the department delivers.  
*Output:* measures the amount of service provided or number of units produced or processed.  
*Demand:* total units of a service expected to be demanded, requested or required by the customer.  
*Efficiency:* expenditure/cost per output or result.

**Program:** A set of services that have a common purpose or result.

**Program Purpose Statement:** Clear, concise and results-oriented statement bringing together the name, the service provided the customer and the result customers are expected to experience.

**Services:** Tangible and intangible "things" or deliverables that the program provides to customers.

**Strategic Result:** The significant results the department must accomplish over the next 2-5 years to proactively respond to the critical trends, issues and challenges on the horizon.