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### HUD Ranked Among Top Agencies for Employee and Customer Experience

*HUD ranks within the top federal agencies in a new analysis about Employee Customer Experience by the Partnership for Public Service.*

**WASHINGTON** – The U.S. Department of Housing and Urban Development (HUD) is a top ten federal agency for employee and customer experience, based on results from [a new study by the Partnership for Public Service](#). Among the 21 Cabinet-level and large agencies studied, HUD ranked in the top 10 for employee and customer experience. This acknowledgment underscores HUD's unwavering dedication to enhancing employee engagement, communication, and leadership to better serve the public.

“I am proud of the HUD team’s collective work to be more available to the people who need us,” **said HUD Agency Head Adrienne Todman**. “During the Biden-Harris Administration, HUD has prioritized improvements in employee experience and work environment. While there is always more work to do, the Department is headed in the right direction.”

The study emphasized the importance of mission-support services, such as human capital, IT, finance, and procurement, in creating a strong employee experience that ultimately enhances public service delivery. HUD’s ranking reflects its strategic investments in these areas, aligning internal operations with its broader mission of fostering inclusive and sustainable communities across the nation.

HUD has excelled in providing a productive internal customer experience for its employees, which has led to improvements in supporting its mission-critical operations. HUD’s top ten ranking underscores its status as a leader in federal service excellence, showing empowering employees is key to delivering impactful results for the communities it serves.

This recognition serves as a testament to HUD’s leadership in promoting a culture of engagement, collaboration, and continuous improvement. As HUD continues to focus on its workforce, the Department remains committed to advancing initiatives that strengthen internal operations and, in turn, the services it provides to the American public.

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*HUD's mission is to create strong, sustainable, inclusive communities and quality affordable homes for all. More information about HUD and its programs is available at [www.hud.gov](http://www.hud.gov) and <https://espanol.hud.gov>.*

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