

## HR 5402

Government Customer Service Accountability and Improvement Act of 2018

**Congress:** 115 (2017–2019, Ended)

**Chamber:** House

**Policy Area:** Government Operations and Politics

**Introduced:** Mar 22, 2018

**Current Status:** Referred to the House Committee on Oversight and Government Reform.

**Latest Action:** Referred to the House Committee on Oversight and Government Reform. (Mar 22, 2018)

**Official Text:** <https://www.congress.gov/bill/115th-congress/house-bill/5402>

### Sponsor

**Name:** Rep. Loudermilk, Barry [R-GA-11]

**Party:** Republican • **State:** GA • **Chamber:** House

### Cosponsors (4 total)

Cosponsor	Party / State	Role	Date Joined
Rep. Connolly, Gerald E. [D-VA-11]	D · VA		Mar 22, 2018
Rep. Fitzpatrick, Brian K. [R-PA-8]	R · PA		May 3, 2018
Rep. Rosen, Jacky [D-NV-3]	D · NV		May 22, 2018
Rep. Gianforte, Greg [R-MT-At Large]	R · MT		Jun 19, 2018

### Committee Activity

Committee	Chamber	Activity	Date
Oversight and Government Reform Committee	House	Referred To	Mar 22, 2018

### Subjects & Policy Tags

#### Policy Area:

Government Operations and Politics

### Related Bills

*No related bills are listed.*

## **Government Customer Service Accountability and Improvement Act of 2018**

This bill requires the Office of Management and Budget (OMB) to select certain agencies, including at a minimum the Department of Veterans Affairs, the Office of Personnel Management, and the Internal Revenue Service, to develop customer experience standards and performance plans for such agencies.

The senior accountable official for customer experience for each agency shall develop customer experience standards and performance plans, subject to approval by the agency and the OMB. The standards and performance plans shall be: (1) based on customer and market research that identifies the aspects of service delivery that are most important to citizens, and (2) collected through both qualitative and quantitative research methods that incorporate voluntary feedback from citizens. The approved standards and performance plans shall be included in the agency performance plans.

The OMB shall establish the Service Improvement and Accountability Unit Pilot Program to provide assistance to an agency that does not meet applicable customer experience standards.

### **Actions Timeline**

---

- **Mar 22, 2018:** Introduced in House
- **Mar 22, 2018:** Referred to the House Committee on Oversight and Government Reform.