

FPPC EMAIL ADVICE

Sukhi K. Brar
Assistant Chief Counsel,
Legal Division

AGENDA

- Overview of Email Advice Process
- Ensuring Accurate and Consistent Advice
- Email Advice Audit Program

OUR EMAIL TEAM

Assistant Chief Counsel

Nine Staff Attorneys

Staff Services Manager

Three Political Reform Consultants (“PRCs”)

Staff Services Analyst

EMAIL ADVICE PROCESS

Email Advice Box: advice@fppc.ca.gov

- Monitored by PRC of the Week and Attorney of the Day.
- PRCs handle routine questions – SEI, Gifts, Lobbying and Campaign.
- Attorneys handle conflict of interest questions, advice letter requests, and questions that involve legal research or analysis in all areas covered by the Act.
- Questions that cannot be sourced from existing materials or are complex are elevated for manager review and conservative advice is given or elevated to advice letter or opinion status and/or regulatory project.

VOLUME

Email Advice Numbers

2021: 7,105 (88% within 24 hours)

2022: 10,029 (82% within 24 hours)

*For those over 24 hours, we handle a majority within 48 hours.

ENSURING ACCURACY AND CONSISTENCY

- PRCs receive training on how to use the various educational materials we have – manuals, fact sheets, website materials, etc.
- Monthly email advice updates to staff.
- Weekly updates on recent advice letters that go out.
- Materials with common questions and answers to refer to.
- Past advice saved by topic for easy reference.
- Monthly staff meetings to provide any additional updates.

EMAIL ADVICE AUDIT PROCESS

- Began conducting a weekly formal audit a year ago.
- Managers select 50 emails a week for random audit.
- If corrections are needed follow-up is done right away, usually within a few business days of the original response.

AUDIT STATS

	Misunderstood or answered only part of question	Correct, but staff could have included additional helpful information to the requestor	Incorrect response given	Total emails identified for correction
Jul 2022 - Sept 2022 (650 emails)	3	4	2	9 (1.4%)
Oct 2022 - Dec 2022 (550 emails)	5	7	2	14 (2.5%)
Jan 2023 - Mar 2023 (650 emails)	5	6	2	13 (2%)
Apr 2023 - Jun 2023 (650 emails)	2	4	0	6 (0.9%)
Total %	0.6%	0.84%	0.24%	1.68%

LOOKING FORWARD

- Exploring options to more efficiently receive and sort advice requests, including an online submission form, database, and/or chat application.
- Exploring technological options for further interconnecting and centralizing email, telephone, and formal advice processes.
- Exploring technological options to more effectively track and record advice requests across all formats.

THANK YOU