

# Municipal Court

FY23 Actual    FY24 Actual    FY25 Projection    FY25 Target    FY26 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.*

633	# of employees trained in procedural justice	N/A	64	64	65	65
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### 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.*

634	% of survey respondents that report that they were treated with courtesy and respect by Court staff	92%	N/A	N/A	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.*

635	% of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	95%	97%	100%	100%
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### Strategic Result(s) to measure annual progress on Long-Term Issue

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

636	% court patrons satisfied with their experience	87%	82%	82%	97%	97%
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### 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.*

637	% of Municipal Court employees will be satisfied with their workplace environment	80%	N/A	N/A	71%	71%
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# Municipal Court

FY23 Actual

FY24 Actual

FY25 Projection

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## 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.*

638	% of justice-involved juveniles successfully completing probation within the established period	96%	100%	98%	95%	95%
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### 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*

639	% of justice-involved adults successfully completing supervised probation within the established period	87%	100%	96%	90%	90%
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## 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.*



640	% of visitors will report feeling safe while conducting business at Municipal Court	91%	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.*

641	% of Municipal Court employees will report that they feel safe while working	87%	N/A	N/A	91%	91%
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## Administrative - Executive Leadership





642	 % of key measures and strategic results achieved	59%	63%	44%	75%	75%
643	% of Municipal Court employees will be satisfied with their workplace environment	80%	N/A	N/A	71%	71%
644	 # of court functions available online	N/A	N/A	N/A	12	12

## Administrative - Community Outreach

645	 % of Municipal Court cases referred to community outreach program that are disposed	63%	57%	60%	91%	91%
646	# of cases docketed for community court	N/A	1,239	968	1,200	1,200
647	# of cases processed for jail release by Community Outreach	4,296	10,837	7,180	100	100
648	# of cases referred to the community outreach program	3,337	2,345	2,573	3,600	3,600






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<b>Court Case Support - Compliance and Enforcement</b>						
649	 % of total warrants cleared	110%	147%	127%	88%	88%
650	# of cases docketed for jail arraignment	N/A	3,834	6,049	1,500	1,500
651	# of inmate jail releases prepared	N/A	2,013	1,547	1,800	1,800
652	# of total warrants cleared	41,602	37,282	141,439	35,000	35,000
653	# of warrants issued	37,938	25,303	111,646	40,000	40,000
<b>Court Case Support - Court Financial Processing</b>						
654	 % of payments processed and posted to proper case	100%	98%	100%	80%	80%
655	% of court payment transactions processed electronically	79%	79%	80%	60%	60%
656	# of court payment transactions processed - Electronically	63,674	53,977	57,717	60,000	60,000
657	# of court payment transactions processed - In Person	16,682	14,155	14,503	40,000	40,000
658	# of non-payment court transactions processed	N/A	13,890	N/A	14,000	14,000
<b>Court Case Support - Court Services</b>						
659	 % of court cases audited that reflect the Municipal Courts records management system was updated accurately	99%	95%	97%	100%	100%
660	% court patrons satisfied with their experience	87%	82%	82%	97%	97%
661	# of cases disposed	140,365	129,484	137,396	111,000	111,000
662	# of days until disposal on average	1,009	886	657	550	550
663	# of cases expunged	N/A	162	168	200	200
664	# of citations issued	N/A	103,682	115,090	90,000	90,000
<b>Municipal Judicial Services - Municipal Judicial Services</b>						
665	 % of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	100%	82%	82%	95%	95%
666	# of hearings provided	66,893	70,765	64,042	65,000	65,000
667	\$ expense per hearing provided	8.85	3.92	N/A	9.48	9.48



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<b>Probation Services - Probation Services</b>						
668	 % of justice-involved adults completing probation without further involvement with the OKC Municipal Court within a two-year period	91%	98%	96%	95%	95%
669	 % of justice-involved adults successfully completing supervised probation within the established period	87%	100%	96%	90%	90%
670	 % of justice-involved juveniles successfully completing probation within the established period	96%	100%	98%	95%	95%
671	# of justice-involved adults successfully completing supervised probation within a specified time frame	414	527	560	400	400
672	# of justice-involved juveniles successfully completing probation within a specified time frame	409	201	239	522	522
<b>Security and Facility Operations - Municipal Court Security and Facility Operations</b>						
673	% of Municipal Court employees will report that they feel safe while working	87%	N/A	N/A	91%	91%
674	% of visitors will report feeling safe while conducting business at Municipal Court	91%	87%	87%	95%	95%
675	# of days without a security incident	252.00	234.00	N/A	249.00	249.00
676	# of business days court facility is open	251	251	251	249	249

