

NORMA J. TORRES
35TH DISTRICT, CALIFORNIA

2227 RAYBURN HOUSE OFFICE BLDG
WASHINGTON, DC 20515
PHONE: (202) 225-6161
FAX: (202) 225-8671

3200 INLAND EMPIRE., SUITE 200B
ONTARIO, CA 91764
PHONE: (909) 481-6474
FAX: (909) 941-1362

Congress of the United States
House of Representatives
Washington, DC 20515

COMMITTEE ON APPROPRIATIONS

SUBCOMMITTEES:
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TRANSPORTATION, HOUSING AND URBAN DEVELOPMENT,
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COMMITTEE ON HOUSE ADMINISTRATION

SUBCOMMITTEES:
OVERSIGHT, RANKING MEMBER
ELECTIONS

December 4, 2023

Ms. Catherine Szpindor
Chief Administrative Officer
U.S. House of Representatives
United States Capitol, HB-28
Washington D.C. 20515

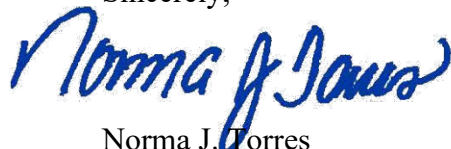
Dear Ms. Szpindor:

As the Ranking Member of the Oversight Subcommittee of the Committee on House Administration, I write to request that you investigate and brief me on the feasibility of your office providing necessary, optional tools to House offices to track constituent's 'customer-service' experience. I strongly believe that as a Congress, we need to be rapidly responsive to our constituents.

Overall, constituent feedback is essential in making sure our community members are heard and helped. Members can more easily improve their constituents' experiences through implementing Customer Service (CX) packages that offices can opt into and utilize to solicit feedback from constituents at the end of any interaction. Not only can these tools help Members collect constituent experiences with the Member office, they can also track the outcome of constituent casework requests. Ultimately, keeping track of constituent satisfaction after interacting with a Member office can greatly help Members fulfill their constitutional duties and represent their constituents. As President Lincoln famously said, our government is "of the people, by the people, and for the people," and we must give our Members the tools they need to carry out this trust.

Thank you for your tireless work on behalf of the House community and the American people. I look forward to your response. Should you have any questions, please contact my office at 202-225-6161.

Sincerely,



Norma J. Torres