



CONGRESSIONAL BUDGET OFFICE COST ESTIMATE

August 9, 2013

H.R. 1660 **Government Customer Service Improvement Act of 2013**

As passed by the House of Representatives on July 30, 2013

H.R. 1660 would set standards aimed at increasing the quality of service provided to the public by government agencies. Under the act, the Office of Management and Budget (OMB) would set service standards and require each agency's chief performance officer to develop agency-specific standards for employees' interactions with the public. Under H.R. 1660, agencies would collect information on their performance, include it in personnel evaluations, and report it to OMB.

In addition, OMB would establish two pilot programs under this act. The first (which would be conducted over three years) would collect responses from the public regarding the quality of service they received from federal agencies. The second (which would be conducted over two years) would be aimed at improving the work of any agency that does not meet its own service standards. The legislation would require the Office of Personnel Management (OPM) to report monthly on the number of government retirees, their benefits, and a timeline to complete a system to allow for the electronic transmission of retirement data.

Based on information from OMB and OPM about the status of their customer service initiatives and retirement data and subject to the availability of appropriated funds, CBO estimates that implementing H.R. 1660 would cost \$6 million over the 2014-2018 period. Those costs would include around \$5 million for the operation of OMB's pilot programs and about \$1 million for OPM reporting.

Enacting H.R. 1660 could affect direct spending by agencies not funded through annual appropriations; therefore, pay-as-you-go procedures apply. CBO estimates, however, that any net increase in spending by those agencies would not be significant. Enacting H.R. 1660 would not affect revenues.

Other provisions of the act would codify the current practices of the federal government. Consequently, CBO estimates that implementing those provisions would have no significant cost. Executive Order 13571 directed agencies to develop customer service

plans. OMB has already drafted guidance and created a Customer Service Task Force to identify best practices and to review agencies' plans.

H.R. 1660 contains no intergovernmental or private-sector mandates as defined in the Unfunded Mandates Reform Act and would not affect the budgets of state, local, or tribal governments.

The CBO staff contacts for this estimate are Matthew Pickford and Maggie Morrissey. This estimate was approved by Peter H. Fontaine, Assistant Director for Budget Analysis.