

Madam Speaker, the private sector has raised the bar for customer service, and citizens expect the same from their government.

The American people rely on Federal agencies to provide important services and information, but these agencies often fall short of providing the customer service taxpayers deserve. H.R. 538 ensures the Federal Government keeps pace with the public's expectations and delivers better value to the taxpayers.

Agencies currently have discretionary authority to include "courtesy demonstrated to the public" in employee performance appraisals and to reward superior performance. While some agencies have incorporated customer service standards in employee performance expectations, they do not always require good customer service to the public.

Under this bill, OMB and agencies will develop performance measures and standards for agency customer service, with employees at all levels held accountable for achieving results.

Taxpayers should have high expectations of government. Agencies must deliver services efficiently and at low cost. Federal employees must provide effective service to customers. H.R. 538 will help ensure agencies streamline service delivery and improve the customer experience.

CBO has said there are no costs associated with this bill and, in fact, any savings incurred are due to be put toward paying down the Federal deficit. The Oversight and Government Reform Committee worked on a bipartisan basis to advance this legislation. I supported it when it passed by voice vote in committee, and I urge its adoption today.

I reserve the balance of my time.

□ 1250

Mr. CLAY. Madam Speaker, I yield myself such time as I may consume.

I rise in support of H.R. 538, the Government Customer Service Improvement Act. This is a good-government bill that will improve the way Federal agencies interact with the people they serve.

I yield 5 minutes to my friend, the gentleman from Texas, the author of the bill, Mr. CUELLAR.

Mr. CUELLAR. Again, the gentleman from Missouri, I thank you so much for the leadership. And I certainly want to thank also Mr. WALSH from Illinois, who actually called me before this, which it is rare to have somebody from the other side call and say, How can I help you on this bill? So I find that refreshing and I want to say thank you for working with us and folks on this side of the aisle.

This bill, the Customer Service Improvement Act, is a bipartisan bill that has folks like MCCAUL, DUNCAN, GOODLATTE, and other folks supporting this particular bill. I certainly want to thank Chairman ISSA and Ranking Member CUMMINGS for their work, as

well as the members of the committee, and for passing it from the Oversight and Government Reform Committee unanimously in April.

The primary goal of the Federal Government is to serve the taxpayers. This commonsense, bipartisan bill seeks to establish, monitor, and improve customer service across Federal agencies. It ensures that taxpayers get the quality of service that they deserve when interacting with Federal agencies. Too often we hear that veterans are waiting for months to get critical medical services or that seniors are waiting for months to get their retirement benefits. These are just two examples where millions of Americans that rely on Federal agencies have to wait on vital services, which is why we must usher in a new chapter to accelerate response time and overall performance for a better customer experience. With a sweeping 79 percent of Americans dissatisfied with Federal Government service, according to the 2011 Federal Customer Service Experience Study, we must all work together to make sure that Uncle Sam and Americans work together.

This bill is simple and necessary. First, H.R. 538 improves customer service standards across the board. It does this by requiring the Office of Management and Budget to develop performance standards to determine whether Federal agencies are providing high-quality customer service and improving service delivery to agency customers. According to a 2010 GAO report, Federal agency customer service standards were often not made easily available for customers to find and access or were not made available to the public at all. In other words, we provide customer service; and if somebody wants to know how that agency is providing the service and the standards, it must be made available.

Second, the bill raises the bar for enhancing quality and access to customer service. This is accomplished by requiring agencies to collect information from the customers regarding the quality of the service. Again, this must be a way that we raise that standard.

Third, it puts a face on accountability. The bill requires that each agency designate an employee to be its customer relations representative. So when somebody is dealing with a Federal agency, we must know who they can complain to, who they must talk to in order to provide that customer service. Just like in the private sector that strives to provide excellent customer service that they bring in order to get more business, the Federal Government must do the same thing.

As the gentleman from Illinois said, there's no cost on this according to the nonpartisan Congressional Budget Office. And, again, I would ask that we all work together to provide better service.

Mr. WALSH of Illinois. Madam Speaker, I urge all Members to support me in support of this bill, and I yield back the balance of my time.

Mr. CLAY. Madam Speaker, again, I urge the House to adopt H.R. 538, and I yield back the balance of my time.

The SPEAKER pro tempore. The question is on the motion offered by the gentleman from Illinois (Mr. WALSH) that the House suspend the rules and pass the bill, H.R. 538, as amended.

