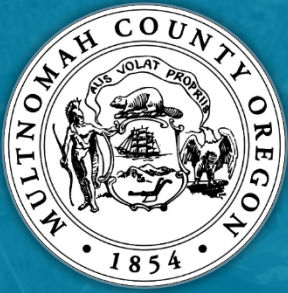


Multnomah County Responsiveness to Phone and Email Inquiries from Public

Multnomah County's public-facing offices must improve their response rates to ensure the community can access critical services, as they responded to only 83% of phone and email contacts.



Multnomah County Auditor's Office
Jennifer McGuirk, County Auditor
October 2025

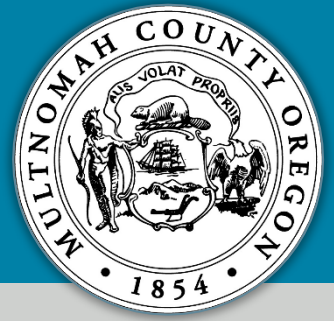


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Report highlights

Multnomah County's public-facing offices must improve their response rates to ensure the community can access critical services, as they responded to only 83% of phone and email contacts.



What we found



Of the public-facing county offices, 80% of them returned phone calls and 87% responded to emails.



Only 59% of prerecorded phone messages offered language options other than English.



Only the Library offered a chat feature

Why this is important

Multnomah County provides a number of critical services, so staff need to ensure the public consistently receives responses.

About 1 in 4 Multnomah County residents speak a language other than English at home.

Online chat is more accessible for people with hearing/speech impairments or non-native English speakers who prefer communicating in writing.



Background

Background & Methodology Overview

We began this audit to assess how often county offices respond to the public after the County Ombudsperson notified us of complaints from the public. The complaints were from people who were unable to reach anyone when they called county phone numbers. The public expects their government to be responsive, and since Multnomah County provides many critical services, staff need to ensure people consistently receive timely responses.

Based on these concerns, our audit objectives were to identify any barriers to communication, such as technical or language issues, and evaluate the accuracy of the contact information provided.

Internal offices, such as IT, were excluded from our audit because they don't directly serve the public. However, we decided to include the Homeless Services Department. This department does not provide direct services; rather it administers contracts for other organizations that do. We included them in our audit because members of the public may contact the Homeless Services Department with the expectation of being connected to services.

To prevent receiving preferential treatment as county employees, we used five mobile phones with numbers that did not have the standard Multnomah County prefix (503-988). We also created two email accounts that used aliases so that we would not get preferential treatment for being county employees. We made a total of 171 phone calls, sent 79 emails, and used the Library's online chat feature 3 times. To limit the impact on county staff time, we contacted small offices once and offices that serve more people up to eight times. In cases where the department had multiple office numbers, we only called each office once. However, when departments had general inquiry lines, we called multiple times to make sure they were consistently responding.

