



PARTNERSHIP FOR PUBLIC SERVICE

OURPUBLICSERVICE.ORG

1100 New York Ave NW Suite 200 East Washington DC 20005

FOR IMMEDIATE RELEASE: Sept. 19, 2019

CONTACT: [Onamé Thompson](mailto:Oname.Thompson@partnershipforpublicservice.org)

202-775-6898

PARTNERSHIP FOR PUBLIC SERVICE STATEMENT ON THE OFFICE OF MANAGEMENT AND BUDGET'S NEWLY RELEASED DATA ON FEDERAL SERVICES

WASHINGTON – [Partnership for Public Service](http://partnershipforpublicservice.org) Executive Vice President Meroe Park released the following statement applauding the Office of Management and Budget's newly released data and information on 25 high-impact federal service providers.

Whether working with veterans to access health care services or assisting students with financial aid to attend college, the federal government serves millions of Americans each year. [With public trust in government at historic lows](#), according to Pew Research Center data, providing a good federal customer experience has never been more important.

“This new data published by OMB provides an important tool to better understand how federal agencies are delivering critical services to the American public. The release of this data not only encourages agencies to better track and share feedback from their customers but also stresses the need for continuous customer experience improvements.

While the current data are limited due to restrictions imposed by the Paperwork Reduction Act, we hope OMB will make even more data publicly available. We look forward to working with OMB and federal agencies to recognize customer experience successes and highlight challenges agencies are working hard to address.”

The data and information were published on performance.gov as part of the quarterly updates to the federal cross-agency priority goal on customer experience, led by OMB in collaboration with the General Services Administration and the Department of Veterans Affairs.

Since 2014, the Partnership and Accenture Federal Services have conducted [research](#) and hosted forums on how federal agencies can strengthen the customer experience. On Tuesday, October 8, they will release “Government for the People: Profiles on the Customer Experience,” which will provide additional insights, analysis and context into the customer experience with eight of the high-impact federal service providers identified by OMB. They will also host an annual customer experience summit that will feature speakers from across government who will discuss the importance of prioritizing customer experience as well as share discoveries and conclusions from the latest report.

During the past 18 years, the nonpartisan, nonprofit Partnership for Public Service has been dedicated to making the federal government more effective for the American people. We work across administrations to help transform the way government operates by increasing collaboration, accountability, efficiency and innovation. Visit ourpublicservice.org to learn more. Follow us on social [@RPublicService](https://twitter.com/RPublicService) and [subscribe](#) today to get the latest federal news, information on upcoming Partnership programs and events, and more.

###