

LEGISLATIVE FISCAL OFFICE
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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: Paul Siebert, Legislative Fiscal Office
Date: May 28, 2025
Subject: SB 5537 – Secretary of State
Work Session Recommendations

Secretary of State <i>Agency Totals</i>				
FUND TYPE	2021-23 ACTUAL	2023-25 LEGISLATIVELY APPROVED	2025-27 CURRENT SERVICE LEVEL	2025-27 LFO RECOMMENDED
General Fund	19,720,149	24,899,548	20,817,032	26,879,532
Other Funds	77,315,042	97,793,249	101,931,451	102,523,489
Federal Funds	4,877,510	5,050,327	5,202,599	5,202,599
TOTAL FUNDS	101,912,701	127,743,124	127,951,082	134,605,620
Positions	235	268	244	255
FTE	233.14	254.65	244.00	255.00

The LFO recommended 2025-27 budget for the Secretary of State is \$134,605,620 total funds and 255 positions (255.00 FTE), including \$26,879,532 General Fund, \$102,523,489 Other Funds, and \$5,202,599 Federal Funds, which represents a 5.2% increase over the current service level. The Secretary of State is Oregon's chief elections officer, auditor of public funds, maintainer of the state's business registrations, and keeper of public records.

The recommended budget includes funding to continue implementation of HB 4024 (2024) which makes changes to elections financing, supports cybersecurity improvements, and continues the work of the Translation Advisory Council.

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 5537. *(vote)*

OR

Modify LFO Recommendation

MOTION: I move the LFO recommendation to SB 5537, with modifications. *(vote)*

Performance Measures

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 \$26,879,532 General Fund, \$102,523,489 Other Funds, and \$5,202,599 Federal Funds, and 255 positions (255.00 FTE), which is reflected in the –1 amendment.

MOTION: I move adoption of the –1 amendment to SB 5537. *(vote)*

Final Subcommittee Action

LFO recommends that SB 5537, as amended by the –1 amendment, be moved to the Ways and Means Full Committee.

MOTION: I move SB 5537, 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: 16500-000-00-00-00000

Secretary of State

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	17,975,875	-	89,525,312	5,015,435	-	-	112,516,622	243	242.50
2023-25 Ebds, SS & Admin Act	6,923,673	-	8,267,937	34,892	-	-	15,226,502	25	12.15
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	24,899,548	-	97,793,249	5,050,327	-	-	127,743,124	268	254.65
2023-25 Leg Approved Budget (Base)	19,486,697	-	97,793,249	5,050,327	-	-	122,330,273	247	244.96
Summary of Base Adjustments	354,801	-	5,028,216	169,518	-	-	5,552,535	(3)	(0.96)
2025-27 Base Budget	19,841,498	-	102,821,465	5,219,845	-	-	127,882,808	244	244.00
010: Non-PICS Pers Svc/Vacancy Factor	110,674	-	549,778	3,248	-	-	663,700	-	-
020: Phase In / Out Pgm & One-time Cost	(141,292)	-	(3,374,000)	-	-	-	(3,515,292)	-	-
030: Inflation & Price List Adjustments	1,006,152	-	1,934,208	(20,494)	-	-	2,919,866	-	-
2025-27 Current Service Level	20,817,032	-	101,931,451	5,202,599	-	-	127,951,082	244	244.00
080: E-Boards	4,982,777	-	-	-	-	-	4,982,777	9	9.00
Adjusted 2025-27 Current Service Level	25,799,809	-	101,931,451	5,202,599	-	-	132,933,859	253	253.00
Total LFO Recommended Packages	1,079,723	-	592,038	-	-	-	1,671,761	2	2.00
2025-27 Legislative Actions	26,879,532	-	102,523,489	5,202,599	-	-	134,605,620	255	255.00
Net change from 2023-25 Leg Approved Budget	1,979,984	-	4,730,240	152,272	-	-	6,862,496	(13)	0.35
Percent change from 2023-25 Leg Approved Budget	8.0%	0.0%	4.8%	3.0%	0.0%	0.0%	5.4%	(4.9%)	0.1%
Net change from 2025-27 Adj Current Service Level	1,079,723	-	592,038	-	-	-	1,671,761	2	2.00
Percent change from 2025-27 Adj Current Service Level	4.2%	0.0%	0.6%	0.0%	0.0%	0.0%	1.3%	0.8%	0.8%

LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 16500-001-00-00-00000

Administrative Services Division

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	4,409,603	-	32,011,013	-	-	-	36,420,616	80	79.50
2023-25 Ebds, SS & Admin Act	3,329,100	-	3,072,606	-	-	-	6,401,706	16	7.58
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	7,738,703	-	35,083,619	-	-	-	42,822,322	96	87.08
2023-25 Leg Approved Budget (Base)	4,813,010	-	35,083,619	-	-	-	39,896,629	82	80.70
Summary of Base Adjustments	267,632	-	2,264,791	-	-	-	2,532,423	(1)	0.30
2025-27 Base Budget	5,080,642	-	37,348,410	-	-	-	42,429,052	81	81.00
010: Non-PICS Pers Svc/Vacancy Factor	(18,493)	-	464,829	-	-	-	446,336	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(2,067,000)	-	-	-	(2,067,000)	-	-
030: Inflation & Price List Adjustments	(18,120)	-	455,826	-	-	-	437,706	-	-
2025-27 Current Service Level	5,044,029	-	36,202,065	-	-	-	41,246,094	81	81.00
080: E-Boards	2,727,296	-	-	-	-	-	2,727,296	2	2.00
Adjusted 2025-27 Current Service Level	7,771,325	-	36,202,065	-	-	-	43,973,390	83	83.00
Total LFO Recommended Packages	500,000	-	460,845	-	-	-	960,845	1	1.00
2025-27 Legislative Actions	8,271,325	-	36,662,910	-	-	-	44,934,235	84	84.00
Net change from 2023-25 Leg Approved Budget	532,622	-	1,579,291	-	-	-	2,111,913	(12)	(3.08)
Percent change from 2023-25 Leg Approved Budget	6.9%	0.0%	4.5%	0.0%	0.0%	0.0%	4.9%	(12.5%)	(3.5%)
Net change from 2025-27 Adj Current Service Level	500,000	-	460,845	-	-	-	960,845	1	1.00
Percent change from 2025-27 Adj Current Service Level	6.4%	0.0%	1.3%	0.0%	0.0%	0.0%	2.2%	1.2%	1.2%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 081 May 2024 Emergency Board

<u>Package Description</u> Continues work on implementation of HB 4024 (2024) which makes changes to campaign financing. Funding was first provided for this multi-biennia project at the May 2024 meeting of the Emergency Board.									
<u>LFO Recommendation</u> Approve									
LFO Recommended	2,727,296	-	-	-	-	-	2,727,296	2	2.00

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 100 HR Position True-Up

Package Description Reclassifies a Human Resources Analyst 3 to a Business Operations Manager 2. This is a budget neutral adjustment for the 2025-27 biennium.

LFO Recommendation Approve

LFO Recommended	-	-	-	-	-	-	-	-	-
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LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 16500-001-00-00-00000

Administrative Services Division

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 101 ISD Position True-Up

Package Description Reclassifies the Chief Technology Officer to an Information Technology Manager 2 and the Project Manager for Archives and Audits to an Information Systems Specialist 8

LFO Recommendation Approve

LFO Recommended	-	-	55,778	-	-	-	55,778	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 805 Constitutionally Elected Officials Adjustments

Package Description Internal Auditor - Adds one Internal Auditor Chief Executive 1 position. No internal auditors are currently authorized for the Secretary of State. The agency does meet the statutory requirement to have an internal auditor. The position would be supported with Other Fund revenues from administrative indirect charges.

