

Municipal Court

FY16 Actual FY17 Actual FY18 Projection FY18 Target FY19 Target

Long-Term Issue - Skilled Workforce

The increasing difficulty to recruit, develop and retain an adequately compensated, skilled and well trained workforce due to reduction in workforce, technology changes and staff changes, if not adequately addressed, will result in:

- *Delays in court transactions*
- *Dissatisfied court patrons*
- *Increased liability*

Strategies to address the Long-Term Issue

- *Continue to work with the Personnel Department regarding employee recruitment.*
- *Develop a comprehensive court focused training program.*
- *Implement a succession plan*

712	% of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	98%	99%	95%	95%
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Strategic Result(s) to measure annual progress on Long-Term Issue

By 2019, 95% of court patrons will be satisfied with their court experience.

Annually, 98% of court cases audited will reflect that the Municipal Courts records management system was updated accurately.

713	% of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	97%	97%	97%	95%	95%
714	% of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	97%	97%	97%	95%	95%



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Long-Term Issue - Technology Services

The increase in court patron expectations for court information and electronic services, combined with the reliance on automated systems, if not adequately addressed, will result in:

- Lost opportunities for increased efficiency
- Decreased levels of customer satisfaction with court services
- Disruption in court services and processes

Strategies to address the Long-Term Issue

- Continue improving information systems to enable the Municipal Court to expand the services that it provides to court patrons.
- Continue working with the Information Technology Department and vendors to increase the number of electronic transactions.

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2020, 60% of all court functions will be available online.

715	% of court functions available online	N/A	23%	23%	38%	38%
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Long-Term Issue - Juvenile Service Resources

The increasing complexity of juvenile referrals combined with limited resources for juvenile services, if not adequately addressed, will result in:

- Increase in juvenile crime rates
- Increase in school drop-out rates
- Increase in substance abuse among juveniles
- Increase in probation workloads

Strategies to address the Long-Term Issue

- Continue to identify juvenile referral sources.
- Explore additional funding resources to employ additional juvenile probation officers and/or case managers.

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2020, 95% of the juvenile offenders referred to probation services will successfully complete probation within established period of time.

716	% of juvenile offenders successfully completing probation within established period of time	95%	95%	95%	94%	94%
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Long-Term Issue - Court Safety and Security

There is a heightened public expectation for secured court facilities, if not adequately addressed, will result in:

- Diminished customer perception of courts as a safe place to conduct business
- Increased fear for personal safety
- Increased risk of incidents resulting in personal injury to customers or employees

Strategies to address the Long-Term Issue



- Continue monitoring and assessing the security needs of the Municipal Court to ensure the safety of customers and employees.
- Implement a Safety and Security Committee
- Monitor court facility security issues to identify necessary security improvements.

Strategic Result(s) to measure annual progress on Long-Term Issue


Annually, 100% of days per year the court facility will be maintained without security incident.

717	N/A	1	0.9692	N/A	0.9726
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Administrative - Executive Leadership





718	 % of court functions available online	N/A	23%	23%	38%	38%
719	 % of key measures achieved	90%	82%	55%	75%	75%
720	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	90%	88%	100%	100%	97%
721	% of performance evaluations completed by the review date	69%	47%	24%	95%	95%
722	% of terminations submitted to the Personnel Department within three days of the termination date	92%	90%	63%	95%	95%
723	# of full-time employees supported	81	79	63	64	66
724	Dollar amount of operating expenditures managed	9,958,426	9,019,920	9,816,940	10,188,318	8,732,002

Administrative - Courts Community Outreach

725	 # of Municipal Court cases disposed of as a result of a written correspondence	N/A	N/A	874	1,200	1,200
726	# of community outreach events conducted	N/A	N/A	30	36	24
727	# of correspondences received	N/A	N/A	260	300	300







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Court Case and Enforcement - Court Case Support						
728	 % of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	98%	99%	95%	95%
729	% court patrons satisfied with their court experience	N/A	70%	70%	95%	95%
730	# of cases disposed	200,879	191,291	186,087	190,000	190,000
731	# of customer satisfaction survey responses rating 4.0 or better	N/A	565	565	285	285
732	# of days until disposal on average	164	154	236	180	180
733	# of cases filed	191,801	176,404	153,651	187,000	187,000
734	# of customer satisfaction survey responses received	N/A	804	804	300	300
Court Case and Enforcement - Court Enforcement and Investigations						
735	 % of total warrants cleared	88%	89%	75%	64%	50%
736	# of total warrants cleared	66,913	46,278	40,195	45,000	30,000
737	# of warrants cleared by Enforcement Services	N/A	N/A	5,116	15,000	15,000
738	# of warrants issued	75,688	51,743	53,488	70,000	60,000
Court Case and Enforcement - Court Financial Processing						
739	 % of payments processed and posted to proper case	100%	100%	100%	100%	100%
740	% of court payment transactions processed electronically	45%	55%	59%	58%	58%
741	# of court payment transactions processed electronically	77,587	82,829	83,234	90,000	90,000
742	# of court payment transactions processed in person	94,641	66,689	58,166	65,000	65,000
743	# of court payment transactions presented electronically	77,587	82,829	83,234	90,000	90,000
744	# of court payment transactions presented in person	94,641	66,689	58,166	65,000	65,000
Facility Operations - Courthouse Security						
745	\$ expenditure per security hour provided	72.13	78.52	29.67	30.65	30.65
Facility Operations - Municipal Court Facility Operations						
746	 % of days per year the court facility will be maintained without security incident	N/A	N/A	100%	100%	100%



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Facility Operations - Municipal Court Facility Operations						
747	# of days court facility is open	N/A	N/A	355	355	355
Municipal Judicial Services - Municipal Judicial Services						
748	 % of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	97%	97%	97%	95%	95%
749	# of hearings provided	150,931	109,150	110,724	135,000	110,000
750	# of hearings requested	150,605	109,150	110,724	135,000	110,000
751	\$ expense per hearing provided	3.35	4.94	4.70	4.02	4.95
Probation Services - Probation Services						
752	 % of adult offenders completing probation without further involvement with the OKC Municipal Court within a two-year period	96%	96%	95%	90%	92%
753	 % of adult offenders successfully completing supervised probation within established period of time	87%	90%	89%	85%	87%
754	 % of juvenile offenders successfully completing probation within established period of time	95%	95%	95%	94%	94%
755	# of adult offenders successfully completing supervised probation within a specified time frame	859	793	743	723	740
756	# of juvenile offenders successfully completing probation within a specified time frame	1,013	782	834	893	752
757	# of adult offenders assigned to complete supervised probation within their specified time frame	992	883	832	850	850
758	# of juvenile offenders assigned to complete probation within their specified time frame	1,061	826	873	950	800

