



**ENVIRONMENTAL
PROTECTION COMMISSION**
OF HILLSBOROUGH COUNTY



Environmental Protection Commission of Hillsborough County 2014 Attorney Satisfaction Survey Report of Results

July 21, 2014

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Purpose of Attorney Customer Survey

- **To Better Provide Customer Input into the Planning Process**
- **To Better Understand Customer Thoughts/Feelings About the EPC**
- **To Better Understand Customer Desires for Improvement and/or Changes**



The Survey Process

- **23 names/numbers provided with a goal of completing as many surveys as possible**
- **All received letter from Dr. Garrity and copy of survey questions**
- **Calls made starting July 14 and completed on July 18**
- **59 total calls made, emails sent to some not reached by telephone (when email address is available)**
- **At least three attempts were made on three different days to try to reach those who would not respond**
- **16 total interviews conducted (4 were via email)**
- **Overall completion rate is 69.6% (16 of 23)**
- **One attorney could not be reached via email or phone (Moved out of the area)**
- **One attorney is out of town for the next two weeks**
- **One attorney was reached but refused to answer questions**
- **Two attorneys said they planned to respond via email (not received)**
- **Two attorneys did not respond to multiple calls and messages**

Environmental Protection Commission

Legal Department Survey Questions

1. Is your involvement with the Attorneys in the EPC Legal Department with respect to:

Both Litigation Transactional Work

Instructions: Using a scale of four to one, where 4 is Excellent and 1 is Poor, please rate questions 2-5

2. How would you rate the EPC Attorneys response timeliness?

4 3 2 1 Excellent Poor

Please make additional comments below explaining your answer or any suggestions on how the Agency can improve its performance:

3. How would you rate the EPC Attorneys professionalism?

4 3 2 1 Excellent Poor

Please make additional comments below explaining your answer or any suggestions on how the Agency can improve its performance:

4. How would you rate the EPC Attorneys legal competence?

Excellent Poor
 4 3 2 1

Please make additional comments below explaining your answer or any suggestions on how the Agency can improve its performance:

5. How would you rate your overall satisfaction in dealing with the EPC Legal Department?

Excellent Poor
 4 3 2 1

Please make additional comments below explaining your answer or any suggestions on how the Agency can improve its performance:

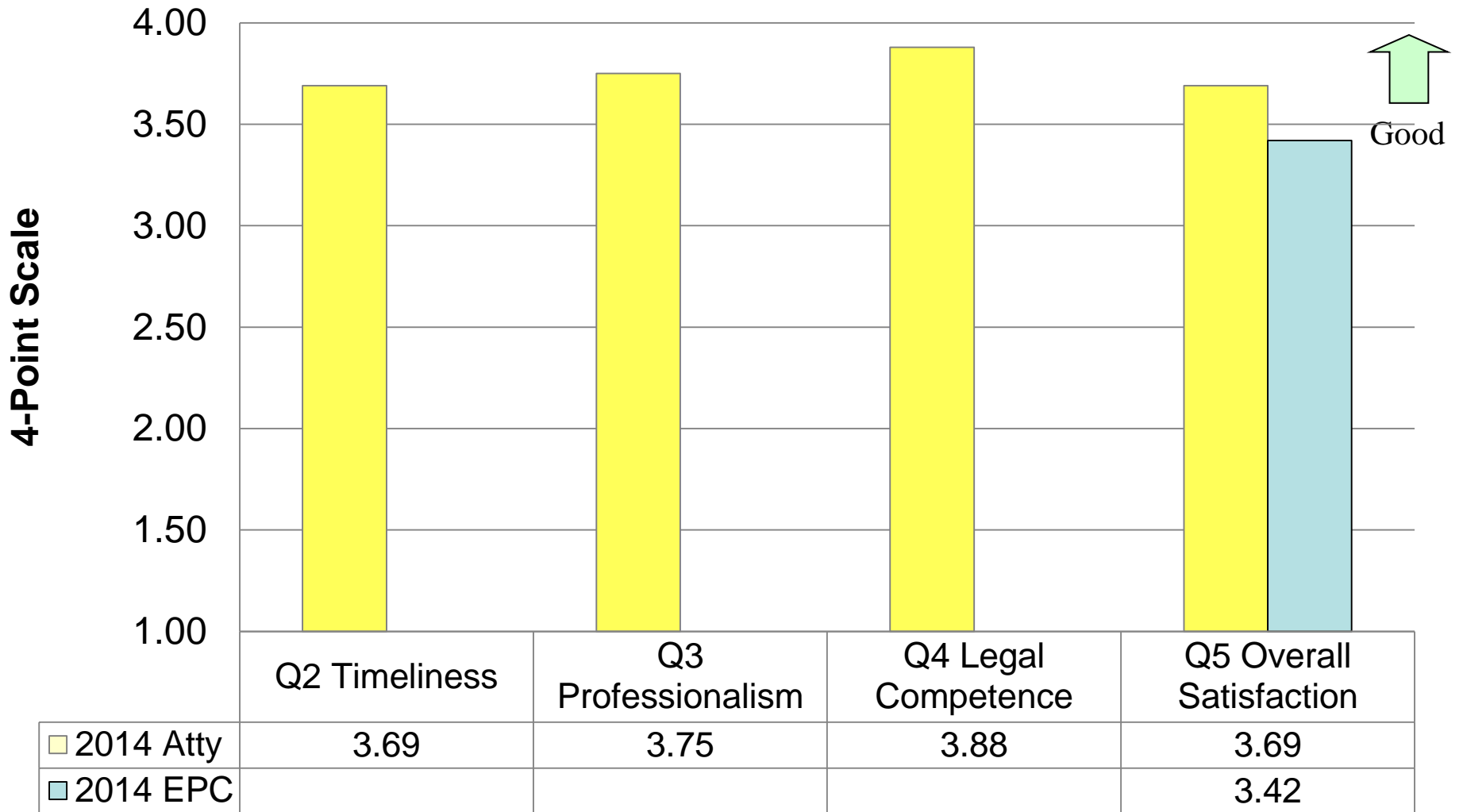
6. If you have any additional comments or suggestions not covered by the questions above, please provide them here:

Survey Results

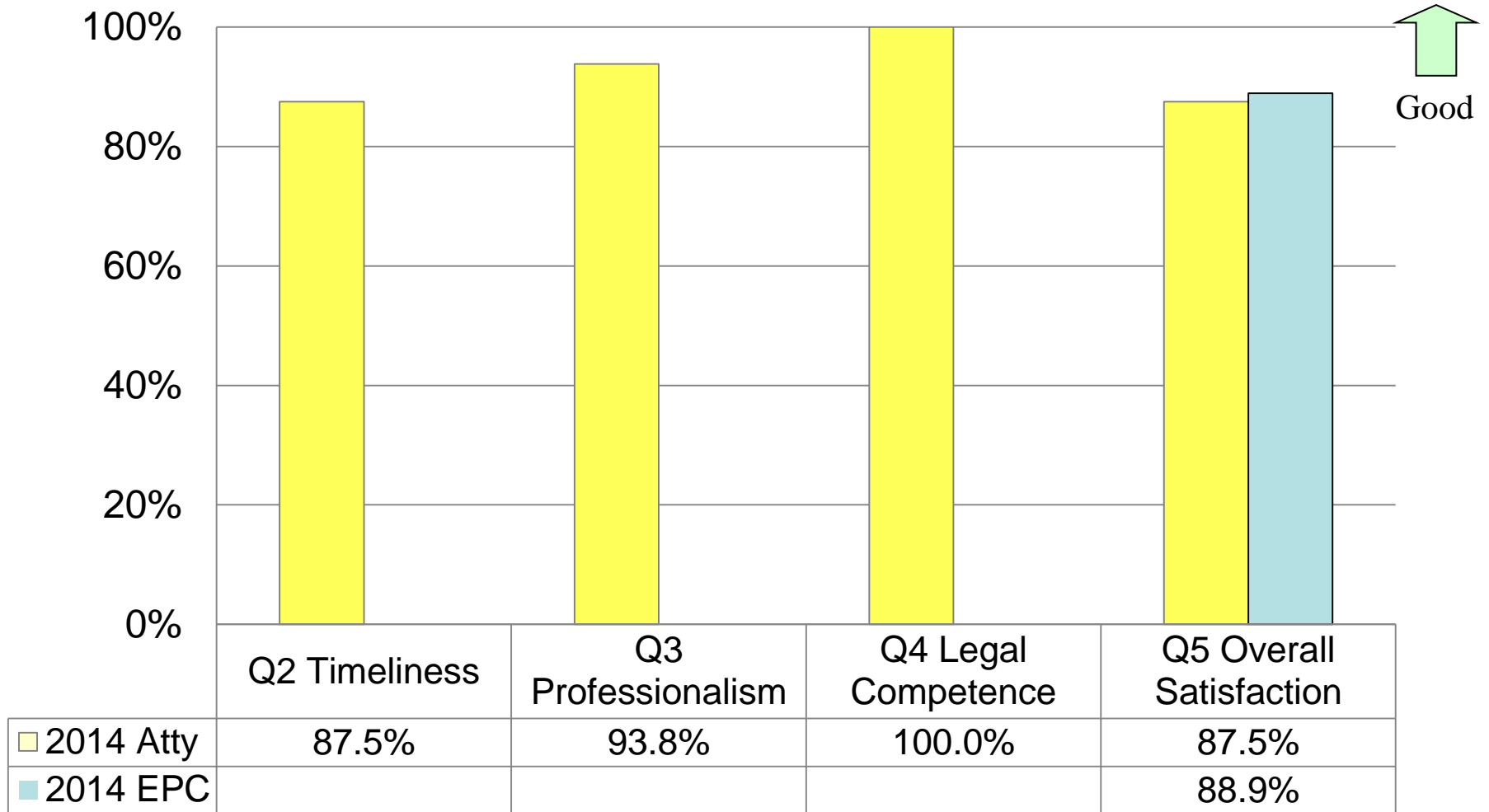
Involvement with EPC – Survey Question #1

