

Municipal Court

FY18 Actual FY19 Actual FY20 Projection FY20 Target FY21 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*

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

Annually, 95% of court cases audited will reflect that the Court records were updated accurately.

689	% of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	99%	97%	100%	100%
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Strategic Result(s) to measure annual progress on Long-Term Issue

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

690	% court patrons satisfied with their experience	80%	84%	84%	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.
- Identify new software or technology solution to implement electronic filing.

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

By 2023, 50% of designated court functions will be available electronically.

691	% of court functions available online	29%	36%	36%	56%	67%
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Long-Term Issue - Juvenile Service Resources

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

- Increase in juvenile crime rates
- Increase in school drop-out rates
- Increase in controlled dangerous substance use among juveniles
- Increase in probation workloads

Strategies to address the Long-Term Issue

- Continue to identify juvenile referral sources.
- Explore additional funding resources for mental health and substance abuse treatment.

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.

692	% of juvenile offenders successfully completing probation within established period of time	94%	96%	96%	94%	91%
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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 court visitors' perception of courts as a safe place to conduct business
- Increased fear for personal safety
- Increased risk of incidents resulting in personal injury to court visitors 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 court visitors and employees.
- Monitor court facility security issues to identify necessary security improvements.
- Implement a Safety and Security committee.

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.



693	% of days per year the court facility will be maintained without security incident	100%	100%	100%	100%	100%
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Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, 85% of visitors will report feeling safe while conducting business at Municipal Court.






694	% of visitors will report feeling safe while conducting business at Municipal Court *	N/A	N/A	N/A	N/A	95%
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Administrative - Executive Leadership

695	 % of court functions available online	29%	36%	36%	56%	67%
696	 % of key measures and strategic results achieved	73%	73%	82%	75%	75%
697	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	100%	98%	98%	99%	114%
698	% of performance evaluations completed by the review date	36%	33%	31%	95%	95%
699	% of terminations submitted to the Personnel Department within three days of the termination date	71%	100%	100%	95%	95%
700	# of full-time employees supported	63	65	65	67	58
701	Dollar amount of operating expenditures managed	9,668,485	7,206,402	6,821,374	8,861,785	8,029,534








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		FY18 Actual	FY19 Actual	FY20 Projection	FY20 Target	FY21 Target
Administrative - Community Outreach						
702	 % of Municipal Court cases referred to community outreach program that are disposed *	N/A	N/A	76%	N/A	N/A
703	 # of cases processed for jail release *	N/A	N/A	13,284	N/A	N/A
704	# of community outreach events conducted	32	26	33	24	24
705	# of cases referred to the community outreach program *	N/A	N/A	2,788	3,000	3,000
Court Case and Enforcement - Court Case Support						
706	 % of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	99%	99%	100%	100%
707	% court patrons satisfied with their experience	80%	84%	84%	95%	95%
708	# of cases disposed	181,535	176,724	180,481	190,000	189,700
709	# of days until disposal on average	248	298	531	180	220
710	# of cases filed	137,796	134,145	145,350	130,000	135,400
Court Case and Enforcement - Court Enforcement and Investigations						
711	 % of total warrants cleared	82%	86%	93%	75%	75%
712	# of total warrants cleared	41,369	39,665	41,177	37,500	37,500
713	# of warrants cleared by Enforcement Services	4,787	2,605	1,549	10,000	2,000
714	# of warrants issued	50,701	46,153	44,430	50,000	50,000
Court Case and Enforcement - Court Financial Processing						
715	 % of payments processed and posted to proper case	100%	100%	100%	100%	100%
716	% of court payment transactions processed electronically	61%	64%	66%	63%	66%
717	# of court payment transactions processed - Electronically	83,843	83,842	84,118	85,000	85,000
718	# of court payment transactions processed - In Person	54,002	46,898	43,875	50,000	44,000
Facility Operations - Courthouse Security						
719	\$ expenditure per security hour provided	30.46	32.66	32.34	38.31	38.31



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Facility Operations - Municipal Court Facility Operations						
720	 % of days per year the court facility will be maintained without security incident	100%	100%	100%	100%	100%
721	# of days without a security incident	355.00	355.00	354.91	355.00	355.00
722	# of days court facility is open	355	355	355	355	355
Municipal Judicial Services - Municipal Judicial Services						
723	 % of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	98%	94%	94%	95%	95%
724	# of hearings provided	105,596	90,428	79,585	110,000	100,650
725	\$ expense per hearing provided	4.92	5.77	7.05	5.24	5.73
Probation Services - Probation Services						
726	 % of adult offenders completing probation without further involvement with the OKC Municipal Court within a two-year period	94%	97%	114%	95%	95%
727	 % of adult offenders successfully completing supervised probation within established period of time	87%	89%	88%	87%	90%
728	 % of juvenile offenders successfully completing probation within established period of time	94%	96%	97%	94%	91%
729	# of adult offenders successfully completing supervised probation within a specified time frame	671	488	425	550	540
730	# of juvenile offenders successfully completing probation within a specified time frame	849	739	569	750	617

