

Municipal Court

FY17 Actual FY18 Actual FY19 Projection FY19 Target FY20 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*

707	% of court cases audited that reflect the Municipal Courts records management system was updated accurately	98%	99%	99%	95%	100%
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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.

708	% of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	97%	98%	98%	95%	95%
709	% of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	97%	98%	98%	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.

710	% of court functions available online	23%	29%	29%	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.

711	% of juvenile offenders successfully completing probation within established period of time	95%	94%	97%	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.

712	% of days per year the court facility will be maintained without security incident	N/A	100%	100%	100%	100%
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Administrative - Executive Leadership





713	 % of court functions available online	23%	29%	29%	38%	38%
714	 % of key measures achieved	82%	73%	82%	75%	75%
715	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	95%	100%	99%	100%	100%
716	% of performance evaluations completed by the review date	47%	36%	29%	95%	95%
717	% of terminations submitted to the Personnel Department within three days of the termination date	90%	71%	100%	95%	95%
718	# of full-time employees supported	74	63	64	66	66
719	Dollar amount of operating expenditures managed	9,019,920	9,668,485	7,501,366	8,732,002	8,732,002

Administrative - Courts Community Outreach

720	 # of Municipal Court cases disposed of as a result of a written correspondence	N/A	965	2,141	1,200	1,500
721	# of community outreach events conducted	N/A	32	21	24	24
722	# of correspondences received	N/A	345	670	300	600







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Court Case and Enforcement - Court Case Support						
723	 % of court cases audited that reflect the Municipal Courts records management system was updated accurately	98%	99%	99%	95%	100%
724	% court patrons satisfied with their court experience	78%	80%	80%	95%	95%
725	# of cases disposed	191,291	181,535	176,634	190,000	190,000
726	# of customer satisfaction survey responses rating 4.0 or better	711	822	822	285	900
727	# of days until disposal on average	154	248	221	180	180
728	# of cases filed	176,404	137,796	123,962	187,000	130,000
729	# of customer satisfaction survey responses received	914	1,033	1,033	1,200	1,200
Court Case and Enforcement - Court Enforcement and Investigations						
730	 % of total warrants cleared	89%	82%	75%	50%	75%
731	# of total warrants cleared	46,278	41,369	35,566	30,000	37,500
732	# of warrants cleared by Enforcement Services	N/A	4,787	3,202	15,000	10,000
733	# of warrants issued	51,743	50,701	47,544	60,000	50,000
Court Case and Enforcement - Court Financial Processing						
734	 % of payments processed and posted to proper case	100%	100%	100%	100%	100%
735	% of court payment transactions processed electronically	55%	61%	64%	60%	63%
736	# of court payment transactions processed electronically	82,829	83,843	84,102	90,000	85,000
737	# of court payment transactions processed in person	66,689	54,002	47,718	60,000	50,000
738	# of court payment transactions presented electronically	82,829	83,843	84,102	90,000	85,000
739	# of court payment transactions presented in person	66,689	54,002	47,645	60,000	50,000
Facility Operations - Courthouse Security						
740	\$ expenditure per security hour provided	78.52	30.46	31.15	30.65	30.65
Facility Operations - Municipal Court Facility Operations						
741	 % of days per year the court facility will be maintained without security incident	N/A	100%	100%	100%	100%



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Facility Operations - Municipal Court Facility Operations						
742	# of days court facility is open	N/A	355	355	355	355
Municipal Judicial Services - Municipal Judicial Services						
743	 % of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	97%	98%	98%	95%	95%
744	# of hearings provided	109,150	105,596	97,128	110,000	110,000
745	# of hearings requested	109,150	105,596	97,128	110,000	110,000
746	\$ expense per hearing provided	4.94	4.92	5.38	5.13	5.13
Probation Services - Probation Services						
747	 % of adult offenders completing probation without further involvement with the OKC Municipal Court within a two-year period	96%	94%	96%	92%	95%
748	 % of adult offenders successfully completing supervised probation within established period of time	90%	87%	89%	87%	87%
749	 % of juvenile offenders successfully completing probation within established period of time	95%	94%	97%	94%	94%
750	# of adult offenders successfully completing supervised probation within a specified time frame	793	671	610	740	550
751	# of juvenile offenders successfully completing probation within a specified time frame	782	849	835	752	750
752	# of adult offenders assigned to complete supervised probation within their specified time frame	883	769	685	850	632
753	# of juvenile offenders assigned to complete probation within their specified time frame	826	899	865	800	800

