

# Municipal Counselor's Office

FY16 Actual    FY17 Projection    FY17 Target    FY18 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

717	% of Department Heads receiving monthly communications from the Municipal Counselor's Office	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:




718	At least 90% of responding clients surveyed will be satisfied with the timeliness, effectiveness, and overall provision of legal services, annually through 2019	99%	99%	90%	90%
	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services				

## Administrative - Executive Leadership

719	 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%
720	 % of key measures achieved	80%	90%	75%	75%
721	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	97%	100%	98%	98%
722	% of performance evaluations completed by the review date	92%	62%	95%	95%
723	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	99%	90%	90%
724	% of terminations submitted to the Personnel Department within 3 days of the termination date	100%	100%	95%	95%
725	# of full-time employees supported	58	55	55	54
726	Dollar amount of operating expenditures managed	7,138,148	6,419,462	6,764,103	6,709,735








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<b>Civil Litigation - Civil Litigation Legal Services</b>					
727	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	100%	100%	90%	90%
728	 # of legal services provided by Civil Litigation attorneys	N/A	N/A	38,000	38,000
729	\$ expenditure per Civil Litigation legal service provided	N/A	N/A	23.18	23.18
<b>Criminal Justice - Police and Courts Legal Services</b>					
730	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	100%	98%	90%	90%
731	# of Police and Courts legal services provided	5,853	5,393	5,152	5,152
732	# of Police and Court legal services requested	5,853	5,393	5,152	5,152
733	\$ expenditure per Police and Courts legal service provided	16.33	8.50	8.29	8.29
<b>Criminal Justice - Prosecution Legal Services</b>					
734	 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	99%	99%	98%	98%
735	# of cases not tried resolved by guilty or no contest plea	112,073	135,600	N/A	N/A
736	# of cases tried that result in guilty verdict	436	274	N/A	N/A
737	# of charges filed	128,400	144,320	N/A	N/A
738	# of charges reviewed	138,320	151,666	N/A	N/A
739	# of hours in court for docket appearances	1,322.07	1,384.47	1,400.00	1,400.00
740	# of prosecutions resolved	141,826	161,443	N/A	N/A
741	# of cases resolved without trial	141,358	161,151	N/A	N/A
742	# of cases tried	468	293	N/A	N/A
743	# of charges presented for review	138,320	151,666	N/A	N/A
744	\$ expenditure per prosecution resolved	10.98	10.78	1,336,984.00	1,336,984.00
<b>Labor and Employment Law - Labor Litigation Legal Services</b>					
745	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	100%	99%	90%	90%



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<b>Labor and Employment Law - Labor Litigation Legal Services</b>					
746	 # of Labor Litigation legal services provided	10,951	12,769	12,800	12,800
747	# of Labor Litigation legal services requested	12,050	13,032	12,800	12,800
748	\$ expenditure per Labor Litigation legal service provided	23.11	16.56	15.64	15.64
<b>Labor and Employment Law - Labor Relations Legal Services</b>					
749	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	100%	99%	90%	90%
750	# of Labor Relations legal services provided	12,144	14,798	12,800	12,800
751	# of Labor Relations legal services requested	11,952	14,870	12,800	12,800
752	\$ expenditure per Labor Relations legal service provided	23.97	17.36	19.33	19.33
<b>Land Use and Economic Development - Economic Development Legal Services Program</b>					
753	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	93%	98%	90%	90%
754	# of Economic Development legal services provided	14,685	15,201	11,000	11,000
755	# of Economic Development legal services requested	14,783	15,304	11,000	11,000
756	\$ expenditure per Economic Development legal service provided	26.93	23.24	32.79	32.79
<b>Land Use and Economic Development - Land Use Legal Services</b>					
757	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	100%	100%	90%	90%
758	# of Land Use legal services provided	21,772	21,330	21,516	21,516
759	# of Land Use legal services requested	21,772	21,330	21,516	21,516
760	\$ expenditure per Land Use legal service provided	32.66	24.21	22.85	22.85
<b>Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services</b>					
761	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	100%	100%	90%	90%
762	# of Trust, Utilities and Finance legal services provided	41,748	36,977	35,983	35,983
763	# of Trusts, Utilities and Finance legal services requested	41,748	36,977	35,983	35,983



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<b>Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services</b>					
764	\$ expenditure per Trusts, Utilities and Finance legal service provided	14.66	13.03	12.18	12.18