Type of Involvement with EPC	Number
Litigation	2
Transactional Work	7
Both	7
Total Surveyed	16

2014 Attorney Survey Results



% Rating EPC Attorneys Good or Excellent (3 or 4)



Customer Verbatim Comments

Verbatim Comments

Attorneys become advocates not withstanding rule or finding a good solution for all parties. They are stuck in a much older mindset. Attorneys try to usurp the EPC Director's position.
But for intervention of EPC legal office, dealing with EPC would have gone awry leading to litigation, therefore I am very grateful for their involvement
Distinctly professional, responsive, thoughtful, willing to listen to both sides, Improvement over past several years
EPC bends over backwards to be fair/objective while doing their job
Good working relationship with EPC attorneys
Hold up due to EPC internal approval process
I have a long relationship, attorneys do a good job.
No problems with EPC
Outstanding group to work with, Great fan of Dr. Garrity, Clients are treated fairly
Outstanding team of professionals, accessible, prompt, courteous, fair, reasonable, great website, self-reproaching accountability on status of matters, great role model for other government regulatory offices to follow
They are good lawyers, they take the position they need to take, they are not confrontational, they are both reasonable guys, knowledgeable with sufficient background
Very pleased with service, professionalism, competence
Worked with EPC for 20 years, Long standing professionalism and commitment to their clients
Worked with EPC for many years, Attorneys are responsive, competent, professional, Excellent across the board

Lessons Learned

- **The surveyed Attorneys are extremely difficult to reach**
 - *It took 59 calls to survey 16 Attorneys*
- **Attempts to set appointment times with attorneys were not successful (only 4 attorneys would set appointment times)**
- **Some attorneys will not call back regardless the number of attempts**
- **It would be helpful to have more attorney email addresses available (only 10 email addresses provided)**

Conclusions

- **Most have a very high opinion of the Legal Department**
- **A few had disappointing experiences**
- **Overall Results are quite good but without great statistical significance due to small sample size**
 - Overall satisfaction is 3.69 on a 4 point scale
 - Legal Department rated highest in legal competence (3.88) and lowest in timeliness (3.69) and overall satisfaction (3.69)
 - 92% of all responses were ratings of either 3 or 4
 - 88% of all responses were 4 ratings
- **Most customers feel that the EPC Legal is doing a good job, keep it up**