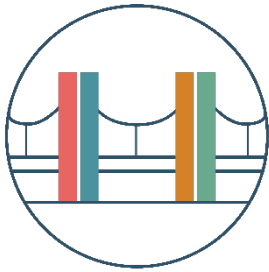


Jennifer McGuirk, Multnomah County Auditor




**Multnomah County
Auditor's Office**

Siniva Bennett
Dani Bernstein
Raymond De Silva
Nicole Dewees
Mandi Hood
Annamarie McNiel
Kate Milne
Moss Roberts
Marc Rose
Sura Sumareh
Cheryl Taylor
Mical Yohannes
Caroline Zavitkovski

Date: May 9, 2025

To: Jessica Vega Pederson, Multnomah County Chair
Nicole Morrissey O'Donnell, Multnomah County Sheriff
Nathan Vasquez, Multnomah County District Attorney
Christopher Neal, Chief Operating Officer

From: Jennifer McGuirk, Multnomah County Auditor 

RE: Customer service audit

Dear Chair Vega Pederson, Sheriff Morrissey O'Donnell, District Attorney Vasquez, and COO Neal,

I'm writing to provide official notice that my office is starting an audit of customer service, which was included in my fiscal year 2025 audit schedule as the countywide customer service audit. I have assigned Audit Director Nicole Dewees to guide the audit under my direction.

In my audit schedule, I wrote the following to set the framework for this audit:

Phone and email contacts are important avenues for accessing critical services. The county has numerous public-facing phone numbers and email addresses that should support public access to services. Our ombudsperson has recently received complaints that community members have not been able to reach staff by phone. This audit would assess whether the public can access county services by phone and email in a timely manner.

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Given the nature of this audit, my office has adjusted our process to ensure we can obtain sufficient, appropriate evidence to address the audit objectives. This has included completing the audit's planning phase before sending this notice to you. We have compiled a list of emails and phone numbers and identified best practices for phone and email customer services. Our audit objectives are:

1. Assess whether the public can contact county services by phone, email, and chat, as applicable, in a timely and effective manner.
2. Evaluate the usability and effectiveness of the county's phone-tree systems.
3. Identify any barriers that prevent the public from reaching county staff, including:
 - Language barriers (e.g., lack of multilingual support)
 - Difficulties for individuals with disabilities (e.g., auditory, visual, or cognitive impairments)
 - Technical issues with the phone system
4. Assess the availability and accuracy of published county phone numbers and email addresses.
5. Evaluate the timeliness of returning phone calls and emails.

We will begin fieldwork without delay.

If you would like to schedule an audit entrance meeting with me, please let me know. Please feel free to contact me at any time with questions or concerns.

CC:

Meghan Moyer, County Commissioner, District 1

Shannon Singleton, County Commissioner, District 2

Julia Brim-Edwards, County Commissioner, District 3

Vince Jones-Dixon, County Commissioner, District 4

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