

Municipal Court

FY22 Actual FY23 Actual FY24 Projection FY24 Target FY25 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, trust, impartiality, 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:

- *Lack of public's trust*
- *Decreased court patron satisfaction, confidence, and compliance*
- *Potential Liability*
- *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.*
- *Continue to provide information so that customers are able to make informed decisions about their case(s).*
- *Continue to provide training on procedural justice and customer service with all Municipal Court employees.*

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

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

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|-----|--|-----|----|----|----|----|
| 626 | # of employees trained in procedural justice | N/A | 64 | 64 | 65 | 65 |
|-----|--|-----|----|----|----|----|

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

Annually, 90% of survey respondents that report that they were treated with courtesy and respect by Court staff.

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|-----|---|-----|-----|-----|-----|-----|
| 627 | % of survey respondents that report that they were treated with courtesy and respect by Court staff | 94% | 92% | 92% | 98% | 98% |
|-----|---|-----|-----|-----|-----|-----|



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Long-Term Issue - Skilled and Diverse Workforce

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

- Delays in court processes
- Dissatisfied court patrons
- Increased liability
- Diminished employee morale
- Increased turnover
- Insufficient staff to maintain operations and pursue technology solutions

Strategies to address the Long-Term Issue

- Continue to look for innovative ways to incentivize, provide professional development, and retain employees.
- Continue to work with the Human Resources Department to offer a competitive package and improve the recruitment and selection process.
- 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.

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|-----|---|-----|-----|-----|------|------|
| 628 | % of court cases audited that reflect the Municipal Courts records management system was updated accurately | 99% | 99% | 94% | 100% | 100% |
|-----|---|-----|-----|-----|------|------|

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

Annually, 90% of court patrons will be satisfied with their overall court experience.

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|-----|---|-----|-----|-----|-----|-----|
| 629 | % court patrons satisfied with their experience | 95% | 87% | 87% | 97% | 97% |
|-----|---|-----|-----|-----|-----|-----|

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

Annually, 85% of Municipal Court employees will be satisfied with their overall work environment.

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|-----|---|-----|-----|-----|-----|-----|
| 630 | % of Municipal Court employees will be satisfied with their workplace environment | 84% | 80% | 80% | 71% | 71% |
|-----|---|-----|-----|-----|-----|-----|



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Long-Term Issue - Technology Services

The increase in 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 satisfaction with court services
- Disruption in court services and processes
- Delayed disposition in court cases

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 all stakeholders to identify and implement software solutions that offer more online services.

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

By 2025, 75% of identified court functions will be available electronically.

Long-Term Issue - Juvenile Service Resources

The increasing complexity of juvenile and adult probation cases combined with limited resources, if not adequately addressed, will result in:

- Increase in crime rates
- Increase in school drop-out rates
- Increase in unemployment rates
- Increase in substance use
- Increase in probation workloads
- Increase recidivism
- Increase in homelessness rates

Strategies to address the Long-Term Issue

- Continue to identify 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.

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|-----|---|-----|-----|------|-----|-----|
| 632 | % of justice-involved juveniles successfully completing probation within the established period | 93% | 96% | 100% | 90% | 95% |
|-----|---|-----|-----|------|-----|-----|



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Long-Term Issue - Juvenile Service Resources

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

Annually, 85% of the justice-involved adults referred to Probation Services will successfully complete probation

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|-----|---|-----|-----|-----|-----|-----|
| 633 | % of justice-involved adults successfully completing supervised probation within the established period | 88% | 87% | 96% | 90% | 90% |
|-----|---|-----|-----|-----|-----|-----|

Long-Term Issue - Court Safety and Security

The heightened expectation for a secure and safe court facility, 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 and safety needs of the Municipal Court to ensure the safety of court visitors and employees.
- Monitor court facility security and safety issues to identify necessary improvements.

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

Annually, 95% of visitors will report feeling safe while conducting business at Municipal Court.



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|-----|---|-----|-----|-----|-----|-----|
| 634 | % of visitors will report feeling safe while conducting business at Municipal Court | 87% | 91% | 91% | 95% | 95% |
|-----|---|-----|-----|-----|-----|-----|

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.





