

HR 404

Federal Customer Service Enhancement Act of 2008

Congress: 110 (2007–2009, Ended)

Chamber: House

Policy Area: Government Operations and Politics

Introduced: Jan 11, 2007

Current Status: Placed on Senate Legislative Calendar under General Orders. Calendar No. 1107.

Latest Action: Placed on Senate Legislative Calendar under General Orders. Calendar No. 1107. (Oct 1, 2008)

Official Text: https://www.congress.gov/bill/110th-congress/house-bill/404

Sponsor

Name: Rep. Cuellar, Henry [D-TX-28]

Party: Democratic • State: TX • Chamber: House

Cosponsors (5 total)

Cosponsor	Party / State	Role	Date Joined
Rep. Carter, John R. [R-TX-31]	R · TX		Jan 23, 2007
Rep. McCotter, Thaddeus G. [R-MI-11]	R · MI		Jan 30, 2007
Rep. Goodlatte, Bob [R-VA-6]	R · VA		Apr 17, 2007
Rep. Duncan, John J., Jr. [R-TN-2]	R · TN		Jun 28, 2007
Rep. Foxx, Virginia [R-NC-5]	R · NC		Jul 19, 2007

Committee Activity

Committee	Chamber	Activity	Date
Homeland Security and Governmental Affairs Committee	Senate	Referred to	Aug 22, 2007
Oversight and Government Reform Committee	House	Reported by	May 9, 2007

Subjects & Policy Tags

Policy Area:

Government Operations and Politics

Related Bills

No related bills are listed.

Federal Customer Service Enhancement Act of 2008 - Requires the Director of the Office of Management and Budget (OMB) to prescribe guidance that establishes best practices to: (1) ensure that federal agencies are providing high quality customer service; and (2) monitor customer service quality at federal agencies.

Requires customer service standards to take into account: (1) existing agency standards; (2) information collected from agency customers; and (3) approaches for government-wide citizen contact actions described in the Citizens Service Levels Interagency Committee Report by the General Services Administration (GSA) or any subsequent report.

Requires the Director to: (1) prescribe guidance governing the implementation or updating of customer service standards and performance measures of agencies using such best practices and any specific customer service related principles applicable to individual agencies; and (2) issue an annual report on the success of agencies in meeting the standards for each of the five years after the date of enactment.

Requires each agency to: (1) implement standards and performance measures required by this Act; (2) submit information OMB may require on its customer service in relation to such standards and measures; and (3) ensure that standards are continuously improved and that appropriate contact information regarding customer service inquiries is available. Requires the standards to be publicly available on the website of each agency.

Directs the Comptroller General to report to specified congressional committees on: (1) whether agencies are implementing the customer service standards; (2) whether there is an increase in overall quality in customer service; and (3) recommendations to improve performance measures and standards for customer service. Authorizes the report to be used by Congress and the Director to update performance measures for customer service.

Authorizes the head of a federal agency to establish a program to pay cash awards to employees for demonstrated excellence in customer service.

Actions Timeline

- **Oct 1, 2008:** Committee on Homeland Security and Governmental Affairs. Reported by Senator Lieberman with an amendment in the nature of a substitute. Without written report.
- **Oct 1, 2008:** Placed on Senate Legislative Calendar under General Orders. Calendar No. 1107.
- **Jul 30, 2008:** Committee on Homeland Security and Governmental Affairs. Ordered to be reported with an amendment in the nature of a substitute favorably.
- **Aug 22, 2007:** Committee on Homeland Security and Governmental Affairs referred to Subcommittee on Oversight of Government Management, the Federal Workforce, and the District of Columbia.
- **Jul 24, 2007:** Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs.
- **Jul 23, 2007:** Mr. Towns moved to suspend the rules and pass the bill, as amended.
- **Jul 23, 2007:** Considered under suspension of the rules. (consideration: CR H8234-8236)
- **Jul 23, 2007:** DEBATE - The House proceeded with forty minutes of debate on H.R. 404.
- **Jul 23, 2007:** At the conclusion of debate, the Yeas and Nays were demanded and ordered. Pursuant to the provisions of clause 8, rule XX, the Chair announced that further proceedings on the motion would be postponed.
- **Jul 23, 2007:** Considered as unfinished business. (consideration: CR H8253-8254)
- **Jul 23, 2007:** Passed/agreed to in House: On motion to suspend the rules and pass the bill, as amended Agreed to by the Yeas and Nays: (2/3 required): 383 - 0 (Roll no. 687).(text as passed in House: CR H8234-8235)
- **Jul 23, 2007:** Motion to reconsider laid on the table Agreed to without objection.
- **Jul 23, 2007:** On motion to suspend the rules and pass the bill, as amended Agreed to by the Yeas and Nays: (2/3 required): 383 - 0 (Roll no. 687). (text as passed in House: CR H8234-8235)
- **Jun 12, 2007:** Committee Consideration and Mark-up Session Held.
- **Jun 12, 2007:** Ordered to be Reported in the Nature of a Substitute by Voice Vote.
- **May 9, 2007:** Subcommittee Consideration and Mark-up Session Held.
- **May 9, 2007:** Forwarded by Subcommittee to Full Committee in the Nature of a Substitute by Voice Vote .
- **Mar 23, 2007:** Referred to the Subcommittee on Government Management, Organization, and Procurement.
- **Jan 11, 2007:** Introduced in House
- **Jan 11, 2007:** Referred to the House Committee on Oversight and Government Reform.