

AMENDMENT IN THE NATURE OF A SUBSTITUTE
TO H.R. 404
OFFERED BY MR. TOWNS OF NEW YORK

Strike all after the enacting clause and insert the following:

1 **SECTION 1. SHORT TITLE.**

2 This Act may be cited as the “Federal Customer
3 Service Enhancement Act”.

4 **SEC. 2. DEVELOPMENT OF PERFORMANCE MEASURES AND**
5 **STANDARDS FOR CUSTOMER SERVICE PRO-**
6 **VIDED BY FEDERAL AGENCIES.**

7 (a) REQUIREMENT.—

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

11 (A) performance measures to determine
12 whether Federal agencies are providing high-
13 quality customer service; and

14 (B) standards to be met by Federal agen-
15 cies in order to provide high-quality customer
16 service.

17 (2) REQUIREMENT TO TAKE INTO ACCOUNT
18 CERTAIN INFORMATION.—The standards under

1 paragraph (1) shall be developed after taking into
2 account the information collected by Federal agen-
3 cies under subsection (b).

4 (b) CUSTOMER SERVICE INPUT.—The head of each
5 Federal agency shall collect information from its cus-
6 tomers regarding the quality of customer services provided
7 by the agency. The information shall be collected through
8 a survey, focus groups, or other appropriate methods.
9 Each Federal agency shall include this information in its
10 performance report submitted under section 1116 of title
11 31, United States Code.

12 (c) ANNUAL REPORT.—The Director of the Office of
13 Management and Budget shall issue an annual report on
14 the success of Federal agencies in meeting the customer
15 service performance measures and standards developed
16 under subsection (a).

17 **SEC. 3. IMPLEMENTATION OF CUSTOMER SERVICE STAND-**
18 **ARDS.**

19 (a) CUSTOMER RELATIONS REPRESENTATIVE.—The
20 head of each Federal agency shall designate an employee
21 to be the customer relations representative of the agency.
22 Such representative shall be responsible for implementing
23 the customer service standards developed under section 2
24 and the agency requirements under subsection (b).

1 (b) AGENCY STANDARDS.—The head of each Federal
2 agency, acting through its customer relations representa-
3 tive, shall issue guidelines to implement the customer serv-
4 ice standards developed under section 2 within the agency.
5 The guidelines shall include specific principles of customer
6 service applicable to that agency and shall be available on
7 the agency’s public website.

8 **SEC. 4. REPORT BY GOVERNMENT ACCOUNTABILITY OF-**
9 **FICE.**

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

17 (b) MATTERS COVERED.—The report shall include—

18 (1) whether agencies are implementing the cus-
19 tomer service standards;

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

23 (3) any recommendations the Comptroller Gen-
24 eral may have to improve performance measures and

1 standards for customer service in the Federal Gov-
2 ernment.

3 (c) USE OF REPORT.—The report may be used by
4 Congress as well as the Director of Office of Management
5 and Budget to update performance measures for customer
6 service.

7 **SEC. 5. AWARDS FOR EXEMPLARY CUSTOMER SERVICE.**

8 The head of a Federal agency may establish an
9 awards program to pay a cash award under chapter 45
10 of title 5, United States Code, to employees for dem-
11 onstrated excellence in customer service.

12 **SEC. 6. DEFINITIONS.**

13 In this Act:

14 (1) The term “customer”, with respect to a
15 Federal agency, means any individual or non-Fed-
16 eral Government entity to which the agency provides
17 services.

18 (2) The term “Federal agency” has the mean-
19 ing given the term “Executive agency” by section
20 105 of title 5, United States Code, except that the
21 term does not include an agency if the President de-
22 termines that this Act should not apply to the agen-
23 cy for national security reasons.