



City Attorney's Office 2020 End of Year Report

City Council Work Session
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Overview

- Strategic Plan Alignment
- Litigation Division
- Transactional Division
- Open Records Division
- Prosecutors Division



Strategic Plan Alignment

Goal 6. Set the standard for sound governance and fiscal management.

- *Efficiency*
 - 6.7 Deliver effective and efficient processes to maximize value in obtaining goods and services.
- *Customer Service*
 - 6.5 Deliver services timely and effectively with focus on continual improvement.
- *Quality*
 - 6.10 Enhance the quality of decision making with legal representation and support.



Litigation Division

- Goal 1: Mitigate risk across the organization.
- Goal 2: Provide consistent updates to City departments throughout litigation process.
- Goal 3: Prepare initial response within ten (10) working days of the receipt of a claim.



Litigation Key Processes

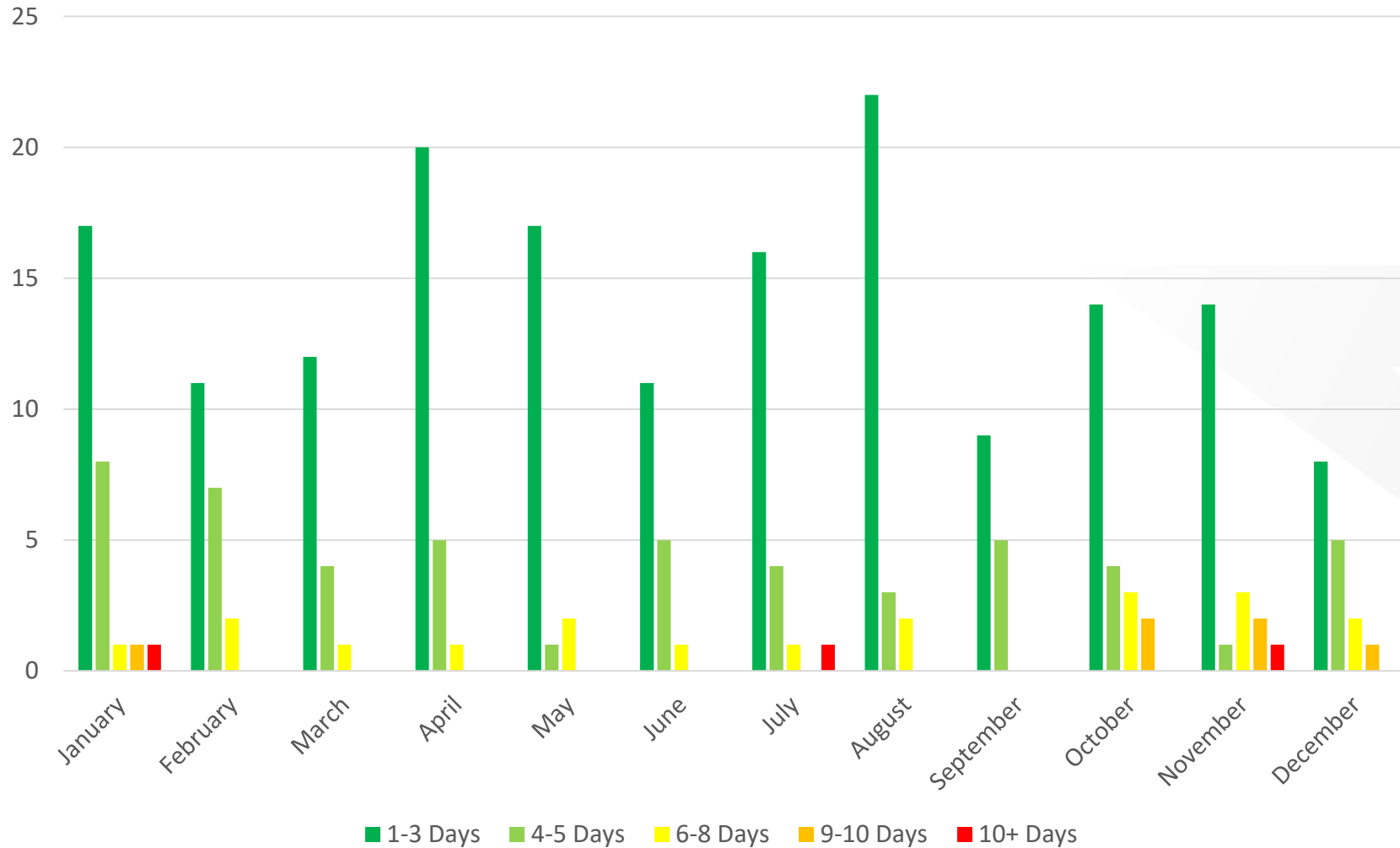
- Incorporate processes to identify patterns of risk across the organization and provide legal recommendations to mitigate those risks.
- Create Standard Operating Procedures to maintain departments informed of pending litigation.
- Prioritize customer service through uniform processing of all third-party claims.

