

S 1088

Federal Agency Customer Experience Act of 2017

Congress: 115 (2017–2019, Ended)

Chamber: Senate

Policy Area: Government Operations and Politics

Introduced: May 10, 2017

Current Status: Referred to the House Committee on Oversight and Government Reform.

Latest Action: Referred to the House Committee on Oversight and Government Reform. (Nov 8, 2017)

Official Text: <https://www.congress.gov/bill/115th-congress/senate-bill/1088>

Sponsor

Name: Sen. McCaskill, Claire [D-MO]

Party: Democratic • State: MO • Chamber: Senate

Cosponsors (1 total)

Cosponsor	Party / State	Role	Date Joined
Sen. Lankford, James [R-OK]	R · OK		May 10, 2017

Committee Activity

Committee	Chamber	Activity	Date
Homeland Security and Governmental Affairs Committee	Senate	Reported By	Sep 14, 2017
Oversight and Government Reform Committee	House	Referred To	Nov 8, 2017

Subjects & Policy Tags

Policy Area:

Government Operations and Politics

Related Bills

Bill	Relationship	Last Action
115 HR 2846	Identical bill	Dec 3, 2018: Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs.

## **Federal Agency Customer Experience Act of 2017**

(Sec. 2) This bill expresses the sense of Congress that all agencies should strive to provide high-quality, courteous, effective, and efficient services and seek to measure, collect, report, and utilize metrics relating to the experience of persons interacting with them to continually improve services.

(Sec. 4) The bill amends the Paperwork Reduction Act to exempt the collection of information by an agency that is voluntary feedback from the agency's authority to prescribe policies, rules, regulations, and procedures for federal information resources management activities. "Voluntary feedback" is defined as any submission of information, opinion, or concern voluntarily made by a specific person relating to a particular service of or transaction with an agency that is specifically solicited by that agency.

(Sec. 5) Each agency that solicits voluntary feedback shall, among other things, ensure that:

- responses to the solicitation remain anonymous,
- person who decline to participate shall not be treated differently by the agency for purposes of providing services or information,
- the voluntary nature of the solicitation is clear, and
- the proposed solicitation of voluntary feedback will contribute to improved customer service.

(Sec. 6) Each agency shall collect voluntary feedback with respect to its services and transactions. The Office of Management and Budget (OMB), in coordination with the General Services Administration, shall develop a set of standardized questions for use by agencies in collecting feedback, which shall address:

- overall satisfaction of persons with the specific interaction or service received,
- the extent to which such persons were able to accomplish their intended purpose,
- whether such persons were treated with respect and professionalism, and
- whether such persons believe they were served in a timely manner.

Each agency shall: (1) collect voluntary feedback across all platforms or channels through which it interacts with persons to deliver information or services, (2) publish on its website and submit to the OMB a report that includes the voluntary feedback required to be collected, and (3) regularly publish an aggregated report on the solicitation of voluntary feedback. The OMB shall maintain on a publicly available website links to the information provided on the agency websites.

(Sec. 7) The Government Accountability Office shall, by 15 months after the date on which all agencies have submitted the first annual reports and every 2 years thereafter until 10 years after such date, make publicly available and submit to Congress a scorecard report assessing the data collected and reported by the agencies.

## Actions Timeline

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- **Nov 8, 2017:** Message on Senate action sent to the House.
- **Nov 8, 2017:** Received in the House.
- **Nov 8, 2017:** Referred to the House Committee on Oversight and Government Reform.
- **Nov 7, 2017:** Measure laid before Senate by unanimous consent. (consideration: CR S7066-7068)
- **Nov 7, 2017:** The committee amendments agreed to by Unanimous Consent.
- **Nov 7, 2017:** Passed/agreed to in Senate: Passed Senate with amendments by Unanimous Consent.(text: CR S7068)
- **Nov 7, 2017:** Passed Senate with amendments by Unanimous Consent. (text: CR S7068)
- **Sep 14, 2017:** Committee on Homeland Security and Governmental Affairs. Reported by Senator Johnson with amendments. With written report No. 115-156.
- **Sep 14, 2017:** Placed on Senate Legislative Calendar under General Orders. Calendar No. 220.
- **May 17, 2017:** Committee on Homeland Security and Governmental Affairs. Ordered to be reported with amendments favorably.
- **May 10, 2017:** Introduced in Senate
- **May 10, 2017:** Read twice and referred to the Committee on Homeland Security and Governmental Affairs.