



Municipal Court

Strategic Business Plan

Effective Date: July 1, 2021

Oklahoma City Vision

Oklahoma City seeks to further progress as a vibrant, diverse, safe, unified and welcoming community.

Oklahoma City Mission

The mission of the City of Oklahoma City is to provide exceptional service to residents and visitors. We do this by ensuring the safety of the public, delivering quality services, and maintaining infrastructure to support the growth of the city.

Department Mission

The mission of the Municipal Court is to provide excellent customer service and access to justice for our court patrons, so they can be assured of fairness, transparency, and impartiality in the timely disposition of their case(s).

Table of Contents

- Issues, Strategies, and Results 3**
 - Issue 1: Procedural Justice3**
 - Issue 2: Skilled and Diverse Workforce3**
 - Issue 3: Technology Services4**
 - Issue 4: Juvenile Service Resources5**
 - Issue 5: Court Safety and Security5**
- Accomplishments 7**
- Lines of Business and Programs 9**
 - Department Organization9**
 - Administrative Line of Business10**
 - Executive Leadership Program..... 11
 - Community Outreach Program..... 12
 - Court Case, Compliance and Enforcement Line of Business.....13**
 - Court Case Support Program 14
 - Compliance and Enforcement Program..... 15
 - Court Financial Processing Program 16
 - Security and Facility Operations Line of Business.....17**
 - Municipal Court Security and Facility Operations Program..... 18
 - Municipal Judicial Services Line of Business19**
 - Municipal Judicial Services Program 20
 - Probation Services Line of Business.....21**
 - Probation Services Program..... 22

Issues, Strategies, and Results

Issue 1: Procedural Justice

Procedural justice is defined as the idea of fairness in court processes to resolve court cases in a fair and equitable manner. It is the philosophy and practice which promotes respect, neutrality, and transparency which ensures court patrons have a voice in the criminal justice process.

The continuing need to implement and promote procedural justice, if not addressed, will result in:

- Negative public perception
- Decreased court patron satisfaction, confidence, and compliance
- Increased instances of unfair and inequitable justice

Strategies

- Continue to review and revise policies, procedures, and services.
- Continue to participate in community outreach through community programs and partnerships.
- Ongoing training on procedural justice with all Municipal Court employees annually

Strategic Results

- Annually, 100% of new employees will be trained in procedural justice.
- Annually, 95% of survey respondents that report that they were treated with courtesy and respect by Court staff.

Issue 2: Skilled and Diverse Workforce

The increasing difficulty to recruit, develop and retain an adequately compensated, skilled and diverse workforce due to reduction in staffing levels, changes in technology, and applicant and employee expectations, if not adequately addressed, will result in:

- Delays in court processes
- Dissatisfied court patrons
- Increased liability

Strategies

- Continue to look for innovative ways to incentivize and retain employees.
- Continue to work with the Human Resources Department regarding employee recruitment.

- Develop a comprehensive court focused training program with documented procedures.
- Strengthen the current succession plan.

Strategic Result

- Annually, 95% of court cases audited will reflect that the Court records were updated accurately.
- Annually, 95% of court patrons will be satisfied with their court experience.
- Annually, 70% of Municipal Court employees will be satisfied with their workplace environment.

Issue 3: 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 court patron satisfaction with court services
- Disruption in court services and processes

Strategies

- 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 solutions to implement electronic filing.
- Municipal Court will offer a virtual option for select court sessions.

Strategic Result

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

Issue 4: 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

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

Strategic Result

- Annually, 95% of the justice-involved juveniles referred to Probation Services will successfully complete probation.

Issue 5: Court Safety and Security

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

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

Strategies

- 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

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



- Annually, 85% of visitors will report feeling safe while conducting business at Municipal Court.
- Annually, 90% of Municipal Court employees will report that they feel safe while working.

Accomplishments

Phase II of the electronic citation issuance system for uniform citations was successfully implemented in FY19. The electronic citation issuance system improves efficiencies in the processing of citations and allows us to move toward a reduction in paper use and reduced costs associated with data entry and imaging.

Municipal Court expanded the Community Outreach Program with the addition of a second Community Relations Coordinator. The program is responsible for educating the community on the reform efforts implemented in Oklahoma City Municipal Court and options available for our court patrons. The Community Relations Coordinators are responsible for raising awareness to help people overcome their fears and uncertainties about the Oklahoma City Municipal Court processes and address other barriers preventing them from resolving their Municipal Court cases.