The question was taken; and (two-thirds being in the affirmative) the rules were suspended and the bill, as amended, was passed.

A motion to reconsider was laid on the table.

#### CONTINUATION OF THE NATIONAL EMERGENCY WITH RESPECT TO CERTAIN TERRORIST ATTACKS—MESSAGE FROM THE PRESIDENT OF THE UNITED STATES (H. DOC. NO. 112-138)

The SPEAKER pro tempore laid before the House the following message from the President of the United States; which was read and, together with the accompanying papers, referred to the Committee on Foreign Affairs and ordered to be printed:

*To the Congress of the United States:*

Section 202(d) of the National Emergencies Act (50 U.S.C. 1622(d)) provides for the automatic termination of a national emergency unless, within the 90-day period prior to the anniversary date of its declaration, the President publishes in the *Federal Register* and transmits to the Congress a notice stating that the emergency is to continue in effect beyond the anniversary date. Consistent with this provision, I have sent to the *Federal Register* the enclosed notice, stating that the emergency declared with respect to the terrorist attacks on the United States of September 11, 2001, is to continue in effect for an additional year.

The terrorist threat that led to the declaration on September 14, 2001, of a national emergency continues. For this reason, I have determined that it is necessary to continue in effect after September 14, 2012, the national emergency with respect to the terrorist threat.

BARACK OBAMA.  
THE WHITE HOUSE, September 11, 2012.

#### CONTINUATION OF THE NATIONAL EMERGENCY WITH RESPECT TO PERSONS WHO COMMIT, THREATEN TO COMMIT, OR SUPPORT TERRORISM—MESSAGE FROM THE PRESIDENT OF THE UNITED STATES (H. DOC. NO. 112-139)

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for the automatic termination of a national emergency unless, within the 90-day period prior to the anniversary date of its declaration, the President publishes in the *Federal Register* and transmits to the Congress a notice stating that the emergency is to continue in effect beyond the anniversary date. In accordance with this provision, I have sent to the *Federal Register* for publication the enclosed notice, stating that the national emergency with respect to persons who commit, threaten to commit, or support terrorism is to continue in effect beyond September 23, 2012.

The crisis constituted by the grave acts of terrorism and threats of terrorism committed by foreign terrorists, including the terrorist attacks on September 11, 2001, in New York and Pennsylvania and against the Pentagon, and the continuing and immediate threat of further attacks on United States nationals or the United States that led to the declaration of a national emergency on September 23, 2001, has not been resolved. These actions pose a continuing unusual and extraordinary threat to the national security, foreign policy, and economy of the United States. For these reasons, I have determined that it is necessary to continue the national emergency declared with respect to persons who commit, threaten to commit, or support terrorism, and maintain in force the comprehensive sanctions to respond to this threat.

BARACK OBAMA.

THE WHITE HOUSE, September 11, 2012.

□ 1300

PROVIDING FOR CONSIDERATION OF H.R. 5544, MINNESOTA EDUCATION INVESTMENT AND EMPLOYMENT ACT, AND PROVIDING FOR CONSIDERATION OF H.R. 5949, FISA AMENDMENTS ACT REAUTHORIZATION ACT OF 2012

Mr. NUGENT. Madam Speaker, by direction of the Committee on Rules, I call up House Resolution 773 and ask for its immediate consideration.

The Clerk read the resolution, as follows:

H. RES. 773

*Resolved*, That at any time after the adoption of this resolution the Speaker may, pursuant to clause 2(b) of rule XVIII, declare the House resolved into the Committee of the Whole House on the state of the Union for consideration of the bill (H.R. 5544) to authorize and expedite a land exchange involving National Forest System land in the Laurentian District of the Superior National Forest and certain other National Forest System land in the State of Minnesota that has limited recreational and conservation resources and lands owned by the State of Minnesota in trust for the public school system that are largely scattered in checkerboard fashion within the Boundary Waters Canoe Area Wilderness and have important recreational, scenic, and conservation resources, and for other purposes. The first reading of the bill shall be dispensed with. All points of order against consideration of

