Environmental Protection Commission of Hillsborough County

2014 Attorney Satisfaction Survey
Report of Results

July 21, 2014

Presented and Prepared by Dave Klater-President
Dave Klater Consultants Inc.
231 Joey Drive, St. Augustine, FL 32080
Phone 904-471-0112, Email: Dklater@aol.com
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:
   - [ ] Litigation  
   - [ ] Transactional Work  
   - [ ] Both

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?
   - [ ] 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?
   - [ ] 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
   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
   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

<table>
<thead>
<tr>
<th>Type of Involvement with EPC</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Litigation</td>
<td>2</td>
</tr>
<tr>
<td>Transactional Work</td>
<td>7</td>
</tr>
<tr>
<td>Both</td>
<td>7</td>
</tr>
<tr>
<td>Total Surveyed</td>
<td>16</td>
</tr>
</tbody>
</table>
2014 Attorney Survey Results

<table>
<thead>
<tr>
<th></th>
<th>2014 Atty</th>
<th>2014 EPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2 Timeliness</td>
<td>3.69</td>
<td></td>
</tr>
<tr>
<td>Q3 Professionalism</td>
<td>3.75</td>
<td></td>
</tr>
<tr>
<td>Q4 Legal Competence</td>
<td>3.88</td>
<td></td>
</tr>
<tr>
<td>Q5 Overall Satisfaction</td>
<td>3.69</td>
<td>3.42</td>
</tr>
</tbody>
</table>

4-Point Scale

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>2014 Atty</th>
<th>2014 EPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2 Timeliness</td>
<td>87.5%</td>
<td>87.5%</td>
</tr>
<tr>
<td>Q3 Professionalism</td>
<td>93.8%</td>
<td>88.9%</td>
</tr>
<tr>
<td>Q4 Legal Competence</td>
<td>100.0%</td>
<td>88.9%</td>
</tr>
<tr>
<td>Q5 Overall Satisfaction</td>
<td>87.5%</td>
<td>88.9%</td>
</tr>
</tbody>
</table>
Customer 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