



State of California

LITTLE HOOVER COMMISSION

AGENDA

**Advisory Committee Meeting on
Californians' Interactions with State Government
Thursday, July 16, 2015
2:30-4:30 pm
Code for America
155 9th Street, San Francisco**

Pedro Nava
Chairman

Loren Kaye
Vice Chairman

Katcho Achadjian
Assemblymember

David Beier

Anthony Cannella
Senator

Jack Flanigan

Don Perata

Sebastian Ridley-Thomas
Assemblymember

Richard Roth
Senator

David A. Schwarz

Jonathan Shapiro

Sumi Sousa

Carole D'Elia
Executive Director

Meeting Goal: Gather input and expertise from external stakeholders about how to improve the way the state provides services, expands its portfolio of digital services, and better communicates information to meet Californians' needs and expectations.

2:30 – 2:40 p.m. Welcome and Introduction
David Beier, subcommittee chair, Little Hoover Commission

2:40 – 2:45 p.m. Commission Study Process and Advisory Committee Role
Carole D'Elia, executive director, Little Hoover Commission

2:45 – 4:15 p.m. Discussion

- What can and should be done to make California state government more customer-centric – responsive to the needs of Californians and respectful of their time and abilities?
- How can the state institutionalize a culture of customer-service?
- What will it take to bridge California's innovators and technologists with government in Sacramento?

4:15 – 4:30 p.m. Final Comments