

HR 2586

Federal Agency Customer Experience Act of 2019

Congress: 116 (2019–2021, Ended)

Chamber: House

Policy Area: Government Operations and Politics

Introduced: May 8, 2019

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

Latest Action: Referred to the House Committee on Oversight and Reform. (May 8, 2019)

Official Text: <https://www.congress.gov/bill/116th-congress/house-bill/2586>

Sponsor

Name: Rep. Fitzpatrick, Brian K. [R-PA-1]

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

Cosponsors (2 total)

Cosponsor	Party / State	Role	Date Joined
Rep. Connolly, Gerald E. [D-VA-11]	D · VA		May 8, 2019
Rep. Khanna, Ro [D-CA-17]	D · CA		Dec 5, 2019

Committee Activity

Committee	Chamber	Activity	Date
Oversight and Government Reform Committee	House	Referred To	May 8, 2019

Subjects & Policy Tags

Policy Area:

Government Operations and Politics

Related Bills

Bill	Relationship	Last Action
116 S 1275	Identical bill	Jul 30, 2019: Referred to the House Committee on Oversight and Reform.

Summary (as of May 8, 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

- **May 8, 2019:** Introduced in House
- **May 8, 2019:** Referred to the House Committee on Oversight and Reform.