The Community Outreach Program monitors the daily jail inmate count and has reduced the number of days a defendant is in the jail. This directly impacts the cost of the jail services agreement.

Municipal Court implemented a Judicial Order that eliminated the 24-hour own recognizance bond waiting period. All defendants jailed on new charges are immediately eligible for a 10-hour own recognizance bond, which further reduces the impact to the jail services agreement.

Municipal Court implemented a Penalty Reduction Program that allows defendants with warrants on class “a” citations issued prior to July 1, 2017, to close such cases with a single reduced payment and having the associated failure to appear charge dismissed. This Penalty Reduction Program was expanded to handle class “a” citations with warrants issued prior to December 31, 2019, and the program was extended to December 31, 2021. The program has collected over \$500,000 and cleared over 5,000 warrants.

Municipal Court has trained all employees on Procedural Justice and the importance of fairness in the court process.

Municipal Court has successfully navigated the ongoing pandemic by providing a safe environment for conducting court business. Plexiglass barriers have been installed in courtrooms and between workstations at the public counter and docket counter, and glass partitions have been added/extended at the docket counter and employee cubicles. Employee and customer temperatures were taken during the height of the pandemic, entry into the court building is restricted to those who have court business, signage has been added to promote/assist with social distancing and direct traffic flow in a socially distanced manner, and the court building is sprayed weekly to kill viruses. The Presiding Judge issued a Judicial Order releasing defendants on an own recognizance bond on municipal charges that do not include intoxication, requiring masks in the court building, and suspending continuance fees. Court patrons are encouraged not attend their court sessions if they are not feeling well and/or exhibiting symptoms of COVID-19. Disposable masks and gloves are provided to employees and court patrons, hand

sanitizer stations are located throughout the building and anti-viral cleaning supplies are available to all employees for cleaning their workstations. The Probation Services Division has implemented virtual probation interviews. A calling program was implemented in the Compliance and Enforcement Program, to update customers on the status of their cases. Courtroom capacity was limited to ensure safe social distancing. Provided telework options for eligible employees.

Municipal Court launched a virtual court option for Rule 8 hearings and will further expand the virtual option for traffic and criminal arraignments.

Added evening traffic and criminal arraignment docket at 6:00 p.m., once a month, for individuals that are not able to attend court during traditional hours.

Added Community Court docket to address citations issued to individuals experiencing homelessness. Convictions and outstanding warrants create barriers for individuals to secure housing. This population is difficult to reach because they do not have a physical address to receive court correspondences and rarely return to court. The partnership with the Homeless Alliance, service providers and volunteer defense attorney has offered a nontraditional approach to address the citations while offering services.

Enhanced services to attorneys by allowing entry of appearances, motions and other documents to be submitted via email.

Lines of Business and Programs

Department Organization

Administrative Line of Business

- Executive Leadership Program
- Community Outreach Program

Court Case, Compliance and Enforcement Line of Business

- Court Case Support Program
- Compliance and Enforcement Program
- Court Financial Processing Program

Security and Facility Operations Line of Business

- Municipal Court Security and Facility Operations Program

Municipal Judicial Services Line of Business

- Municipal Judicial Services Program

Probation Services Line of Business



- Probation Services Program

Administrative Line of Business


The purpose of the Administrative Line of Business is to provide leadership, support and information to the department so it can achieve its strategic and operational results.

Programs and Key Measures

Executive Leadership Program

-  % of key measures and strategic results achieved
-  % of court functions available online and virtual

Community Outreach Program

-  % of Municipal Court cases referred to the Community Outreach Program that are disposed

Executive Leadership Program

The purpose of the Executive Leadership Program is to provide planning, management, administrative and reporting services to department employees and City leaders so they can achieve strategic goals and key results.



