

Oklahoma Senate Committee on Appropriations

2019-20 Performance Report

Secretary of State

AGENCY MISSION STATEMENT:

To maintain official records of the state in an orderly, accurate, and efficient manner, to provide appropriate and positive interaction with foreign dignitaries that visit Oklahoma, and ensure the office filing's by the private sector are handled in a way that allows for the free flow of commerce.

LEAD ADMINISTRATOR:

Secretary of State Michael Rogers, Michael.Rogers@sos.ok.gov phone# 521-6434 fax# 521-2031

GOVERNANCE:

Secretary of State Michael Rogers is appointed by the Governor and confirmed by the Senate.

GOVERNANCE ACCOUNTABILITY:

Secretary of State Michael Rogers reports to the Governor.

MODERNIZATION EFFORTS:

Call Center – The SOS receives approximately 9,000 phone calls per month. Previously, the average call hold time was 9 minutes. To reduce call hold times, a call center was implemented and staffed with customer service representatives (CSR's) with the training and tools to be able to answer the most common calls. The CSR's are able to successfully answer more than 50% of inbound calls without the need to transfer to a filing examiner. The average call hold time is now less than 2 minutes.

Business Filings – Implementation of the call center has allowed business filing examiners to spend less time on the phone and more time filing documents. This results in much quicker turnaround times. Web filed documents are typically returned within 24 hours and documents received in the mail are now returned in 5 to 7 business days rather than 7 to 10 business days. The SOS receives approximately 385,000 documents per year for processing. Currently, 37% are received via the mail, 5% received by walk in customers, and **59% are submitted using the agency web applications**. The agency goal of 50% online transactions was achieved in 2016, two years ahead of schedule.

Electronic Notifications – The SOS is now sending out notification of annual report filings for Limited Liability Companies electronically instead of by mail. Currently the SOS sends approximately 12,000 electronic notifications per month. These notifications are sent electronically rather than mail, saving the agency postage, paper, and envelope expenditures, as well as staff processing time. The electronic notifications also include a direct link to file the annual report electronically, which is typically completed in a matter of minutes.

Notary Bonding – The Notary Department worked with the Legislature to pass legislation which closed the Notary loophole that previously allowed over 12,000 un-bonded notaries to continue as active notaries in Oklahoma. This legislation also enhanced protection for the general public against un-bonded notarial officers illegally notarizing documents. In addition,

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the legislation requires applicants to provide email addresses, which allows the SOS to communicate electronically, thereby reducing expenditures on paper, envelopes, and postage.

Agricultural Liens – staff completed an ongoing project to digitize 70 years of railroad mortgage and UCC records, and the original records have now been deposited with the Department of Libraries for safekeeping.

Statute Distribution – The Executive Legislative Division assumed responsibility of purchasing and distribution of the annual Session Laws and Statute Supplements publications. The SOS implemented an automated process to request these publications for eligible entities and officials, via the Secretary of State website. This resulted in a \$63,776.78 cost savings from the previous year's total cost of \$296,415.16 and continues to provide lower publication costs each year. In addition to actual publication cost savings, the reduction in time spent by staff is considerable.

Ongoing Enhancements - Agency personnel continue to identify potential efficiencies by monitoring current processes, and are encouraged to provide suggestions for improvement. Enhancements to agency systems and released periodically as efficiencies are identified. Suggestions are received from both internal staff and customers using the public facing web applications.

CORE MISSION:

The Agency is not required to provide the services outside the core mission. There are no services which are duplicated by another agency. There are no services which are core to the Agency mission which the Agency is unable to perform because of requirements to perform non-core services elsewhere.

PRIVATE ALTERNATIVES:

The SOS is the only place in the state for a business to register a business, trademark, charity, become a Notary Public and request specific order types in the State of Oklahoma.