

**DEPARTMENT  
NAME**

Department of Law

**DEPARTMENT  
MISSION**

The mission of the Department of Law is to provide legal and risk management services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources and perform their responsibilities within the law.

**STRATEGIC GOALS**

**Goal One**

Continue to work on decreasing the time between citations for code violations and disposition of those cases

**Goal Two**

Increase by 5% tax revenues collected from sources not currently maximized due to lack of current information

## LINES OF BUSINESS

### Line of Business One – Purpose Statement

The purpose of the **Legal Services** Line of Business is to provide client advice and support, contracts, legislation and litigation services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources and perform their responsibilities within the law.

### LOB One – Key Results

- Percentage of contracts reviewed within 4 business days
- Percentage of clients reporting that the client advice provided assisted them in making good business decisions
- 90% of clients responding indicate that council legislation passed accomplishes the stated goal
- Percentage of dispute resolutions considered high quality as reported by Metropolitan Government clients.

### Line of Business Two – Purpose Statement

The purpose of the **Risk Management** Line of Business is to provide claims and insurance services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources.

### LOB Two – Key Results

- Ratio of dollars recovered to dollars owed
- Percentage annual increase in cost that is at or below market rate increases for entities with similar losses

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Legal Services Line of Business is to provide client advice and support, contracts, legislation and litigation services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources and perform their responsibilities within the law.

**Program Name**

**Contracts**

**Program Purpose Statement**

The purpose of the Contracts Program is to provide negotiation, drafting and review services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can execute contracts legally and in a timely fashion.

**Family of Measures: Result  
Measure(s)**

- Percentage of contracts approved by the Legal Department that are in accord with the law
- Percentage of contracts reviewed within 4 business days (**Key Result**)

**Family of Measures: Output  
Measure(s)**

- Number of contracts reviewed

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

- Number of contracts anticipated

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

- Draft contracts
- Contract reviews
- Negotiation sessions

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**PROGRAM****Line of Business  
Purpose Statement**

The purpose of the Legal Services Line of Business is to provide client advice and support, contracts, legislation and litigation services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources and perform their responsibilities within the law.

**Program Name****Client Advice and Support****Program Purpose Statement**

The purpose of Client Advice and Support Program is to provide legal advice and support to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so that they can effectively and efficiently conduct the business of the Metropolitan Government.

**Family of Measures: Result  
Measure(s)**

- 70% of client advice provided within 3 days.
- Percentage of clients reporting that the client advice provided assisted them in making good business decisions (**Key Result**)

**Family of Measures: Output  
Measure(s)**

- Number of client advice responses

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

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**Family of Measures: Demand  
Measure(s)**

- Number of client advice requests anticipated

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

- Departments, Boards Commissions & Agency Representations
- Metropolitan Council Representations
- Client Conferences
- Training Sessions
- Legal Opinions

**PROGRAM**

**Line of Business Purpose Statement**

The purpose of the Legal Services Line of Business is to provide client advice and support, contracts, legislation and litigation services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources and perform their responsibilities within the law.

**Program Name**

**Legislation**

**Program Purpose Statement**

The purpose of the Legislation Program is to provide analysis and draft legislation services to the departments, boards, commissions, agencies and officials of the Metropolitan Government so they can propose and pass legislation that accomplishes their goals.

**Family of Measures: Result Measure(s)**

- Percentage reduction in corrective amendments
- 90% of clients responding indicate that council legislation passed accomplishes the stated goal  
**(Key Result)**

**Family of Measures: Output Measure(s)**

- Number of pieces of legislation approved

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand Measure(s)**

- Number of pieces of legislation to be reviewed or drafted

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

- Legislation Analyses
- Draft Ordinances and Resolutions
- Legislative Consultations

**PROGRAM**

**Line of Business Purpose Statement**

The purpose of the Legal Services Line of Business is to provide client advice and support, contracts, legislation and litigation services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources and perform their responsibilities within the law.

**Program Name**

**Litigation and Administrative Hearings**

**Program Purpose Statement**

The purpose of the Litigation and Administrative Hearings Program is to provide representation and advocacy services to the departments, boards, commissions, agencies, officials of the Metropolitan Government and its employees so they can experience high quality dispute resolutions.

**Family of Measures: Result Measure(s)**

- Percentage of dispute resolutions considered high quality as reported by Metropolitan Government clients.

**Family of Measures: Output Measure(s)**

- Number of administrative hearings and litigation matters handled

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand Measure(s)**

- Number of administrative hearings and litigation matters required

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

- Court/ Hearing Appearances
- Client Consultations
- Litigation Documents
- Investigations
- Expert Witness Services
- Depositions
- Written Discovery Documents
- Witness Preparations
- Exhibits

- Settlement Negotiations
- Recoveries
- Settlement/ Judgment payments
- Transcripts
- Outside Counsel
- Appeals

**PROGRAM**

**Line of Business  
Purpose Statement**

The purpose of the Risk Management Line of Business is to provide loss control, claims and insurance services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources.

**Program Name**

**Claims**

**Program Purpose Statement**

The purpose of the claims program is to provide investigation, negotiation and recovery services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can minimize the financial impact of claims brought against the Metropolitan Government and maximize the monetary recovery of claims in favor of the Metropolitan Government.

**Family of Measures: Result Measure(s)**

- Ratio of dollars recovered to dollars owed (**Key Result**)
- Ratio of costs to dollars recovered or paid.
- Percentage of claims in which the settlement is less than 10% greater than the reserve.
- Percentage of claims settled without litigation.
- Percentage change in the total number of claims including lawsuits initiated against the Metropolitan Government

**Family of Measures: Output Measure(s)**

- Number of claims processed
- Number of claim recoveries

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

# of claims processed

**Family of Measures: Demand Measure(s)**

- Number of claims expected to be filed
- Number of instances of damage to Metropolitan Government property incurred

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

- Claims Investigations

- Claims Negotiation Sessions
- Claim Recoveries
- Settlement Documents
- Claims Payments

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## PROGRAM

### Line of Business Purpose Statement

The purpose of the Risk Management Line of Business is to provide loss control, claims and insurance services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can protect public resources.

### Program Name

**Insurance**

### Program Purpose Statement

The purpose of the Insurance Program is to provide insurance management services to the departments, boards, commissions, agencies, and officials of the Metropolitan Government so they can adequately protect their assets at the best value.

### Family of Measures: Result Measure(s)

- Percentage annual increase in cost that is at or below market rate increases for entities with similar losses (**Key Result**)
- Annual percentage of change in the ratio of insurance costs to value of Metropolitan Government assets is equal to or less than the industry standards as reported in reputable insurance periodicals and/or websites
- Percentage of approved contracts that have adequate insurance.
- Annual self insurance liability fund deposits will be five percent lower than annual market cost of comparable commercial insurance.

### Family of Measures: Output Measure(s)

- Number of insurance policies managed
- Number of insurance contract reviews
- Number of consultation hours provided

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

Number of hours reviewing contracts

### Family of Measures: Demand Measure(s)

- Number of insurance policies expected to be required
- Number of insurance contract reviews expected to be required
- Number of consultation hours expected to be

requested  
• Number of hours reviewing contracts

**Family of Measures: Efficiency  
Measure(s)**

• Expenditure per contract reviewed

**Please list measures, if any, for this program that might be determined via a public survey.**

**Products**

- Insurance Negotiation Sessions
- Insurance Policy Recommendations
- Insurance Policy Decisions
- Insurance Contract Reviews
- Insurance Premium Bills/ Notices
- Insurance Coverage
- Department consultation hours