Measured Impact

- Litigation Division identified seven (7) areas of potential liability in 2020 and provided departments with legal recommendations to address and mitigate all seven (7) areas of potential liability.
- Litigation Division created Standard Operating Procedures for communication to departments throughout litigation.
- Litigation Division ensured 100% of third-party claims are processed within 10 working days.
 - 98.59% of claims between 2015-2019
 - 100% of claims in 2020

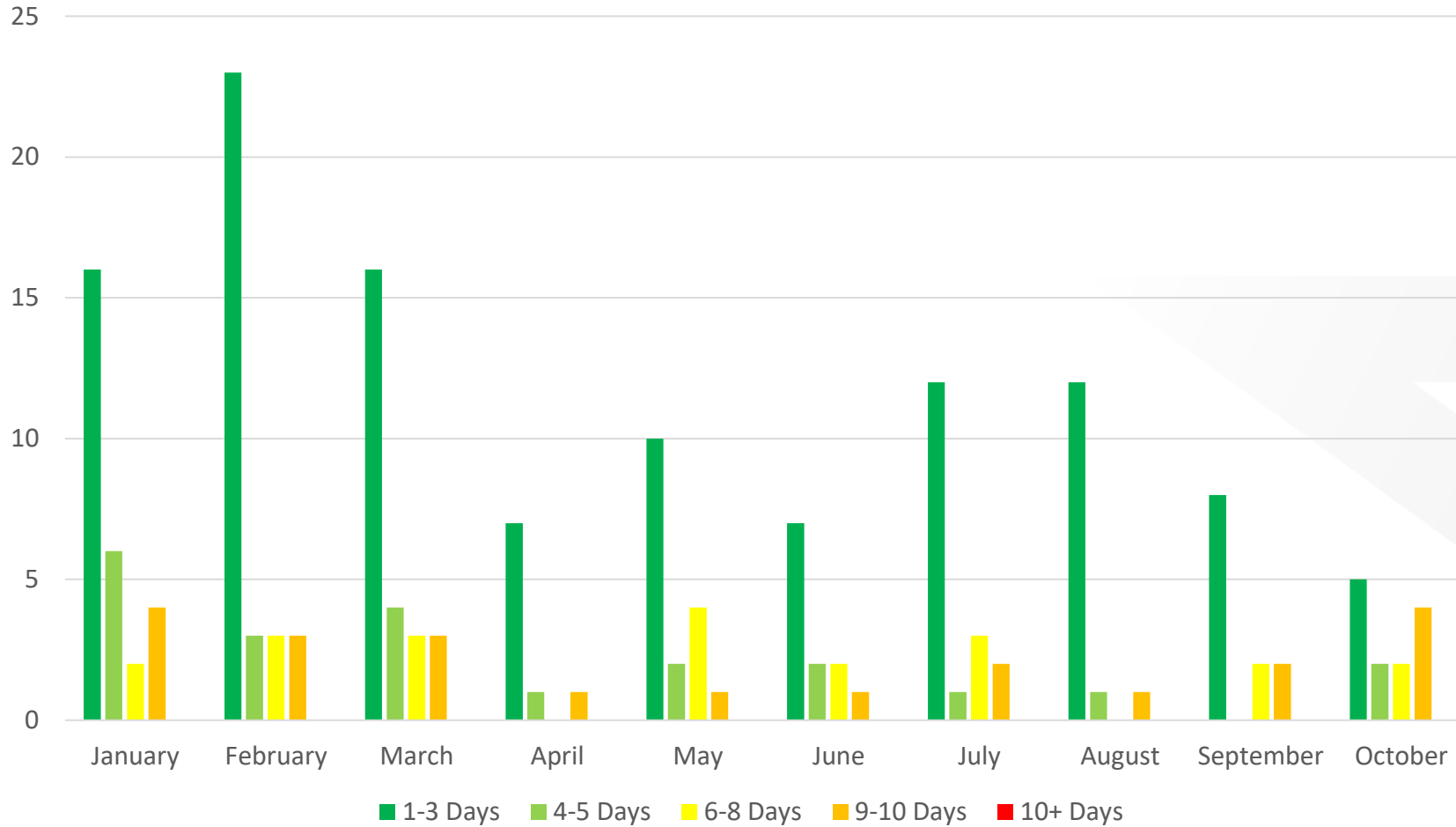


2019 PM 2 – Prepare initial response within 10 days of the receipt of claim.





2020 PM 2 – Prepare initial response within 10 days of the receipt of claim.



Next Steps

- Continue processing third party claims within 10 working days.
- Track implementation of legal recommendations to departments to determine success in mitigating future liabilities.
- Continue using Standard Operating Procedures for all litigation.

Transactional Division

GOALS

- Goal #1: Customer Service
- Goal #2: Consistency

UPDATES

- Update #1: FY20 Non-routine highlights
- Update #2: COVID-19 response



RESULTS

- Over 1200 total requests
- January to August 2020 Average = 95.43%
- 4th Quarter = 100%
- 99% of requests responded within 1 to 3 working days

Customer Service

10-day response

- Prepare routine ordinances, resolutions, contracts, leases, and agreements within ten (10) working days of the request for a document.

