

## HR 2846

Federal Agency Customer Experience Act of 2018

**Congress:** 115 (2017–2019, Ended)

**Chamber:** House

**Policy Area:** Government Operations and Politics

**Introduced:** Jun 8, 2017

**Current Status:** Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governm

**Latest Action:** Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs. (Dec 3, 2018)

**Official Text:** <https://www.congress.gov/bill/115th-congress/house-bill/2846>

### Sponsor

**Name:** Rep. Farenthold, Blake [R-TX-27]

**Party:** Republican • **State:** TX • **Chamber:** House

### Cosponsors (2 total)

| Cosponsor                           | Party / State | Role | Date Joined  |
|-------------------------------------|---------------|------|--------------|
| Rep. Fitzpatrick, Brian K. [R-PA-8] | R · PA        |      | Jun 8, 2017  |
| Rep. Sinema, Kyrsten [D-AZ-9]       | D · AZ        |      | Jun 19, 2018 |

### Committee Activity

| Committee                                            | Chamber | Activity    | Date         |
|------------------------------------------------------|---------|-------------|--------------|
| Homeland Security and Governmental Affairs Committee | Senate  | Referred To | Dec 3, 2018  |
| Oversight and Government Reform Committee            | House   | Reported By | Nov 27, 2018 |

### Subjects & Policy Tags

#### Policy Area:

Government Operations and Politics

### Related Bills

| Bill       | Relationship   | Last Action                                                                      |
|------------|----------------|----------------------------------------------------------------------------------|
| 115 S 1088 | Identical bill | Nov 8, 2017: Referred to the House Committee on Oversight and Government Reform. |

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

This bill exempts an agency's authority to collect information that is voluntary feedback from the federal information resources management activities authority of the the Office of Management and Budget (OMB) under the Paperwork Reduction Act. "Voluntary feedback" is defined as any submission of information, opinion, or concern that is: (1) voluntarily made by a specific individual or entity relating to a particular service of or transaction with an agency, and (2) specifically solicited by that agency.

Each agency that solicits voluntary feedback shall ensure that:

- responses to the solicitation remain anonymous,
- individuals 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.

Each agency shall: (1) collect voluntary feedback with respect to its services and transactions, (2) annually publish such feedback on its website and report on such feedback to OMB, and (3) publish aggregated reports on the solicitation of such feedback.

OMB shall: (1) develop a set of standardized questions for use by agencies in collecting such feedback on service satisfaction, timeliness, and professionalism; and (2) include and maintain on a publicly available website links to the information provided on the agency websites.

The Government Accountability Office shall make publicly available and submit to Congress a scorecard report assessing the quality of services provided to the public by each agency.

## **Actions Timeline**

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- **Dec 3, 2018:** Received in the Senate and Read twice and referred to the Committee on Homeland Security and Governmental Affairs.
- **Nov 29, 2018:** Mr. Comer moved to suspend the rules and pass the bill, as amended.
- **Nov 29, 2018:** Considered under suspension of the rules. (consideration: CR H9714-9716)
- **Nov 29, 2018:** DEBATE - The House proceeded with forty minutes of debate on H.R. 2846.
- **Nov 29, 2018:** Passed/agreed to in House: On motion to suspend the rules and pass the bill, as amended Agreed to by voice vote.(text: CR H9714-9715)
- **Nov 29, 2018:** On motion to suspend the rules and pass the bill, as amended Agreed to by voice vote. (text: CR H9714-9715)
- **Nov 29, 2018:** Motion to reconsider laid on the table Agreed to without objection.
- **Nov 29, 2018:** The title of the measure was amended. Agreed to without objection.
- **Nov 27, 2018:** Reported (Amended) by the Committee on Oversight and Government Reform. H. Rept. 115-1043.
- **Nov 27, 2018:** Placed on the Union Calendar, Calendar No. 810.
- **Jun 5, 2018:** ASSUMING FIRST SPONSORSHIP - Mr. Fitzpatrick asked unanimous consent that he may hereafter be considered as the primary sponsor of H.R. 2846, a bill originally introduced by Representative Farenthold, for the purpose of adding cosponsors and requesting reprintings under clause 7 of rule XII.
- **Mar 15, 2018:** Committee Consideration and Mark-up Session Held.
- **Mar 15, 2018:** Ordered to be Reported (Amended) by Voice Vote.
- **Jun 8, 2017:** Introduced in House
- **Jun 8, 2017:** Referred to the House Committee on Oversight and Government Reform.

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