

113TH CONGRESS  
1ST SESSION

# S. 760

To require the establishment of Federal customer service standards and to improve the service provided by Federal agencies.

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IN THE SENATE OF THE UNITED STATES

APRIL 18, 2013

Mr. WARNER (for himself and Mr. JOHNSON of Wisconsin) introduced the following bill; which was read twice and referred to the Committee on Homeland Security and Governmental Affairs

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## A BILL

To require the establishment of Federal customer service standards and to improve the service provided by 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 “Government Customer  
5 Service Improvement Act of 2013”.

6 **SEC. 2. DEFINITIONS.**

7 In this Act:

8 (1) AGENCY.—The term “agency”—

1 (A) means an Executive agency (as defined  
2 under section 105 of title 5, United States  
3 Code) that provides significant services directly  
4 to the public or other entity; and

5 (B) does not include an Executive agency  
6 if the President determines that this Act should  
7 not apply to the Executive agency for national  
8 security reasons.

9 (2) CUSTOMER.—The term “customer”, with  
10 respect to an agency, means any individual or entity  
11 that is directly served by an agency.

12 **SEC. 3. DEVELOPMENT OF CUSTOMER SERVICE STAND-**  
13 **ARDS.**

14 (a) GOVERNMENT-WIDE STANDARDS.—

15 (1) IN GENERAL.—The Director of the Office of  
16 Management and Budget shall develop Government-  
17 wide standards for customer service delivery, which  
18 shall be included in the Federal Government Per-  
19 formance Plan required under section 1115 of title  
20 31, United States Code.

21 (2) REQUIREMENTS.—The standards developed  
22 under paragraph (1) shall include—

23 (A) Government-wide goals for continuous  
24 service improvements and efforts to modernize  
25 service delivery; and

1 (B) where appropriate, Government-wide  
2 target response times for telephone calls, elec-  
3 tronic mail, mail, benefit processing, and pay-  
4 ments.

5 (b) AGENCY STANDARDS.—

6 (1) IN GENERAL.—The Chief Performance Offi-  
7 cer for each agency shall establish customer service  
8 standards in accordance with the Government-wide  
9 standards established under subsection (a), which  
10 shall be included in the Agency Performance Plans  
11 required under section 1115 of title 31, United  
12 States Code.

13 (2) REQUIREMENTS.—Agency standards estab-  
14 lished under paragraph (1) shall include, if appro-  
15 priate—

16 (A) target call wait times during peak and  
17 non-peak hours;

18 (B) target response times for correspond-  
19 ence, both by mail and electronic mail;

20 (C) procedures for ensuring all applicable  
21 metrics are incorporated into service agree-  
22 ments with nongovernmental individuals and  
23 entities;

24 (D) target response times for processing  
25 benefits and making payments; and

1           (E) recommendations for effective publica-  
2           tion of customer service contact information, in-  
3           cluding a mailing address, telephone number,  
4           and email address.

5           (c) CUSTOMER SERVICE INPUT.—The Performance  
6 Improvement Officer for each agency shall collect informa-  
7 tion from customers of the agency regarding the quality  
8 of customer service provided by the agency. Each agency  
9 shall include the information collected under this sub-  
10 section in the performance report made available by the  
11 agency under section 1116 of title 31, United States Code.

12          (d) ANNUAL PERFORMANCE UPDATE.—The Director  
13 of the Office of Management and Budget shall include  
14 achievements by agencies in meeting the customer service  
15 performance measures and standards developed under  
16 subsection (a) in each update on agency performance re-  
17 quired under section 1116 of title 31, United States Code.

18 **SEC. 4. SERVICE IMPROVEMENT UNIT PILOT PROGRAM.**

19          (a) ESTABLISHED.—The Director of the Office of  
20 Management and Budget shall establish a pilot program,  
21 to be known as the Service Improvement Unit Pilot Pro-  
22 gram (in this section referred to as the “pilot program”),  
23 to provide assistance to agencies that do not meet the Gov-  
24 ernment-wide standards established under section 3.

1           (b) PERSONNEL.—The heads of agencies with exper-  
2     tise in change management, process improvement, and in-  
3     formation technology innovation shall detail employees to  
4     the Office of Management and Budget to work on the pilot  
5     program, based on the expertise and skills required to ad-  
6     dress service improvement goals.

