

**S. 2866, Improving Government Services Act**

As ordered reported by the Senate Committee on Homeland Security and Governmental Affairs on October 25, 2023

By Fiscal Year, Millions of Dollars	2024	2024-2029	2024-2034
Direct Spending (Outlays)	*	*	*
Revenues	<b>0</b>	<b>0</b>	<b>0</b>
Increase or Decrease (-) in the Deficit	*	*	*
Spending Subject to Appropriation (Outlays)	*	*	not estimated
Increases <i>net direct spending</i> in any of the four consecutive 10-year periods beginning in 2035?	No	Statutory pay-as-you-go procedures apply?	Yes
Increases <i>on-budget deficits</i> in any of the four consecutive 10-year periods beginning in 2035?	No	<b>Mandate Effects</b>	
		Contains intergovernmental mandate?	No
		Contains private-sector mandate?	No
* = between zero and \$500,000.			

S. 2866 would require federal agencies, when designated by the Office of Management and Budget (OMB), to develop annual plans related to serving their customers. Those plans would need to include:

- Written comprehensive strategies,
- Implementation plans to improve the experience of people receiving government services,
- Details on the average amount of time it takes for agencies or their designated entities to resolve customer requests, and
- Assessments of ways for agencies to streamline or combine services.

Finally, the bill would require OMB to annually report to the Congress on the plans, facilitate sharing of best practices between agencies, and recommend opportunities to streamline or combine the provision of federal services.

See also

[CBO's Cost Estimates Explained](#), [CBO Describes Its Cost-Estimating Process](#), [Glossary](#)



Under current law, the federal government is developing policies to improve the customer service performance of federal agencies under Executive Order 14058 and the President's Management Agenda. Because the bill's requirements are similar to current federal policies, CBO estimates that implementing S. 2866 would have no significant cost over the 2024-2029 period. Any spending would be subject to the availability of appropriated funds.

Enacting S. 2866 also could affect direct spending by some agencies that are allowed to use fees, receipts from the sale of goods, and other collections to cover operating costs. CBO estimates that any net changes in direct spending by those agencies would be negligible because most of them can adjust amounts collected to reflect changes in operating costs.

The CBO staff contact for this estimate is Matthew Pickford. The estimate was reviewed by H. Samuel Papenfuss, Deputy Director of Budget Analysis.

A handwritten signature in black ink that reads "Phillip L. Swagel". The signature is fluid and cursive, with a long, sweeping flourish at the end.

Phillip L. Swagel  
Director, Congressional Budget Office