Also adds \$500,000 General Fund to enhance cybersecurity infrastructure, focusing on strengthening endpoint alerting and reporting that will help protect SOS's networks against advanced threats. Additionally, the funding will support improved monitoring to proactively identify and remediate weaknesses in agency IT systems. \$165,000 of the total represents one-time funding which will phase-out at the end of the biennium.

LFO Recommendation Approve

LFO Recommended	500,000	-	405,067	-	-	-	905,067	1	1.00
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LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 16500-002-00-00-00000

Elections Division

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	13,566,272	-	1,354,411	4,995,435	-	-	19,916,118	26	26.00
2023-25 Ebds, SS & Admin Act	3,594,573	-	-	34,892	-	-	3,629,465	9	4.57
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	17,160,845	-	1,354,411	5,030,327	-	-	23,545,583	35	30.57
2023-25 Leg Approved Budget (Base)	14,673,687	-	1,354,411	5,030,327	-	-	21,058,425	28	27.26
Summary of Base Adjustments	87,169	-	-	169,518	-	-	256,687	(2)	(1.26)
2025-27 Base Budget	14,760,856	-	1,354,411	5,199,845	-	-	21,315,112	26	26.00
010: Non-PICS Pers Svc/Vacancy Factor	129,167	-	-	3,248	-	-	132,415	-	-
020: Phase In / Out Pgm & One-time Cost	(141,292)	-	-	-	-	-	(141,292)	-	-
030: Inflation & Price List Adjustments	1,024,272	-	89,012	(20,494)	-	-	1,092,790	-	-
2025-27 Current Service Level	15,773,003	-	1,443,423	5,182,599	-	-	22,399,025	26	26.00
080: E-Boards	2,255,481	-	-	-	-	-	2,255,481	7	7.00
Adjusted 2025-27 Current Service Level	18,028,484	-	1,443,423	5,182,599	-	-	24,654,506	33	33.00
Total LFO Recommended Packages	579,723	-	-	-	-	-	579,723	1	1.00
2025-27 Legislative Actions	18,608,207	-	1,443,423	5,182,599	-	-	25,234,229	34	34.00
Net change from 2023-25 Leg Approved Budget	1,447,362	-	89,012	152,272	-	-	1,688,646	(1)	3.43
Percent change from 2023-25 Leg Approved Budget	8.4%	0.0%	6.6%	3.0%	0.0%	0.0%	7.2%	(2.9%)	11.2%
Net change from 2025-27 Adj Current Service Level	579,723	-	-	-	-	-	579,723	1	1.00
Percent change from 2025-27 Adj Current Service Level	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	3.0%	3.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 081 May 2024 Emergency Board

<u>Package Description</u> Continues work on implementation of HB 4024 (2024) which makes changes to campaign financing. Funding was first provided for this multi-biennia project at the May 2024 meeting of the Emergency Board.									
<u>LFO Recommendation</u> Approve									
LFO Recommended	2,255,481	-	-	-	-	-	2,255,481	7	7.00

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 104 Translation Advisory Council

Package Description Continues a limited duration Operations and Policy Analyst 3 (OPA 3) that supports the work of the Council and adds \$244,692 Service & Supplies for voters pamphlet translation costs.

LFO Recommendation Approve

LFO Recommended	619,723	-	-	-	-	-	619,723	1	1.00
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 801 LFO Analyst Adjustments

Package Description Reduce Return Postage Funding - Return postage charges for mailed ballots has been running below projections as voters continue to elect to return ballots in person at a rate higher than first projected.

LFO Recommendation Approve

LFO Recommended	(750,000)	-	-	-	-	-	(750,000)	-	-
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	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 805 Constitutionally Elected Officials Adjustments

Package Description Voters Pamphlet Funding - Addresses longstanding underfunding in the base budget for costs related to producing the State's voters pamphlets by adding \$710,000 General Fund. This should support production of the voters pamphlet during non-presidential election cycles.

