

Municipal Court

Strategic Business Plan

Effective Date: July 1, 2016

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 court information, case processing, judicial and accountability services to all people affected by a violation of Oklahoma City ordinances, so they can be assured of timely and equitable justice.

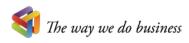


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Issues, Strategies, and Results

Issue 1: Court Facilities

The increasing inadequacy of court facilities, if not properly addressed, will result in decreased productivity due to:

- Court staff relocated to remote sites
- Unhealthy, unsafe, and uncomfortable conditions for employees and customers
- Non-compliance with applicable rules, regulations, and codes
- Inadequate workspace and storage
- Loss of court records
- Increased operating/maintenance costs

Strategies

- Continue identifying facility inadequacies and retain funding for repair and/or replacements.
- Develop long-term strategic plans regarding court facilities.

Strategic Result

• Annually, 85% of building occupants will rate the facility maintenance and cleanliness as acceptable or above on an annual survey.

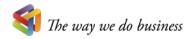
Issue 2: Skilled Workforce

The increasing difficulty to recruit, develop and retain an adequately compensated, skilled and well trained workforce due to retirements, reduction in workforce, technology changes and staff changes, if not adequately addressed, will result in:

- Delays in court transactions
- Frustrated customers
- Increased exposure to lawsuits

Strategies

- Continue to work with the Personnel Department regarding employee recruitment.
- Develop a comprehensive court focused training program



Strategic Result

 Annually, 98% of court cases audited will reflect that the Municipal Courts records management system was updated accurately.

Issue 3: Technology Services

The increase in customer 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
- Major disruption in court services

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.

Strategic Result

By 2020, 60% of all court functions will be available online.

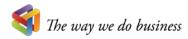
Issue 4: Juvenile Service Resources

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

- Increase in juvenile crime rates
- Increase in school drop-out rates
- Increase in substance abuse among juveniles
- Increase in probation workloads

Strategies

- Continue to identify juvenile referral sources.
- Explore additional funding resources to employ additional juvenile probation officers and/or case managers.



Strategic Result

 By 2018, 95% of the juvenile offenders referred to probation services will successfully complete probation within established period of time.

Issue 5: Court Security

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

- Diminished customer perception of courts as a safe place to conduct business.
- Increased fear for personal safety.
- Increased risk of incidents resulting in personal injury to customers or employees.

Strategies

- Continue monitoring and assessing the security needs of the Municipal Court to ensure the safety of customers and employees.
- Monitor court facility security issues to identify necessary security improvements.

Strategic Result

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

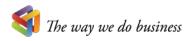
Issue 6: Adequate and Accessible Parking

With construction of new facilities and development in the area, the lack of parking if not addressed, will result in:

- Decrease in employee and court patrons' safety, accessibility, and convenience
- Increased in court session delays

Strategies

- Develop partnerships with area stakeholders
- Identify available real estate options
- Identify available and secure funding resources
- Increase information on available parking locations



Strategic Result

• By 2020, 100% of employee and court patron parking needs will be met by adequate and accessible parking.

Accomplishments

Administration

The Oklahoma City Municipal Court is funded entirely by court cost collections. Oklahoma State Statutes reads, in part, that the costs of prosecution in a Municipal Criminal Court of Record shall be paid by those convicted of municipal code violations. Having only convicted persons pay the costs of prosecution results in the operations of the Oklahoma City Municipal Court and Criminal Justice Division of the Municipal Counselor's Office not being a burden on the City's operating budget.

Court Financial Processing Program

- The Municipal Court's case management systems were modified to allow online payment of traffic, criminal and parking citations. Citations can be viewed and paid online which eliminates the need to contact or visit the Municipal Court in person. In the most recent fiscal year:
 - 79,106 traffic and criminal citations were paid online resulting in collections of \$13,182,433
 - 19,437 parking citations were paid online resulting in collections of \$1,070,027.
- A program was implemented allowing convicted people to request additional time to pay outstanding fines, fees and court costs without appearing before a judge. The program is authorized by a Judicial Order permitting certain court employees to process a person's first request for additional time to pay at the public counter seven days a week between the hours of 7 a.m. to 7 p.m. The program makes the process more convenient, compatible with work schedules and less time consuming for those individuals who request additional time to pay their court related obligations.

Probation Services Program

- The Municipal Court and Probation Services Division implemented a Truancy Program to address attendance violations of students enrolled in the Oklahoma City Public School District. Another aspect of this program is the establishment of a partnership with metropolitan area school districts to ensure juveniles placed on probation are attending school. Therefore, all attendance records are monitored and reviewed by the School Compliance Officer in Probation Services.
- The Probation Services Division assigns individuals on probation, when appropriate, to perform community service as a part of their probation. They are providing a combined total of approximately 900 hours of Community Service per month at recreational centers and nonprofit agencies in the metropolitan area.