Program Manager: LaShawn Thompson

Program Budget: \$1,975,930 (FY22)

Program Services:

- Agenda Items / Packets
- Audit Responses
- Budget Proposals
- Citizen Responses
- Continuity of Operations Plan
- Contracts, Leases, and Agreements
- Contract Compliance Reviews
- Executive Reports
 - Ad Hoc Reports
 - City Manager Reports
 - Performance Reports
 - Special Project Reports
- FMLA Authorizations
- Grant Applications
- Grant Status Reports
- Grievance Resolutions
- Internal Investigation Reports
- Legislative Recommendations
- Legislative Mandate Implementations
- Needs Analyses
- Open Record Responses
- Personnel Transactions
- Plans (i.e. Master, Strategic Business Plans)
- Policies & Procedures
- Presentations
- Project & Financial Impact Analyses
- Union Negotiations & Recommendations

Family of Measures

Results	 % of key measures and strategic results achieved
	 % of court functions available online and virtual
	% of performance evaluations completed by the review date

Community Outreach Program


The purpose of the community outreach program is to provide community outreach, case information and resolution services to individuals and community partners so they can make an informed decision regarding a case.

Program Manager:	LaShawn Thompson
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Program Budget:	\$203,751 (FY22)
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Program Services:

- Building Community Relationships
- Case Inquiry and Responses
- Civic and Educational Tours
- Community Engagement Forums
- Interpreter Services
- Jail Population Monitoring Services
- Liaison Services
- Open Records Requests
- Presentations
- Publications
- Resources and Referrals


Family of Measures	
Results	 % of Municipal Court cases referred to community outreach program that are disposed
Outputs	# of community outreach events conducted
Demands	# of cases referred to the community outreach program

Court Case, Compliance and Enforcement Line of Business

The purpose of the Court Case, Compliance and Enforcement Line of Business is to provide case processing and warrant investigative services to officers of the court and court patrons so they can be assured accurate and timely processing of court cases.

Programs and Key Measures

Court Case Support Program

 % of court cases audited that reflect the Municipal Courts records management system was updated accurately

Compliance and Enforcement Program

 % of total warrants cleared


Court Financial Processing Program

 % of payments processed and posted to proper case

Court Case Support Program

The purpose of the Court Case Support Program is to provide scheduling, case processing and information services to court patrons and officers of the Court, so they can be assured accurate and timely adjudication of cases.

Program Manager:	Maryann Myers
Program Budget:	\$2,830,548 (FY22)
Program Services:	<ul style="list-style-type: none"> ▪ Arraignment Schedules ▪ Case Expungements ▪ Case Record Updates ▪ Case Inquiries ▪ Citation Book Issuances ▪ Court Notifications ▪ Court Dockets, Records, and Transcripts ▪ Department of Public Safety (DPS) Abstracts ▪ Driver's License Suspension Requests and Releases (DPS) ▪ Driving School Referrals/Contracts ▪ Failure to Appear Documents ▪ Hearings ▪ Inmate Releases ▪ Judicial Schedules ▪ Juror Management Sessions ▪ Open Records Responses ▪ Oklahoma Law Enforcement Telecommunication (OLETs) Inquiries ▪ Telephone Credit Card Payments ▪ Ticket Accountability and Processing Services ▪ Warrant Issuances

Family of Measures	
Results	 % of court cases audited that reflect the Municipal Courts records management system was updated accurately
	% of court patrons satisfied with their experience
Outputs	# of cases disposed
	# of days until disposal on average
Demands	# of cases filed

Compliance and Enforcement Program

The purpose of the Compliance and Enforcement Program is to provide justice-involved individuals and the Oklahoma City Police Department Court Detail Unit case information, so they can address citations and warrants.

Program Manager: Renee Kellogg

Program Budget: \$305,041 (FY22)

Program Services:

- Clear Warrants
 - Court Reminders and Notifications
 - Jail Stay Fee Assessments
 - Jail Arraignments
 - Pick-up Orders
 - Record Checks
 - Schedule Inmate Transports
 - Telephone Credit Card Payments
 - Telephone Warrant Inquiries
 - Warrant Holds
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Family of Measures	
Results	% of total warrants cleared
Outputs	# of total warrants cleared
	# of warrants cleared by Enforcement Services
Demands	# of warrants issued

Court Financial Processing Program

The purpose of the Court Financial Processing Program is to provide case information and financial payment processing services to court customers so they can receive an accurate disposition of their court case.

