

apparently he has done a lot of work on customer service, and I thank him for putting those provisions in my bill also. I also want to thank the gentlewoman from North Carolina, VIRGINIA FOXX. I don't see her here. I know she has put a lot of time in, she and her staff, so I want to thank her in making this a bipartisan bill.

Today Congress takes a major step towards improving how Federal Government interacts with the American people. I think we all want a government that works with the people. I think we all want results-oriented government, and part of the results-oriented government is customer service.

H.R. 404 will raise the level of attention given to how the Federal Government responds to the American public. The bill requires the Director of the Office of Management and Budget, the OMB, to develop performance measures to determine whether Federal agencies are providing high-quality customer service to all the agencies to make sure that they have those customer service standards in place. It sets in place standards for Federal agencies to increase the quality of customer service and enhances the access to Federal information and services, like Mr. DUNCAN said a few minutes ago. It is important to know whom we are dealing with at the Federal Government and to make sure that people can access that information and get the quality of customer service that they deserve.

The legislation includes accountability provisions as well as incentives to Federal employees who go above this requirement. H.R. 404 also ensures that the initiatives outlined in this bill achieve their objectives through the use of both external and internal reviews by Congress. That is the oversight that Congress will provide on the customer service provisions that will be provided by the Federal agencies to the American public.

I believe that this bill improves Federal customer service, and this is something that is long overdue. I ask for a "yes" vote on this bipartisan bill, H.R. 404.

Again, Mr. TOWNS, thank you for the outstanding work you have done on this bill.

Mr. TOWNS. Mr. Speaker, I reserve the balance of my time.

Mr. DUNCAN. Mr. Speaker, I would like to just simply once again thank Chairman TOWNS and also thank the primary author of this legislation, Mr. CUELLAR, for their work in bringing this bill to the floor.

I urge my colleagues to support what I think is very worthwhile and timely legislation.

Mr. Speaker, I have no further requests for time, and I yield back the balance of my time.

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

Let me point out when complaints are not promptly resolved, frustrated customers seek redress in different agencies or at different parts or level

of the same agency, resulting in duplicate effort and compounding costs and a waste of time.

Just as costs rise when citizens do not receive reliable information in a timely manner, trust also erodes as citizens become frustrated with a non-responsive bureaucracy. Indeed, there has been a cumulative erosion of public confidence in government.

Please, let's work together to create a more responsive and more accountable government. So I urge my colleagues to support this legislation.

I would also like to thank some folks. I would like to thank Congressman WAXMAN, who is the Chair of the full committee, in terms of his support and what he has done to help move this legislation forward. I would like to thank the ranking member of the full committee, Mr. DAVIS from Virginia, in terms of all of his support and help in moving it. I also, I think, indicated earlier on my colleague, Mr. DUNCAN, who has worked very hard to make this a reality. And, of course, I would like to thank Congressman BILBRAY, who is the ranking member on the subcommittee, for all of his support as well, and all the staff members who worked so hard, along with Congressman CUELLAR from Texas, along with Congresswoman FOXX. There have been a lot of people that really put a lot of time and energy into this to try to strengthen this bill. It might not be perfect, but I think it is a giant step in the right direction.

I urge all of my colleagues to support this legislation.

Mr. Speaker, I yield back the balance of my time.

The SPEAKER pro tempore. The question is on the motion offered by the gentleman from New York (Mr. TOWNS) that the House suspend the rules and agree to the resolution, H. Res. 404, as amended.

The question was taken.

The SPEAKER pro tempore. In the opinion of the Chair, two-thirds being in the affirmative, the ayes have it.

Mr. TOWNS. Mr. Speaker, on that I demand the yeas and nays.

The yeas and nays were ordered.

The SPEAKER pro tempore. Pursuant to clause 8 of rule XX and the Chair's prior announcement, further proceedings on this motion will be postponed.

#### COMMEMORATING THE 300TH ANNIVERSARY OF NEW MILFORD, CONNECTICUT

Mr. DAVIS of Illinois. Mr. Speaker, I move to suspend the rules and agree to the resolution (H. Res. 528) commemorating the 300th anniversary of the Town of New Milford, Connecticut.

The Clerk read the title of the resolution.

