

## Legal Services Report – 2020

### Service Improvement Initiatives:

In Q1 2020 Council adopted the 6 Recommendations and 23 Actions contained in the Legal Services ZBR. Work to advance the Recommendations is underway including the development of a ZBR Program Plan, review of the organizational structure and alignment of legal practices and operations, and initial steps to create a technology strategy. Other milestones include:

- Selection of a permanent City Solicitor & General Counsel;
- Formation of a Team focused on the Business of Law;
- Completion of Phase 1 of '*the redesign of the service's operating model*';
- Commencement of work to update Legal Services' business strategies and performance measures; and
- Implemented technology enhancements to better support staff generally and to facilitate a remote working environment, enabling the successful delivery of legal service despite the challenges presented by COVID-19.

This ground work is instrumental to the success of Legal Services' commitment to "build a more resilient, scalable and effective operation" per the ZBR report. Future work will focus on refining services to ensure the delivery of the ***right service at the right time for the right value***.

### Legal Services Highlights:

- Involvement within new and emerging issues and projects such as Municipal Tribunals, Digital Technology (i.e. MyFare app), Bankruptcy and Insolvency;
- Continued support work on complex issues such as conversion therapy;
- Responding to the continually evolving issues related to COVID-19, including:
  - Ongoing Provincial Legislation Changes;
  - Enforcement;
  - State of Local Emergency;
  - Face Covering Bylaw;
  - Labour and employment considerations;
- Greenline support;
- Continued involvement with infrastructure funding and growth & change strategy
- Delivering legal support for new and emerging areas of law affecting the corporation and the services delivered to citizens
- Collaborating with clients to prioritize workloads and focus service delivery in response to changing resources and increasing volume, velocity and complexity of work
- Lawyers continue to develop insight and expertise into client business, enabling the delivery of expert advice and support for services delivered to citizens
- Managers conduct one on one meetings with members of the Corporate Management Team (CMT) to gain current and improved insight into client needs and continually improve service value
- Training between lawyers and clients to promote mutual understanding of issues facing the corporation and potential tools to address