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|-----|--|-----|-----|-----|-----|-----|
| 635 | % of Municipal Court employees will report that they feel safe while working | 81% | 87% | 87% | 91% | 91% |
|-----|--|-----|-----|-----|-----|-----|

Administrative - Executive Leadership

| | | | | | | |
|-----|--|-----|-----|-----|-----|-----|
| 636 |  % of key measures and strategic results achieved | 53% | 59% | 60% | 75% | 75% |
| 637 | % of Municipal Court employees will be satisfied with their workplace environment | 84% | 80% | 80% | 71% | 71% |
| 638 |  # of court functions available online | N/A | N/A | N/A | 10 | 12 |







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|--|---|-------------|-------------|-----------------|-------------|-------------|
| Administrative - Community Outreach | | | | | | |
| 639 |  % of Municipal Court cases referred to community outreach program that are disposed | 70% | 63% | 59% | 90% | 91% |
| 640 | # of cases docketed for community court | N/A | N/A | 1,170 | 1,200 | 1,200 |
| 641 | # of cases processed for jail release by Community Outreach | 1 | 4,296 | 12,151 | 100 | 100 |
| 642 | # of cases referred to the community outreach program | 4,313 | 3,337 | 2,422 | 3,600 | 3,600 |
| Court Case Support - Compliance and Enforcement | | | | | | |
| 643 |  % of total warrants cleared | 87% | 110% | 137% | 86% | 88% |
| 644 | # of cases docketed for jail arraignment | N/A | N/A | 1,990 | 1,500 | 1,500 |
| 645 | # of inmate jail releases prepared | N/A | N/A | 2,274 | 1,800 | 1,800 |
| 646 | # of total warrants cleared | 41,075 | 41,602 | 36,645 | 30,000 | 35,000 |
| 647 | # of warrants issued | 47,058 | 37,938 | 26,709 | 35,000 | 40,000 |
| Court Case Support - Court Financial Processing | | | | | | |
| 648 |  % of payments processed and posted to proper case | 100% | 100% | 96% | 100% | 80% |
| 649 | % of court payment transactions processed electronically | 76% | 79% | 79% | 75% | 60% |
| 650 | # of court payment transactions processed - Electronically | 70,962 | 63,674 | 55,672 | 60,000 | 60,000 |
| 651 | # of court payment transactions processed - In Person | 21,811 | 16,682 | 14,507 | 20,000 | 40,000 |
| 652 | # of non-payment court transactions processed | N/A | N/A | 13,124 | N/A | 14,000 |
| Court Case Support - Court Services | | | | | | |
| 653 |  % of court cases audited that reflect the Municipal Courts records management system was updated accurately | 99% | 99% | 94% | 100% | 100% |
| 654 | % court patrons satisfied with their experience | 95% | 87% | 87% | 97% | 97% |
| 655 | # of cases disposed | 146,217 | 140,365 | 133,887 | 130,000 | 111,000 |
| 656 | # of days until disposal on average | 466 | 1,009 | 814 | 450 | 550 |
| 657 | # of cases expunged | N/A | N/A | 138 | 150 | 200 |
| 658 | # of citations issued | N/A | N/A | 99,750 | 120,000 | 90,000 |



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|--|---|-------------|-------------|-----------------|-------------|-------------|
| Municipal Judicial Services - Municipal Judicial Services | | | | | | |
| 659 |  % of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services | 98% | 100% | 100% | 95% | 95% |
| 660 | # of hearings provided | 61,553 | 66,893 | 75,783 | 65,000 | 65,000 |
| 661 | \$ expense per hearing provided | 8.81 | 8.85 | N/A | 9.48 | 9.48 |
| Probation Services - Probation Services | | | | | | |
| 662 |  % of justice-involved adults completing probation without further involvement with the OKC Municipal Court within a two-year period | 96% | 91% | 97% | 98% | 95% |
| 663 |  % of justice-involved adults successfully completing supervised probation within the established period | 88% | 87% | 96% | 90% | 90% |
| 664 |  % of justice-involved juveniles successfully completing probation within the established period | 93% | 96% | 100% | 90% | 95% |
| 665 | # of justice-involved adults successfully completing supervised probation within a specified time frame | 414 | 414 | 498 | 360 | 400 |
| 666 | # of justice-involved juveniles successfully completing probation within a specified time frame | 400 | 409 | 232 | 138 | 522 |
| Security and Facility Operations - Municipal Court Security and Facility Operations | | | | | | |
| 667 | % of Municipal Court employees will report that they feel safe while working | 81% | 87% | 87% | 91% | 91% |
| 668 | % of visitors will report feeling safe while conducting business at Municipal Court | 87% | 91% | 91% | 95% | 95% |
| 669 | # of days without a security incident | 248.00 | 252.00 | 258.42 | 249.00 | 249.00 |
| 670 | # of business days court facility is open | 251 | 251 | 251 | 249 | 249 |