LFO Recommendation Approve

LFO Recommended	710,000	-	-	-	-	-	710,000	-	-
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LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 16500-007-00-00-00000

Audits Division

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	-	-	28,739,834	-	-	-	28,739,834	72	72.00
2023-25 Ebds, SS & Admin Act	-	-	2,692,642	-	-	-	2,692,642	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	-	-	31,432,476	-	-	-	31,432,476	72	72.00
2023-25 Leg Approved Budget (Base)	-	-	31,432,476	-	-	-	31,432,476	72	72.00
Summary of Base Adjustments	-	-	1,637,090	-	-	-	1,637,090	-	-
2025-27 Base Budget	-	-	33,069,566	-	-	-	33,069,566	72	72.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	(133,515)	-	-	-	(133,515)	-	-
030: Inflation & Price List Adjustments	-	-	29,740	-	-	-	29,740	-	-
2025-27 Current Service Level	-	-	32,965,791	-	-	-	32,965,791	72	72.00
Adjusted 2025-27 Current Service Level	-	-	32,965,791	-	-	-	32,965,791	72	72.00
Total LFO Recommended Packages	-	-	-	-	-	-	-	-	-
2025-27 Legislative Actions	-	-	32,965,791	-	-	-	32,965,791	72	72.00
Net change from 2023-25 Leg Approved Budget	-	-	1,533,315	-	-	-	1,533,315	-	-
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%	4.9%	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: 16500-012-00-00-00000

Archives Division

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	-	-	11,592,453	20,000	-	-	11,612,453	24	24.00
2023-25 Ebds, SS & Admin Act	-	-	764,906	-	-	-	764,906	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	-	-	12,357,359	20,000	-	-	12,377,359	24	24.00
2023-25 Leg Approved Budget (Base)	-	-	12,357,359	20,000	-	-	12,377,359	24	24.00
Summary of Base Adjustments	-	-	325,306	-	-	-	325,306	-	-
2025-27 Base Budget	-	-	12,682,665	20,000	-	-	12,702,665	24	24.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	85,539	-	-	-	85,539	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(750,000)	-	-	-	(750,000)	-	-
030: Inflation & Price List Adjustments	-	-	847,152	-	-	-	847,152	-	-
2025-27 Current Service Level	-	-	12,865,356	20,000	-	-	12,885,356	24	24.00
Adjusted 2025-27 Current Service Level	-	-	12,865,356	20,000	-	-	12,885,356	24	24.00
Total LFO Recommended Packages	-	-	47,031	-	-	-	47,031	-	-
2025-27 Legislative Actions	-	-	12,912,387	20,000	-	-	12,932,387	24	24.00
Net change from 2023-25 Leg Approved Budget	-	-	555,028	-	-	-	555,028	-	-
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%
Net change from 2025-27 Adj Current Service Level	-	-	47,031	-	-	-	47,031	-	-
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 102 Archives Position True-Up

Package Description	Reclassifies an Operations and Policy Analyst 1 to an OPA 2, an Electronic Publishing Design Specialist 2 to OPA 2, and a Public Services Representative 4 to a Public Affairs Specialist 1.								
LFO Recommendation	Approve								
LFO Recommended	-	-	47,031	-	-	-	47,031	-	-

