

We're working to transform the way government serves the public.

Despite some important strides to improve customer experience, many federal government services fail to meet the expectations of the public, creating unnecessary hassle and cost for citizens, businesses, and the government itself.

The Customer Experience Cross-Agency Priority Goal and *OMB Circular A-11 Section 280* begin to raise the standard of service by first focusing on applying proven practices to **High Impact Service Providers (HISPs)**. These 25 services across the Federal Government have been identified due to the scale and impact of their public-facing services.

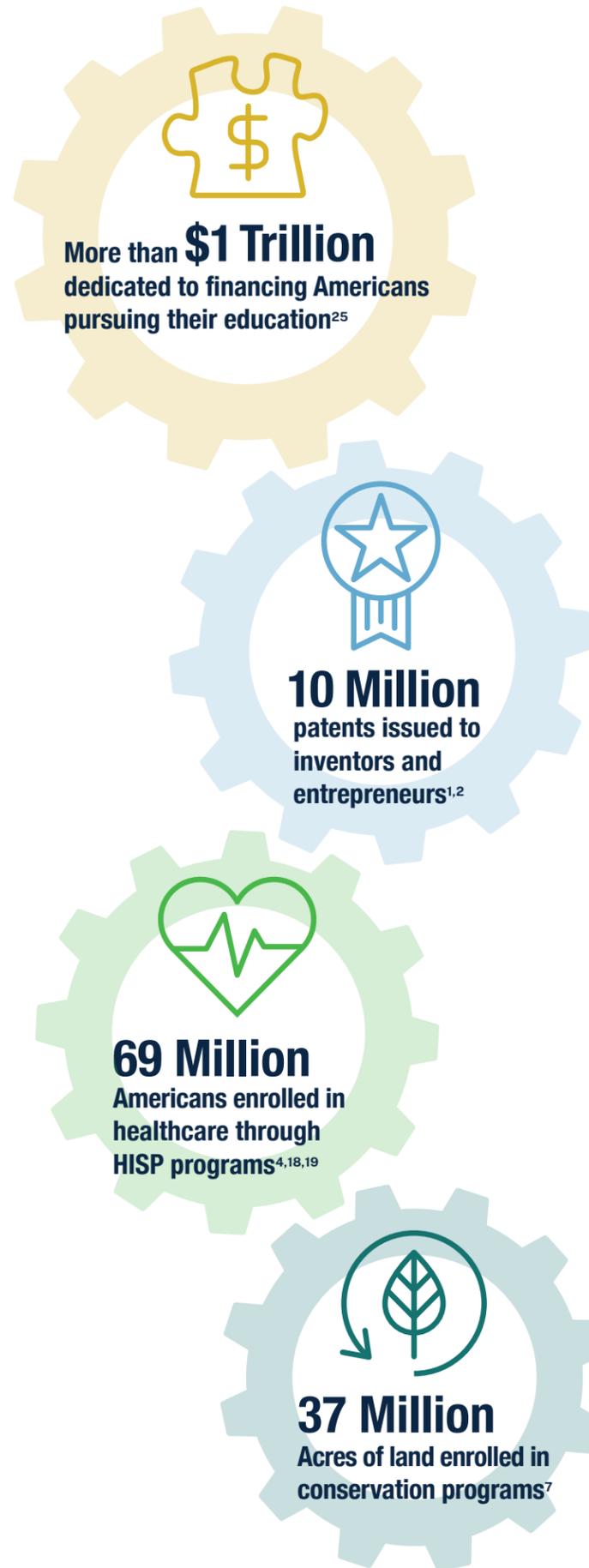


At all levels of Government our public servants put our country and our people first. [Their work] creates an environment that allows individuals and companies to thrive.

— President Donald J. Trump



**PRESIDENT'S
MANAGEMENT
AGENDA**



HISP HIGHLIGHTS

INNOVATION

Patent & Trademark Office^{*1&2}

In FY18, issued **338,000 patents** and **273,000 trademarks** including the **10 millionth patent**.

Small Business Administration³

Provided more than **\$30 billion** to small businesses, supporting **600,000 jobs**.

VETERANS

Veterans Health Administration⁴

Provides care to **9.17 million enrollees** in the VA healthcare system.

Veterans Benefits Administration⁵

Provides **5.2 million Veterans and survivors** with compensation or pension benefits.

LAND

Farm Service Agency⁶

Provided **\$39.9 billion** in credit to family operations, supporting Americans in agriculture.

National Resources Conservation Service⁷

Works with more than **500,000 farmers and ranchers** to implement conservation practices that help land to be more productive and profitable.

Trust Beneficiary Call Center Office of the Special Trustee for American Indians⁸

57 million acres of subsurface minerals estates are held in a trust by the United States for American Indians, Indian tribes and Alaska Natives.

EMPLOYMENT

Federal Employment Services⁹

More than **10 million job seekers** have created an account on USAJobs.

Retirement Services¹⁰

Provides timely services and benefits for over **2.6 million Federal retirees and survivors**.

Internal Revenue Service¹¹

In FY17, processed **246 million federal tax returns** and forms with a **\$2,862 average individual refund**.

