

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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Agency: Secretary of State

**Mission Statement:**

The Secretary of State is Oregon's chief elections officer, auditor of public funds, first stop for Oregon businesses, and keeper of our shared public records. As servant leaders, we apply our experience, knowledge, and abilities to improve transparency, accountability, and integrity in Oregon government. The Secretary of State is committed to: serving our community by building relationships and focusing on equity for all Oregonians; upholding the Constitution and the laws of the state of Oregon; encouraging voter participation and maximizing access while ensuring election integrity; ensuring taxpayers receive maximum value for their tax dollars and protection of their privacy and personal information; building Oregon's economy by making it easier to start and do business in Oregon, removing barriers, providing small business assistance, and creating an environment where new businesses can grow, prosper, and create family-wage jobs; preserving and promoting accessibility to Oregon's public records for the benefit of all peoples; and empowering Oregonians by providing timely and accurate information about their government, connecting through outreach activities, and protecting whistle blowers.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Electronic Access to Public Information - Percentage of targeted records made available electronically.		Approved	96%	98%	98%
2. Audit Cost Savings - Dollar Value of Revenue Enhancements, savings, or questioned costs in performance audit reports.		Approved	\$6.75	\$30.00	\$30.00
3. Audit Efficiency - Dollar savings per dollar spent on economy and efficiency audits.		Approved	\$2.09	\$12.00	\$12.00
4. Audit Recommendation Implementation - Percentage of audit recommendations implemented.		Approved	88%	90%	90%
5. Business registration - Document processing turnaround time from receipt.		Approved	0.60	0.60	0.60
6. Notary - Document processing turnaround time from receipt.		Approved	0.02	0.20	0.20
7. UCC - Document processing turnaround time from receipt.		Approved	0.07	0.20	0.20
8. Campaign Finance Information - Percent of committee filings determined to be sufficient.		Approved	98.91%	99%	99%
9. Staff Diversity - Employment of Women, People of Color, and Persons with Disabilities as a percentage of the SOS workforce.	a) Representation of Women as a Percentage of the SOS Workforce	Approved	57%	62%	62%
	b) Representation of People of Color as a Percentage of SOS' Workforce		13.50%	12%	12%
	c) Representation of Persons with Disabilities as a Percentage of SOS' Workforce		2%	5%	5%
10. Customer Satisfaction - Percent of customers rating their overall satisfaction with the agency as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Expertise	Approved	88%	90%	90%
	Overall		90%	90%	90%
	Accuracy		90%	90%	90%
	Timeliness		92%	90%	90%
	Helpfulness		91%	90%	90%
	Availability of Information		85%	90%	90%
11. Campaign Finance Proposed Penalty Notices - Percentage of notices mailed within five months of a deficient transaction.		Proposed Delete	No Data	98%	TBD

LFO Recommendation:

Approve the Key Performance Measures, and the Key Performance Measure targets, identified in the above table. The Secretary of State plans to review Key Performance Measures and targets in the coming year, and may propose KPM changes with his 2019-21 biennium budget request.

**SubCommittee Action:**