

Municipal Counselor's Office

FY21 Actual FY22 Actual FY23 Projection FY23 Target FY24 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

556	% 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

557	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	98%	96%	96%	90%	90%
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Administrative - Executive Leadership




558	 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
559	 % of key measures and strategic results achieved	64%	73%	80%	75%	75%
560	% of performance evaluations completed by the review date	85%	84%	84%	95%	95%
561	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	98%	96%	96%	90%	90%

Civil Litigation - Civil Litigation Legal Services

562	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	97%	100%	100%	90%	90%
563	 # of legal services provided by Civil Litigation attorneys	N/A	N/A	N/A	38,000	38,000
564	\$ expenditure per Civil Litigation legal service provided	N/A	N/A	N/A	28.59	28.59







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Criminal Justice - Police and Courts Legal Services						
565	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	84%	90%	90%	90%	90%
566	# of Police and Courts legal services provided	5,592	9,195	7,745	4,800	4,800
567	# of Police and Court legal services requested	5,592	9,195	7,745	4,800	4,800
568	\$ expenditure per Police and Courts legal service provided	0.00	0.06	0.00	0.36	0.36
Criminal Justice - Prosecution Legal Services						
569	 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	100%	99%	99%	99%	99%
570	# of cases not tried resolved by guilty or no contest plea	114,129	100,586	95,091	0	0
571	# of cases tried that result in guilty verdict	211	263	283	0	0
572	# of charges filed	126,659	117,779	114,144	0	0
573	# of charges reviewed	142,065	133,083	128,867	0	0
574	# of hours in court for docket appearances	831.58	941.14	1,020.24	1,000.00	1,000.00
575	# of prosecutions resolved	144,020	129,902	124,814	0	0
576	# of cases resolved without trial	143,772	129,595	124,477	0	0
577	# of cases tried	248	312	343	0	0
578	# of charges presented for review	142,065	133,063	128,849	0	0
579	\$ expenditure per prosecution resolved	13.40	16.32	16.61	11.62	11.62
Labor and Employment Law - Labor Litigation Legal Services						
580	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	98%	93%	93%	90%	90%
581	 # of Labor Litigation legal services provided	10,192	6,118	7,067	12,800	12,800
582	# of Labor Litigation legal services requested	10,192	6,118	7,067	12,800	12,800
583	\$ expenditure per Labor Litigation legal service provided	21.19	52.40	44.61	26.08	26.08



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Labor and Employment Law - Labor Relations Legal Services						
584	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	98%	93%	93%	90%	90%
585	# of Labor Relations legal services provided	10,926	20,966	25,708	12,800	12,800
586	# of Labor Relations legal services requested	10,938	20,966	25,708	12,800	12,800
587	\$ expenditure per Labor Relations legal service provided	22.04	12.08	9.46	19.20	19.20
Land Use and Economic Development - Economic Development Legal Services Program						
588	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	100%	95%	95%	90%	90%
589	# of Economic Development legal services provided	8,420	21,998	13,978	11,000	11,000
590	# of Economic Development legal services requested	8,437	22,056	14,037	11,000	11,000
591	\$ expenditure per Economic Development legal service provided	73.57	30.30	51.40	64.86	64.86
Land Use and Economic Development - Land Use Legal Services						
592	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	200%	98%	98%	90%	90%
593	# of Land Use legal services provided	11,410	31,775	31,374	30,500	30,500
594	# of Land Use legal services requested	11,410	32,175	31,742	30,500	30,500
595	\$ expenditure per Land Use legal service provided	53.86	24.78	26.56	21.16	21.16
Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services						
596	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	100%	100%	100%	90%	90%
597	# of Trust, Utilities and Finance legal services provided	33,982	34,657	35,911	33,431	33,431
598	# of Trusts, Utilities and Finance legal services requested	60,412	34,412	35,865	33,431	33,431
599	\$ expenditure per Trusts, Utilities and Finance legal service provided	7.06	6.82	6.12	6.58	6.58

