

## Calendar No. 1107

110TH CONGRESS  
2D SESSION**H. R. 404**

IN THE SENATE OF THE UNITED STATES

JULY 24, 2007

Received; read twice and referred to the Committee on Homeland Security and  
Governmental Affairs

OCTOBER 1 (legislative day, SEPTEMBER 17), 2008

Reported by Mr. LIEBERMAN, with an amendment

[Strike out all after the enacting clause and insert the part printed in italic]

**AN ACT**To require the establishment of customer service standards  
for Federal agencies.

1 *Be it enacted by the Senate and House of Representa-*  
 2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Federal Customer  
 5 Service Enhancement Act”.

6 **SEC. 2. DEVELOPMENT OF PERFORMANCE MEASURES AND**

7 **STANDARDS FOR CUSTOMER SERVICE PRO-**

8 **VIDED BY FEDERAL AGENCIES.**

9 (a) **REQUIREMENT.—**

1           (1) PERFORMANCE MEASURES AND STAND-  
2 ARDS.—The Director of the Office of Management  
3 and Budget shall develop—

4           (A) performance measures to determine  
5 whether Federal agencies are providing high-  
6 quality customer service; and

7           (B) standards to be met by Federal agen-  
8 cies in order to provide high-quality customer  
9 service.

10          (2) REQUIREMENT TO TAKE INTO ACCOUNT  
11 CERTAIN INFORMATION.—The standards under  
12 paragraph (1) shall be developed after taking into  
13 account the information collected by Federal agen-  
14 cies under subsection (b).

15          (b) CUSTOMER SERVICE INPUT.—The head of each  
16 Federal agency shall collect information from its cus-  
17 tomers regarding the quality of customer services provided  
18 by the agency. The information shall be collected through  
19 a survey, focus groups, or other appropriate methods.  
20 Each Federal agency shall include this information in its  
21 performance report submitted under section 1116 of title  
22 31, United States Code.

23          (c) ANNUAL REPORT.—The Director of the Office of  
24 Management and Budget shall issue an annual report on  
25 the success of Federal agencies in meeting the customer

1 service performance measures and standards developed  
2 under subsection (a).

3 **SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-**  
4 **ARDS.**

5 (a) CUSTOMER RELATIONS REPRESENTATIVE.—The  
6 head of each Federal agency shall designate an employee  
7 to be the customer relations representative of the agency.  
8 Such representative shall be responsible for implementing  
9 the customer service standards developed under section 2  
10 and the agency requirements under subsection (b).

11 (b) AGENCY REQUIREMENTS.—

12 (1) GUIDELINES AND CONTACT INFORMA-  
13 TION.—

14 (A) IN GENERAL.—The head of each Fed-  
15 eral agency, acting through its customer rela-  
16 tions representative, shall—

17 (i) issue guidelines to implement the  
18 customer service standards developed  
19 under section 2 within the agency, includ-  
20 ing specific principles of customer service  
21 applicable to that agency; and

22 (ii) publish customer service contact  
23 information, including a mailing address,  
24 telephone number, and e-mail address.

1           (B) AVAILABILITY.—The guidelines and  
2           the customer service contact information re-  
3           quired under this paragraph shall be available  
4           on the agency’s public website.

5           (2) STATIONERY REQUIREMENTS.—Each Fed-  
6           eral agency shall include its address and phone num-  
7           ber on any agency stationery. In the case of cor-  
8           respondence originating from a regional or local of-  
9           fice of a Federal agency, the agency shall include the  
10          address and phone number of the regional or local  
11          office on the stationery.

12 **SEC. 4. REPORT BY GOVERNMENT ACCOUNTABILITY OF-**  
13 **FICE.**

14          (a) REPORT REQUIRED.—Not later than two years  
15          after the date of the enactment of this Act, the Comp-  
16          troller General shall submit to the Committee on Over-  
17          sight and Government Reform of the House of Represent-  
18          atives and the Committee on Homeland Security and Gov-  
19          ernmental Affairs of the Senate a report analyzing the in-  
20          formation reported by agencies under section 2(b).

21          (b) MATTERS COVERED.—The report shall include—  
22                  (1) whether agencies are implementing the cus-  
23          tomer service standards;

1           (2) whether there is an increase in overall qual-  
2           ity in customer service in the Federal Government;  
3           and

4           (3) any recommendations the Comptroller Gen-  
5           eral may have to improve performance measures and  
6           standards for customer service in the Federal Gov-  
7           ernment.

8           (c) USE OF REPORT.—The report may be used by  
9           Congress as well as the Director of Office of Management  
10          and Budget to update performance measures for customer  
11          service.

12       **SEC. 5. INCENTIVES FOR CUSTOMER SERVICE.**

13          (a) AWARD PROGRAM.—The head of a Federal agen-  
14          cy may establish an awards program to pay a cash award  
15          under chapter 45 of title 5, United States Code, to em-  
16          ployees for demonstrated excellence in customer service.

17          (b) PERFORMANCE APPRAISAL.—Compliance with  
18          customer service standards developed under this Act shall,  
19          to the extent practicable, be an element of a performance  
20          appraisal system referred to in section 5307(d) of title 5,  
21          United States Code.

22       **SEC. 6. DEFINITIONS.**

23          In this Act:

24               (1) The term “customer”, with respect to a  
25          Federal agency, means any individual or entity, in-

1 eluding a business, State or local government, other  
2 Federal agency, or Congress, to which the agency  
3 provides services or information.

