

Municipal Counselor's Office

FY17 Actual FY18 Actual FY19 Projection FY19 Target FY20 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*

659	% of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
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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




660	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	99%	99%	90%	90%
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Administrative - Executive Leadership

661	 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
662	 % of key measures achieved	80%	80%	80%	75%	75%
663	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	98%	99%	99%	100%	100%
664	% of performance evaluations completed by the review date	71%	97%	88%	95%	95%
665	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	99%	99%	90%	90%
666	% of terminations submitted to the Personnel Department within 3 days of the termination date	100%	100%	100%	95%	95%
667	# of full-time employees supported	55	52	53	55	55
668	Dollar amount of operating expenditures managed	6,664,898	6,286,140	6,965,403	7,159,839	7,159,839







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Civil Litigation - Civil Litigation Legal Services						
669	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	100%	100%	100%	90%	90%
670	 # of legal services provided by Civil Litigation attorneys	64,386	N/A	N/A	38,000	38,000
671	\$ expenditure per Civil Litigation legal service provided	14.14	N/A	N/A	28.00	28.00
Criminal Justice - Police and Courts Legal Services						
672	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	98%	351%	97%	90%	90%
673	# of Police and Courts legal services provided	7,367	10,069	9,148	8,500	8,500
674	# of Police and Court legal services requested	7,367	10,069	9,148	8,500	8,500
675	\$ expenditure per Police and Courts legal service provided	5.80	4.07	1.44	4.95	4.95
Criminal Justice - Prosecution Legal Services						
676	 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	99%	99%	99%	99%	99%
677	# of cases not tried resolved by guilty or no contest plea	N/A	136,110	136,438	0	0
678	# of cases tried that result in guilty verdict	N/A	306	337	0	0
679	# of charges filed	N/A	144,241	157,421	0	0
680	# of charges reviewed	N/A	164,463	168,023	0	0
681	# of hours in court for docket appearances	1,279.67	1,375.00	1,150.83	1,400.00	1,400.00
682	# of prosecutions resolved	N/A	169,773	164,669	154,691	154,691
683	# of cases resolved without trial	N/A	169,414	164,320	0	0
684	# of cases tried	N/A	359	374	0	0
685	# of charges presented for review	N/A	164,463	168,023	0	0
686	\$ expenditure per prosecution resolved	9.92	9.86	10.61	11.46	11.46




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Labor and Employment Law - Labor Litigation Legal Services						
687	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	99%	99%	99%	90%	90%
688	 # of Labor Litigation legal services provided	13,129	15,008	11,645	12,800	12,800
689	# of Labor Litigation legal services requested	13,129	15,004	11,644	12,800	12,800
690	\$ expenditure per Labor Litigation legal service provided	15.84	14.55	19.66	16.83	16.83
Labor and Employment Law - Labor Relations Legal Services						
691	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	99%	99%	99%	90%	90%
692	# of Labor Relations legal services provided	14,720	12,283	18,282	12,800	12,800
693	# of Labor Relations legal services requested	14,746	11,785	15,163	12,800	12,800
694	\$ expenditure per Labor Relations legal service provided	17.28	21.65	15.11	20.62	20.62
Land Use and Economic Development - Economic Development Legal Services Program						
695	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	98%	98%	98%	90%	90%
696	# of Economic Development legal services provided	15,655	14,501	16,326	11,000	11,000
697	# of Economic Development legal services requested	15,736	14,564	16,350	11,000	11,000
698	\$ expenditure per Economic Development legal service provided	22.50	24.83	25.52	32.50	32.50
Land Use and Economic Development - Land Use Legal Services						
699	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	100%	100%	100%	90%	90%
700	# of Land Use legal services provided	21,394	23,812	24,140	23,620	23,620
701	# of Land Use legal services requested	21,394	23,757	23,469	23,620	23,620
702	\$ expenditure per Land Use legal service provided	22.07	20.74	30.10	21.08	21.08



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Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services						
703	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	100%	99%	99%	90%	90%
704	# of Trust, Utilities and Finance legal services provided	35,635	33,968	34,856	33,925	33,431
705	# of Trusts, Utilities and Finance legal services requested	35,635	33,968	34,856	33,925	33,431
706	\$ expenditure per Trusts, Utilities and Finance legal service provided	13.42	14.36	14.23	13.61	13.81

