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February 29, 2016

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Executive Director

The Honorable Susan Eggman
Assemblymember, California State Assembly
State Capitol, Room 3173
Sacramento, CA 95814

RE: AB 2203 - SUPPORT

Dear Assemblymember Eggman:

The Little Hoover Commission is proud to support Assembly Bill 2203, to establish a California Department of Customer Service, to be headed by a Director of Customer Service, within the Government Operations Agency (GovOps).

The Commission supports this measure based on its findings and recommendations in its 2015 report, *A Customer-Centric Upgrade for California Government*. In this report, the Commission reviewed the processes and interactions that California's citizens have with the state government, and found them to be sorely lacking. As a primary component of its recommendations, the Commission recommended that the Legislature and Governor should designate a single person and entity to oversee implementation of a statewide customer-centric strategy.

AB 2203 would carry out this recommendation by establishing a Director of Customer Service, to be appointed by the Governor, who would be empowered to engage GovOps in the pursuit of promoting a better understanding of customer service needs, and to ensure that GovOps is making administrative decisions with customer needs in mind. This director would be charged with oversight of the Department of Customer Services, and oversight of developing a statewide customer-centric strategy.

Because Assembly Bill 2203 would further the goal of facilitating a more customer-centric government in California, the Commission strongly supports this measure.

As the bill moves through the legislative process, I will be writing letters on behalf of the Commission to legislators urging aye votes. If you have any questions, or if I can be of any further assistance, please do not hesitate to contact me.

Sincerely,

Carole D'Elia
Executive Director

c: Commissioners, Little Hoover Commission