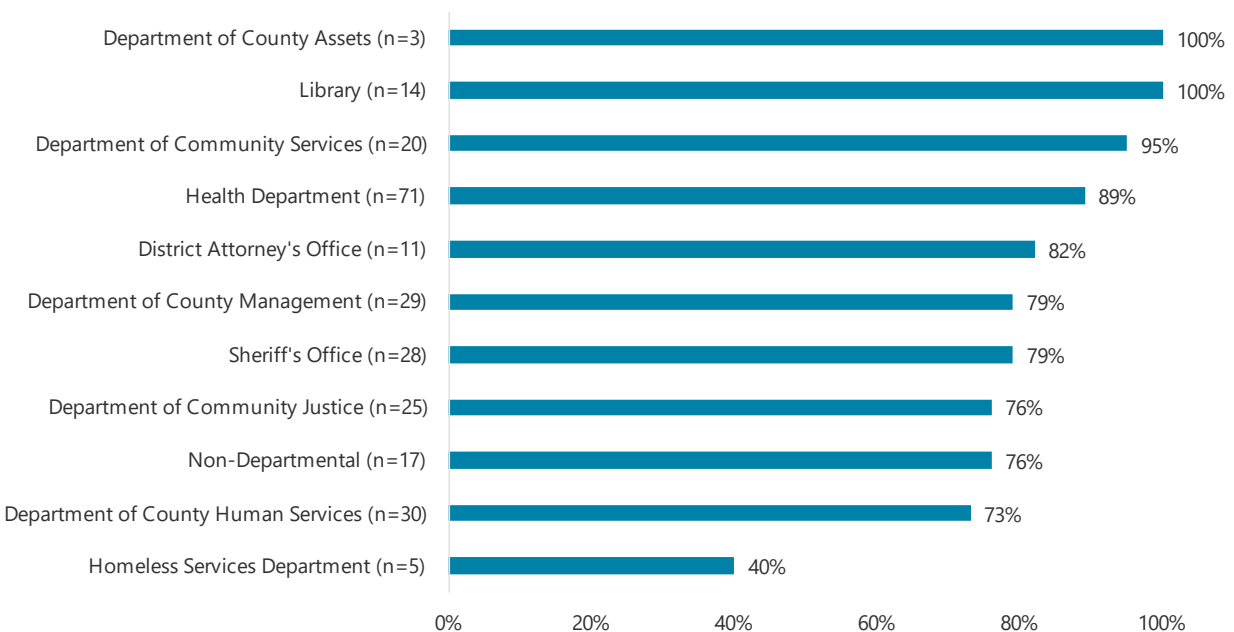
Countywide, offices picked up the phone or returned our calls 80% of the time and responded to 87% of our emails. Our threshold to determine if a department was responsive was if they replied to our call, email, or chat within five business days. All

offices that responded did so within 4 business days, with the exception of one that responded to an email 63 days later. We did not count this email as being responsive. When we got a prerecorded phone message, 59% contained options for one or more languages other than English. Three of the phone numbers listed on the county website did not work. It was unclear if this was a typo on the website or if the department was unaware that the phone was not in service.

The Department of County Assets and Library answered or returned all of our calls, emails, and chats. The Homeless Services Department responded to 40%. The rest of the departments responded between 73% and 95% of the time.

The Department of County Assets and Library responded to all of our contacts

Percent of phone calls, emails, and chats with a response



Source: Multnomah County Auditor's Office

The Library was the only county department noted with an online chat feature. Online chat can be more accessible for a wider range of people. It is a helpful alternative for those who may have hearing or speech impairments, as well as for non-native English speakers who may prefer to communicate in writing.



Department Results

Department of Community Justice responded to 76% of our contacts

We contacted the Department of Community Justice (DCJ) 25 times by phone and email. DCJ staff responded to our calls 74% of the time. Of the prerecorded phone messages we reached, about three-quarters provided language options besides English. Staff responded to our emails 83% of the time.

Department of Community Justice Detailed Response Information

Office	Did Not Respond	Responded
Community Justice Assessment and Referral Center (503-988-3081)		1
Community Justice Domestic Violence Unit (503-988-5056)		1
Community Justice East Campus (503-988-3190)		1
Community Justice Gresham Office (503-988-3802)		1
Community Justice Sex Crimes Unit (503-988-3136)	1	
Community Justice West Campus (Mead Building) (503-988-3747)		1
DCJ Public Records Request email		1
Family Court and Resolution Services Mediation (503-988-3189)		1
Family Court and Resolution Services Mediation email		1
Family Resolution Services Parent Education (503-988-3037)		1
Family Resolution Services Parent Education email		1
Juvenile Justice Complex (503-988-3460)		1
Juvenile Justice Complex visitations (503-988-3475)	1	2
Multnomah County Alternative Community Service (503-988-3007)		1
Pretrial Services Program (503-988-5042)		1
Reduced Supervision (503-988-3680)		1
Reduced Supervision email		1
Success through Accountability, Restitution and Treatment (503-988-3801)		1
Supervised Misdemeanor DUI Program (503-988-4848)	1	
Supervised Misdemeanor DUI Program email	1	
Victim and Survivor Services (503-988-7606)	1	
Volunteer and Internship Program (971-990-8135)	1	
Volunteer and Internship Program email		1
Total	6	19