Consistency

Process Improvement

- Establish standard legal operating procedures for all City departments.

RESULTS

- Procedures **35+**
- Standardize Forms **25+**
- Focus Group
- Development of tools to submit and manage requests to transactional division

FY 2020 non-routine highlights

RESULTS

- Senate Bill 2 - Budget and Tax Rate
- Utility In-House (EPE Sale)
- Elections
- Title 7 Re-Write
- HR Contracts **790+**

COVID-19 Response

RESULTS

- **120 + COVID related files; 4,000+ hours**
 - Open Meetings Act
 - Protected Health Information Research
 - HR Issues
 - Court Procedures
 - Facilities Management
- **Emergency Ordinances and Directives**
 - COVID-19 Emergency Ordinances **26**
 - COVID-19 Health Orders & Guidance **63**
 - COVID- 19 Local Directives **19**
 - FAQs for Health Orders and Directives
- **Emergency Response**
 - Emergency Plan Activation
 - Lab certification and expansion
- **\$189+ million in supported transactions**
 - Subrecipient Agreements **78**
 - Real Estate Acquisitions
 - Procurement Manual

Open Records Division

Goals

- Establish standard legal operating procedures for all City departments
- Reduce timelines for production of records





COVID-19 Pandemic

- Followed Attorney General guidelines and rules on calculation of business days
- Continued to process an increased volume of requests in spite of COVID setbacks
 - Over 6,500 total requests since March 2020
 - 98 directly related to COVID-19



