

S 1934

Trust in Public Service Act

Congress: 117 (2021–2023, Ended)

Chamber: Senate

Policy Area: Government Operations and Politics

Introduced: May 27, 2021

Current Status: Read twice and referred to the Committee on Homeland Security and Governmental Affairs.

Latest Action: Read twice and referred to the Committee on Homeland Security and Governmental Affairs. (May 27, 2021)

Official Text: <https://www.congress.gov/bill/117th-congress/senate-bill/1934>

Sponsor

Name: Sen. Murphy, Christopher [D-CT]

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

Cosponsors (2 total)

| Cosponsor | Party / State | Role | Date Joined |
|-----------------------------|---------------|------|--------------|
| Sen. Lankford, James [R-OK] | R · OK | | May 27, 2021 |
| Sen. Sinema, Kyrsten [D-AZ] | D · AZ | | Jun 22, 2021 |

Committee Activity

| Committee | Chamber | Activity | Date |
|--|---------|-------------|--------------|
| Homeland Security and Governmental Affairs Committee | Senate | Referred To | May 27, 2021 |

Subjects & Policy Tags

Policy Area:

Government Operations and Politics

Related Bills

| Bill | Relationship | Last Action |
|-------------|----------------|--|
| 117 HR 3609 | Identical bill | May 28, 2021: Referred to the Committee on Oversight and Reform, and in addition to the Committee on Appropriations, for a period to be subsequently determined by the Speaker, in each case for consideration of such provisions as fall within the jurisdiction of the committee concerned. |

Trust in Public Service Act

This bill incorporates customer experience as a central measure of performance for federal agencies.

Specifically, the bill requires each agency to develop a high-quality customer experience by

- allocating sufficient resources to and prioritizing customer experience capabilities and initiatives,
- adapting government-wide and global good practices,
- streamlining the process for soliciting voluntary customer feedback and requiring limited internal review if the collection is within the scope of Office of Management and Budget (OMB) guidance, and
- using human-centered design practices.

Each agency shall

- develop and use tools to experiment with different approaches to improve customer experience,
- ensure the privacy of federal customers,
- use the data collected to continually improve customer experience and agency performance, and
- share the data collected with research entities to permit external analysis.

The bill sets forth agency communication responsibilities.

In addition, the OMB must issue guidance for agencies in collaboration with specified entities. It may establish programs that annually recognize individuals and teams across the federal workforce meeting customer service-related goals.

The bill (1) integrates customer experience provisions into the U.S. code and the Federal Citizen Services Fund, (2) directs the OMB to establish an Office of Customer Experience, and (3) integrates customer experience into the responsibilities of key agency officials.

The OMB, in coordination with the Office of Customer Experience, must establish the Participatory Government and Civic Dialogue Advisory Council.

The Government Accountability Office shall report to Congress, assessing agency efforts and examining best practices.

Actions Timeline

- **May 27, 2021:** Introduced in Senate
- **May 27, 2021:** Read twice and referred to the Committee on Homeland Security and Governmental Affairs.