



LITTLE HOOVER COMMISSION

FOR IMMEDIATE RELEASE
March 20, 2015

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Jonathan Shapiro

Sumi Sousa

Carole D'Elia
Executive Director

For Additional Information Contact:

Carole D'Elia
Executive Director
(916) 445-2125

NOTICE OF MEETING
(REVISED WITNESS LIST)

On Thursday, March 26, 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 continue the conversation about how technology is changing the way the public can interact with government. The Commission will specifically explore creative efforts in other states, as well as in two California state departments, to better communicate with and provide services to the public.

The Commission will first hear from the Govstat program manager for Socrata and former policy advisor to former Maryland Governor Martin O'Malley. He will discuss data-driven government tools and elaborate on Maryland's leading government performance management initiatives. The Commission will then hear from the chief technology officer for the Utah Department of Technology Services. He will describe Utah's eGovernment portfolio, as well as the governance, policies, funding and workforce strategies required to build it. The Commission also will hear from the legislative affairs director and the president of District Labor Council 786 for the Service Employees International Union Local 1000. They will discuss ways to engage state employees in improving operations and service delivery. The Commission additionally will hear from representatives from the California Department of Motor Vehicles, who will discuss the department's portfolio of virtual services and describe key factors to these achievements. Finally, representatives from the Franchise Tax Board will discuss the department's efforts to virtualize services and share lessons learned.

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 room 175 on the first floor of 925 L Street in Sacramento. Also, the Commission will meet for its annual dinner on Wednesday, March 25, 2015, at 6 p.m. at Il Fornaio at 400 Capitol Mall 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, March 19, 2015.



LITTLE HOOVER COMMISSION

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

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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
4. Theresa Taylor, President of District Labor Council 786, Service Employees International Union Local 1000

Department of Motor Vehicles: Serving the Public Through New Technologies

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

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

7. Anne Miller, Chief of the Filing Division, Franchise Tax Board
8. 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