Municipal Court

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 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.						
658	% of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	99%	99%	100%	100%
Strategic Result(s) to measure annual progress on Long-Term Issue						
Annually, 95% of court patrons will be satisfied with their court experience.						
659	% court patrons satisfied with their experience	84%	87%	87%	95%	95%

Municipal Court

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
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.						
660	% of court functions available online	36%	36%	36%	67%	63%
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.						
661	% of juvenile offenders successfully completing probation within established period of time	96%	98%	95%	95%	95%

Municipal Court

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
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.						
662	% of days per year the court facility will be maintained without security incident	100%	100%	100%	100%	100%
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.						
663	% of visitors will report feeling safe while conducting business at Municipal Court	N/A	84%	84%	95%	95%
Administrative - Executive Leadership						
664	% of court functions available online	36%	36%	36%	67%	63%
665	% of key measures and strategic results achieved	73%	56%	50%	75%	75%
666	% of performance evaluations completed by the review date	33%	26%	24%	95%	95%
Administrative - Community Outreach						
667	% of Municipal Court cases referred to community outreach program that are disposed	N/A	78%	83%	85%	85%
668	# of cases processed for jail release by Community Outreach	N/A	9,965	4	N/A	100
669	# of community outreach events conducted	26	26	13	24	10
670	# of cases referred to the community outreach program	N/A	3,002	2,714	3,000	3,000

Municipal Court

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
Court Case and Enforcement - Court Case Support						
671	% of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	99%	99%	100%	100%
672	% court patrons satisfied with their experience	84%	87%	87%	95%	95%
673	# of cases disposed	176,724	154,450	136,480	189,700	145,000
674	# of days until disposal on average	298	565	459	220	450
675	# of cases filed	134,145	132,441	115,776	135,400	120,000
Court Case and Enforcement - Court Enforcement and Investigations						
676	% of total warrants cleared	86%	119%	84%	75%	80%
677	# of total warrants cleared	39,665	40,029	21,862	37,500	24,000
678	# of warrants cleared by Enforcement Services	2,605	1,270	331	2,000	1,000
679	# of warrants issued	46,153	33,540	26,084	50,000	30,000
Court Case and Enforcement - Court Financial Processing						
680	% of payments processed and posted to proper case	100%	100%	100%	100%	100%
681	% of court payment transactions processed electronically	64%	68%	75%	66%	70%
682	# of court payment transactions processed - Electronically	83,842	75,362	72,280	85,000	71,000
683	# of court payment transactions processed - In Person	46,898	35,733	24,272	44,000	30,000
Facility Operations - Courthouse Security						
684	# of security hours provided	3,263	3,315	2,660	3,263	3,610
685	$ expenditure per security hour provided	32.66	27.96	27.49	32.51	34.63
Facility Operations - Municipal Court Facility Operations						
686	% of days per year the court facility will be maintained without security incident	100%	100%	100%	100%	100%
687	% of visitors will report feeling safe while conducting business at Municipal Court	N/A	84%	84%	95%	95%
688	# of days without a security incident	355.00	357.00	269.99	238.00	239.00
689	# of days court facility is open	355	355	250	238	239

Municipal Court

		FY19 Actual	FY20 Actual	FY21 Projection	FY21 Target	FY22 Target
Municipal Judicial Services - Municipal Judicial Services						
690	% of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	94%	98%	98%	95%	95%
691	# of hearings provided	90,428	61,109	37,306	100,650	100,000
692	$ expense per hearing provided	5.77	8.87	13.34	5.66	5.76
Probation Services - Probation Services						
693	% of adult offenders completing probation without further involvement with the OKC Municipal Court within a two-year period	97%	96%	93%	95%	95%
694	% of adult offenders successfully completing supervised probation within established period of time	89%	89%	89%	90%	90%
695	% of juvenile offenders successfully completing probation within established period of time	96%	98%	95%	95%	95%
696	# of adult offenders successfully completing supervised probation within a specified time frame	488	403	245	540	400
697	# of juvenile offenders successfully completing probation within a specified time frame	739	558	289	644	522