LFO102 - Work Session Presentation Report
2025-27 Biennium

Version: L - 01 - LFO Analyst Recommended

Cross Reference: 16500-036-00-00-00000

Corporation Division

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
2023-25 Agy. Leg. Adopted	-	-	15,827,601	-	-	-	15,827,601	41	41.00
2023-25 Ebds, SS & Admin Act	-	-	1,737,783	-	-	-	1,737,783	-	-
Ways & Means Actions	-	-	-	-	-	-	-	-	-
2023-25 Leg Approved Budget	-	-	17,565,384	-	-	-	17,565,384	41	41.00
2023-25 Leg Approved Budget (Base)	-	-	17,565,384	-	-	-	17,565,384	41	41.00
Summary of Base Adjustments	-	-	801,029	-	-	-	801,029	-	-
2025-27 Base Budget	-	-	18,366,413	-	-	-	18,366,413	41	41.00
010: Non-PICS Pers Svc/Vacancy Factor	-	-	132,925	-	-	-	132,925	-	-
020: Phase In / Out Pgm & One-time Cost	-	-	(557,000)	-	-	-	(557,000)	-	-
030: Inflation & Price List Adjustments	-	-	512,478	-	-	-	512,478	-	-
2025-27 Current Service Level	-	-	18,454,816	-	-	-	18,454,816	41	41.00
Adjusted 2025-27 Current Service Level	-	-	18,454,816	-	-	-	18,454,816	41	41.00
Total LFO Recommended Packages	-	-	84,162	-	-	-	84,162	-	-
2025-27 Legislative Actions	-	-	18,538,978	-	-	-	18,538,978	41	41.00
Net change from 2023-25 Leg Approved Budget	-	-	973,594	-	-	-	973,594	-	-
Percent change from 2023-25 Leg Approved Budget	0.0%	0.0%	5.5%	0.0%	0.0%	0.0%	5.5%	0.0%	0.0%
Net change from 2025-27 Adj Current Service Level	-	-	84,162	-	-	-	84,162	-	-
Percent change from 2025-27 Adj Current Service Level	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%

	General Fund	Lottery Funds	Other Funds	Federal Funds	Nonlimited Other Funds	Nonlimited Federal Funds	Total Funds	Positions	Full-Time Equivalent (FTE)
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Package 103 Corporation Position True-Up

Package Description	Reclassifies two Program Analyst 1 positions to Compliance Specialist 2 positions and a Training & Development Specialist 1 position to a Compliance Specialist 3.								
LFO Recommendation	Approve								
LFO Recommended	-	-	84,162	-	-	-	84,162	-	-

Legislatively Proposed 2025 - 2027 Key Performance Measures

Published: 5/19/2025 2:11:45 PM

Agency: Secretary of State

Mission Statement:

The Secretary of State is Oregon's chief elections officer, auditor of public funds, first stop for Oregon businesses, and keeper of public records.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2026	Target 2027
1. Electronic Access to Public Information - Percentage of targeted records made available electronically.		Approved	99%	99%	99%
2. Audit Efficiency - Dollar savings per dollar spent on economy and efficiency audits.		Approved	\$60.98	\$20.00	\$20.00
3. Audit Recommendation Implementation - Percentage of audit recommendations implemented.		Approved	96%	95%	95%
4. Business registration - Document processing turnaround time from receipt.		Approved	0.76	0.75	0.75
5. Notary - Document processing turnaround time from receipt.		Approved	0.30	0.20	0.20
6. UCC - Document processing turnaround time from receipt.		Approved	0.10	0.20	0.20
7. Campaign Finance Information - Percent of committee filings determined to be sufficient.		Approved	97.94%	99%	99%
9. Staff Diversity - Employment of Women, People of Color, and Persons with Disabilities as a percentage of the SOS workforce.	a) Representation of Women as a Percentage of the SOS Workforce	Approved	62%	62%	62%
	b) Representation of People of Color as a Percentage of SOS' Workforce		23.20%	15%	15%
	c) Representation of Persons with Disabilities as a Percentage of SOS' Workforce		5%	5%	5%
10. Customer Satisfaction - Percent of customers rating their overall satisfaction with the agency as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	Expertise	Approved	97%	95%	95%
	Overall		94%	95%	95%
	Accuracy		95%	95%	95%
	Timeliness		97%	95%	95%
	Helpfulness		94%	95%	95%
	Availability of Information		90%	95%	95%
8. Elections Investigations - Percentage of investigations opened - Investigation opened July-June that had a finding made within 120 days		Proposed New		80%	80%

LFO Recommendation:

LFO recommends approval of the Key Performance Measures and targets.

SubCommittee Action: