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## JOINT COMMITTEE ON WAYS AND MEANS

Senator Lieber, Senate Co-Chair  
Representative Sanchez, House Co-Chair

Senator Girod, Senate Co-Vice Chair  
Representative Gomberg, House Co-Vice Chair  
Representative Smith, House Co-Vice Chair

To: General Government Subcommittee  
From: Kim To, Legislative Fiscal Office  
Date: April 15, 2025  
Subject: SB 5535 – Office of the Public Records Advocate  
Work Session Recommendations

Office of the Public Records Advocate				
Agency Totals				
FUND TYPE	2021-23 ACTUAL*	2023-25 LEGISLATIVELY APPROVED	2025-27 CURRENT SERVICE LEVEL	2025-27 LFO RECOMMENDED
Other Funds	703,469	1,000,967	1,172,941	1,172,941
<b>TOTAL FUNDS</b>	<b>703,469</b>	<b>1,000,967</b>	<b>1,172,941</b>	<b>1,172,941</b>
Positions	2	2	2	2
FTE	2.00	2.00	2.00	2.00

\*Data reflects actual expenditures within the Department of Administrative Services

The 2025-27 LFO recommended budget for the Office of the Public Records Advocate is two positions (2.00 FTE) and \$1,172,941 Other Funds. This is a \$171,974, or 17.2%, increase from 2023-25 legislatively approved budget of \$1,000,967 Other Funds. The increase reflects standard personal services growth and inflation for services and supplies expenditures. The 2025-27 LFO recommended budget is the current service level budget.

### Adjustments to Current Service Level

See attached “Work Session Presentation Report.”

Note: Statewide adjustments and six-year capital construction expenditures are not included in these recommendations. Any needed adjustments will be made in end of session bills.

**Accept** LFO Recommendation

**MOTION:** I move the LFO recommendation to SB 5535. (vote)

**OR**

**Modify** LFO Recommendation

MOTION: I move the LFO recommendation to SB 5535, with modifications. *(vote)*

## Performance Measures

The agency, the Department of Administrative Services Chief Financial Office, and the Legislative Fiscal Office worked together during the 2023-2024 interim to develop proposed Key Performance Measures for the Office of the Public Records Advocate.

See attached “Legislatively Proposed 2025-27 Key Performance Measures.”

**Accept** LFO Recommendation

MOTION: I move the LFO recommendation on Key Performance Measures. *(vote)*

**OR**

**Modify** LFO Recommendation

MOTION: I move the LFO recommendation on Key Performance Measures, with modifications. *(vote)*

## Amendment

LFO recommends a budget of \$1,172,941 Other Funds, and 2 positions (2.00 FTE), which is reflected in the – 1 amendment.

MOTION: I move adoption of the – 1 amendment to SB 5535. *(vote)*

## Final Subcommittee Action

LFO recommends that SB 5535, as amended by the – 1 amendment, be moved to the Ways and Means Full Committee.

MOTION: I move SB 5535, as amended, to the Full Committee with a do pass recommendation. *(vote)*

## Carriers

Full Committee:

House Floor:

Senate Floor:

LFO102 - Work Session Presentation Report  
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 10400-000-00-00-00000

Office of the Public Records Adv

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2023-25 Agy. Leg. Adopted</b>	-	-	<b>909,059</b>	-	-	-	<b>909,059</b>	<b>2</b>	<b>2.00</b>
2023-25 Ebds, SS & Admin Act	-	-	91,908	-	-	-	91,908	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2023-25 Leg Approved Budget</b>	-	-	<b>1,000,967</b>	-	-	-	<b>1,000,967</b>	<b>2</b>	<b>2.00</b>
<b>2023-25 Leg Approved Budget (Base)</b>	-	-	<b>1,000,967</b>	-	-	-	<b>1,000,967</b>	<b>2</b>	<b>2.00</b>
Summary of Base Adjustments	-	-	169,599	-	-	-	169,599	-	-
<b>2025-27 Base Budget</b>	-	-	<b>1,170,566</b>	-	-	-	<b>1,170,566</b>	<b>2</b>	<b>2.00</b>
010: Non-PICS Pers Svc/Vacancy Factor	-	-	2,273	-	-	-	2,273	-	-
030: Inflation & Price List Adjustments	-	-	102	-	-	-	102	-	-
<b>2025-27 Current Service Level</b>	-	-	<b>1,172,941</b>	-	-	-	<b>1,172,941</b>	<b>2</b>	<b>2.00</b>
<b>Adjusted 2025-27 Current Service Level</b>	-	-	<b>1,172,941</b>	-	-	-	<b>1,172,941</b>	<b>2</b>	<b>2.00</b>
<b>Total LFO Recommended Packages</b>	-	-	-	-	-	-	-	-	-
<b>2025-27 Legislative Actions</b>	-	-	<b>1,172,941</b>	-	-	-	<b>1,172,941</b>	<b>2</b>	<b>2.00</b>
Net change from 2023-25 Leg Approved Budget	-	-	171,974	-	-	-	171,974	-	-
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	17.2%	0.0%	0.0%	0.0%	17.2%	0.0%	0.0%
Net change from 2025-27 Adj Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