Court Case Support Program

A program was implemented allowing people to request that their arraignment date be continued by telephone. The program is authorized by a Judicial Order permitting certain court employees to process a person's first request to continue their arraignment date by telephone. This service is available Monday through Friday, between the hours of 8 a.m. to 5 p.m. making the process more convenient for people requesting a continuance.

Lines of Business and Programs

Department Organization

Administrative Line of Business

Executive Leadership Program

Court Case and Enforcement Line of Business

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

Facility Operations Line of Business

- Courthouse Security Program
- Municipal Court Facility Operations Program

Municipal Judicial Services Line of Business

Municipal Judicial Services Program

Probation Services Line of Business

Probation Services Program

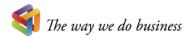
Administrative Line of Business

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

Programs and Key Measures

Executive Leadership Program





Executive Leadership Program

Grant Applications

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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: \$1,935,719	
Program Services:	
 Agenda Items / Packets 	 Grant Status Reports
 Audit Responses 	 Grievance Resolutions
 Budget Proposals 	Internal Investigation Reports
 Citizen Responses 	 Legislative Recommendations
 Continuity of Operations Plan 	Needs Analyses
 Contracts, Leases, and Agreements Open Record Responses 	
 Contract Compliance Reviews 	 Personnel Transactions
 Executive Reports 	 Plans (i.e. Master, Strategic Business
 Ad Hoc Reports 	Plans)
 City Manager Reports 	 Polices & Procedures
 Performance Reports 	Presentations
 Special Project Reports 	Project & Financial Impact Analyses
 FMLA Authorizations 	 Union Negotiations & Recommendations
	-

Family of Me	easures
Results	% of key measures achieved
	% of full-time equivalent (FTE) employees without an on the job injury (OJI) in the current fiscal year
	% of performance evaluations completed by the review date
	% of terminations submitted to the Personnel Department within three days of the termination date
Outputs	Dollar amount of operating expenditures managed
	# of full-time employees supported

Court Case and Enforcement Line of Business

The purpose of the Court Case and Enforcement Line of Business is to provide case processing and warrant enforcement to officers of the court and court patrons so they can experience accurate and timely adjudication of court cases.

Programs and Key Measures

Court Case Support Program

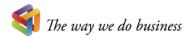
% of cases audited determined to be accurately updated in the Municipal Court's record management system

Court Enforcement and Investigations Program

✤ % of total warrants cleared of total received

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 Enforcement Agencies, Officers of the Court and Patrons so they can experience accurate and timely adjudication of cases.

Program Manager: Becca Field-Jessop	
Program Budget: \$5,116,423	
Program Services:	
 Arraignment Schedules 	 Failure to Appear Documents
 Case Expungements 	 Inmate Correspondence Letters
 Case Record Updates 	 Inmate Releases
 Court Notification Letters 	 Jail Stay Notifications
 Court Records 	 Judicial Schedules
 Court Sessions 	 Juror Management Sessions
 Court Transcripts 	 Open Records Responses
 Department of Public Safety (DPS) 	 Property Applications
Abstracts	 Telephone Credit Card Payments
 Driver's License Suspension Requests and 	 Warrants

- Driver's License Suspension Requests and
 Releases (DPS)
- Family of MeasuresResultsImage: Mail of the second management systemOutputs# of cases disposedImage: Mail of the second management systemDemands# of cases filedEfficiencies\$ expenditure per case disposed

Court Enforcement and Investigations Program

The purpose of the Court Enforcement and Investigations Program is to provide warrant enforcement and investigative services to the Municipal Court so it can clear warrants on cases.

Program Manager:	Dan Evans	
Program Budget:	\$865,583	
Program Services:		
 Defendant Picl 	k-up Orders	 Served and Cleared Warrants
Prisoner Trans	ports	 Subpoena and Summons Deliveries
Record Checks	5	 Telephone Warrant Inquiries

Family of Meas	sures
Results	% of total warrants cleared of total received
Outputs	# of warrants cleared
	# of warrants cleared by marshals
Demands	# of warrants received
Efficiencies	\$ expenditure per warrant cleared

Court Financial Processing Program

The purpose of the Court Financial Processing Program is to provide bond and fine payment processing and daily deposit services to court patrons so they can receive an accurate financial disposition of their court case.