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

Department of Community Services responded to 95% of our contacts

We contacted the Department of Community Services (DCS) 20 times by phone and email. DCS staff responded to our calls 100% of the time. Of the prerecorded phone messages we reached, a third provided language options besides English. Staff responded to our emails 90% of the time.

Department of Community Services Detailed Response Information

Office	Did Not Respond	Responded
Animal Services (503-988-7387)		1
Animal Services Public Records Request email		1
Bridge and Road Services (503-988-5050)		1
Bridge and Road Services email		1
County Surveyor (503-988-3600)		1
County Surveyor email		1
Elections (503-988-8683)		1
Elections email		1
Elections Public Records Request (503-988-8613)		1
Land Use Planning (503-988-3043)		1
Land Use Planning email		1
Request a Bridge Opening (503-988-3452)		1
Right-of-way Permits (503-988-3582)		1
Right-of-way Permits email		1
Transportation Public Records Request email		1
Urban East Multnomah County Transportation Safety Action Plan email		1
Voter Education and Outreach (503-988-6822)		1
Voter Education and Outreach email		1
Water Quality Program (971-276-1387)		1
Water Quality Program email	1	
Total	1	19

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

Department of County Assets responded to 100% of our contacts

We contacted the Department of County Assets (DCA) three times by phone and email. We contacted DCA a limited number of times because their offices primarily support internal operations, not the public. DCA staff responded to our call and emails 100% of the time. The prerecorded phone messages we reached did not provide language options besides English.

Department of County Assets Detailed Response Information

Office	Did Not Respond	Responded
Records and Archives (503-988-3741)		1
Records and Archives email		2
Total		3

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

Department of County Human Services responded to 73% of our contacts

We contacted the Department of County Human Services (DCHS) 30 times by phone and email. DCHS staff responded to our calls 68% of the time. Of the prerecorded phone messages we reached, about a quarter of them provided language options besides English. Staff responded to our emails 82% of the time.

Department of County Human Services Detailed Response Information

Office	Did Not Respond	Responded
Adults with Mental Illness Abuse Investigations (503-988-8170)		1
Aging and Disability Resource Central Office (503-988-3646)	1	
Aging and Disability Resource Central Office email		1
Aging and Disability Resource East Office (503-988-3840)	1	
Aging and Disability Resource Mid-County Office (503-988-5480)		1
Aging and Disability Resource North/Northeast Office (503-988-5470)		1
Aging and Disability Resource Southeast Office (503-988-3660)		1
Aging and Disability Resource West Office (503-988-5460)		1
Bienestar de la Familia (503-988-3509)		1
Bienestar de la Familia email		1
Home Care Worker Program (503-988-7575)		1
Intellectual & Developmental Disabilities (503-988-6258)	1	
Intellectual & Developmental Disabilities Abuse Investigations (503-988-1285)		1
Intellectual & Developmental Disabilities email		1
Older Adults and People with Physical Disabilities Abuse Investigations (503-988-4450)		1
Preschool for All- general questions (503-988-1280)		1
Preschool for All- general questions email		1
Preschool for All- help with application (503-988-7818)		1
Preschool for All- help with application email		1
Preschool for All- tax questions email	1	
Public Guardian and Conservator program (503-988-4567)		1
Public Guardian and Conservator program email		1
SNAP enrollment (503-320-6658)	1	
SNAP enrollment email		1
SUN Parent Child Development Services (503-988-7444)	1	
SUN Parent Child Development Services email	1	
SUN Sexual and Gender Minority Youth Services email		1

Office	Did Not Respond	Responded
Transition & Diversion and Nursing Facility ADVSD office (503-988-3516)	1	
Veterans Service (503-988-8387)		1
Veterans Service email		1
Total	8	22

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

Department of County Management responded to 79% of our contacts

We contacted the Department of County Management (DCM) 29 times by phone and email. DCM staff responded to our calls 54% of the time. Of the prerecorded phone messages we reached, none provided language options besides English. Two of DCM's phone numbers listed on their website did not work, Adopt a Road (503-988-3626) and DART Public Records Request (503-988-7886). Staff responded to our emails 100% of the time.

