

S 1275

Federal Agency Customer Experience Act of 2019

Congress: 116 (2019–2021, Ended)

Chamber: Senate

Policy Area: Government Operations and Politics

Introduced: May 1, 2019

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

Latest Action: Referred to the House Committee on Oversight and Reform. (Jul 30, 2019)

Official Text: <https://www.congress.gov/bill/116th-congress/senate-bill/1275>

Sponsor

Name: Sen. Hassan, Margaret Wood [D-NH]

Party: Democratic • **State:** NH • **Chamber:** Senate

Cosponsors (1 total)

Cosponsor	Party / State	Role	Date Joined
Sen. Lankford, James [R-OK]	R · OK		May 1, 2019

Committee Activity

Committee	Chamber	Activity	Date
Homeland Security and Governmental Affairs Committee	Senate	Reported By	Jun 10, 2019
Oversight and Government Reform Committee	House	Referred To	Jul 30, 2019

Subjects & Policy Tags

Policy Area:

Government Operations and Politics

Related Bills

Bill	Relationship	Last Action
116 HR 2586	Identical bill	May 8, 2019: Referred to the House Committee on Oversight and Reform.

Summary (as of Jul 25, 2019)

Federal Agency Customer Experience Act of 2019

This bill requires certain agencies to collect voluntary feedback with respect to their services and transactions. Each of the agencies must (1) annually publish such feedback on its website and report on such feedback to the Office of Management and Budget, and (2) report on the solicitation of such feedback.

The Government Accountability Office shall publish a report assessing the data collected and reported by the agencies.

The feedback may not be used in any appraisal of job performance of a federal employee.

Actions Timeline

- **Jul 30, 2019:** Received in the House.
- **Jul 30, 2019:** Referred to the House Committee on Oversight and Reform.
- **Jul 29, 2019:** Message on Senate action sent to the House.
- **Jul 25, 2019:** Passed/agreed to in Senate: Passed Senate with amendments by Voice Vote.(consideration: CR S5115-5117; text: CR S5115-5117)
- **Jul 25, 2019:** Passed Senate with amendments by Voice Vote. (consideration: CR S5115-5117; text: CR S5115-5117)
- **Jun 10, 2019:** Committee on Homeland Security and Governmental Affairs. Reported by Senator Johnson with amendments. With written report No. 116-46.
- **Jun 10, 2019:** Placed on Senate Legislative Calendar under General Orders. Calendar No. 111.
- **May 15, 2019:** Committee on Homeland Security and Governmental Affairs. Ordered to be reported without amendment favorably.
- **May 1, 2019:** Introduced in Senate
- **May 1, 2019:** Read twice and referred to the Committee on Homeland Security and Governmental Affairs.