the bill are waived. General debate shall be confined to the bill and shall not exceed one hour equally divided and controlled by the chair and ranking minority member of the Committee on Natural Resources. After general debate the bill shall be considered for amendment under the five-minute rule. In lieu of the amendment in the nature of a substitute recommended by the Committee on Natural Resources now printed in the bill, an amendment in the nature of a substitute consisting of the text of Rules Committee Print 112-30, modified by the amendment printed in part A of the report of the Committee on Rules accompanying this resolution, shall be considered as adopted in the House and in the Committee of the Whole. The bill, as amended, shall be considered as the original bill for the purpose of further amendment under the five-minute rule and shall be considered as read. All points of order against provisions in the bill, as amended, are waived. No further amendment to the bill, as amended, shall be in order except those printed in part B of the report of the Committee on Rules. Each such further amendment may be offered only in the order printed in the report, may be offered only by a Member designated in the report, shall be considered as read, shall be debatable for the time specified in the report equally divided and controlled by the proponent and an opponent, shall not be subject to amendment, and shall not be subject to a demand for division of the question in the House or in the Committee of the Whole. All points of order against such further amendments are waived. At the conclusion of consideration of the bill for amendment the Committee shall rise and report the bill, as amended, to the House with such further amendments as may have been adopted. The previous question shall be considered as ordered on the bill, as amended, and on any further amendment thereto to final passage without intervening motion except one motion to recommit with or without instructions.

SEC. 2. Upon the adoption of this resolution it shall be in order to consider in the House the bill (H.R. 5949) to extend the FISA Amendments Act of 2008 for five years. All points of order against consideration of the bill are waived. The amendment in the nature of a substitute recommended by the Committee on the Judiciary now printed in the bill shall be considered as adopted. The bill, as amended, shall be considered as read. All points of order against provisions in the bill, as amended, are waived. The previous question shall be considered as ordered on the bill, as amended, and on any amendment thereto to final passage without intervening motion except: (1) one hour of debate, with 40 minutes equally divided and controlled by the chair and ranking minority member of the Committee on the Judiciary and 20 minutes equally divided and controlled by the chair and ranking minority member of the Permanent Select Committee on Intelligence; and (2) one motion to recommit with or without instructions.

The SPEAKER pro tempore. The gentleman from Florida is recognized for 1 hour.

Mr. NUGENT. Madam Speaker, for the purpose of debate only, I yield the customary 30 minutes to the gentleman from Colorado (Mr. POLIS) pending which I yield myself such time as I may consume. During consideration of this resolution, all time yielded is for the purpose of debate only.

GENERAL LEAVE

Mr. NUGENT. Madam Speaker, I ask unanimous consent that all Members

have 5 legislative days to revise and extend their remarks.

The SPEAKER pro tempore. Is there objection to the request of the gentleman from Florida?

There was no objection.

Mr. NUGENT. Madam Speaker, I rise today in support of this rule, which provides for consideration of two different pieces of legislation.

The first of these bills transfers lands within the State of Minnesota to the benefit of the State's public school system. The rule provides for consideration of each and every amendment offered by Members to the Rules Committee by the amendment deadline.

The next measure this rule allows for consideration of is H.R. 5949, the FISA Amendments Act Reauthorization Act of 2012. Also called the FAA Reauthorization, this legislation would reauthorize programs that are critically important to our national security.

First passed in 2008, FAA has enjoyed a history of strong bipartisan support. Now, President Obama and his administration have made it clear that a clean, long-term extension of FAA is their number one intelligence priority. That's exactly what H.R. 5949 does.

Recognizing that our Nation's security cannot and should not wait until an emergency, the 11th hour, or rushed reauthorization, the Select Intelligence and Judiciary Committees have had hearings on the FAA's reauthorization, they've marked up the bill, and they've sent it to us months ahead of the expiration deadline. I congratulate both of these committees on their timely and dedicated work for the sake of our own safety.

It is with the tools that the FAA provides to our intelligence community that we're able to monitor our Nation's enemies overseas. Without this authority, the ability to track those individuals who aren't American citizens and want to do harm to this country would return to the state it was in before September 11 of 2001.

I really want to stress that the FISA Amendments Act applies to targeting non-U.S. citizens living outside of the United States.

The FAA also enhances civil liberty protections for Americans. The government cannot target an American overseas without first obtaining an individualized court order from the FISA Court. Prior to FAA, the government was not required to obtain an individualized court order to target U.S. persons outside of the United States. This is an expansion of the civil liberties made possible by the FISA Amendments Act.

As a former law enforcement officer, I know how important it is to get the information that we need to work on a case. Without good, reliable information, you can't do your job and protect the citizens, but the information must be obtained in the right way.

□ 1310

FAA is a critical tool at our international community's disposal in our war against terrorism.