Department of County Management Detailed Response Information

Office	Did Not Respond	Responded
Adopt a Road Program (503-988-3626)	1	
Assessment & Taxation (503-988-2225)		1
Assessment & Taxation email		1
Budget Office (503-988-7689)		1
Budget Office email		1
Budget Office Public Records Request (503-988-7967)	1	
Budget Office Public Records Request email		1
Business Personal Property Assessment (503-988-6332)		1
College to County Mentorship Program email		1
DART Public Records Request (503-988-7886)	1	
Human Resources and Payroll Public Records Request email		1
Industrial Property (503-988-0037)		1
Industrial Property email		1
Jobs email		1
Marriage Licenses and Domestic Partnerships email		1
Passports (503-988-1420)	1	
Passports email		1
Payment for a property in foreclosure (503-988-3334)		1
Property Appraisals (503-988-0078)		1
Property Appraisals email		1
Property Values Appeal Board email		1
Public Records Request email		1
Purchasing (503-988-5111)	1	
Purchasing email		1
Recording Documents (503-988-2273)		1
Recording Documents email		1

Office	Did Not Respond	Responded
Supplier Diversity Programs (971-917-1976)	1	
Supplier Diversity Programs email		1
Tax Title email		1
Total	6	23

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

District Attorney's Office responded to 82% of our contacts

We contacted the District Attorney's Office (DA) 11 times by phone and email. DA staff responded to our calls 86% of the time. Of the prerecorded phone messages we reached, a quarter provided language options besides English. Staff responded to our emails 75% of the time.

District Attorney's Office Detailed Response Information

Office	Did Not Respond	Responded
DA General Inquiries (503-988-3162)	1	3
DA General Inquiries email		1
District Attorney Public Records Request email		1
Juvenile Unit (503-988-3472)		1
Restitution email	1	
Support Enforcement Division (503-988-3150)		1
Support Enforcement Division email		1
Victims Assistance Program and Domestic Violence Unit (503-988-3222)		1
Total	2	9

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

Health Department responded to 89% of our contacts

We contacted the Health Department (HD) 71 times by phone and email. HD staff responded to our calls 90% of the time. Of note, Student Health Center staff responded to all nine of our calls. Of the prerecorded phone messages we reached, about three-quarters provided language options besides English. Staff responded to our emails 83% of the time.

Health Department Detailed Response Information

Office	Did Not Respond	Responded
Bed Bugs (503-988-2847)		1
Behavioral Health Resource Center (503-988-4100)		1
Behavioral Health Resource Center email		1
Billi Odegaard Dental Clinic (503-988-5770)		1
Chickens, bees and farm animals (503-988-7700)	1	
Childbirth education (503-988-3520)		1
Communicable Disease Reporting (503-988-3406)		1
Community Health Center Board email	1	
Dental (503-988-6942)		1
Early Psychosis Services for Youth Referral Line (503-988-3272)		1
East County Health Center Dental (503-988-4900)		1
East County Health Center Pharmacy (503-988-5154)		1
Emergency Medical Services (503-988-3220)		1
Food Handler's Test Office (503-988-5257)		1
Food Service Advisory Committee email		1
Grievance and complaints (503-988-8600)		1
Gun Violence Impacted Families - Behavioral Health Resource Team (503-988-9883)		1
Gun Violence Impacted Families - Behavioral Health Resource Team email		1
Harm Reduction Clinic (503-988-0577)		1
Harm Reduction Program (503-988-3030)	1	
Health Centers (503-988-5558)	1	1
Health Inspections and Licensing (503-988-3400)		1
Health Inspections and Licensing email		1
Health Insurance (503-988-5270)		1
Healthy Birth Initiative (503-988-3387)		1
HIV Health Services Center (503-988-5020)		1
HIV Services Planning Council (503-307-9767)		1
HIV Services Planning Council email	1	

