

Totals for Very Positive/Positive Combined

City Attorney Customer Service Surveys for Years 2006-2008-2010	2010	2008	2006
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?)	86.2%	89.2%	88%
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?)	91.4%	91.9%	97%
3. Were you treated with respect by all City Attorney staff?	96.5%	93.7%	97%
4. How would you rate our legal services in the following areas:	2010	2008	2006
Accessibility	85.4%	89.1%	83%
Timeliness (Initial Response)	80.1%	82.8%	New
Timeliness (Overall)	77.6%	77.4%	71%
Understanding your needs	91.3%	90.1%	93%
Addressing your needs	88.0%	91.0%	93%
Keeping you informed on legal information	72.5%	79.2%	78%
Clarity	90.5%	90.9%	79%
Practicality	87.1%	83.7%	78%
Assistance in preventing legal problems	83.7%	83.7%	81%
5. Do you receive thorough communications and updates from our attorneys on matters being handled for you?	Yes 91.4%	Yes 88.3%	Yes 89%
6. Would you like more, less or the present level of communications on pending matters and legal developments that pertain to your operations? (Choice is Present Level or More)	Present Level 64.4%	Present Level 75.7%	Present Level 65%
7. Are the legal advice and opinions you receive understandable, both orally and in written form? (Choices are Always, Usually, Seldom)	Always 56.0%	Always 58.6%	Always 61%

**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?