

## City Attorney's Office Customer Service Survey

*Please take the time to tell us how we are doing!*

Our Bureau Mission is:

"To help the City achieve its policy goals in the public interest by providing excellent, objective, timely and economical legal advice and advocacy, unaffected by politics, personalities or self-interest."

The City is our only client, but the City operates through people. You are the ones who can give us feedback on our performance.

One specific question we are asking relates to a new goal we initiated two years ago. That goal is to give an initial response to requests for legal work within 24 hours. As you know, many legal issues require a considerable amount of work and cannot be fully answered within 24 hours. In those situations, we will strive to contact you within 24 hours and establish a timeframe for a complete response. In this survey we will ask you how we are doing on this goal, and in our other services.

Please note: You must log on as a City employee to access the survey

Link to survey: [www.portlandonline.com/attorney/index.cfm?c=46786](http://www.portlandonline.com/attorney/index.cfm?c=46786)

Please complete the survey by **March 31, 2008**. If you have any questions, please contact Kim Sneath, 503-823-4047 or by email, [ksneath@ci.portland.or.us](mailto:ksneath@ci.portland.or.us). You can access the survey in the link above or on the City Attorney's Office's website: [www.portlandonline.com/attorney/](http://www.portlandonline.com/attorney/)

Thank you for your valuable time in completing this survey. Your input is important to us.

Linda Meng  
City Attorney  
Portland City Attorney's Office  
1221 SW Fourth Ave., Room 430  
Portland, Oregon 97204  
503-823-4047

**SURVEY OF CITY  
ATTORNEY SERVICES**

Name:

Bureau:

**Responsiveness**

1. How responsive have attorneys been to your requests for services and assistance? (Have your questions been answered? Do our attorneys respond promptly to your phone calls, emails or letters?)

Very Positive  Positive  Average  Below Average

Comments:

2. How would you rate your contact with the office's non-lawyer staff, including legal assistants, paralegals, receptionists and administrative staff? (When you call the office, is the telephone answered promptly and efficiently? Are you assisted to find the help you need?)

Very Positive  Positive  Average  Below Average

Comments:

3. Were you treated with respect by all City Attorney staff?

Very Positive  Positive  Average  Below Average

Comments:

4. How would you rate our legal services in the following areas:

	Very High	High	Neutral	Low
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Timeliness**

- (initial response)
- (overall)
- Understanding your needs
- Addressing your needs
- Keeping you informed on  
  legal information
- Clarity
- Practicality
- Assistance in preventing  
  legal problems

Comments:

5. Do you receive thorough communications and updates from our attorneys on matters being handled for you?

Yes       No

Comments:

6. Would you like more, less or the present level of communications on pending matters and legal developments that pertain to your operations?

More       Less       Present Level

Comments:

7. Are the legal advice and opinions you receive understandable, both orally and in written form?

Yes       No

Comments:

### **Future Needs**

8. What additional legal assistance do you need or would you like from this office?
9. What major projects are now pending or coming up that you anticipate may require major legal involvement by this office?
10. Are there any other specific actions you would like this office to undertake? Training for your bureau personnel in a particular area?
11. Would you like to meet with City Attorney Linda Meng regarding this survey or our office's work?

<b>City Attorney Customer Service 2008</b> 111 Responses Received	Very Positive	Positive	Average	Below Average
1. How responsive have attorneys been to your requests for services and assistance (Have you questions been answered? Do our attorneys respond promptly to your phone calls, emails or letters?)	64.0%	25.2%	9.0%	1.8%
2. How would you rate your contact with the office's non-lawyer staff, including legal assistants, paralegals, receptionists and administrative staff? (When you call the office, is the telephone answered promptly and efficiently? Are you assisted to find the help you need?)	55.9%	36.0%	7.2%	0.9%
3. Were you treated with respect by all City Attorney staff?	69.4%	24.3%	4.5%	1.8%
4. How would you rate our legal services in the following areas:	Very High	High	Neutral	Low
Accessibility	46.8%	42.3%	9.9%	0.9%
Timeliness (Initial Response)	47.7%	35.1%	13.5%	3.6%
Timeliness (Overall)	37.8%	39.6%	18.9%	3.6%
Understanding your needs	51.4%	38.7%	9.9%	
Addressing your needs	54.1%	36.9%	8.1%	0.9%
Keeping you informed on legal information	33.3%	45.9%	18.0%	2.7%
Clarity	44.1%	46.8%	7.2%	1.8%
Practicality	45.0%	38.7%	13.5%	2.7%
Assistance in preventing legal problems	48.6%	35.1%	16.2%	
5. Do you receive thorough communications and updates from our attorneys on matters being handled for you?	Yes	No		
	88.3%	11.7%		
6. Would you like more, less or the present level of communications on pending matters and legal developments that pertain to your operations?	Present Level	More		
	75.7%	24.3%		
7. Are the legal advice and opinions you receive understandable, both orally and in written form?	Always	Usually		
	58.6%	41.4%		

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