



State of California

LITTLE HOOVER COMMISSION

FOR IMMEDIATE RELEASE

January 9, 2015

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Jonathan Shapiro

Sumi Sousa

Carole D'Elia
Executive Director

For Additional Information Contact:

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Executive Director

(916) 445-2125

NOTICE OF MEETING

On Thursday, January 22, 2015, the Little Hoover Commission will conduct a public hearing on Californians' interactions with state government. The hearing will begin at 9:30 a.m. in Room 437 of the State Capitol in Sacramento.

The Commission is reviewing the nature and quality of interactions between California state government and the public. At this hearing, the Commission will learn about the scope of the public's distrust in government and its performance and past efforts across the country to reform government, improve service delivery and measure customer satisfaction.

The Commission will first hear from the president and chief executive officer of the Public Policy Institute of California, who will discuss the trends of Californians' trust in state government. The Commission will then hear from the performance advisor to the deputy mayor for budget and innovation in the City of Los Angeles. He will speak of his experience leading the federal "reinventing government" effort, and discuss lessons learned, including the use of surveys to measure and monitor public perceptions. He also will reflect on his current efforts to institute similar change in Los Angeles. The Commission also will hear from the executive vice chancellor and chief financial officer of the Texas A&M University System. He will discuss his prior work leading federal and state government reform efforts for the National, Texas and California Performance Review projects. Finally, a user experience expert with Code for America will discuss how data and new technologies can enhance communications between government and the public, as well as improve the delivery of services and ultimately civic trust.

There will be an opportunity for public comment at the end of the hearing. The Commission also encourages written comments.

Immediately following the hearing, the Commission will hold a business meeting in the Legislative Counsel Conference Room in the lower level of 925 L Street in Sacramento.

All public notices for meetings are on the Commission's website, www.lhc.ca.gov. If you need reasonable accommodation due to a disability, please contact Commission Executive Director Carole D'Elia at (916) 445-2125 or littlehoover@lhc.ca.gov by Thursday, January 15, 2015.



State of California

LITTLE HOOVER COMMISSION

Public Hearing on Californians' Interactions with State Government

Thursday, January 22, 2015

State Capitol, Room 437

Sacramento

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Public Hearing: 9:30 a.m.

Measuring Californians' Trust in State Government

1. Mark Baldassare, President and Chief Executive Officer, Public Policy Institute of California

Lessons in Improving Service Delivery from the Federal Reinventing Government Initiative and Beyond

2. Bob Stone, Performance Advisor to Deputy Mayor for Budget and Innovation, City of Los Angeles
3. Billy Hamilton, Executive Vice Chancellor and Chief Financial Officer, The Texas A&M University System

Improving the Citizen Experience with Data and Net Technologies

4. Cyd Harrell, UX Evangelist, Code for America

Business Meeting

Thursday, January 22, 2015

Legislative Counsel Conference Room

925 L Street, Lower Level

Sacramento

(The Commission will consider agenda items I-VI at approximately 12:30 p.m. The precise time will vary depending upon the testimony of witnesses and will be determined at the discretion of the chair.)

- I. Business Meeting Minutes from October 23, 2014
- II. Draft Report – Mental Health Services Act
- III. Draft Report – Underground Economy
- IV. Project Selection
- V. Implementation
- VI. Reports from California State Auditor's Office