Office	Did Not Respond	Responded
Intensive Care Coordination email		1
Lead poisoning (503-988-4000)		1
Medical examiner (503-988-0055)		1
Medical records (503-988-3997)		1
Mental Health and Addiction Treatment (503-988-4888)		1
Mental Health First Aid Training (503-988-2282)	1	
Mid-County Health Center Dental (503-988-3410)		1
Mid-County Health Center Pharmacy (503-988-3608)		1
North Portland Health Center Dental (503-988-5990)	1	
North Portland Health Center Pharmacy (503-988-5308)		1
Northeast Health Center Dental (503-988-3664)		1
Northeast Health Center Pharmacy (503-988-3634)		1
Nuisances, illegal dumping, and pests (503-988-3464)		1
Public Health Advisory Board email		1
Recovery Support PATH (Promoting Access to Hope) (503-988-9426)		1
Recovery Support PATH (Promoting Access to Hope) email		1
Rockwood Health Center Dental (503-988-4988)		1
Rockwood Health Center Pharmacy (503-988-3353)		1
Sexually transmitted diseases (503-988-3700)		1
Southeast Health Center Dental (503-988-4410)		1
Southeast Health Center Pharmacy (503-988-5423)	1	1
Student Health Center: Centennial High School (503-988-5488)		1
Student Health Center: Cleveland High School (503-988-3350)		1
Student Health Center: David Douglas High School (503-988-3554)		1
Student Health Center: Franklin High School (503-988-3370)		1
Student Health Center: Jefferson High School (503-988-3360)		1
Student Health Center: McDaniel High School (503-988-3382)		1
Student Health Center: Parkrose High School (503-988-3392)		1
Student Health Center: Reynolds High School (503-988-3340)		1
Student Health Center: Roosevelt High School (503-988-3909)		1
Tobacco retail license (503-988-4163)		1
Vaccines (503-988-4724)		1
Vaccines (503-988-4724, 1)		1
Vital Records (503-988-3745)		1
Vital Records email		1
Westside Pharmacy (503-988-5267)		1
WIC (503-988-3503)		1
Wood smoke complaints (503-988-0035)		1
Wraparound (503-988-4069)		1
Wraparound email		1

Office	Did Not Respond	Responded
Youth Violence Prevention email		1
Total	8	63

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

Homeless Services Department responded to 40% of our contacts

We contacted the Homeless Services Department (HSD) five times by phone and email. We contacted HSD a limited number of times because their offices primarily support contract management and do not provide direct services to the public. However, we included them in our audit because the public might believe they can receive resources directly from the department.

HSD staff returned our calls 33% of the time. Of the prerecorded phone messages we reached, none provided language options besides English. The voicemail for HSD made it clear that they do not provide direct services. They gave the option to press one for the 211 information line, two for behavioral health support, and three for Portland's general information hotline 311. Staff responded to our emails 50% of the time.

Homeless Services Department Detailed Response Information

Office	Did Not Respond	Responded
Homeless Services General Inquiries (503-988-2525)	2	1
Homeless Services General Inquiries email	1	1
Total	3	2

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

Library responded to 100% of our contacts

We contacted the Library's general inquiries line 14 times by phone, email, and chat. Library staff responded to our calls 100% of the time. Of the prerecorded phone messages we reached, all of them provided language options besides English. Staff responded to our emails 100% of the time. The Library also offers an online chat feature. Library staff responded to our chats right away. In one instance, we submitted a chat question in Spanish and someone responded immediately in Spanish.

