Attachment B: Program Summary Template Office of the City Auditor

1. Program Title	2. Program	2 Dhan	4. Website (if	5. Program Description	6. Program Staff		7. Operating		9. Revenues			10. Functional	11 Output \$4(-)	12. Capit	13. Major	14 Customor Survey Dat		ogram nking
	Manager	3. Phone	available)		Full-time	Part- time	Budget	General Fund	Rates/fees	Extern	GF Overhead	Area	11. Output Measure(s)	Capit al Assets	Maintena	14. Customer Survey Data	Core	Commi
Audit Services	Drummond Kahn	823-3536	Audit Services	The mission of the Audit Services program is to promote honest, efficient, effective and fully accountable City government. The program conducts audits and analyses that provide objective information to City officials, City managers, and the public. Performance and financial audit reports identify savings and revenue enhancements, strengthen management controls, and improve the efficiency and effectiveness of City government operations.	12	WIIC	2,205,869	909,417	IGA 169,006		1,127,446	AUCA000001	This program issued 14 audit reports in FY 07-08. Over 85% of audit recommendations were implemented in FY 07-08.	N/A			2	
City Recorder/Council Contracts	Toni Anderson Supervisor		www.portlandor ne.com/efiles	This program develops and maintains accurate and objective documentation of City business and provides information to the Council, bureaus, and the public. This program supports the City Counci functions and gives final approval for all city contracts and all claims for payment against the City. This program provides direct support to citizens who are seeking information regarding the City Council Agenda, meetings, minutes, ordinances and resolutions, contracts, City Charter and City Code, and payments to vendors. In If Y 07-08, 60,000 documents were viewed in Efiles Webdrawer; a web based application that is available to the public.	7	1	815,172	389,279	Prog rev 10,000		415,893	AUDA000002	This program processed and approved 241,663 check/advices in FY 07-08.	N/A	N/A		1	
City Recorder/Archives & Records	Diana Banning supervisor	J.	www.portlandor ne.com/efiles	This program is responsible for records storage, retention and destruction policies, preservation of historical records, and provides reference and retrieval services for the general public and City employees. This program provides offsite storage and management of records requiring retention. Staff provide specialized reference and research services for city bureaus and citizens. This program is implementing Efiles/Trim, an electronic records/document management system throughout the city. In FY 07-08, 60,000 documents were viewed in Webdrawer, a web based application that is available to the public.	7		2,124,967	1,074,958	Prof rev 5,000		1,045,009	AUDA000003	This program provided records requests within 24 hours of the request.	N/A	N/A		1	
Administration & Support	Lavonne Griffi Valade, City Auditor; Diane Betcher, Chief Deputy Audito	e f		This program provides leadership, accountability, and support for all activities of the Auditor's Office to ensure excellent program management. These functions include budgeting, accounting, human resource and payroll activities, purchasing and information technology projects. This program also manages several programs that provide direct support for citizens. This program manages the election process, Campaign Finance Fund, the Lobbyist program and the Portland Policy Documents.	4		710,864	271,040	IA 75,186		364,638	AUDA000001	87% of the City Auditor performance measures were achieved in FY 07-08.	N/A	N/A		3	
Hearings Office	Gregory Frank	x 823-7718	Hearings Office	This program provides quasi-judicial hearings and renders objective decisions on administrative matters over which City Council grants it jurisdiction. The Hearings Office provides a forum to allow the City and parties affected by governmental determinations to present evidence and argument in contested cases.	3	2	602,702	131,084	Prog Rev 75,900 IA rev 157,875 Contr Rev 50,450		187,393	AUCA000005	In FY 07-08, there were no Land Use cases remanded by the Land Use Board of Appeals.	N/A	N/A		4	
Ombudsman Office			<u>Ombudsman</u>	The Office of the Ombudsman is an independent, impartial office that investigates the administrative acts of City agencies in a nonadversarial manner. The Ombudsman's job is to investigate complaints from the public and determine whether the City has acted fairly and efficiently. The Ombudsman plays a significant role in addressing citizen concerns, and avoiding more costly conflicts.	2	-	298,707	135,785				AUCA000004	The Office opened 301 complaints in FY 07-08.	N/A		In FY 07-08, 87% of citizens said that they are satisfied or very satisfied with the service they received.	_5	
Assessments, Finance & Foreclosure	Dan Schmidt	823-4097	Assessments, Finance & Foreclosure	wide range of services to property owners through special assessments/liens placed on property. The program helps plan, and finance local improvement projects such as sewer and street improvements, sidewalk repairs, nuisance abatement, and demolition. The program also assists with code enforcement efforts and assesses civil penalties.	3	-	805,866		IA 805,866			AUDA000004	In FY 07-08, this program assessed 1,902 new assessments.	N/A	N/A		7	
ndependent Police	-		Independent	The mission of the Independent Police Review program is to improve police accountability to the public and to provide the opportunity for a fair resolution of complaints about the police. The program works with the Citizen Review Committee and the Police Bureau to ensure that proper actions are taken to address citizen complaints about police activities, that the complainants and officers have an opportunity for a fair appeal of the results, and that preventable problems are identified and addressed through well-researched									In FY 07-08, 89% of the cases		:	In FY 07-08, 30% of complainants were satisfied with the thoroughness of the		
Review	Baptista	823-0901	Police Review	recommendations for improvement.	8 46	2	1,106,196 8,670,343	1,106,196 4,017,759	1,038,927		3,303,301	AUCA000002	closed within 150 days.	N/A	N/A	compliant process.	6	<u> </u>

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