Established in 2014, the Office of the Public Advocate is an independent, impartial office tasked with receiving and responding to citizen complaints, inquiries and concerns about county government.

Additionally, the Public Advocate makes recommendations to improve the efficiency, effectiveness and transparency of county government.

While the Public Advocate does not have the authority to overturn the decision of a department, it is charged with ensuring that decisions are not contrary to regulation or county code.

The office often acts as an interpreter of government for the citizens, clarifying decisions, or helping them understand the basis on which a decision was made and what, if any, options exist in moving forward.

Public Advocate cases are classified as Information/Referral, Direct Assistance or Investigation and are sometimes a combination of the three.

Each inquiry or complaint is reviewed individually to determine the appropriate action to take and allows the Public Advocate to focus on patterns which may emerge indicating systemic issues.

This graph shows the number of inquiries received in 2021 per department. Additionally, 197 non-jurisdictional and 105 general Snohomish County inquiries were received by the Office of the Public Advocate.

Kind Words From Our Constituents

It’s so important to me to let you know that your actions and concern can make a difference! Thank you for being attentive and responsive - it really matters!

-CF

I can’t thank you enough for the respect and compassion you showed me this morning…… Your kindness left me feeling hopeful.

-SR

Thank you so very much for your swift response, Jill, and for the helpful information you provided - and thank you most especially for expressing your care and concern. You have given a tremendous boost to my morale, which is greatly appreciated.

-LF

Jill McKinnie, Public Advocate
Gricelda Montes, Administrative Specialist
Public.Advocate@snoco.org
425.388.3365