

Municipal Counselor's Office

FY23 Actual

FY24 Actual

FY25 Projection

FY25 Target

FY26 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*

598	% 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

599	% 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

600	🔑 % of Department Heads receiving monthly communications from the Municipal Counselor's Office	100%	100%	100%	100%	100%
601	🔑 % of key measures and strategic results achieved	73%	73%	73%	75%	75%
602	% 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

603	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Civil Litigation legal services	100%	100%	100%	90%	90%
604	🔑 # of legal services provided by Civil Litigation attorneys	N/A	N/A	N/A	38,000	38,000






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Criminal Justice - Police and Courts Legal Services						
605	🔑 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Police and Courts legal services	90%	90%	90%	90%	90%
606	# of Police and Courts legal services provided	6,553	9,565	10,610	4,800	4,800
607	# of Police and Court legal services requested	6,553	9,565	10,610	4,800	4,800
Criminal Justice - Prosecution Legal Services						
608	🔑 % of Municipal Court Jury Division charges filed or declined within 45 days of bond posting	98%	97%	99%	99%	99%
609	# of cases not tried resolved by guilty or no contest plea	89,786	81,959	86,599	0	0
610	# of cases tried that result in guilty verdict	218	133	141	0	0
611	# of charges filed	108,876	94,970	107,955	0	0
612	# of charges reviewed	121,425	114,546	124,177	0	0
613	# of hours in court for docket appearances	996.23	884.16	915.95	1,000.00	1,000.00
614	# of prosecutions resolved	123,753	112,028	118,864	0	0
615	# of cases resolved without trial	123,510	111,781	118,692	0	0
616	# of cases tried	243	147	160	0	0
617	# of charges presented for review	121,425	114,546	124,177	0	0
Labor and Employment Law - Labor Litigation Legal Services						
618	% of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Litigation legal services	93%	93%	93%	90%	90%
619	🔑 # of Labor Litigation legal services provided	9,116	11,407	2,413	1,325	650
620	# of Labor Litigation legal services requested	9,116	11,407	2,413	1,325	650
Labor and Employment Law - Labor Relations Legal Services						
621	🔑 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Labor Relations legal services	93%	93%	93%	90%	90%



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Labor and Employment Law - Labor Relations Legal Services						
622	# of Labor Relations legal services provided	26,999	25,930	29,118	29,000	12,800
623	# of Labor Relations legal services requested	26,999	25,930	29,118	29,000	12,800
Land Use and Economic Development - Economic Development Legal Services Program						
624	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Economic Development legal services	95%	95%	95%	90%	90%
625	# of Economic Development legal services provided	13,206	22,551	15,656	11,000	11,000
626	# of Economic Development legal services requested	13,206	22,551	15,656	11,000	11,000
Land Use and Economic Development - Land Use Legal Services						
627	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Land Use legal services	N/A	N/A	N/A	90%	90%
628	# of Land Use legal services provided	22,600	25,300	26,232	30,500	30,500
629	# of Land Use legal services requested	22,600	25,300	26,232	30,500	30,500
Trusts, Utilities and Finance - Trusts, Utilities and Finance Legal Services						
630	 % of responding clients satisfied with the timeliness, effectiveness and overall provision of Trusts, Utilities and Finance legal services	100%	100%	6,603%	90%	90%
631	# of Trust, Utilities and Finance legal services provided	33,044	36,667	55,776	33,431	33,431
632	# of Trusts, Utilities and Finance legal services requested	33,044	36,667	55,776	33,431	33,431