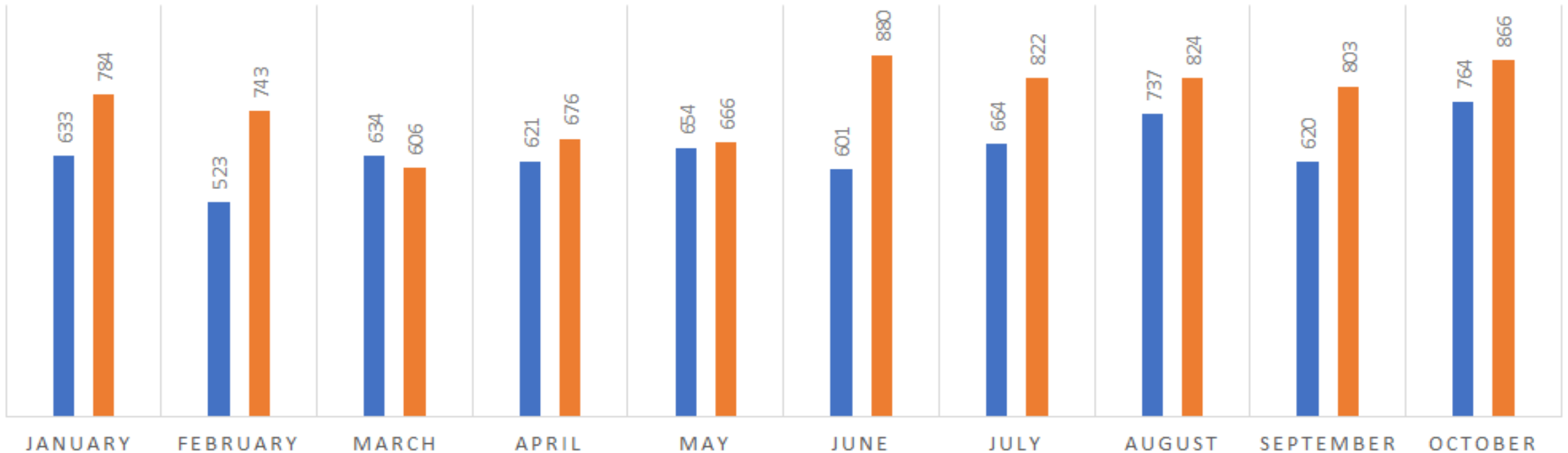
Strategy

- Updated requestors ability to agree to mandatory and/or discretionary redactions on GovQA
- Utilization of Previous Determination for Police Department
 - 2016 Determination allows the City to withhold certain information related to the detection, investigation, or prosecution of crime without requesting an AG ruling under section 552.108(a)(1)
- Provided training to Department Contacts