Library Detailed Response Information

Office	Did Not Respond	Responded
Library Chat		3
Library General Inquiries (503-988-5123)		9
Library General Inquiries email		1
Library Public Records Request email		1
Total		14

Source: Multnomah County Auditor's Office. We counted a phone number, email, or chat in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.

Non-Departmental offices responded to 76% of our contacts

We contacted Non-Departmental offices (Non-Dept) which do not fall under a specific department, 17 times by phone and email. The Auditor's Office is part of Non-Departmental, but we chose not to call or email our own office because staff had an unfair advantage of knowing that this audit was occurring. Our office still plans to follow the audit's recommendations.

Non-Departmental staff responded to our calls 67% of the time. Of the prerecorded phone messages we reached, none provided language options besides English. Staff responded to our emails 82% of the time.

Non-Departmental Offices Detailed Response Information

Office	Did Not Respond	Responded
Board Clerk email		1
Chair Vega Pederson (503-988-3308)	1	
Chair Vega Pederson email		1
County Privacy Officer and HIPAA complaints email		1
District 1 Commissioner Moyer (503-988-5220)		1
District 1 Commissioner Moyer email		1
District 2 Commissioner Shannon Singleton (503-988-5219)	1	
District 2 Commissioner Shannon Singleton email	1	
District 3 Commissioner Brim-Edwards (503-988-5217)		1
District 3 Commissioner Brim-Edwards email		1
District 4 Commissioner Jones-Dixon email		1
Emergency Management Public Records Request email		1
Media Public Records Office email		1
Office of Community Involvement (503-988-3450)		1
Office of Community Involvement email		1
Public Meetings Law Grievance (503-988-3138)		1
Public Meetings Law Grievance email	1	
Total	4	13

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive. At the time we collected contact information and made phone calls, Commissioner Jones-Dixon's office phone number was not listed on the webpage. As of the writing of this report, the number is now listed.

Sheriff's Office responded to 79% of our contacts

We contacted the Sheriff's Office 28 times by phone and email. Sheriff's Office staff responded to our calls 76% of the time. Of the prerecorded phone messages we reached, three-quarters provided language options besides English. The number for the Monitored Misdemeanor Program (503-988-3235) listed on their website did not work. Staff responded to our emails 100% of the time.

Sheriff's Office Detailed Response Information

Office	Did Not Respond	Responded
Administrative offices (503-988-4300)		1
Administrative offices email		1
Civil Process Unit (503-988-0512)		1
Close Street Program (503-988-5042, 2)		1
Concealed Handgun Licensing and Court Access Passes (503-988-0517)		1
Jobs and Recruitment (503-209-6195)	1	
Jobs and Recruitment email		1
Law Enforcement Records Unit & Vehicle Releases (503-988-7300)		1
Monitored Misdemeanor Program (503-988-3235)	1	
Multnomah County Alarms (503-988-0511)		1
Multnomah County Detention Center (503-988-3689)	3	5
Multnomah County Inverness Jail (503-988-5060)		7
OLCC Permit/ATF Applications (503-988-0520)	1	
Property Control (503-988-0373)		1
Sheriff's Office Public Records Request email		1
Total	6	22

Source: Multnomah County Auditor's Office. We counted a phone number or email contact in the "Responded" column if we received a response within 5 business days. We did not list email addresses above to limit the amount of spam they might receive.



Recommendations

Recommendations

We recommend that the County Chair, District Attorney, and Sheriff, no later than April 30, 2026:

1. Ensure that all phone calls and emails to county programs and offices that directly serve the public receive a response as soon as possible and no later than five business days.
2. Require multiple languages on all prerecorded phone messages for programs and offices that directly serve the public who speak languages other than English.
3. Ensure that all phone numbers listed on county websites are functioning correctly.
4. Explore the feasibility of expanding online chat features.

