

Municipal Counselor's Office

FY18 Actual FY19 Actual FY20 Projection FY20 Target FY21 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*

641	% 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



642	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	99%	98%	90%	90%
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Administrative - Executive Leadership

643	 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
644	 % of key measures and strategic results achieved	80%	80%	82%	75%	75%
645	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	99%	99%	98%	98%	102%
646	% of performance evaluations completed by the review date	97%	91%	98%	95%	95%
647	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	99%	98%	90%	90%
648	% of terminations submitted to the Personnel Department within 3 days of the termination date	100%	100%	100%	95%	95%
649	# of full-time employees supported	52	54	55	56	54
650	Dollar amount of operating expenditures managed	6,286,140	7,137,248	6,679,822	7,430,445	7,101,258







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Civil Litigation - Civil Litigation Legal Services						
651	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	100%	100%	98%	90%	90%
652	 # of legal services provided by Civil Litigation attorneys	N/A	N/A	N/A	38,000	38,000
653	\$ expenditure per Civil Litigation legal service provided	N/A	N/A	N/A	29.54	29.54
Criminal Justice - Police and Courts Legal Services						
654	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	351%	97%	95%	90%	90%
655	# of Police and Courts legal services provided	10,069	10,922	14,572	8,500	12,000
656	# of Police and Court legal services requested	10,069	10,922	14,572	8,500	12,000
657	\$ expenditure per Police and Courts legal service provided	4.07	0.27	0.00	4.95	3.51
Criminal Justice - Prosecution Legal Services						
658	 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	99%	99%	98%	99%	99%
659	# of cases not tried resolved by guilty or no contest plea	136,110	135,741	137,701	0	0
660	# of cases tried that result in guilty verdict	306	344	297	0	0
661	# of charges filed	N/A	156,671	163,253	0	0
662	# of charges reviewed	N/A	171,686	171,717	0	0
663	# of hours in court for docket appearances	1,375.00	1,079.00	1,018.44	1,400.00	1,400.00
664	# of prosecutions resolved	169,773	164,985	167,647	154,691	0
665	# of cases resolved without trial	N/A	164,631	167,315	0	0
666	# of cases tried	N/A	377	334	0	0
667	# of charges presented for review	N/A	171,686	171,717	0	0
668	\$ expenditure per prosecution resolved	9.86	10.55	10.64	11.62	11.62




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Labor and Employment Law - Labor Litigation Legal Services						
669	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	99%	99%	100%	90%	90%
670	 # of Labor Litigation legal services provided	15,008	11,882	10,817	12,800	12,800
671	# of Labor Litigation legal services requested	15,004	11,882	N/A	12,800	12,800
672	\$ expenditure per Labor Litigation legal service provided	14.55	19.46	20.20	17.88	17.88
Labor and Employment Law - Labor Relations Legal Services						
673	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	99%	99%	100%	90%	90%
674	# of Labor Relations legal services provided	12,283	17,636	18,903	12,800	12,800
675	# of Labor Relations legal services requested	11,785	17,327	17,211	12,800	12,800
676	\$ expenditure per Labor Relations legal service provided	21.65	15.79	13.61	21.65	21.65
Land Use and Economic Development - Economic Development Legal Services Program						
677	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	98%	98%	95%	90%	90%
678	# of Economic Development legal services provided	14,501	14,793	24,092	11,000	11,000
679	# of Economic Development legal services requested	14,564	14,863	24,144	11,000	11,000
680	\$ expenditure per Economic Development legal service provided	24.83	28.42	19.94	37.12	37.12
Land Use and Economic Development - Land Use Legal Services						
681	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	100%	100%	717%	90%	90%
682	# of Land Use legal services provided	23,812	24,242	22,926	23,620	23,620
683	# of Land Use legal services requested	23,757	23,827	22,926	23,620	23,620
684	\$ expenditure per Land Use legal service provided	20.74	20.88	23.52	22.41	22.41



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Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services						
685	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	99%	99%	100%	90%	90%
686	# of Trust, Utilities and Finance legal services provided	33,968	34,126	33,577	33,431	33,431
687	# of Trusts, Utilities and Finance legal services requested	33,968	34,126	33,577	33,431	33,431
688	\$ expenditure per Trusts, Utilities and Finance legal service provided	14.36	13.86	12.45	14.32	14.32

