



Oregon

Tina Kotek, Governor

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February 3, 2025

To: Joint Committee on Ways and Means
Subcommittee on Transportation and Economic Development

Re: Response to Subcommittee Question in Agency Budget Presentation, 1 of 2

Dear Legislators,

During the Oregon Real Estate Agency's budget hearing on January 30, 2025, you inquired about the percentage of fines collected by the Agency. I committed to following up outside the hearing.

For the 2024 fiscal year, the Agency issued \$64,100 in civil penalties and collected 24.3% of those fines. For the receivables that the Agency was unable to collect directly, the accounts were transferred to the Oregon Department of Revenue for recovery.

Please note that statute authorizes the assessment of civil penalties under two limited circumstances: unlicensed activity and failure to produce property management records for inspection. These penalties, when collected, are paid to the State General Fund and not retained by the Agency.

Sincerely,

Steve Strode

Oregon Real Estate Commissioner



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To: Joint Committee on Ways and Means
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Re: Response to Subcommittee Question in Agency Budget Presentation, 2 of 2

Dear Legislators,

During the Oregon Real Estate Agency's budget hearing on January 30, 2025, you inquired about the percentage of licenses that participate in the customer service survey. I committed to following up outside the hearing.

Our customer service survey process is initiated following phone or email interactions with our customer service staff. The agency averages ~17,000 phone calls and ~10,000 emails annually. Of the surveys sent, 4.7% are completed. This response rate comprises approximately 5% of licensees and provides a representative sample of the customer service experience.

The survey is an important tool that helps us measure our service quality and identify areas for improvement. Staff members are trained to consistently send surveys after customer interactions to ensure we gather representative feedback about our services.

Sincerely,

Steve Strode

Oregon Real Estate Commissioner