# Attachment B: Program Summary Template
## City Attorney's Office

| 1. Program Title | 2. Program Manager | 3. Phone | 4. Website (if available) | 5. Program Description | 6. Program Staff | | 7. Operating Budget | 8. Capital Budget | 9. Revenues | | | | | 10. Functional Area | 11. Output Measure(s) | 12. Capital Assets and Status | 13. Major Maintenance | 14. Customer Survey Data | 15. Program Ranking | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Full-time | Part-time | | | General Fund | Rates/fees | External Customers | Grants | Other | | | | | | Core | Community |
| Legal Services | Linda Meng | 503-823-4047 | http://www.portlandonline.com/attorney. | Monitor official actions of the City, its elected officials, and employees to ensure that they do not violate the law or the ethical standards provided by law; provide advice to and advocate on behalf of elected officials and bureau managers and staff, to support municipal operations, programs, and community policies; and review contracts, agreements, ordinances, and other official City actions, including ballot titles, settlements of employee grievances, disputed claim settlements, property deeds and instruments, to ensure actions are legally binding, in proper form, and not subject to hidden liability. | 47 | 7 | 8,242,650 | - | 4,105,466 | - | - | - | 4,137,184 | LALS000000 | Litigation Cases Handled: 2000<br>Hourly Rate: $152<br>Contracts Reviewed: 5,500<br>City Staff Training Hours: 180 | N/A | N/A | 2008 Bureaus Survey – 111 Responses;<br>Responsiveness: Very Positive/Positive: 89.2%;<br>Contact w/staff: Very Positive/Positive: 91.9%;<br>Treated w/respect: Very Positive/Positive: 92.7%;<br>Rate legal services: Very High/High:<br>Accessibility: 89.1%;<br>Timeliness (Initial Response):82.8%;<br>Timeliness (Overall): 77.1%;<br>Understanding needs: 90.1%;<br>Addressing needs: 91%;<br>Informed on legal information: 79.2%;<br>Clarity: 90.9%;<br>Practicality: 83.7%;<br>Assistance in preventing legal problems:83.7%;<br>Receive thorough communications: 88.3% Yes;<br>Present level of service or more: 75.7% Present;<br>Advice/Opinions understandable: 58.6% Always | 1 | 1 |
| **Total** | | | | | **47** | | **8,242,650** | **-** | **4,105,466** | | | | | | | | | | | |