

Municipal Court

FY21 Actual FY22 Actual FY23 Projection FY23 Target FY24 Target

Long-Term Issue - 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 to address the Long-Term Issue

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

Annually, 100% of employees will be trained in procedural justice.

600	# of employees trained in procedural justice	N/A	64	64	62	65
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Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, 95% of survey respondents that report that they were treated with courtesy and respect by Court staff.

601	% of survey respondents that report that they were treated with courtesy and respect by Court staff	N/A	94%	94%	98%	98%
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Long-Term Issue - 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 to address the Long-Term Issue

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

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

602	% of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	99%	99%	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.

603	% court patrons satisfied with their experience	95%	95%	95%	97%	97%
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Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, 70% of Municipal Court employees will be satisfied with their workplace environment.

604	% of Municipal Court employees will be satisfied with their workplace environment	N/A	84%	84%	70%	71%
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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 court patron 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.
- Municipal Court will offer a virtual option for select court sessions.

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

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

605	% of court functions available online and virtual	59%	53%	53%	45%	63%
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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

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

606	% of justice-involved juveniles successfully completing probation within established period of time	95%	93%	97%	95%	95%
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Long-Term Issue - 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 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.

607	% of days per year the court facility will be maintained without security incident	100%	99%	99%	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.



608	% of visitors will report feeling safe while conducting business at Municipal Court	83%	87%	87%	95%	95%
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Strategic Result(s) to measure annual progress on Long-Term Issue

Annually, 90% of Municipal Court employees will report that they feel safe while working.






609	% of Municipal Court employees will report that they feel safe while working	N/A	81%	81%	90%	91%
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Administrative - Executive Leadership

610	 % of court functions available online and virtual	59%	53%	53%	45%	63%
611	 % of key measures and strategic results achieved	63%	53%	63%	75%	75%
612	% of Municipal Court employees will be satisfied with their workplace environment	N/A	84%	84%	70%	71%
613	% of performance evaluations completed by the review date	27%	38%	38%	95%	95%







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Administrative - Community Outreach						
614	 % of Municipal Court cases referred to community outreach program that are disposed	86%	70%	60%	90%	90%
615	# of community outreach events conducted	16	16	18	15	24
616	# of cases referred to the community outreach program	2,826	4,313	4,878	3,200	3,600
Court Case, Compliance and Enforcement - Compliance and Enforcement						
617	 % of total warrants cleared	62%	87%	93%	80%	86%
618	# of total warrants cleared	26,125	41,075	39,821	24,000	30,000
619	# of warrants cleared by Enforcement Services	418	263	141	500	500
620	# of warrants issued	42,401	47,058	42,725	30,000	35,000
Court Case, Compliance and Enforcement - Court Case Support						
621	 % of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	99%	100%	100%	100%
622	% court patrons satisfied with their experience	95%	95%	95%	97%	97%
623	# of cases disposed	164,878	146,217	139,654	155,000	130,000
624	# of days until disposal on average	405	466	479	450	450
625	# of cases filed	111,633	97,198	88,707	120,000	90,000
Court Case, Compliance and Enforcement - Court Financial Processing						
626	 % of payments processed and posted to proper case	100%	100%	100%	100%	100%
627	% of court payment transactions processed electronically	74%	76%	78%	73%	75%
628	# of court payment transactions processed - Electronically	79,372	70,962	66,479	77,000	60,000
629	# of court payment transactions processed - In Person	27,504	21,811	18,963	29,000	20,000
Municipal Judicial Services - Municipal Judicial Services						
630	 % of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	98%	98%	98%	95%	95%
631	# of hearings provided	47,773	61,553	62,106	65,000	65,000
632	\$ expense per hearing provided	11.12	8.81	8.34	8.97	8.97



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Probation Services - Probation Services						
633	 % of justice-involved adults completing probation without further involvement with the OKC Municipal Court within a two-year period	93%	96%	95%	95%	95%
634	 % of justice-involved adults successfully completing supervised probation within established period of time	92%	88%	80%	90%	90%
635	 % of justice-involved juveniles successfully completing probation within established period of time	95%	93%	96%	95%	95%
636	# of justice-involved adults successfully completing supervised probation within a specified time frame	305	414	432	400	400
637	# of justice-involved juveniles successfully completing probation within a specified time frame	316	400	340	522	522
Security and Facility Operations - Municipal Court Security and Facility Operations						
638	 % of days per year the court facility will be maintained without security incident	100%	99%	98%	100%	100%
639	% of Municipal Court employees will report that they feel safe while working	N/A	81%	81%	90%	91%
640	% of visitors will report feeling safe while conducting business at Municipal Court	83%	87%	87%	95%	95%
641	# of days without a security incident	250.00	248.00	246.26	249.00	249.00
642	# of days court facility is open	250	251	251	249	249