Objectives, scope, & methodology

The objectives of this audit were to:

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.

To accomplish these objectives, we:

- Compiled a contact list of all public-facing county offices. This was done by visiting the county's website, multco.us, and collecting contact information from the "Services," "Programs," "Departments," and "Elected" sections.
- Took steps to prevent receiving preferential treatment as county employees; we used five mobile phones with numbers that did not have the standard Multnomah County employee prefix (503-988). We also created two email accounts that used aliases so that we would not get preferential treatment for being county employees.
- Made a total of 171 phone calls, sent 79 emails, and used the Library's online chat three times. To limit the impact on county staff time, we contacted small offices once and offices that serve more people up to 8 times.
- Considered our phone, email, or chat inquiry to be nonresponsive if the call or message was not returned within five business days.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence

obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Photo credits

Unless noted otherwise, all photos by Motoya Nakamura, Multnomah County Communications Office.



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Response letters

Office of the Chair



October 7, 2025

Jennifer McGuirk, MPA, CIA
Multnomah County Auditor
501 SE Hawthorne Blvd., Room 601
Portland, OR 97214

Dear Auditor McGuirk,

I want to thank you for the work of your office to review the responsiveness of County departments to inquiries from the public. I share your recognition of the importance of timely responsiveness when members of the public reach out to public-facing programs and am committed to a spirit of continuous improvement.

On behalf of myself and Chief Operating Officer Chris Neal, we appreciate your incorporation of some of the feedback that the COO's Office provided on the draft audit, including the notation of the number of calls that were made to each department. We believe that that data is an important context when considering the results. We also want to highlight that some departments had already identified external inquiry response times as an area of concern and began implementing solutions such as restructuring administrative teams to improve response times. We expect that these changes, in tandem with the implementation of the recommendations made in this audit, will improve our customer service in the near future.

The County welcomes the following recommendations and provides our responses below.

We recommend that the County Chair, District Attorney, and Sheriff, no later than April 30, 2026:

Recommendation 1

Ensure that all phone calls and emails to county programs and offices that directly serve the public receive a response as soon as possible and no later than five business days.

The County accepts this recommendation. Department Directors will be tasked by COO Neal with reviewing the operational capacity of their teams and setting a clear, department-wide standard for the amount of time it takes for a program or office serving the public to respond to phone calls and emails (meaning at least an acknowledgement of receipt of inquiry), with an expectation that responses within five business days are a best practice. In certain circumstances that standard may vary, depending on the operational capacity of the department or individual programs.

Recommendation 2

Require multiple languages on all prerecorded phone messages for programs and offices that directly serve the public who speak languages other than English.

The County accepts this recommendation. Due to the high number of phone lines at the County (6,663 total phone lines), the COO's Office has asked the Department of County Assets (DCA) to pull the top 100 phone numbers that receive calls from outside the County and will use that data to set a threshold requiring that the most contacted lines have prerecorded messages in up to three of the most commonly spoken non-English languages. DCA and the COO's Office will work with the Office of Diversity and Equity (ODE) to determine which languages will be required. The County will continue to seek opportunities to expand the number of lines that include prerecorded messages in non-English languages, depending on the amount of resources that are available.

Recommendation 3

Ensure that all phone numbers listed on county websites are functioning correctly.

The County accepts this recommendation. Department Directors will be tasked by COO Neal with ensuring that all of their programs review their public webpages to ensure that phone numbers and email addresses listed are accurate and functioning correctly.

Recommendation 4

Explore the feasibility of expanding online chat features.

The County accepts this recommendation. DCA IT is currently exploring how to expand digital accessibility. As part of that work they, in partnership with ODE and County departments, will explore the feasibility of expanding online chat features.

Sincerely,

A handwritten signature in black ink that reads "Jessica Vega Pederson". The signature is fluid and cursive, with the first name "Jessica" being the most prominent.

