

# *Responsive* GOV ACTION

February 20, 2026

## **Re: Letter of Support for Assembly Bill 908 and Senate Bill 952**

Dear Senators Jacque and Feyen,

We write this letter in strong support of Assembly Bill 908 and SB 952, which will create the office of a government service delivery coordinator and direct executive branch agencies to designate lead agency officials to manage service-delivery improvements. Responsive Gov Action is a national non-partisan organization that works to identify and promote practical solutions that make government more efficient, accessible, and responsive to residents.

This legislation establishes a process through which government agencies can develop their own institutional knowledge using qualitative and quantitative information, and use that information to improve government services.

Across the country, many people encounter state government through outdated, confusing, or inefficient digital systems. Whether applying for benefits, scheduling appointments, paying fees, or accessing critical information, residents often face unnecessary barriers that undermine trust and delay services.

Section 1 directs the government services delivery coordinator to establish standards, policies, and guidelines for five topics, all emphasizing digital service delivery. Improving government services often means enhancing how Wisconsinites interact with the state online. Several states have successfully used digital services teams to improve the digital user experience. The creation of a government services delivery coordinator, and the directives included in this legislation will improve the way the people and businesses of Wisconsin interact with the state government online.

When residents, businesses, and anyone who needs to communicate with Wisconsin agencies can easily access and navigate government systems, understand their options, and complete tasks in a timely fashion and without frustration, trust in state institutions grows. Improved government services delivery can reduce costs for government, residents, and businesses alike.

We commend the sponsors for their leadership and strongly encourage the Wisconsin State Legislature to pass AB 908 and SB 952.

Thank you for your leadership on this important issue.