Monthly Requests Processed

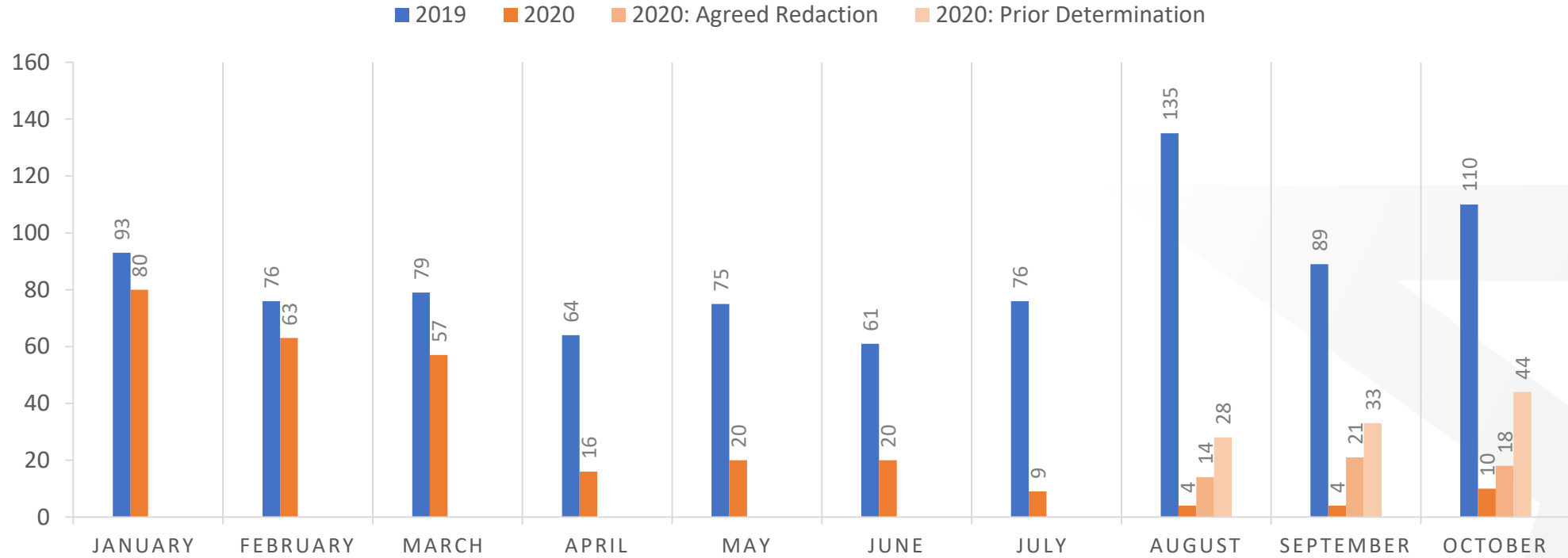
2019 AND 2020 COMPARISON

■ 2019 ■ 2020



Attorney General Opinion Requested

2019 AND 2020 COMPARISON



Next Steps

- Offer ORR training for all City employees
- Continue to develop ideas on how to improve the GovQA system and the internal ORR process
- Submit more previous determination requests to the Attorney General

Prosecutors Division

- It is the primary duty of a municipal prosecutor not to convict, but to see that justice is done.
 - Texas Code of Criminal Procedure, Section 45.201

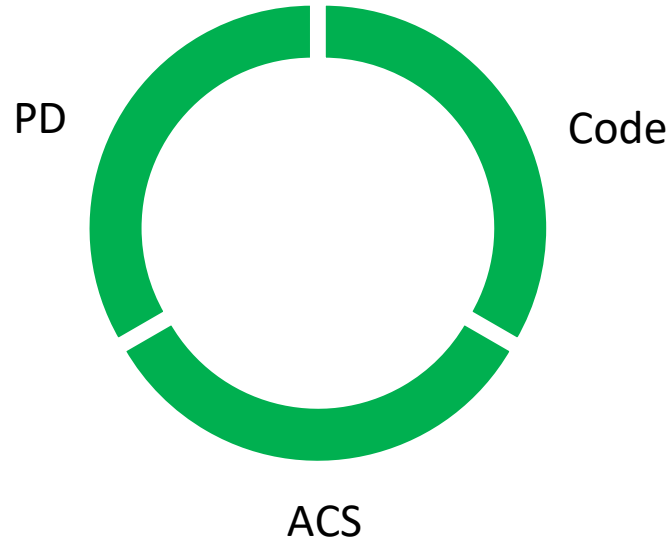
JUSTICE
≠
CONVICTION



Division Goals

- Goal 1: Establish standard legal operating procedures for all City Departments
- Goal 2: Screen and prepare complaints for trial in a fast and efficient manner

Goal 1 – Department Training



- Goal 1: Establish standard legal operating procedures for all City Departments
- KPI 2: Percentage of departments that have received training from Prosecutors.

Goal 1 – Department Training Topics

ACS

- New Complaint Process
- Preparing for Court/Investigations
- Noise Nuisances
- Dangerous Dogs

PD

- New Complaint Process
- Preparing for Court/Investigations
- COVID-19 Violations

Code

- New Complaint Process
- Preparing for Court/Investigations
- COVID-19 Violations

