



LITTLE HOOVER COMMISSION

Public Hearing on Californians' Interactions with State Government
Thursday, March 26, 2015
State Capitol, Room 437
Sacramento

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

Public Hearing: 9:30 a.m.

Maryland: Pioneering Data-Driven Governance

1. Chris Rieth, GovStat Program Manager, Socrata; former Director, Office of Maryland Governor Martin O'Malley

Utah: Leading the States in Digital Services

2. David Fletcher, Chief Technology Officer, Utah Department of Technology Services

Labor Perspective: Engaging State Employees

3. Mario Guerrero, Legislative Affairs Director, Service Employees International Union Local 1000 (*Invited*)

Department of Motor Vehicles: Serving the Public Through New Technologies

4. Stephanie Dougherty, Chief of Enterprise Planning and Performance, California Department of Motor Vehicles
5. Robbie Crockett, Chief of Budgets and Fiscal Analysis, California Department of Motor Vehicles

Franchise Tax Board: A Customer-Centric Approach to Tax Collection

6. Anne Miller, Chief of the Filing Division, Franchise Tax Board
7. Carol D. Williams, Chief of the Accounts Receivable Management Division, Franchise Tax Board

Business Meeting
Thursday, March 26, 2015
925 L Street, Room 175
Sacramento

(The Commission will consider agenda items I-V 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. Election of Officers
- II. Business Meeting Minutes from March 5, 2015
- III. Subcommittee Reports/Project Selection
- IV. Implementation Activity
- V. Reports from California State Auditor's Office