

# Municipal Counselor's Office

FY16 Actual    FY17 Actual    FY18 Projection    FY18 Target    FY19 Target

## Long-Term Issue - Early Contact and Communication

*A continuing lack of early contact and communication by some City clients with the Municipal Counselor's Office concerning some City projects, if not adequately addressed, may result in:*

- *Delays in client projects and policy implementation*
- *Lack of direction and clarity for the client*
- *Duplication of efforts by legal staff causing delays on other client projects*
- *Increased liability exposure*
- *Diminished client satisfaction*

### Strategies to address the Long-Term Issue

- *The Municipal Counselor's Office will endeavor to contact clients on a monthly basis or more often, as necessary, in addition to the regular attorney-client communications on a routine basis.*

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

*The City and its Public Trusts will benefit from regular communication with Legal staff and from a workforce trained in areas of the law relevant to their work as evidenced by:*

- *At least 97% of Department Heads will be provided monthly communications to help identify legal issues relating to their work, annually through 2019*

664	% of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
-----	----------------------------------------------------------------------------------------------	------	------	------	------	------



# Municipal Counselor's Office

FY16 Actual    FY17 Actual    FY18 Projection    FY18 Target    FY19 Target

## Long-Term Issue - Faster Responses to Legal Issues

The growing demand for faster responses to complex legal issues involving new and amended laws, City economic development projects, new City programs, bond issues, open records requests and increasing litigation and labor union activity combined with limited resources, training and technology, if not adequately addressed, will result in:

- Delays in client projects and policy implementation
- Lack of direction and clarity for the client
- Duplication of efforts by legal staff causing delays on other client projects
- Increased liability exposure
- Diminished client satisfaction

### Strategies to address the Long-Term Issue

- A client survey is distributed each year for eight of the eleven programs in the Municipal Counselor's Office.



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

The City, its Public Trusts and their officers, appointees and employees will benefit from timely and effective legal service, as evidenced by:

- At least 90% of responding clients surveyed will be satisfied with the timeliness, effectiveness, and overall provision of legal services, annually through 2019




665	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	99%	99%	90%	90%
-----	-----------------------------------------------------------------------------------------------------------------------	-----	-----	-----	-----	-----

## Administrative - Executive Leadership

666	 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
667	 % of key measures achieved	80%	80%	80%	75%	75%
668	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	97%	98%	100%	98%	96%
669	% of performance evaluations completed by the review date	92%	71%	99%	95%	95%
670	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	99%	99%	90%	90%
671	% of terminations submitted to the Personnel Department within 3 days of the termination date	100%	100%	100%	95%	95%
672	# of full-time employees supported	58	55	52	54	55
673	Dollar amount of operating expenditures managed	7,138,148	6,664,898	6,886,971	6,709,735	7,159,839







# Municipal Counselor's Office

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
<b>Civil Litigation - Civil Litigation Legal Services</b>						
674	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	100%	100%	100%	90%	90%
675	 # of legal services provided by Civil Litigation attorneys	58,757	64,386	60,024	38,000	38,000
676	\$ expenditure per Civil Litigation legal service provided	21.20	14.14	13.99	21.16	21.16
<b>Criminal Justice - Police and Courts Legal Services</b>						
677	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	100%	98%	97%	90%	90%
678	# of Police and Courts legal services provided	5,853	7,367	10,105	5,152	8,500
679	# of Police and Court legal services requested	5,853	7,367	10,105	5,152	8,500
680	\$ expenditure per Police and Courts legal service provided	16.33	5.80	4.01	8.29	4.69
<b>Criminal Justice - Prosecution Legal Services</b>						
681	 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	99%	99%	99%	98%	99%
682	# of cases not tried resolved by guilty or no contest plea	N/A	151,209	138,704	0	0
683	# of cases tried that result in guilty verdict	N/A	245	270	0	0
684	# of charges filed	N/A	162,713	144,241	N/A	0
685	# of charges reviewed	N/A	169,069	169,784	N/A	0
686	# of hours in court for docket appearances	1,322.07	1,279.67	1,307.60	1,400.00	1,400.00
687	# of prosecutions resolved	N/A	176,821	175,881	154,691	154,691
688	# of cases resolved without trial	N/A	176,561	175,547	N/A	0
689	# of cases tried	N/A	260	334	N/A	0
690	# of charges presented for review	N/A	169,069	169,784	N/A	0
691	\$ expenditure per prosecution resolved	10.98	9.92	9.25	11.45	11.45




# Municipal Counselor's Office

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
<b>Labor and Employment Law - Labor Litigation Legal Services</b>						
692	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	100%	99%	99%	90%	90%
693	 # of Labor Litigation legal services provided	10,951	13,129	15,466	12,800	12,800
694	# of Labor Litigation legal services requested	12,050	13,129	15,466	12,800	12,800
695	\$ expenditure per Labor Litigation legal service provided	23.11	15.84	13.82	15.64	15.64
<b>Labor and Employment Law - Labor Relations Legal Services</b>						
696	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	100%	99%	99%	90%	90%
697	# of Labor Relations legal services provided	12,144	14,720	11,557	12,800	12,800
698	# of Labor Relations legal services requested	11,952	14,746	11,561	12,800	12,800
699	\$ expenditure per Labor Relations legal service provided	23.97	17.28	22.53	19.33	19.33
<b>Land Use and Economic Development - Economic Development Legal Services Program</b>						
700	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	93%	98%	98%	90%	90%
701	# of Economic Development legal services provided	14,685	15,655	15,596	11,000	11,000
702	# of Economic Development legal services requested	14,783	15,736	15,666	11,000	11,000
703	\$ expenditure per Economic Development legal service provided	26.93	22.50	22.93	32.79	32.79
<b>Land Use and Economic Development - Land Use Legal Services</b>						
704	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	100%	100%	100%	90%	90%
705	# of Land Use legal services provided	21,772	21,394	23,316	21,516	23,620
706	# of Land Use legal services requested	21,772	21,394	23,227	21,516	23,620
707	\$ expenditure per Land Use legal service provided	32.66	22.07	20.64	21.69	19.75



# Municipal Counselor's Office

		FY16 Actual	FY17 Actual	FY18 Projection	FY18 Target	FY19 Target
<b>Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services</b>						
708	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	100%	100%	99%	90%	90%
709	# of Trust, Utilities and Finance legal services provided	41,748	35,635	34,004	35,854	33,925
710	# of Trusts, Utilities and Finance legal services requested	41,748	35,635	34,004	35,854	33,925
711	\$ expenditure per Trusts, Utilities and Finance legal service provided	14.66	13.42	14.26	12.40	13.10

