

Municipal Counselor's Office

FY20 Actual FY21 Actual FY22 Projection FY22 Target FY23 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*

585	% 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

586	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	98%	98%	96%	90%	90%
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Administrative - Executive Leadership




587	 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
588	 % of key measures and strategic results achieved	82%	64%	73%	N/A	N/A
589	% of performance evaluations completed by the review date	91%	85%	87%	95%	95%
590	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	98%	98%	96%	90%	90%

Civil Litigation - Civil Litigation Legal Services

591	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	98%	97%	100%	90%	90%
592	 # of legal services provided by Civil Litigation attorneys	80,397	N/A	N/A	38,000	38,000
593	\$ expenditure per Civil Litigation legal service provided	10.60	N/A	N/A	21.36	21.36







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Criminal Justice - Police and Courts Legal Services						
594	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	95%	84%	90%	90%	90%
595	# of Police and Courts legal services provided	13,276	5,592	9,293	4,800	4,800
596	# of Police and Court legal services requested	13,276	5,592	9,293	4,800	4,800
597	\$ expenditure per Police and Courts legal service provided	0.00	0.00	0.09	0.36	0.36
Criminal Justice - Prosecution Legal Services						
598	 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	98%	100%	99%	99%	99%
599	# of cases not tried resolved by guilty or no contest plea	116,144	114,129	108,108	0	0
600	# of cases tried that result in guilty verdict	247	211	244	0	0
601	# of charges filed	149,695	126,659	123,747	0	0
602	# of charges reviewed	156,339	142,065	141,186	0	0
603	# of hours in court for docket appearances	813.50	831.58	864.37	1,000.00	1,000.00
604	# of prosecutions resolved	138,510	144,020	139,055	0	0
605	# of cases resolved without trial	138,230	143,772	138,779	0	0
606	# of cases tried	280	248	276	0	0
607	# of charges presented for review	156,339	142,065	141,186	0	0
608	\$ expenditure per prosecution resolved	13.70	13.40	13.40	11.62	11.62
Labor and Employment Law - Labor Litigation Legal Services						
609	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	100%	98%	93%	90%	90%
610	 # of Labor Litigation legal services provided	10,231	10,192	5,080	12,800	12,800
611	# of Labor Litigation legal services requested	10,126	10,192	5,080	12,800	12,800
612	\$ expenditure per Labor Litigation legal service provided	21.56	21.19	55.55	23.44	23.44



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Labor and Employment Law - Labor Relations Legal Services						
613	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	100%	98%	93%	90%	90%
614	# of Labor Relations legal services provided	18,945	10,926	13,998	12,800	12,800
615	# of Labor Relations legal services requested	17,501	10,938	13,998	12,800	12,800
616	\$ expenditure per Labor Relations legal service provided	13.58	22.04	17.29	18.27	18.27
Land Use and Economic Development - Economic Development Legal Services Program						
617	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	95%	100%	95%	90%	90%
618	# of Economic Development legal services provided	26,232	8,420	N/A	11,000	11,000
619	# of Economic Development legal services requested	26,272	8,437	N/A	11,000	11,000
620	\$ expenditure per Economic Development legal service provided	20.38	73.57	N/A	54.72	54.72
Land Use and Economic Development - Land Use Legal Services						
621	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	100%	200%	98%	90%	90%
622	# of Land Use legal services provided	23,112	11,410	N/A	23,620	30,500
623	# of Land Use legal services requested	23,112	11,410	N/A	23,620	30,500
624	\$ expenditure per Land Use legal service provided	25.32	53.86	N/A	25.75	19.94
Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services						
625	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	100%	100%	100%	90%	90%
626	# of Trust, Utilities and Finance legal services provided	33,796	33,982	31,913	33,431	33,431
627	# of Trusts, Utilities and Finance legal services requested	33,796	60,412	40,637	33,431	33,431
628	\$ expenditure per Trusts, Utilities and Finance legal service provided	11.23	7.06	7.45	6.42	6.42

