

## S 671

Federal Agency Customer Experience Act of 2021

**Congress:** 117 (2021–2023, Ended)

**Chamber:** Senate

**Policy Area:** Government Operations and Politics

**Introduced:** Mar 10, 2021

**Current Status:** Held at the desk.

**Latest Action:** Held at the desk. (Jun 23, 2022)

**Official Text:** <https://www.congress.gov/bill/117th-congress/senate-bill/671>

### 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		Mar 10, 2021

### Committee Activity

Committee	Chamber	Activity	Date
Homeland Security and Governmental Affairs Committee	Senate	Reported By	Jul 19, 2021

### Subjects & Policy Tags

#### Policy Area:

Government Operations and Politics

### Related Bills

Bill	Relationship	Last Action
117 HR 4688	Related bill	<b>Dec 2, 2021:</b> Ordered to be Reported (Amended) by Voice Vote.

### Summary (as of Jun 22, 2022)

#### Federal Agency Customer Experience Act of 2021

This bill requires certain agencies to collect voluntary customer experience 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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- **Jun 23, 2022:** Message on Senate action sent to the House.
- **Jun 23, 2022:** Received in the House.
- **Jun 23, 2022:** Held at the desk.
- **Jun 22, 2022:** Measure laid before Senate by unanimous consent. (consideration: CR S3095-3096)
- **Jun 22, 2022:** Passed/agreed to in Senate: Passed Senate with an amendment by Unanimous Consent.
- **Jun 22, 2022:** Passed Senate with an amendment by Unanimous Consent. (text of amendment in the nature of a substitute: CR S3095-3096)
- **Jul 19, 2021:** Committee on Homeland Security and Governmental Affairs. Reported by Senator Peters without amendment. With written report No. 117-30.
- **Jul 19, 2021:** Placed on Senate Legislative Calendar under General Orders. Calendar No. 103.
- **Mar 17, 2021:** Committee on Homeland Security and Governmental Affairs. Ordered to be reported without amendment favorably.
- **Mar 10, 2021:** Introduced in Senate
- **Mar 10, 2021:** Read twice and referred to the Committee on Homeland Security and Governmental Affairs.