

## 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	<b>Jul 30, 2019:</b> 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

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