



**OREGON MILITARY DEPARTMENT**  
JOINT FORCE HEADQUARTERS, OREGON NATIONAL GUARD  
FINANCIAL ADMINISTRATION DIVISION  
1776 MILITIA WAY  
P.O. BOX 14350  
SALEM, OREGON 97309-5047

March 23, 2021

The Honorable Senator Chris Gorsek, Co-Chair  
The Honorable Representative Janeen Sollman, Co-Chair  
Joint Committee on Ways and Means – Subcommittee on Public Safety  
900 Court Street NE  
H-178 State Capitol  
Salem, OR 97301-4048

Dear Co-Chairpersons:

This letter is submitted in response to a question raised by Senator Gorsek regarding the Oregon Military Departments Customer Service Key Performance Measure.

For the 2020 Annual Performance Progress Report (APPR) the Military Department sent our customer service survey to 457 individuals and we received responses from 22 of them. That equals a response percentage of .05%.

Of the 22 who responded, 19 chose to review the Office of Emergency Management and 3 chose to review the Oregon National Guard.

The 22 respondents categorized themselves as the following:

- 5 – Elected Official (County Government)
- 1 – Public Sector (Management, State Government)
- 1 – Public Sector (Non-Management, State Government)
- 3 – PSAP (Management, County Government)
- 2 – PSAP (Management, City Government)
- 1 – PSAP (Management, Special District)
- 1 – PSAP (Other)
- 1 – Law Enforcement (Management, County Government)
- 1 – Law Enforcement (Non-Management, County Government)
- 4 – Emergency Manager (Manager, County Government)
- 1 – Emergency Manager (Manger, City Government)
- 1 – Emergency Manager (Manager, Tribal Government)

The Military Department is currently reviewing contact information to make sure our email lists are up to date and we will be reviewing how we advertise this survey to improve customer response for the 2021 APPR.

*Sean McCormick*

Sean McCormick  
Chief Financial Officer  
Oregon Military Department