

# Alaska State Legislature

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## SENATOR JAMES KAUFMAN

### Sponsor Statement for SB 195 – Bill Version B

Alaska's state government isn't performing as well as Alaskans wish that it would.

There have been recent operational issues with respect to SNAP benefits, guardianship, professional licensing, and more. To be clear, these shortcomings are not a reflection of the dedication and hard work of the state employees that are implementing these programs but are the result of systemic challenges and the need for a more efficient and customer-focused approach in government operations.

At the heart of SB 195 is the philosophy that government services should be designed and operated with the end-user in mind, mirroring best practices from leading private sector organizations that prioritize customer satisfaction and operational excellence. This bill aims to bridge the gap in the public sector, where traditionally there has been a noticeable lack of incentive for prioritizing the customer experience.

By making leadership accountable and equipping the Office of Management and Budget (OMB) with the tools and responsibilities to foster continuous improvement, SB 195 puts a system in place that will make Alaska's state government more efficient, responsive, and transparent.

Many other states have an office dedicated purely to fostering a customer-focused government and driving statewide performance improvement initiatives. Alaska's existing statutes already describe many performance and planning-related responsibilities in OMB's area of responsibility, making it a logical step to enhance OMB's capabilities rather than establishing a new entity.

Key provisions of the bill include:

- Expand the statutory duties of the OMB director to collect and analyze data on performance of agencies, to advise the governor on matters of improvement of business processes and increasing accountability, and to publish regularly updated progress updates on a website.
- Empower OMB to collaborate with state agencies to enhance responsiveness, improve customer service quality, and implement cost optimization strategies.
- Establish a framework for state agencies to cooperate fully with the OMB, ensuring timely responses to inquiries and the provision of necessary information for performance evaluation and improvement.

SB 195 represents a comprehensive approach to reimagining government operations in Alaska, ensuring that services are not only effective and efficient but also aligned with the needs and expectations of Alaskans. By adopting a customer-focused and continuous improvement mindset, Alaska sets a precedent for a modern, accountable, and high-performing state government.