

Comment from Senior Fellow John Kamensky on *Congressional Constituent Service Inquiries*
March 25, 2024

My general comment would be: how can the Executive Branch create a relatively standardized response system from the perspective of the Hill staffers, so they can focus on on constituent needs vs. learning different agency response/correspondence systems? . . . Has the study team consulted with the OMB Customer Experience staff on potential design options, e.g., use of journey mapping?