



News Release

Office of the Metro Auditor

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Metro's capacity to engage the public in policy decisions needs improvement

An audit released today by the Metro Auditor's Office found that the agency needed to improve its ability to engage the public in its policy decision-making process.

The audit determined that Metro invested more resources in other forms of communication over engagement, had structural weaknesses in the organization of its communications function and did not maximize some of its tools and processes for effective engagement.

Metro spent \$13.2 million over a three-year period on communications staff, materials and services. Seventy-three percent of that went to information purposes while 27 percent paid for public engagement.

The audit evaluated the effectiveness of the Metro website as an engagement tool. It also assessed a two-year process used to solicit public comment in a recent land-use policy decision. Some of the same weaknesses occurred in each case and pointed to areas where Metro could improve its engagement efforts.

For more information, contact Suzanne Flynn, Metro Auditor, at 503-797-1891.

The audit is available on the Metro website at <http://www.oregonmetro.gov/auditor> . Copies also can be obtained by calling the Office of the Metro Auditor at 503-797-1892. The Metro Auditor will brief the Metro Council on Oct. 7, 2010 at 2 p.m.