Program Summary Template
Office of the City Auditor

1. Program Title Manager Phone #	2. Program Description	3. Staff (FTE)		4. Requirements		5. Percent Admin	6. Resources				7. Output, Outcome, or Efficiency Measure(s)	8. Program Rankings	
		Regular	Limited Term	Operating	Capital		General Fund	Rates, Fees & IAs	Federal, State & Local	Other		Core	Com-munity
Audit Services Division Drummond Kahn, Manager 823-3536	Promotes transparent, efficient, effective, and fully accountable City government; conducts independent audits and analyses that provide objective information, strengthen management controls, improve the efficiency and effectiveness of operations, and identify savings.	12.12		2,428,494		20	2,162,810	265,684			Percent of report recommendations implemented FY 2010-11 Actuals: 94% FY 2012-13 Target: 85% Number of reports issued FY 2010-11 Actuals: 12 FY 2012-13 Target: 12	1	1
Management Services LaVonne Griffin-Valade, Auditor Sarah Landis, Chief Dep. Auditor 823-4078	Provides leadership, accountability, and support for all activities of the Auditor's Office. Manages City elections, lobbyist program, Portland Policy Documents, other functions that directly serve the public, and internal bureau administration, including the office budget and human resources	4.50		766,986		36	751,986	15,000			Percent of Administrative costs of total budget FY 2010-11 Actuals: 6.9% FY 2011-12 Target: 7.0% Number of election filings FY 2010-11 Actuals: 17 FY 2012-13 Target: 3	7	8
Independent Police Review Mary-Beth Baptista, Manager 823-0901	Improves police accountability to the public; provides opportunities for fair resolution of police complaints; identifies and analyzes problems; develops recommendations; works with the Citizen Review Committee; and participates on Police Review Boards.	9.00		1,265,997		20	1,265,997	-			Number of citizen complaint FY 2010-11 Actuals: 410 FY 2012-13 Target: 420 Percent of resident respondents who rate IPR's regulation of Portland Police as good or very good FY 2010-11 Actuals: 34% FY 2012-13 Target: 40%	4	3
City Recorder: Council Clerk/Contracts Sarah Landis, Supervisor Toni Anderson, Manager 823-4022	Develops and maintains objective documentation of City business; administers City Council sessions; gives final approval for all City contracts and all claims for payment against the City; and provides direct support to the public.	7.50		888,562		15	888,062	500			Number of checks/deposit advices processed FY 2010-11 Actuals: 164,467 FY 2012-13 Target: 160,000	2	2
City Recorder: Archives & Records Management Sarah Landis, Supervisor Diana Banning, Manager 865-4110	Responsible for records storage, confidential destruction of records, and preservation of historical records; provides reference and retrieval services for the public and City employees; provides specialized reference and research services; implementation of Efiles/TRIM for electronic records management.	7.00		2,491,904		15	2,486,904	5,000			Percent requests provided within 24 hours FY 2010-11 Actuals: 98% FY 2012-13 Target: 99% Number of electronic documents viewed through Efiles FY 2010-11 Actuals: 336,820 FY 2012-13 Target: 780,000	3	4
Assessment, Finance, & Foreclosures Sarah Landis, Supervisor Dan Schmidt, Manager 823-4097	Assists the City in providing a wide range of services to property owners through special assessments/liens placed on property; helps plan and finance local improvement projects; assists with code enforcement efforts; and assesses civil penalties.	3.00		702,602		20	-	702,602			New liens assessed FY 2010-11 Actuals: 1,241 FY 2012-13 Target: 3,464	8	7
Ombudsman Office Margie Sollinger, Manager 823-4503	Investigates the administrative acts of City agencies in an independent, objective, nonadversarial manner; investigates complaints from the public to determine whether the City has acted fairly and efficiently.	2.00		294,871		10	294,871	-			Percent of citizens who are satisfied with the service they received FY 2010-11 Actuals: 80% FY 2012-13 Target: 85% Number of complaints and requests FY 2010-11 Actuals: 365 FY 2012-13 Target: 350	5	6

Hearings Office Gregory Frank, Manager 823-7307	Provides a forum for public hearings and renders objective decisions on matters over which City Council grants it jurisdiction; provides a forum to allow the City and parties affected by bureau decisions to present evidence and argument in contested cases.	3.50		627,485		15	259,469	197,520	170,496		Percent of land use cases remanded by Land Use Board of Appeals (LUBA) FY 2010-11 Actuals: 0% FY 2012-13 Target: 0% Number of code, appeal, land use, and tow cases FY 2010-11 Actuals: 707 FY 2012-13 Target: 900	6	5
Fund Level Expenses	This line contains the total fund level expenses, which includes all debt service, cash transfers, contingency, and unappropriated fund balance.	NA	NA	45,743,744		NA		779,100		44,964,644			
Total		**48.62**	**-**	**55,210,645**	**-**		**8,110,099**	**1,965,406**	**170,496**	**44,964,644**			