

# Municipal Counselor's Office

FY22 Actual    FY23 Actual    FY24 Projection    FY24 Target    FY25 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*

583	% 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

584	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	96%	96%	96%	90%	90%
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## Administrative - Executive Leadership




585	 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
586	 % of key measures and strategic results achieved	73%	73%	73%	75%	75%
587	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	96%	96%	96%	90%	90%

## Civil Litigation - Civil Litigation Legal Services

588	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	100%	100%	100%	90%	90%
589	 # of legal services provided by Civil Litigation attorneys	N/A	N/A	N/A	38,000	38,000
590	\$ expenditure per Civil Litigation legal service provided	N/A	N/A	N/A	32.29	32.29







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<b>Criminal Justice - Police and Courts Legal Services</b>						
591	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	90%	90%	90%	90%	90%
592	# of Police and Courts legal services provided	9,195	6,553	8,027	4,800	4,800
593	# of Police and Court legal services requested	9,195	6,553	8,027	4,800	4,800
594	\$ expenditure per Police and Courts legal service provided	0.06	0.02	N/A	0.36	0.36
<b>Criminal Justice - Prosecution Legal Services</b>						
595	 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	99%	98%	96%	99%	99%
596	# of cases not tried resolved by guilty or no contest plea	100,586	89,786	84,198	0	0
597	# of cases tried that result in guilty verdict	263	218	159	0	0
598	# of charges filed	117,779	108,876	95,762	0	0
599	# of charges reviewed	133,083	121,425	110,196	0	0
600	# of hours in court for docket appearances	941.14	996.23	907.74	1,000.00	1,000.00
601	# of prosecutions resolved	129,902	123,753	115,943	0	0
602	# of cases resolved without trial	129,595	123,510	115,768	0	0
603	# of cases tried	312	243	175	0	0
604	# of charges presented for review	133,063	121,425	110,196	0	0
605	\$ expenditure per prosecution resolved	16.32	15.40	N/A	11.62	11.62
<b>Labor and Employment Law - Labor Litigation Legal Services</b>						
606	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	93%	93%	93%	90%	90%
607	 # of Labor Litigation legal services provided	6,118	9,116	N/A	12,800	12,800
608	# of Labor Litigation legal services requested	6,118	9,116	N/A	12,800	12,800
609	\$ expenditure per Labor Litigation legal service provided	52.40	39.78	N/A	28.90	28.90



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<b>Labor and Employment Law - Labor Relations Legal Services</b>						
610	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	93%	93%	93%	90%	90%
611	# of Labor Relations legal services provided	20,966	26,999	N/A	12,800	12,800
612	# of Labor Relations legal services requested	20,966	26,999	N/A	12,800	12,800
613	\$ expenditure per Labor Relations legal service provided	12.08	10.06	N/A	20.53	20.53
<b>Land Use and Economic Development - Economic Development Legal Services Program</b>						
614	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	95%	95%	95%	90%	90%
615	# of Economic Development legal services provided	21,998	13,206	21,393	11,000	11,000
616	# of Economic Development legal services requested	22,056	13,206	21,393	11,000	11,000
617	\$ expenditure per Economic Development legal service provided	30.30	68.30	N/A	58.25	58.25
<b>Land Use and Economic Development - Land Use Legal Services</b>						
618	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	98%	N/A	N/A	90%	90%
619	# of Land Use legal services provided	31,775	22,600	25,055	30,500	30,500
620	# of Land Use legal services requested	32,175	22,600	25,055	30,500	30,500
621	\$ expenditure per Land Use legal service provided	24.78	29.16	N/A	24.14	24.14
<b>Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services</b>						
622	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	100%	100%	100%	90%	90%
623	# of Trust, Utilities and Finance legal services provided	34,657	33,044	34,844	33,431	33,431
624	# of Trusts, Utilities and Finance legal services requested	34,412	33,044	34,844	33,431	33,431
625	\$ expenditure per Trusts, Utilities and Finance legal service provided	6.82	7.23	N/A	6.99	6.99

