

Municipal Counselor's Office

FY19 Actual

FY20 Actual

FY21 Projection

FY21 Target

FY22 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*

614	% of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
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FY19 Actual FY20 Actual FY21 Projection FY21 Target FY22 Target

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

615	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	98%	98%	90%	90%
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Administrative - Executive Leadership




616	 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
617	 % of key measures and strategic results achieved	80%	82%	70%	75%	N/A
618	% of performance evaluations completed by the review date	91%	91%	89%	95%	95%
619	% of responding clients surveyed satisfied with the timeliness, effectiveness and overall provision of legal services	99%	98%	98%	90%	90%

Civil Litigation - Civil Litigation Legal Services

620	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	100%	98%	97%	90%	90%
621	 # of legal services provided by Civil Litigation attorneys	68,929	80,397	N/A	38,000	38,000
622	\$ expenditure per Civil Litigation legal service provided	15.47	10.60	N/A	18.06	29.54







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Criminal Justice - Police and Courts Legal Services						
623	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	97%	95%	84%	90%	90%
624	# of Police and Courts legal services provided	10,922	13,276	5,661	4,800	4,800
625	# of Police and Court legal services requested	10,922	13,276	5,661	4,800	4,800
626	\$ expenditure per Police and Courts legal service provided	0.27	0.00	0.00	8.76	8.76
Criminal Justice - Prosecution Legal Services						
627	 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	99%	98%	100%	99%	99%
628	# of cases not tried resolved by guilty or no contest plea	135,741	116,144	103,842	0	0
629	# of cases tried that result in guilty verdict	344	247	148	0	0
630	# of charges filed	156,671	149,695	135,224	0	0
631	# of charges reviewed	171,686	156,339	142,614	0	0
632	# of hours in court for docket appearances	1,079.00	813.50	N/A	1,400.00	1,000.00
633	# of prosecutions resolved	164,985	138,510	121,311	0	0
634	# of cases resolved without trial	164,631	138,230	121,125	0	0
635	# of cases tried	377	280	186	0	0
636	# of charges presented for review	171,686	156,339	142,614	0	0
637	\$ expenditure per prosecution resolved	10.55	13.70	15.43	11.62	11.62
Labor and Employment Law - Labor Litigation Legal Services						
638	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	99%	100%	98%	90%	90%
639	 # of Labor Litigation legal services provided	11,882	10,231	10,524	12,800	12,800
640	# of Labor Litigation legal services requested	11,882	10,126	10,524	12,800	12,800
641	\$ expenditure per Labor Litigation legal service provided	19.46	21.56	19.44	15.07	17.88



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Labor and Employment Law - Labor Relations Legal Services						
642	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	99%	100%	98%	90%	90%
643	# of Labor Relations legal services provided	17,636	18,945	12,709	12,800	12,800
644	# of Labor Relations legal services requested	17,327	17,501	12,725	12,800	12,800
645	\$ expenditure per Labor Relations legal service provided	15.79	13.58	18.10	17.19	21.65
Land Use and Economic Development - Economic Development Legal Services Program						
646	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	98%	95%	100%	90%	90%
647	# of Economic Development legal services provided	14,793	26,232	30,148	11,000	11,000
648	# of Economic Development legal services requested	14,863	26,272	30,233	11,000	11,000
649	\$ expenditure per Economic Development legal service provided	28.42	20.38	19.66	50.49	37.12
Land Use and Economic Development - Land Use Legal Services						
650	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	100%	100%	200%	90%	90%
651	# of Land Use legal services provided	24,242	23,112	23,175	23,620	23,620
652	# of Land Use legal services requested	23,827	23,112	23,175	23,620	23,620
653	\$ expenditure per Land Use legal service provided	20.88	25.32	25.54	24.40	22.41
Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services						
654	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	99%	100%	100%	90%	90%
655	# of Trust, Utilities and Finance legal services provided	34,126	33,796	32,714	33,431	33,431
656	# of Trusts, Utilities and Finance legal services requested	34,126	33,796	32,714	33,431	33,431
657	\$ expenditure per Trusts, Utilities and Finance legal service provided	13.86	11.23	7.06	5.99	14.32

