

**AMENDMENT TO THE AMENDMENT IN THE  
NATURE OF A SUBSTITUTE TO H.R. 3846  
OFFERED BY MS. LORETTA SANCHEZ OF  
CALIFORNIA**

In the proposed section 411, add at the end the following:

1       “(o) ENHANCED CUSTOMER SERVICE STANDARDS  
2 AND PROFESSIONALISM TRAINING PLAN.—

3               “(1) IN GENERAL.—The Secretary shall imple-  
4 ment a comprehensive plan, based on publicly com-  
5 municated metrics, for United States Customs and  
6 Border Protection to improve professionalism and  
7 customer service.

8               “(2) PLAN COMPONENTS.—The plan required  
9 under paragraph (1) shall include each of the fol-  
10 lowing:

11                       “(A) Information on the metrics United  
12 States Customs and Border Protection will use  
13 to measure customer service.

14                       “(B) Information on the metrics United  
15 States Customs and Border Protection will use  
16 to measure professionalism.

1           “(C) The implementation of a system to  
2           improve customer service by soliciting customer  
3           comments combining in person, phone, and on-  
4           line solutions.

5           “(D) The establishment of customer serv-  
6           ice best practices based on the customer service  
7           metrics referred to in subparagraph (A).

8           “(E) The establishment of professionalism  
9           best practices based on the professionalism  
10          metrics referred to in subparagraph (B).

11          “(F) A requirement that U.S. Customs  
12          and Border Protection submit to the appro-  
13          priate congressional committees quarterly re-  
14          ports on the agency’s performance against the  
15          customer service metrics referred to in subpara-  
16          graph (A), the professionalism metrics referred  
17          to in subparagraph (B), the best practices re-  
18          ferred to in subparagraph (D), and the profes-  
19          sionalism best practices referred to in subpara-  
20          graph (E).

21          “(3) ANNUAL REPORTS.—At least once each  
22          year, the Secretary shall submit to the appropriate  
23          congressional committees a report on United States  
24          Customs and Border Protection. Each such report  
25          shall include—

1           “(A) an assessment of United States Customs and Border Protection’s customer service  
2 performance based on the metrics referred to in  
3 paragraph (2)(A);

4           “(B) a detailed description of customer  
5 service improvements sought by customers;

6           “(C) customer service improvements  
7 sought by Department metrics, and the costs  
8 associated with such improvements;

9           “(D) the security and efficiency benefits  
10 derived from such improvements;

11           “(E) an assessment of United States Customs and Border Protection’s professionalism  
12 performance based on the metrics referred to in  
13 paragraph (2)(B);

14           “(F) a description of any improvements in  
15 United States Customs and Border Protection’s  
16 professionalism, and costs associated with such  
17 improvements; and

18           “(G) the security and efficiency benefits  
19 derived from such improvements.

20           “(4) OVERSIGHT.—The Department’s Office of  
21 Civil Rights and Civil Liberties shall have oversight  
22 of—  
23  
24

1           “(A) the customer service and profes-  
2           sionalism efforts of United States Customs and  
3           Border Protection under this subsection to en-  
4           sure that comments are collected, analyzed, and  
5           responded to in a timely manner; and

6           “(B) the development of monthly reports  
7           detailing the number and types of such com-  
8           ments submitted by the public, which shall be  
9           made available to the public through the De-  
10          partment’s website.”.

