

ADVISORY GROUP ON Elimination of Duplicative and Non-Essential Services **PROPOSAL #:** AGDNES #25
SUBJECT: All Agencies - Government Service Centers **DATE ADOPTED BY ADVISORY GROUP:** November 9, 2009
COMMISSION ACTION: ADOPTED **DATE:** November 17, 2009 **RECOMMENDATION #:** 105

RECOMMENDATION: Every department and agency be required to: (1) Organize itself structurally for the delivery of services along uniform regional boundaries as determined by the state; (2) Shift transactions with the public to an electronic online capability as appropriate; and (3) Support regional Government Services Centers under a "mall concept" whereby citizens may go for all government services and processes that could be accessed electronically or with the help of skilled specialists. Department and agency field offices be consolidated to such centers and surplus buildings and personnel be addressed.

Summary Description/Nature of Change	Key/Implementation Responsibilities	Need	Action Needed	Benefit/Saving	Done/ Study
<p>Every department and agency be required to: (1) Organize itself structurally for the delivery of services along uniform regional boundaries as determined by the state; (2) Shift transactions with the public to an electronic online capability as appropriate; and (3) Support regional Government Services Centers under a "mall concept" whereby citizens may go for all government services and processes that could be accessed electronically or with the help of skilled specialists. Department and agency field offices be consolidated to such centers and surplus buildings and personnel be addressed.</p>	<p>All departments and agencies; Legislature</p>	<p>Several department have offices located throughout the state for the delivery of services. Co-location of local offices would help citizens in need of state services from multiple agencies. It would also, through economies of scale, save the state in overhead expenses.</p>	<p>Number of regions and boundaries thereof need to be determined; Services which are currently delivered on-line or which could be and those services that will require the help of a skilled specialists need to be identified; Locations for the Government Service Centers will need to be identified and a plan will need to be developed and implemented for transfer of the delivery of the services to the Center location.</p> <p>Legislation</p>	<p>Savings should be realized as overhead for the delivery of services locally is consolidated and more is accomplished through the use of the Internet</p>	<p>Will take some time for Government Service Centers to be established and departments close offices to move to them.</p>