



Office of Mayor Sam Adams
City of Portland

March 30, 2012

INTEROFFICE MEMORANDUM

TO: Bob Tomlinson, Financial Planning
Commissioner Nick Fish
Commissioner Amanda Fritz
Commissioner Randy Leonard
Commissioner Dan Saltzman
Auditor LaVonne Griffin-Valade

FROM: Mayor Sam Adams

SUBJECT: Office of the City Attorney FY 2011-12 Spring Budget Monitoring Report

This report provides details about the City Attorney's office FY11-12 spring forecast and includes updates on the current year Service Improvement Plan. The office will require minor adjustments to the budget during the Spring Budget Monitoring Process this year.

Expense Monitoring

▪ **Personnel Services**

The current forecast indicates that the Personnel Services budget will be sufficient this year. The office had a few vacancies due to retirements and deferred hiring for one of those positions. These temporary vacancies and rehiring at lower compensation rates have resulted in savings. Therefore, the office will not require Compensation Set-Aside funds this year. \$100,000 will be transferred from External Services for law clerks and temporary support staff.

▪ **External Materials & Services**

Spending in External Materials & Services is below budget. The office has made temporary reductions wherever possible, including out of town travel, education and legal publications which contribute to the expected savings in this category. Additionally, some software upgrades and integration work has been postponed due to Windows 7 implementation. These projects are scheduled to resume in FY12-13.

▪ **Internal Materials & Services**

Spending in Internal Materials & Services is appropriate for budget. The office is expecting the retirement of a long-term employee who handled the technology needs of the office. The Bureau of Technology Services will assume some of that work in early June requiring a transfer of funds to cover the costs.

Revenue Monitoring

There are no changes expected to revenues.

Carryover Requests

The City Attorney's office continues to experience a space shortage. When the City Hall restack plan was put into place, Facilities expected the City Attorney's office would gain additional space in FY11-12. Facilities budgeted \$151,000 for move costs to be shared by all offices involved in the move and the City Attorney's office budgeted for additional rent. Due to delays beyond the control of the City Attorney's office, the additional space has not been obtained and the budgeted rent was not spent. It is now expected the space will be available in FY 12-13 with multiple offices requiring use of the funds set aside for move costs. The office requests the \$36,000 in unspent rent funds be carried over into FY12-13 to offset move costs that will be incurred next year.

- c. James H. Van Dyke
Kim Sneath
Crystine Jividen

BUDGET AMENDMENT REQUEST

Office of City Attorney

PERIOD Spring BuMP

FISCAL YEAR FY 2011-12

AT_001 - Technical Adjustments

Transfer from External Materials & Services to Personnel Services for law clerk expenses and temporary staff and from External Materials & Services to Internal Materials & Services for Technology Services for certain software integration support and for Applications Analyst vertical staff.

Dollar Amount: \$0

Type: Technical Adjustment

Resources: Internal Transfer

AT_002 - Carryover Request

Request to carryover funds budgeted for increased space rent that will not be spent due to delays beyond the control of the City Attorney's office. The office requests the \$36,000 in unspent rent funds be carried over into FY12-13 to offset move costs that will be incurred next year.

Dollar Amount: (\$36,000)

Type: Carryover Request

Resources: General Fund Discretionary

Business Area Projection Report

| | Spring BuMP Revised Budget | FY 2011-12 YTD Actuals Thru AP8 | Spring BuMP Year-End Projection | % of Projected Actuals to Revised Bud |
|---------------------------------|----------------------------------|---------------------------------------|---------------------------------------|---|
| Office of City Attorney | | | | |
| EXPENDITURES | | | | |
| Personnel Services | \$8,149,019 | \$5,376,516 | \$8,075,950 | 99% |
| External Materials and Services | \$628,946 | \$201,705 | \$380,000 | 60% |
| Internal Materials and Services | \$764,454 | \$485,517 | \$758,810 | 99% |
| TOTAL EXPENDITURES | \$9,542,419 | \$6,063,738 | \$9,214,760 | 97% |
| REVENUES | | | | |
| Charges for Services | \$0 | \$3,668 | \$5,502 | 0% |
| Interagency Revenue | \$5,049,593 | \$3,366,395 | \$5,049,593 | 100% |
| General Fund Discretionary | \$1,686,115 | \$0 | \$1,352,954 | 80% |
| General Fund Overhead | \$2,806,711 | \$0 | \$2,806,711 | 100% |
| TOTAL REVENUES | \$9,542,419 | \$3,370,063 | \$9,214,760 | 97% |

Bureau Projection Narrative

Overall expenditures for the City Attorney's Office are projected to be within 3% of budget. Personnel Services and Internal M&S will be spent near 100% of budget. Spending in External M&S will be under budget due to temporary reductions in out of town travel, education and legal publications. Additionally, certain software upgrades and integration work was postponed due to Windows 7 implementation. These technology projects are scheduled to resume in FY12-13.



