



The Government Performance Coalition

Priorities for the Administration and Congress

The Government Performance Coalition – a group of organizations committed to the improvement of government performance – offers our collective judgment on the key actions the Administration and Members of Congress can take together to make government work more effectively for the American public. Performance must be paramount if governing for excellence is to be attained and replicated. Good policies and sound investments will fall short of the mark if anything less than exceptional performance is the predominate mode of operation. So, what must the Administration and Congress do to improve government performance?

- 1. Lead by setting standards and demanding accountability with a performance-based framework that supports both the Executive and Legislative Branches.**
 - Link agency budgets with annual performance plans and outcome measures that focus on visible, critical priorities (some of which should be cross-cutting).
 - Apply an objective system to evaluate program and individual success.
 - Issue short reports that give citizens a better understanding of their government and inform a more meaningful debate about fiscal priorities, performance results and future challenges.
- 2. Strengthen organizational capacity to serve and defend the American public.**
 - Strategically recruit, develop, and retain a highly engaged and productive federal workforce comprised of a proper blend of experienced careerists and new talent.
 - Assess the use of contractors and determine the correct balance of outsourced versus government-performed work within each agency.
 - Encourage interagency and intergovernmental assignments to promote improved learning, communication, collaboration, and best practices application.
- 3. Mandate the use of innovation and technology to revolutionize government business models in order to achieve citizen satisfaction.**
 - Expand the use of e-government to facilitate improved 24/7 access to departments and agencies.
 - Empower agency leadership to engender a collaborative, transparent, and accountable learning culture.
 - Promote the strategic use of technology to re-engineer work processes and eliminate inefficiencies with a goal of improved service delivery and trust in government.



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Members of the Government Performance Coalition



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PUBLIC POLICY AND PUBLIC ADMINISTRATION

