

Municipal Court

FY24 Actual FY25 Actual FY26 Projection FY26 Target FY27 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.

617	# 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.

618	% of survey respondents that report that they were treated with courtesy and respect by Court staff	N/A	83%	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.

619	% of court cases audited that reflect the Municipal Courts records management system was updated accurately	95%	97%	98%	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.

620	% court patrons satisfied with their experience	82%	80%	80%	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.

621	% of Municipal Court employees will be satisfied with their workplace environment	N/A	N/A	N/A	71%	71%
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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.

622	% of justice-involved juveniles successfully completing probation within the established period	100%	98%	97%	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

623	% of justice-involved adults successfully completing supervised probation within the established period	100%	95%	N/A	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.



624	% of visitors will report feeling safe while conducting business at Municipal Court	87%	N/A	N/A	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.

625	% of Municipal Court employees will report that they feel safe while working	N/A	90%	N/A	91%	91%
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Administrative - Executive Leadership





626	 % of key measures and strategic results achieved	63%	44%	44%	75%	75%
627	% of Municipal Court employees will be satisfied with their workplace environment	N/A	N/A	N/A	71%	71%
628	 # of court functions available online	N/A	N/A	N/A	12	12

Administrative - Community Outreach

629	 % of Municipal Court cases referred to community outreach program that are disposed	57%	61%	54%	91%	91%
630	# of cases docketed for community court	1,239	854	858	1,200	1,200
631	# of cases processed for jail release by Community Outreach	10,837	6,469	6,282	100	100
632	# of cases referred to the community outreach program	2,345	2,402	2,786	3,600	3,600






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Court Case Support - Compliance and Enforcement						
633	 % of total warrants cleared	147%	111%	113%	88%	88%
634	# of cases docketed for jail arraignment	3,834	5,894	7,501	1,500	1,500
635	# of inmate jail releases prepared	2,013	1,426	1,439	1,800	1,800
636	# of total warrants cleared	37,282	97,019	27,180	35,000	35,000
637	# of warrants issued	25,303	87,212	24,149	40,000	40,000
Court Case Support - Court Financial Processing						
638	 % of payments processed and posted to proper case	98%	99%	100%	80%	80%
639	% of court payment transactions processed electronically	79%	81%	83%	60%	60%
640	# of court payment transactions processed - Electronically	53,977	61,403	66,415	60,000	60,000
641	# of court payment transactions processed - In Person	14,155	14,596	13,680	40,000	40,000
642	# of non-payment court transactions processed	N/A	16,142	19,066	14,000	14,000
Court Case Support - Court Services						
643	 % of court cases audited that reflect the Municipal Courts records management system was updated accurately	95%	97%	98%	100%	100%
644	% court patrons satisfied with their experience	82%	80%	80%	97%	97%
645	# of cases disposed	129,484	136,932	137,221	111,000	111,000
646	# of days until disposal on average	886	512	531	550	550
647	# of cases expunged	162	188	284	200	200
648	# of citations issued	103,682	114,452	121,186	90,000	90,000
Municipal Judicial Services - Municipal Judicial Services						
649	 % of court participants (defense attorneys, enforcement personnel, and jurors) satisfied with judicial services	82%	N/A	N/A	95%	95%
650	# of hearings provided	70,765	64,915	66,859	65,000	65,000
651	\$ expense per hearing provided	3.92	N/A	N/A	9.48	9.48



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Probation Services - Probation Services						
652	 % of justice-involved adults completing probation without further involvement with the OKC Municipal Court within a two-year period	98%	95%	95%	95%	95%
653	 % of justice-involved adults successfully completing supervised probation within the established period	100%	95%	N/A	90%	90%
654	 % of justice-involved juveniles successfully completing probation within the established period	100%	98%	97%	95%	95%
655	# of justice-involved adults successfully completing supervised probation within a specified time frame	527	597	N/A	400	400
656	# of justice-involved juveniles successfully completing probation within a specified time frame	201	241	233	522	522
Security and Facility Operations - Municipal Court Security and Facility Operations						
657	% of Municipal Court employees will report that they feel safe while working	N/A	90%	N/A	91%	91%
658	% of visitors will report feeling safe while conducting business at Municipal Court	87%	N/A	N/A	95%	95%
659	# of days without a security incident	234.00	254.00	N/A	249.00	249.00
660	# of business days court facility is open	251	251	251	249	249