CITY OF
PORTLAND, OREGON
OFFICE OF THE CITY ATTORNEY

James H. Van Dyke, City Attorney
1221 S.W. 4th Avenue, Suite 430
Portland, Oregon 97204
Telephone: (503) 823-4047
Fax No.: (503) 823-3089

SERVICE IMPROVEMENT PLAN UPDATE
Spring Budget Monitoring Process
March 29, 2012

▪ **Provide timely responses to inquiries**

The office initiated a 24-hour goal for initial responses to legal inquiries and continues to maintain that goal. When immediate answers cannot be provided, attorneys and staff will work with the client to agree on the timetable for response. The office is in its third year of the reorganization into practice groups. This has assisted attorneys in giving timely responses by providing additional back-up attorneys through information sharing and cross training. The office implemented its practice management system in August 2009 which is intended to simplify information retrieval and help attorneys provide timely responses. Progress will be measured through future customer service surveys.

Status: Underway

Est. Date of Completion: Ongoing.

Summary: The 24-hour response time goal for initial inquiries was implemented in 2008. The office conducts customer service surveys every two years and incorporated this goal into the survey to measure progress. In 2008 and 2010, over 80% of customers rated initial timeliness satisfaction at high or very high. Although 80% is commendable, the office would like to improve in this area. The respondents that rated timeliness as neutral or low have the option to comment and/or contact the City Attorney to discuss ideas for improvement. The City Attorney also meets with bureau directors to review the results for each bureau.

▪ **Provide consistent legal advice throughout bureaus and Council offices**

The office is organized into practice groups to take advantage of the expertise of attorneys in the office and provide opportunities for sharing that knowledge. The groups meet monthly and discuss legal issues and projects generated by the City bureaus providing additional resources and better consistency for bureaus. The use of the practice management system is providing information resources that are accessible to everyone in the office. As the system progresses, information will be more easily and quickly accessible to attorneys and staff, and will facilitate consistent responses to inquiries. Progress will be measured through the customer service survey.

Status: Underway

Est. Date of Completion: Ongoing.

Summary: Chief Deputy City Attorneys hold monthly practice group meetings to discuss legal issues and City projects. Although difficult to measure, it is expected

that this additional internal communication will provide for more consistent legal advice. In addition, the new Practice Manager software is being utilized by staff members and should provide quicker access to the office knowledgebase. With a comprehensive software implementation such as this, time is needed to get necessary information into the database and get staff accustomed to the change. The office's change management team is continuing to develop best practices and to train staff on how to use the system to its full potential.

- **Continue providing training to bureaus and Council offices**

The office continues to provide high quality legal advice and trainings to guide bureaus and officials and avoid risk. The plan is to increase trainings in ethics, public records and meetings, employment, construction, tort liability and other areas. The office will continue to increase the use of technology and easily accessible media to provide training to bureaus and council offices on matters of general government. The office recently created a link on its website for City employees to access training materials; the site will continue to grow.

Status: Underway

Est. Date of Completion: December 2012; with ongoing updates.

Summary: The office has been consistently reaching or exceeded its training goals. The office is on track to provide about 300 hours of training this year. The office is working on an improved training program for City bureaus and council offices and will continue to keep training a high priority. Additionally, the City Attorney's office website now contains basic training materials and information and is in the planning stages for future development. Once an updated training program is in place and materials are completed, materials will be placed on the City Attorney website for access by City employees. Having current training materials available in various media formats will be highly beneficial for the City and its employees. The office was considering using a consultant to move this project forward. However, with the upcoming change in technology support to the office, it is likely that City staff will be able to accomplish this goal.

- c. James H. Van Dyke
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