The text of the resolution is as follows:

#### H. RES. 528

Whereas New Milford is located in Litchfield County, on the western border of Connecticut, in the Housatonic Valley;

Whereas the settlement of New Milford began in 1706, when John Noble, Sr., purchased a portion of land known as Weantinog; and

Whereas in 1707, Noble and his daughter settled in New Milford, followed by 12 other families;

Whereas beginning in 1774, New Milford demonstrated its support for the Revolutionary War by providing financial support to the servicemen and sending 285 of its 2,700 inhabitants to battle;

Whereas New Milford was a center of Underground Railroad work in Connecticut, with many of its residents offering their homes as places for slaves to take refuge on their journey to freedom;

Whereas the late 1800s marked the arrival of many new industries and businesses in New Milford, including the manufacturing of furniture, paints, and pottery;

Whereas in 1902, New Milford's worst disaster occurred when a raging fire completely destroyed the town's main business district on Bank Street;

Whereas the population of New Milford stood at 3,000 in 1880 and has grown to nearly 30,000 today;

Whereas at 64 square miles, New Milford is the largest town in Connecticut; and

Whereas New Milford has been modernized through commercial and industrial growth, while retaining its deep sense of history, scenic beauty, and traditional New England character throughout the past 300 years: Now, therefore, be it

*Resolved*, That the House of Representatives—

(1) congratulates the Town of New Milford, Connecticut, on the occasion of its 300th anniversary; and

(2) honors the Town of New Milford for its significant history, impressive growth, and considerable contributions to the State of Connecticut and the United States.

The SPEAKER pro tempore. Pursuant to the rule, the gentleman from Illinois (Mr. DAVIS) and the gentleman from Tennessee (Mr. DUNCAN) each will control 20 minutes.

The Chair recognizes the gentleman from Illinois.

#### GENERAL LEAVE

Mr. DAVIS of Illinois. Mr. Speaker, I ask unanimous consent that all Members may have 5 legislative days in which to revise and extend their remarks.

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

There was no objection.

Mr. DAVIS of Illinois. Mr. Speaker, I yield myself such time as I may consume.

As a member of the House Committee on Oversight and Government Reform, I am pleased to join my colleague in consideration of H. Res. 528, a bill that commemorates the 300th anniversary of the Town of New Milford, Connecticut. H. Res. 528, which has 53 cosponsors, was introduced by Representative CHRISTOPHER MURPHY on June 28, 2007. H. Res. 528 was reported from the Oversight Committee on July 19, 2007, by a voice vote.

Mr. Speaker, I commend my colleague, Representative CHRISTOPHER MURPHY, for seeking to commemorate the 300th anniversary of New Milford, Connecticut. I urge swift passage of this resolution.

Mr. Speaker, I reserve the balance of my time.

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

H. Res. 528 commemorates the Town of New Milford, Connecticut, on its 300th anniversary. New Milford is not the largest city, but under the definitions of the State, it is the largest town within the State, with a population of nearly 30,000 residents. This quaint and friendly community is home to thriving businesses and manufacturing industries and has abundant historical roots.

New Milford was established and founded in 1707 when John Noble, Sr. of Westfield, Massachusetts, purchased a large portion of land for his family. More families arrived in the new community soon afterwards, and the settlement began to flourish. Over time, new churches and schools were founded, and in 1774, the town saw 285 of its men leave to serve in the Revolutionary War.

In its 300 years, New Milford has seen weather-related tragedies, devastating illnesses, and damaging fires hit the town. But it has overcome these tragedies and events and today has many successful industries and businesses.

New Milford educates its residents and visitors each year through cultural tours, concert events, art fairs, and camps. It has witnessed much history and seen tremendous growth in its 300 years and is certainly one of the most pleasant places to live in this Nation today.

I am pleased to support H. Res. 528 to honor this historic 300th anniversary.

Mr. Speaker, I reserve the balance of my time.

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Mr. DAVIS of Illinois. Mr. Speaker, it's my pleasure to yield such time as he might consume to the author of this legislation, Representative CHRISTOPHER MURPHY from the Fifth District of Connecticut.

Mr. MURPHY of Connecticut. Mr. Speaker, I would like to thank my friend from Tennessee and from Illinois for supporting the resolution here today.

I think it's fitting, in part, that we are here in the House of Representatives on this august floor in order to celebrate a town, New Milford, Connecticut, which is, in part, responsible for our very existence here today.

The first citizen of New Milford is often referred to as Roger Sherman, whose statue sits not far outside this body. Why is that? Because after being an entrepreneur in New Milford, Connecticut, Roger Sherman came to the Constitutional Convention and was one of the authors, the primary author, of the Connecticut Compromise, which was responsible for the United States Government having a bicameral legislature with both the House and the Senate.

We're very proud of him. We're very proud of the incredibly rich historical

tradition in New Milford. As was referenced, the number of people who rose from New Milford to fight in the Revolutionary War is remarkable, given its small size. It also became a central stop, a central hub on the Underground Railroad in the 50 or 60 years after the Revolution.

It has grown over time from a community that was founded first by only 12 families to now a town that not only enjoys one of the largest land masses in Connecticut, but also has 30,000 people there and still has retained its small-town charm.