4 (2) The term “Federal agency” has the mean-  
5 ing given the term “Executive agency” by section  
6 105 of title 5, United States Code, except that the  
7 term does not include an agency if the President de-  
8 termines that this Act should not apply to the agen-  
9 cy for national security reasons.

10 **SECTION 1. SHORT TITLE.**

11 *This Act may be cited as the “Federal Customer Serv-*  
12 *ice Enhancement Act of 2008”.*

13 **SEC. 2. DEFINITIONS.**

14 *In this Act:*

15 (1) **CONTACT INFORMATION.**—*The term “contact*  
16 *information” means mailing addresses, telephone*  
17 *numbers, e-mail addresses, and website addresses.*

18 (2) **CUSTOMER.**—*The term “customer”, with re-*  
19 *spect to a Federal agency, means any individual or*  
20 *entity, including a business, State or local govern-*  
21 *ment, other Federal agency, or Congress, to which the*  
22 *agency provides services or information directly.*

23 (3) **CUSTOMER SERVICE.**—*The term “customer*  
24 *service” refers to customer satisfaction with the level*  
25 *of services or information provided to a customer, but*



1           (1) *any customer service standards of Federal*  
2           *agencies in effect on the date of enactment of this Act;*

3           (2) *information collected from Federal agency*  
4           *customers regarding the quality of customer services*  
5           *provided by Federal agencies; and*

6           (3) *approaches for governmentwide citizen con-*  
7           *tact activities described in the report entitled “Citi-*  
8           *zens Service Levels Interagency Committee Report”*  
9           *by the General Services Administration (dated Octo-*  
10          *ber 2006), or any similar subsequent report.*

11          (c) *GUIDANCE ON IMPLEMENTATION OF CUSTOMER*  
12          *SERVICE STANDARDS.—Not later than 180 days after the*  
13          *date of enactment of this Act, the Director of the Office of*  
14          *Management and Budget shall prescribe guidance governing*  
15          *the implementation or updating of customer service stand-*  
16          *ards and performance measures of Federal agencies using*  
17          *best practices developed under subsection (a) and any spe-*  
18          *cific customer service related principles applicable to indi-*  
19          *vidual agencies.*

20          (d) *ANNUAL REPORT.—The Director of the Office of*  
21          *Management and Budget shall issue an annual report on*  
22          *the success of Federal agencies in meeting the customer serv-*  
23          *ice standards developed under subsection (a) for each of the*  
24          *5 years after the date of enactment of this Act.*

1 **SEC. 4. CUSTOMER SERVICE STANDARDS AT FEDERAL**  
2 **AGENCIES.**

3 (a) *IMPLEMENTATION.*—Each Federal agency shall  
4 *implement customer service standards and customer service*  
5 *performance measures as required under section 3(c).*

6 (b) *REPORTING STANDARDS TO THE OFFICE OF MAN-*  
7 *AGEMENT AND BUDGET.*—For purposes of preparing each  
8 *report under section 3(d), each Federal agency shall submit*  
9 *such information as the Office of Management and Budget*  
10 *may require on the customer service of the agency in rela-*  
11 *tion to the standards and measures used by that agency.*

12 (c) *CONTINUOUS IMPROVEMENT OF STANDARDS.*—The  
13 *head of each Federal agency shall ensure that customer serv-*  
14 *ice standards are continuously improved as warranted*  
15 *based on performance measures established under section*  
16 *3(a)(2).*

17 (d) *CONTACT INFORMATION AVAILABILITY.*—Each  
18 *Federal agency shall ensure the availability of appropriate*  
19 *contact information regarding customer service inquiries*  
20 *from the public.*

21 (e) *CUSTOMER SERVICE STANDARDS AVAILABILITY TO*  
22 *THE PUBLIC.*—Standards referred to under subsection (a)  
23 *shall be publicly available on the website of each Federal*  
24 *agency.*

1 **SEC. 5. REPORT BY GOVERNMENT ACCOUNTABILITY OF-**  
2 **FICE.**

3 (a) *REPORT REQUIRED.*—Not later than 2 years after  
4 the date of enactment of this Act, the Comptroller General  
5 shall submit a report analyzing the information collected  
6 under section 3(b) to—

7 (1) *the Committee on Homeland Security and*  
8 *Governmental Affairs of the Senate; and*

9 (2) *the Committee on Oversight and Government*  
10 *Reform of the House of Representatives.*

11 (b) *MATTERS COVERED.*—The report shall include—

12 (1) *whether Federal agencies are implementing*  
13 *the customer service standards;*

14 (2) *whether there is an increase in overall qual-*  
15 *ity in customer service in the Federal Government;*  
16 *and*

17 (3) *any recommendations the Comptroller Gen-*  
18 *eral may have to improve performance measures and*  
19 *standards for customer service in the Federal Govern-*  
20 *ment.*

21 (c) *USE OF REPORT.*—The report may be used by Con-  
22 gress and the Director of Office of Management and Budget  
23 to update best practices referred to in section 3.

24 **SEC. 6. INCENTIVES FOR CUSTOMER SERVICE.**

25 *The head of a Federal agency may establish an awards*  
26 *program to pay a cash award under chapter 45 of title 5,*

- 1 *United States Code, to employees for demonstrated excel-*
- 2 *lence in customer service.*

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