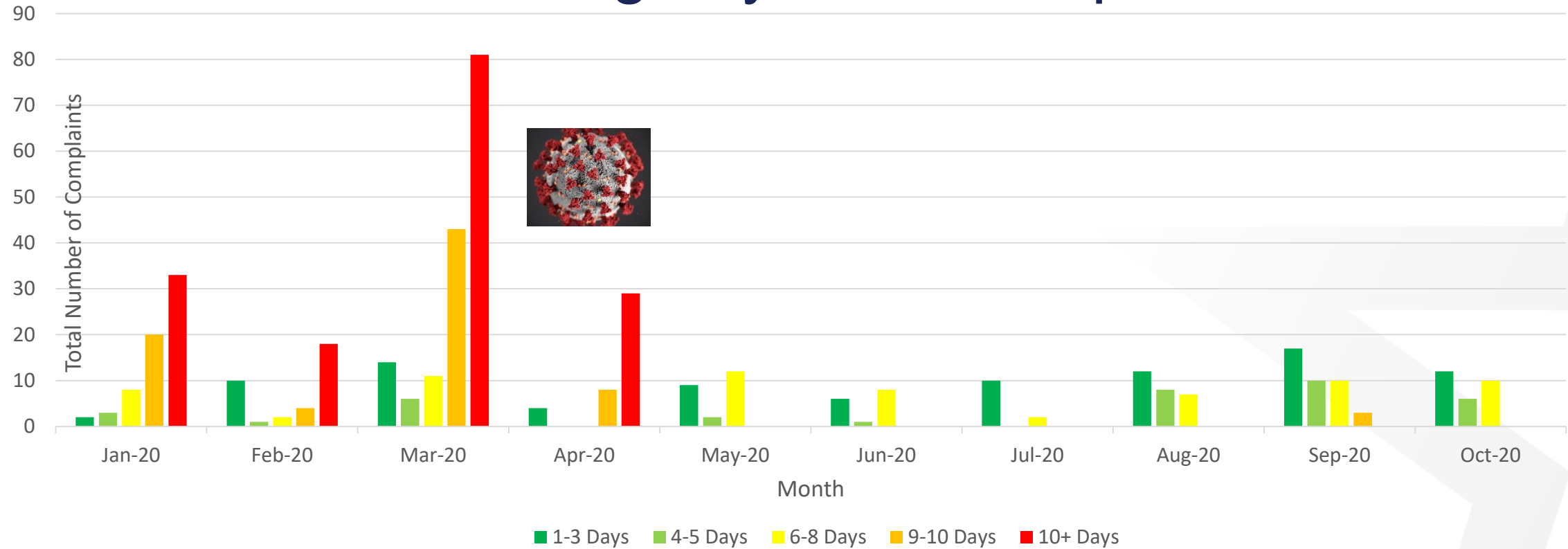
Goal 2 – Screen and prepare complaints for trial in a fast and efficient manner

44 Prosecutor Complaints

	Non-Routine Items	Routine Items
What is it?	Require prosecutor analysis and review	Items that do not need to be reviewed and can be initiated with a citation
Examples?	Animal cruelty, hit and runs, confusing or fact-intensive cases	Paper violation
Who Processes?	<u>City Prosecutor</u>	Muni Court Clerk
Who generates the complaint?	Muni Court Clerk	Muni Court Clerk



PM 3 – Prepare complaints for prosecution within 10 working days of the request.



Division Highlights

- During COVID-19 Pandemic:
 - Virtual prosecution in all courts
 - Drafted multiple Class C Complaint Templates for Directive violations
 - Guidance and training on enforcement of emergency orders to Code/PD

Measured Impact



Prosecutors

100%

Of backlog complaints processed. (backlog of 712 from FY 2017-2020).





Next Steps

- Continued Trial Prep/Training on COVID-19 Emergency Order Violations for inspectors/officers and prosecutors
- New Complaint Forms on Sharepoint/Completion of LSS Project
 - Finalizing forms, all complaints from PD officers, Code inspectors, and citizens will be ONLINE AND MANAGED through Sharepoint.

THANK YOU

MISSION



Deliver exceptional services to support a high quality of life and place for our community

VISION



Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government



VALUES

Integrity, **R**espect, **E**xcellence,
Accountability, **P**eople