I really urge anyone who has plans to travel throughout the northeastern section of this great United States, to try to divert a little bit of your trip to see the quaint village of New Milford. Not only does it have a small, but bustling, downtown of quaint shops on the side streets off of the green, but a growing commercial industrial sector as well.

I was privileged to be able to march in a very festive 300th anniversary parade a few weeks ago, and I'm very pleased to join my colleagues here to celebrate its 300th anniversary on the floor of the House of Representatives today.

I urge passage of the resolution.

Mr. DUNCAN. Mr. Speaker, I will simply close by congratulating the town of New Milford on this historic anniversary, its 300th anniversary. And I commend the gentleman from Illinois (Mr. DAVIS) and also the gentleman from Connecticut (Mr. MURPHY) for bringing this matter to the attention of the House.

Mr. Speaker, I yield back the balance of my time.

Mr. DAVIS of Illinois. Mr. Speaker, I yield back the balance of my time and urge passage of this resolution.

The SPEAKER pro tempore. The question is on the motion offered by the gentleman from Illinois (Mr. DAVIS) that the House suspend the rules and agree to the resolution, H. Res. 528.

The question was taken; and (two-thirds being in the affirmative) the rules were suspended and the resolution was agreed to.

A motion to reconsider was laid on the table.

#### MOURNING THE PASSING OF FORMER FIRST LADY, LADY BIRD JOHNSON

Mr. DAVIS of Illinois. Mr. Speaker, I move that the House suspend the rules and agree to the resolution (H. Res. 553) mourning the passing of former First Lady, Lady Bird Johnson, and celebrating her life and contributions to the people of the United States.

The Clerk read the title of the resolution.

The text of the resolution is as follows:

H. RES. 553

Whereas Lady Bird Johnson was born Claudia Alta Taylor in Karnack, Texas on De-

ember 22, 1912, the daughter of Minnie Pattillo Taylor and Thomas Jefferson Taylor;

Whereas Lady Bird Johnson received her nickname "Lady Bird" from a nurse who thought she was "purty as a lady bird";

Whereas Lady Bird Johnson was known for her academic accomplishments, graduating from high school at 15 years of age and graduating from the University of Texas in Austin in 1933 as one of the top 10 students in her class;

Whereas Lady Bird Johnson married President Lyndon Baines Johnson on November 17, 1934;

Whereas Lady Bird Johnson was a dedicated wife to President Johnson and a devoted mother to their two daughters, Lynda Bird Johnson and Luci Baines Johnson;

Whereas Lady Bird Johnson served with honor and dedication as the wife of President Johnson throughout his service as a congressional secretary, United States Representative, United States Senator, Vice President of the United States, and President of the United States;

Whereas Lady Bird Johnson was known for expanding the position of First Lady by taking a visible role in President Johnson's administration;

Whereas Lady Bird Johnson served as President Johnson's personal adviser throughout his career, and was a champion of civil rights and programs for children and the poor, including the educational Head Start programs;

Whereas Lady Bird Johnson was known for her passion for environmental causes and the preservation of native plants and wildflowers;

Whereas Lady Bird Johnson paved the way for the environmental movement of the 1970s through her efforts to replace urban blight with flowers and trees;

Whereas Lady Bird Johnson established the capital beautification project and played a major role in the passage of the 1965 Highway Beautification Act, which was the first major legislative campaign initiated by a First Lady;

Whereas Lady Bird Johnson and President Johnson retired to their ranch located near Austin, Texas following the completion of President Johnson's term as President;

Whereas Lady Bird Johnson continued her dedication to education through her service on the Board of Regents for the University of Texas and through her work planning the Lyndon B. Johnson Library and Museum at the University of Texas in Austin;

Whereas Lady Bird Johnson was awarded the Medal of Freedom in 1977 and the Congressional Gold Medal in 1988;

Whereas Lady Bird Johnson co-founded the Lady Bird Johnson Wildflower Center in 1982 in order to protect and preserve North America's native plants and natural landscapes;

Whereas Lady Bird Johnson leaves behind an honorable legacy that represents her gentle nature and strong spirit though her dedication to her family and her passion for the environment; and

Whereas Lady Bird Johnson died on July 11, 2007, at 94 years of age at her home in Austin, Texas, and was survived by her 2 daughters, 7 grandchildren, and 10 great-grandchildren: Now, therefore, be it

*Resolved*, That the House of Representatives mourns the passing of former First Lady, Lady Bird Johnson, and celebrates her life and contributions to the people of the United States.

The SPEAKER pro tempore. Pursuant to the rule, the gentleman from Illinois (Mr. DAVIS) and the gentleman from Tennessee (Mr. DUNCAN) each will control 20 minutes.