Office of Worker Compensation Programs¹²

Supports **227,000 beneficiaries** who became ill or injured on the job.

Occupational Health & Safety Administration¹³

Conducted **32,020 inspections** in 2018, working to make a difference in the lives of our nation's **130 million workers**.

RECREATION & TRAVEL

Bureau of Consular Affairs¹⁴

Issues more than **20 million passports** annually, with over **137 million valid passports** in circulation.

Transportation Security Administration¹⁵

Screens more than **2 million passengers** on more than **25,000 flights** each day.

Fish & Wildlife Service¹⁶

Supported **54 million visitors** across **556 National Wildlife Refuges** in 2017.

Recreation.gov¹⁷

Makes it easier for Americans to plan visits to more than **3,200 individual facilities** with more than **90,000 campsites**.

HEALTH

Centers for Medicare & Medicaid Services^{*18 & 19}

Serves more than **60 million Medicare enrollees** and improves access to healthcare with **11.4 million marketplace enrollments**.

HOUSING

Federal Housing Administration²⁰

FHA has active insurance on over **8 million single family** and almost **12,000 multifamily** property mortgages.

SECURITY & IMMIGRATION

Federal Emergency Management Agency²¹

In 2017, supported **4.8 million calls**, **2.3 million home inspections**, and **5 million survivor registrations**.

Customs & Border Protection²²

Safeguards **7,000 miles** of land border with **328 ports** of entry.

Citizenship & Immigration Services²³

Adjudicates more than **26,000 requests** for various immigration benefits daily.

SOCIAL SECURITY

Social Security Administration²⁴

Provides over **\$1 trillion** in benefits to approximately **64 million** Americans.

EDUCATION

Federal Student Aid²⁵

Provided **\$150 billion** in financial aid to assist nearly **13 million** students in furthering their education.

Learn more at performance.gov/CX

SOURCES

1 & 2. Patent & Trademark Office*

<https://www.uspto.gov/sites/default/files/documents/USPTOFY18PAR.pdf>

https://www.uspto.gov/sites/default/files/documents/Citizen_Centric_Report_FY18.pdf

3. Small Business Administration

https://www.sba.gov/sites/default/files/aboutsbaarticle/2018_SBA_PAR_FINAL_1218_508.pdf

4. Veterans Health Administration

<https://www.va.gov/oei/docs/VA2018-2024strategicPlan.pdf>

5. Veterans Benefits Administration

<https://www.va.gov/oei/docs/VA2018-2024strategicPlan.pdf>

6. Farm Service Agency

https://www.fsa.usda.gov/Assets/USDA-FSA-Public/usda-files/AboutFSA/Impact/pdfs/impacts_booklet_web_view_fy2016.pdf

7. National Resources Conservation Service

<https://www.usda.gov/topics/conservation>

https://www.nrcs.usda.gov/Internet/NRCS_RCA/reports/cp_nat.html

8. Trust Beneficiary Call Center Office of the Special Trustee for American Indians

https://www.doi.gov/ost/about_us/statistics-and-facts

9. Federal Employment Services

<https://www.usajobs.gov/Help/About/>

10. Retirement Services

<https://www.opm.gov/about-us/budget-performance/performance/2017-annual-performance-report.pdf>

11. Internal Revenue Service

<https://www.irs.gov/pub/irs-pdf/p3744.pdf>

12. Office of Worker Compensation Programs

<https://www.dol.gov/owcp/AnnualReportOWCP-FY201320142015.pdf>

13. Occupational Health & Safety Administration

<https://www.osha.gov/data/commonstats>

14. Bureau of Consular Affairs

<https://travel.state.gov/content/travel/en/passports/after/-passport-statistics.html>

15. Transportation Security Administration

https://tsa.gov/sites/default/files/resources/tsabythenumbers_factsheet.pdf

16. Fish & Wildlife Service

<https://www.fws.gov/budget/2019/FY2019%20FWS%20Budget%20Justification.pdf>

17. Recreation.gov

<https://www.doi.gov/ocl/recreationgov>

18 & 19. Centers for Medicare & Medicaid Services*

https://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/CMS-Fast-Facts/Downloads/CMS_Fast_Facts.zip

<https://www.cms.gov/newsroom/fact-sheets/early-2019-effectuated-enrollment-snapshot>

20. Federal Housing Administration

https://www.hud.gov/program_offices/housing/fhahistory

21. Federal Emergency Management Agency

https://www.fema.gov/media-library-data/1533052524696-b5137201a4614ade5e0129ef01cbf661/strat_plan.pdf

22. Customs & Border Protection

<https://www.cbp.gov/sites/default/files/documents/CBP-Vision-Strategy-2020.pdf>

23. Citizenship & Immigration Services

<https://www.uscis.gov/about-us/a-day-life-uscis>

24. Social Security Administration

<https://www.ssa.gov/news/press/factsheets/basicfact-alt.pdf>

25. Federal Student Aid

<https://studentaid.ed.gov/sa/sites/default/files/fsawg/data-center/library/FY1519StrategicGoals12042015.pdf>

** This office contains two High Impact Service Providers*