Program Manager: John Lemieux	
Program Budget: \$982,885	
Program Services:	
Bond and Fine TransactionsCashier balancing and close-outs	Daily Receipts DepositsDrivers School Referrals/Contracts
Collection Agency Referrals	Electronic Payments

- **Collection Agency Referrals**
- Continuances

- **Electronic Payments**
- First Request Time Pay Extensions

Family of Measures		
Results	% of payments processed and posted to proper case	
	% of court payment transactions processed electronically	
Outputs	# of court payment transactions processed- Electronic	
	# of court payment transactions processed- In Person	
Demands	# of court payment transactions received – Electronic	
	# of court payment transactions received – In Person	
Efficiencies	\$ expenditure per court payment transaction processed	

Facility Operations Line of Business

The purpose of the 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.

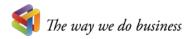
Programs and Key Measures

Courthouse Security Program

✤ % of days per year without security breach

Municipal Court Facility Operations Program

% of building occupants who rate the facility maintenance and cleanliness as acceptable or above on an annual survey



Courthouse Security Program

The purpose of the Courthouse Security Program is to provide Screening, Protection and Security Services to Court Staff and all individuals conducting business with the Court so they can experience a safe and secure environment without incident.

Program Manager:	Dan Evans	
Program Budget:	\$331,775	
Program Services:		
 Access Contro 	l Cards	 Restricted Entries
 Closed Circuit 	Cameras	 Security Patrol Hours
Electronic Sector	urity Systems	 Security Escorts

Family of Mea	sures
Results	% of days per year the court facility will be maintained without security breach
Outputs	# of security hours provided# of unauthorized items denied entry at security screening point
Demands	# of hours Court Facility is open
Efficiencies	\$ expenditure per security hour provided

Municipal Court Facility Operations Program

The purpose of the Municipal Court Facility Operations Program is to provide facility preparation, maintenance, repairs and cleaning services to building occupants and visitors so they can conduct business in an environment that is conducive to court operations.

Program Manager:	Mary Coyne		
Program Budget:	\$825,882		
Program Services:			
 Building Repair 	S	1.1.1	Facility Preparations
 Cleaning Servic 	es		Parking Lot Operations
Facility Inspect	ions/Evaluations		Preventive Maintenance

Family of Meas	Sures
Results	% of building occupants who rate the facility maintenance and cleanliness as acceptable or above on an annual survey
Outputs	# of square feet of space maintained
Demands	Demands of the program are reflected in the achievement of results measures
Efficiencies	\$ expenditure per square foot of space maintained

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 (employees, defense attorneys, enforcement personnel and prosecutors) satisfied with judicial services

Municipal Judicial Services Program

Judicial Decisions

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:	\$538,248	
Program Services:		
 Attorney Consultations 		 Juror Excusal Decisions
Continuances		 Own-Recognizance Bond Releases
 Expungements 		 Property Court Ownership Decisions
 Hearings 		 Time Payment Extensions

Family of Measures		
Results	% of court participants (employees, defense attorneys, enforcement personnel and prosecutors) satisfied with judicial services	
Outputs	# of hearings provided	
Demands	# of hearings requested	
Efficiencies	\$ expenditure per hearing provided	

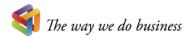
Probation Services Line of Business

The purpose of the Probation Services line of business is to provide referral and supervision services to offenders 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 adult offenders completing probation without further involvement with the OKC Municipal Court within a two-year period
- % of adult offenders successfully completing supervised probation within established period of time
- % of juvenile offenders 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 offenders so they can successfully complete their court ordered requirements within the established period of time and reduce recidivism.

Program Manager:	LaShawn Thompson
Program Budget (Juvenile):	\$623,347
Program Budget (Adult):	\$297,028
Program Services:	

Assessments

- Community Work Assignments
- Community Service Assignments
- Conflict Resolution Programs
- Juvenile Courtroom Orientations
- On-site drug screenings

- Probation Recommendations / Referrals
- Probation Reports
- Probation Sanctions
- School Compliance Verifications
- Social Service Referrals
- Substance Abuse Program Referrals

Family of Mea	sures			
Results	% of juvenile offenders successfully completing probation within established period of time			
	% of adult offenders completing probation without further involvement with the OKC Municipal Court within a two-year period			
	% of adult offenders successfully completing supervised probation within established period of time			
Outputs	# of adult offenders successfully completing supervised probation within a specified time frame			
	# of juvenile offenders successfully completing probation within a specified time frame			
Demands	# of adult offenders assigned to complete supervised probation within their specified time frame			
	# of juvenile offenders assigned to complete probation within their specified time frame			
Efficiencies	\$ expenditure per offender supervised			