Program Manager:	John Lemieux
Program Budget:	\$922,114 (FY22)
Program Services:	<ul style="list-style-type: none"> ▪ Bond and Payment Transactions ▪ Case Inquiries, Updates, and Incoming Calls ▪ Case Dismissals and Extensions ▪ Collection Agency Referrals ▪ Continuances ▪ Court Check-ins ▪ Daily Deposits ▪ Daily Reconciliation of Funds ▪ Driving School Referrals/Contracts ▪ Electronic Payments ▪ Inmate Releases ▪ Mail Payments Processed ▪ Payment Reconciliations ▪ Refunds

Family of Measures	
Results	% of payments processed and posted to proper case
	% of court payment transactions processed electronically
Outputs	# of court payment transactions processed – Electronically
	# of court payment transactions processed– In Person

Security and Facility Operations Line of Business

The purpose of the Security and Facility Operations line of business is to provide security and facility management services to building occupants and visitors so they can conduct business in an environment that is conducive to court operations.

Programs and Key Measures


Municipal Court Security and Facility Operations Program

 % of days per year the court facility will be maintained without security incident

Municipal Court Security and Facility Operations Program

The purpose of the Municipal Court Security and Facility Operations Program is to provide security services, facility maintenance, and safety training to court staff and individuals entering the Court facility so they can conduct business and experience a safe and secure environment.

Program Manager:	Gayleen Keeton
Program Budget:	\$647,984 (FY22)
Program Services:	<ul style="list-style-type: none"> ▪ Court Detail Responses and Citizen Assists ▪ Court Detail Security Services ▪ Custodial Services ▪ Facility and Equipment Inspections/Evaluations ▪ Facility Maintenance and Repairs ▪ Facility Monitoring and Access Controls ▪ Incident Investigations ▪ Safety Training and Programs ▪ Security Screening Services

Family of Measures	
Results	 % of days per year the court facility will be maintained without security incident
	% of visitors will report feeling safe while conducting business at Municipal Court
Outputs	# of days with a security incident
Demands	# of days court facility is open

Municipal Judicial Services Line of Business

The purpose of the Municipal Judicial Services line of business is to provide Judicial Decisions and court procedure guidance to citizens of Oklahoma City and court patrons so they can receive a fair and just hearing or experience in accordance with the Oklahoma City Municipal Code, State and Federal laws.

Programs and Key Measures

Municipal Judicial Services Program



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

Municipal Judicial Services Program

The purpose of the Municipal Judicial Services Program is to provide Judicial Decisions and court procedure guidance to citizens of Oklahoma City and court patrons so they can receive a fair and just hearing or experience in accordance with the Oklahoma City Municipal Code, State and Federal laws.

Program Manager: Philippa James

Program Budget: \$570,981 (FY22)

Program Services:

- Attorney Consultations
- Continuances
- Expungements
- Hearings
- Judicial Decisions
- Juror Excusal Decisions
- Own-Recognizance Bond Releases
- Property Court Ownership Decisions
- Time Payment Extensions

Family of Measures




Results	 % of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services
Outputs	# of hearings provided

Probation Services Line of Business

The purpose of the Probation Services line of business is to provide referral and supervision services to justice-involved individuals so they can successfully complete their court ordered requirements within the established period of time and reduce recidivism.

Programs and Key Measures




Probation Services Program

-  % of justice-involved adults completing probation without further involvement with the OKC Municipal Court within a two-year period
-  % of justice-involved adults successfully completing supervised probation within established period of time
-  % of justice-involved juveniles successfully completing probation within established period of time

Probation Services Program

The purpose of the Probation Services program is to provide referral and supervision services to justice-involved individuals so they can successfully complete their court ordered requirements within the established period of time and reduce recidivism.

Program Manager:	Tonya Cubit-Womack
Program Budget:	\$907,134 (FY22)
Program Services:	<ul style="list-style-type: none"> ▪ Assessments ▪ Case Management Services ▪ Community Court Hearings ▪ Community Work Assignments ▪ Community Service Assignments ▪ Conflict Resolution Programs ▪ Juvenile Courtroom Orientations ▪ On-site drug screenings ▪ Probation Recommendations / Referrals ▪ Probation Reports ▪ Rule 8 Hearings ▪ School Compliance Verifications ▪ Social Service Referrals ▪ Substance Abuse Program Referrals ▪ Truancy Intervention Programs

Family of Measures	
Results	 % of justice-involved adults completing probation without further involvement with the OKC Municipal Court within a two-year period
	 % of justice-involved adults successfully completing supervised probation within established period of time
	 % of justice-involved juveniles successfully completing probation within established period of time
Outputs	# of justice-involved adults successfully completing supervised probation within a specified time frame
	# of justice-involved juveniles successfully completing probation within a specified time frame