

SHEMIA FAGAN
SECRETARY OF STATE

CHERYL MYERS
DEPUTY SECRETARY OF STATE



900 Court Street NE
Salem, Oregon 97310
Information 503-986-1523
oregon.sos@oregon.gov
sos.oregon.gov

April 5, 2023

Senator Deb Patterson, Co-Chair
Representative Greg Smith, Co-Chair
Ways & Means Sub-Committee on General Government

Co-Chairs Patterson and Smith;

We want to thank you for the opportunity to present Secretary of State, Shemia Fagan's revised Agency Budget Request for the 2023-25 biennium. On Day One of the budget hearings, we were requested to provide follow-up information from committee members regarding our budget request and specific packages. We have listed the questions below and our response to each of those questions.

1. **Senator Bonham:** We're not meeting any of these KPMs, in reference to Corporation Division.

SoS Clarification : During the 2021-22 KPM reporting years, the Corporation Division has missed its goal for KPM #4 (Business registration turnaround time exceeds .6 days), KPM # 6 (UCC processing turnaround time exceeds .2 days), and KPM #9 (Customer satisfaction are all under 90% except for "staff expertise").

2. **Senator Bonham:** What's the metric for customer satisfaction? What's this slide actually measuring?

SoS Response: KPM #9, Customer Satisfaction, is measuring customer satisfaction in 6 overall areas; 1) employee expertise; 2) overall satisfaction; 3) employee accuracy; 4) division timeliness; 5) employee helpfulness; and 6) availability of information. We are meeting our metric for area #1, employee expertise.

Point of Contact:

Jessica Ventura, Legislative Director
Jessica.Ventura @sos.oregon.gov

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3. Representative Gomberg: Was the OSBA always part of the Division?

SoS Response: [The Office of Small Business Assistance](#) (OSBA) was established by [ORS. 52.200-209](#) within the Corporation Division. OSBA is tasked with helping small businesses and non-profit organizations navigate complex government systems and processes. For our purposes, small business is defined as for-profit or nonprofit organization with zero to 100 employees ([ORS. 56.200](#)).

4. Rep. Gomberg: Each year, we expect to have fewer people using paper so why the jump in 2022 on the amount of time?

SoS Response: Every filing, regardless of how they are processed (paper or online), requires staff review. Staff review for spelling errors, addresses to ensure they aren't using a fake address, and other areas where a customer might not enter the correct information. The process time for paper filings does take longer due to manual entry. Online filings require review as well, but the time is significantly reduced. The jump in 2022 is reflective of the increased demand for our services that each staff member within the Business Support team touches. There is no way around that. Automation only reduces staff time per filing by reducing manually entry.

5. Senator Patterson: How are the investigations different from Dept. of Justice related to consumer complaints?

SoS Response: Under the consumer protection, DOJ does not consider a business to be a consumer when it comes to a business-to-business complaint; the OSBA team also navigates a variety of complaints which wouldn't be addressed by DOJ such as issues and processes related to licensing, permitting, etc.

6. Senator Patterson: POP 120- is this the automation work?

SoS Response: POP 120 is a request to fund multiple positions for different areas of work where gaps have been identified. Specifically, the Operations and Policy Analyst 4 (Limited Duration) is for the purpose of research and system requirements gathering to develop an action plan for modernization of our

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systems. This position is key into prioritizing automation in a most efficient way and gets us out of the piecemeal cycle of moving that dial. With the information gathered, we can set a plan for automation with multilingual support integrated as well as accessibility for people with disabilities or impairments.

7. **Representative Chaichi:** Do we keep data on how often people want audio/video recordings?

SoS Response: The data related to requests for Legislative Records during 2021 and 2022 as well as the percentage of total records requested, they represent:

Requests for Legislative Records including audio recordings.

2021: 2,201 --> 52% of requests handled by Reference Desk

2022: 2,641 --> 69% of all records requests handled by Reference Desk

Percentage-wise we receive more individual requests from customers asking for non-legislative records, but they also request fewer records. Most genealogy-related customers, for example, are asking for one or maybe two records. Where law firms seeking legislative records ask for multiple records at a time.

We are happy to answer any further questions or provide additional information committee members may have regarding the information provided in this response.

Respectfully,

Jessica Ventura
Legislative Director

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