LFO102 - Work Session Presentation Report  
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 10400-010-00-00-00000

General Program

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
<b>2023-25 Agy. Leg. Adopted</b>	-	-	909,059	-	-	-	909,059	2	2.00
2023-25 Ebds, SS & Admin Act	-	-	91,908	-	-	-	91,908	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
<b>2023-25 Leg Approved Budget</b>	-	-	1,000,967	-	-	-	1,000,967	2	2.00
<b>2023-25 Leg Approved Budget (Base)</b>	-	-	1,000,967	-	-	-	1,000,967	2	2.00
Summary of Base Adjustments	-	-	169,599	-	-	-	169,599	-	-
<b>2025-27 Base Budget</b>	-	-	1,170,566	-	-	-	1,170,566	2	2.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	2,273	-	-	-	2,273	-	-
030: Inflation & Price List Adjustments	-	-	102	-	-	-	102	-	-
<b>2025-27 Current Service Level</b>	-	-	1,172,941	-	-	-	1,172,941	2	2.00
<b>Adjusted 2025-27 Current Service Level</b>	-	-	1,172,941	-	-	-	1,172,941	2	2.00
<b>Total LFO Recommended Packages</b>	-	-	-	-	-	-	-	-	-
<b>2025-27 Legislative Actions</b>	-	-	1,172,941	-	-	-	1,172,941	2	2.00
Net change from 2023-25 Leg Approved Budget	-	-	171,974	-	-	-	171,974	-	-
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	17.2%	0.0%	0.0%	0.0%	17.2%	0.0%	0.0%
Net change from 2025-27 Adj Current Service Level	-	-	-	-	-	-	-	-	-
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

# Legislatively Proposed 2025 - 2027 Key Performance Measures

Published: 3/14/2025 8:28:14 AM

**Agency:** Public Records Advocate

**Mission Statement:**

Providing dispute resolution services, training, guidance, and advice to improve the administration of Oregon's public records law.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2026	Target 2027
1. Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.	a) Overall	Proposed New		80%	90%
	b) Accuracy			80%	90%
	c) Helpfulness			80%	90%
	d) Timeliness			80%	90%
	e) Accessibility			80%	90%
	f) Expertise			80%	90%
2. Council Best Practices - Percent of total best practices met by the Council.		Proposed New		100%	100%
3. Mediation Efficiency - The average number of days it takes the Office of the Public Records Advocate to complete a request to mediate a disputed public records.		Proposed New		7	6
4. Training Effectiveness - Percentage of training participants who responded yes to “did the training provide you with relevant and useful best practices for processing and responding to public records requests?”		Proposed New		85%	90%

**LFO Recommendation:**

The Legislative Fiscal Office recommends approval of the proposed Key Performance Measures and targets.

**SubCommittee Action:**

# Office of the Public Records Advocate

Legislatively Proposed 2025-27 Key Performance Measures Supporting Document

Proposed Initial Reporting Year 2026

KPM #	Proposed Key Performance Measures (KPMs)
1	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.
2	Council Best Practices - Percent of total best practices met by the Council.
3	Mediation Efficiency - The average number of days it takes the Office of the Public Records Advocate to complete a request to mediate a disputed public records.
4	Training Effectiveness - Percentage of training participants who responded yes to “did the training provide you with relevant and useful best practices for processing and responding to public records requests?”

KPM #1	Customer Service - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise, and availability of information.
	Proposed Data Collection Period: March 1 - February 28 or 29

Report Year	2026	2027	2028	2029	2030
<b>Overall</b>					
Actual					
Target	80%	90%			
<b>Accuracy</b>					
Actual					
Target	80%	90%			
<b>Helpfulness</b>					
Actual					
Target	80%	90%			
<b>Timeliness</b>					
Actual					
Target	80%	90%			
<b>Accessibility</b>					
Actual					
Target	80%	90%			
<b>Expertise</b>					
Actual					
Target	80%	90%			

### What are we measuring

The overall effectiveness, accuracy, helpfulness, timeliness, accessibility, and expertise of our service delivery.

**How are we measuring**

A survey containing 6 prescribed questions and sent to those who received mediation services from the Office of the Public Records Advocate:

1. How do you rate the overall quality of service provided by the Office of the Public Records Advocate?
2. How do you rate the ability of the Office of the Public Records Advocate to provide services correctly the first time?
3. How do you rate the helpfulness of the Office of the Public Records Advocate's employees?
4. How do you rate the timeliness of the services provided by the Office of the Public Records Advocate?
5. How do you rate the availability of information at the Office of the Public Records Advocate?
6. How do you rate the knowledge and expertise of the Office of the Public Records Advocate employees?

Survey Target: Records requesters (media and general public) and records custodians (state and local public bodies) as the two groups who utilize mediation services.

How data will be gathered and frequency: Via email to a random sampling of those who received our mediation services. Completed annually.

**Why are we measuring**

To better understand the satisfaction of records requesters and record custodians in order to identify areas for improvement in our delivery of mediation and training services.



KPM #2	Council Best Practices - Percent of total best practices met by the Council.
	Proposed Data Collection Period: April 1 - March 31

Report Year	2026	2027	2028	2029	2030
Percent of total best practices met by the Council.					
Actual					
Target	100%	100%			

### What are we measuring

Do the members of the Public Records Advisory Council have the best practice information and resources necessary to carry out their duties.

### How are we measuring

Annual self-assessment survey of the Public Records Advisory Council on best practices, using 15 prescribed questions:

1. Executive Director's performance expectations are current.
2. Executive Director receives annual performance feedback.
3. The agency's mission and high-level goals are current and applicable.
4. The board reviews the Annual Performance Progress Report.
5. The board is appropriately involved in review of agency's key communications.
6. The board is appropriately involved in policy-making activities.
7. The agency's policy option packages are aligned with their mission and goals.
8. The board reviews all proposed budgets (likely occurs every other year).
9. The board periodically reviews key financial information and audit findings.
10. The board is appropriately accounting for resources.
11. The agency adheres to accounting rules and other relevant financial controls.

12. Board members act in accordance with their roles as public representatives.
13. The board coordinates with others where responsibilities and interests overlap.
14. The board members identify and attend appropriate training sessions.
15. The board reviews its management practices to ensure best practices are utilized.

The measure is “percent of total best practices met by the board.” The measure is calculated as the percent of “yes” responses provided in a self-assessment of best practices.

Survey Target: Current members of the Public Records Advisory Council.

How data will be gathered and frequency: Via email. Completed annually.

Expected outcome: Report on percent of best practices met by the board.

**Why are we measuring**

To identify and rectify any potential gaps in information and resources that may prevent Council members from carrying out their duties.

KPM #3	Mediation Efficiency - The average number of days it takes the Office of the Public Records Advocate to complete a request to mediate a disputed public records.
	Proposed Data Collection Period: January 1 - December 31

Report Year	2026	2027	2028	2029	2030
Average number of days to resolve a request for mediation.					
Actual	7	6			
Target					

### What are we measuring

The average number of days it takes the Public Records Advocate and Deputy Public Records Advocate to complete a request to mediate a disputed public records request.

### How are we measuring

How data will be gathered and frequency: via a “request for mediation” (RFA) tracking sheet utilized by the office capturing all requests for such assistance. Completed annually.

### Why are we measuring

ORS 192.464 requires the Office of the Public Records Advocate to facilitate dispute resolution services when requested. This measure ensures the timeliness in responding to requests to facilitate disputed public records requests.

KPM #4	Training Effectiveness - Percentage of training participants who responded yes to “did the training provide you with relevant and useful best practices for processing and responding to public records requests?”
	Proposed Data Collection Period: February 1 to January 31

Report Year	2020	2021	2022	2023	2024
Percentage of training participants who responding yes to “did the training provide you with relevant and useful best practices for processing and responding to public records requests.					
Actual					
Target	85%	90%			

### What are we measuring

The quality, effectiveness, and impact of our training sessions.

### How are we measuring

Target: All public employees and members of the public who receive public records trainings from the Office of the Public Records Advocate.

How data will be gathered and frequency: Via hard copy and direction to online survey at the conclusion of each training.

### Why are we measuring

ORS 192.475 requires the Office of the Public Records Advocate to provide training for state agencies and local governments on the requirements and best practices for processing and responding to public records requests throughout the state. This measure helps us gage the effectiveness of our training and improve future training sessions.