Jessica Vega Pederson
Multnomah County Chair



MULTNOMAH COUNTY SHERIFF'S OFFICE

Sheriff Nicole Morrissey O'Donnell

October 8, 2025

Jennifer McGuirk, MPA, CIA
Multnomah County Auditor
501 SE Hawthorne Blvd., Room 601
Portland, OR 97214

Auditor McGuirk,

As the Multnomah County Sheriff, I appreciate the time and attention you and your team dedicated to engaging in an audit of countywide customer service. The Sheriff's Office strives to be timely and accessible to the public and partners through our website, public phone lines, email, and facility lobbies. Our office is pleased to see that within the audit we have had a high degree of follow-up responses to your contacts and requests for information. I accept your recommendations below and have provided a summary response.

We recommend that the County Chair, District Attorney, and Sheriff, no later than April 30, 2026:

- 1. Ensure that all phone calls and emails to county programs and offices that directly serve the public receive a response as soon as possible and no later than five business days.*
- 2. Require multiple languages on all prerecorded phone messages for programs and offices that directly serve the public who speak languages other than English.*
- 3. Ensure that all phone numbers listed on county websites are functioning correctly.*
- 4. Explore the feasibility of expanding online chat features.*

During the 2024 Corrections Recommendation Project, MCSO began an evaluation of our public lobby spaces to better understand communication accessibility needs. A second

phase to this project began in early 2025 to inventory our phone lines throughout MCSO's service areas and internal units. Our primary goal was to identify and remove phone lines that were no longer in use and to ensure that all public phone lines were properly functioning with correct information provided to access services. This project is co-led by MCSO's Deputy Chief of Staff and Communications Director and will continue to move forward with an eye toward incorporating additional translation needs. MCSO will align with the County as they explore expanded digital accessibility as well as online chat features.

Sincerely,

A handwritten signature in cursive script that reads "Nicole Morrissey O'Donnell".

Nicole Morrissey O'Donnell

Sheriff



Nathan Vasquez, Multnomah County District Attorney

1200 SW 1st Avenue, Suite 5200, Portland, OR 97204-1193

P: (503) 988-3162 | F: (503) 988-3643 | www.mcda.us

October 13, 2025

Jennifer McGuirk, MPA, CIA
Multnomah County Auditor
501 SE Hawthorne Blvd., Room 601
Portland, OR 97214

Dear Auditor McGuirk,

Thank you for the time and attention you and your team devoted to the Countywide Customer Service Audit. We share your commitment to ensuring that Multnomah County programs and services are accessible, welcoming, and responsive to the needs of the public.

The Multnomah County District Attorney's Office (MCDA) recognizes the importance of accessible, effective, and respectful communication with community members, especially those navigating the criminal justice system. As evidenced by our responsiveness to the contacts made by your team, we are committed to providing timely and professional responses to all public inquiries, and we affirm our intent to meet your recommendation that emails and phone calls receive a response within five business days.

With respect to the remaining recommendations, we will review each item for feasibility and potential implementation. Specifically, we will explore expanding our use of multilingual prerecorded phone messages where our phone systems and resources allow. This assessment will be carried out by our Information Technology (IT) Unit, in partnership with operational leadership.

Our IT Unit will also continue the ongoing effort to ensure that all phone numbers listed on the MCDA website (mcda.us) are functioning correctly. This has already been underway as part of our recent implementation of a new phone system that adds additional technology features to make us more efficient and effective. Additionally, we will assess the practicality and value of expanding online chat tools for use by members of the public seeking assistance.

We thank you again for your commitment to improving service across Multnomah County. We appreciate the opportunity to respond and look forward to ongoing collaboration in support of being a more accessible and responsive public agency.

Respectfully,

A handwritten signature in black ink, appearing to read "Nathan Vasquez". The signature is fluid and cursive, with the first name "Nathan" written in a larger, more prominent script than the last name "Vasquez".

Nathan Vasquez, District Attorney