7           (c) RESPONSIBILITIES.—Under the pilot program,  
8     the Office of Management and Budget shall work with  
9     agencies that are not meeting the customer service stand-  
10    ards and performance measures established under section  
11    3 to improve and modernize service delivery to develop so-  
12    lutions, including—

13           (1) evaluating the efforts of the agency to im-  
14    prove service delivery;

15           (2) developing a plan to improve within existing  
16    resources and by drawing on expertise and assist-  
17    ance from other agencies (including the Office of  
18    Management and Budget) where necessary;

19           (3) monitoring implementation by the agency of  
20    the plan developed under paragraph (2) until the  
21    customer service standards and performance meas-  
22    ures are met; and

23           (4) submitting to the Director of the Office of  
24    Management and Budget monthly reports on the

1 progress being made to improve service at the agen-  
2 cy until the customer service standards are met.

3 (d) REPORT.—Not later than 2 years after the date  
4 of enactment of this Act, the Director of the Office of  
5 Management and Budget shall submit to Congress a re-  
6 port on the accomplishments and outcomes of the pilot  
7 program and any recommendations relating to achieving  
8 the customer service standards and performance measures  
9 established under section 3.

10 (e) SUPPORT.—The Administrator of General Serv-  
11 ices shall provide administrative and other support in  
12 order to implement the pilot program under this section.  
13 The heads of agencies shall, as appropriate and to the ex-  
14 tent permitted by law, provide at the request of the Direc-  
15 tor of the Office of Management and Budget up to 2 per-  
16 sonnel authorizations who have expertise in change man-  
17 agement, process improvement, and information tech-  
18 nology innovation to support the pilot program.

19 (f) TERMINATION.—The authority to carry out the  
20 pilot program shall terminate 2 years after the date of  
21 enactment of this Act.

22 **SEC. 5. RETIREMENT REPORTING.**

23 (a) DEFINITION.—In this section, the term “agency”  
24 has the meaning given that term in section 551 of title  
25 5, United States Code.

1 (b) REPORTS.—

2 (1) IN GENERAL.—Except as provided in para-  
3 graph (2) and not later than 30 days after the date  
4 of enactment of this Act, and every month there-  
5 after, the Director of the Office of Personnel Man-  
6 agement shall submit to Congress and the Comp-  
7 troller General of the United States, and issue pub-  
8 licly (including on the Web site of the Office of Per-  
9 sonnel Management), a report that—

10 (A) for each agency, evaluates the timeli-  
11 ness, completeness, and accuracy of information  
12 submitted by the agency relating to employees  
13 of the agency who are retiring; and

14 (B) indicates—

15 (i) the total number of applications  
16 for retirement benefits, lump sum death  
17 benefits, court ordered benefits, phased re-  
18 tirement, and disability retirement that are  
19 pending action by the Office of Personnel  
20 Management; and

21 (ii) the number of months each such  
22 application has been pending.

23 (2) SUSPENSION OF REPORTING REQUIRE-  
24 MENT.—Paragraph (1) shall not apply to the Direc-  
25 tor of the Office of Personnel Management for any

1 month immediately following a 3-year period in  
2 which there are no applications described in para-  
3 graph (1)(B) that have been pending for more than  
4 60 days.

5 (c) MODERNIZATION TIMELINE.—The Director of  
6 the Office of Personnel Management shall establish—

7 (1) a timetable for the completion of each com-  
8 ponent of the retirement systems modernization  
9 project of the Office of Personnel Management, in-  
10 cluding all data elements required for accurate com-  
11 pletion of adjudication; and

12 (2) the date by which all Federal payroll proc-  
13 essing entities will electronically transmit all per-  
14 sonnel data to the Office of Personnel Management.

15 (d) BUDGET REQUEST.—The Office of Personnel  
16 Management shall include a detailed statement regarding  
17 the progress of the Office of Personnel Management in  
18 completing the retirement systems modernization project  
19 of the Office of Personnel Management and recommenda-  
20 tions to Congress regarding the additional resources need-  
21 ed to fully implement the retirement systems moderniza-  
22 tion project of the Office of Personnel Management in  
23 each budget request of the Office of Personnel Manage-  
24 ment submitted as part of the preparation of the budget



1 of the President submitted to Congress under section  
2 1105(a) of title 31, United States Code.

3 **SEC. 6. NO INCREASE IN EXPENDITURES.**

4       It is the sense of Congress that no additional funds  
5 should be appropriated to carry out this Act.

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