



EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF MANAGEMENT AND BUDGET
WASHINGTON, D.C. 20503

December 16, 2021

Statement from Acting OMB Director Shalanda Young

Budgetary Impact Analysis for Executive Order Entitled “Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government”

This executive order directs all agencies to design and deliver services with a constant focus on the actual experience of the people whom agencies are meant to serve. Implementing this executive order would no impact on costs and revenues to the Federal Government. The benefits of this executive order include improving the customer experience and overall satisfaction when members of the public interact with Government services in a manner that rebuilds the trust of the American public; reducing burden on the public when completing Government forms and interacting through other mechanisms when they are applying for Government benefits or seeking Government services; and delivering benefits and services more equitably and effectively, especially for those who have been historically underserved. Implementing this executive order would no impact on mandatory and discretionary obligations and outlays, as well as on revenues to the Federal Government, in the 5-year fiscal period beginning in fiscal year 2022. The agencies anticipated to be impacted by this executive order include all Executive Departments and Agencies, with specific commitments from the Departments of Agriculture, Education, Health and Human Services, Homeland Security, the Interior, Labor, State, the Treasury, and Veterans Affairs; the Social Security, Small Business, and General Services Administrations; and the U.S. Agency for International Development.