

Submitter: Nancy A

On Behalf  
Of:

Committee: Joint Committee On Ways and Means Subcommittee On General  
Government

Measure: HB5035

Dear Joint Committee Members,

As a small business owner in Oregon, I suggest that there are other ways to provide good service besides having so much more of our government services relying on the internet. In my experience the more "automated" a business or a regulatory agency is, the less actual human customer service, and for me this does NOT represent improvement. Just sayin'.

Sincerely,  
Nancy A.