

115TH CONGRESS
1ST SESSION

S. 1088

IN THE HOUSE OF REPRESENTATIVES

NOVEMBER 8, 2017

Referred to the Committee on Oversight and Government Reform

AN ACT

To require the collection of voluntary feedback on services
provided by agencies, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

1 **SECTION 1. SHORT TITLE.**

2 This Act may be cited as the “Federal Agency Customer Experience Act of 2017”.

4 **SEC. 2. FINDINGS; SENSE OF CONGRESS.**

5 (a) FINDINGS.—Congress finds that—

6 (1) the Federal Government serves the people
7 of the United States and should seek to continually
8 improve public services provided by the Federal Government based on customer feedback;

10 (2) the people of the United States deserve a
11 Federal Government that provides efficient, effective, and high-quality services across multiple channels;

14 (3) many agencies, offices, programs, and Federal employees provide excellent service to individuals, however many parts of the Federal Government still fall short on delivering the customer service experience that individuals have come to expect from the private sector;

20 (4) according to the 2016 American Customer Satisfaction Index, the Federal Government ranks among the bottom of all industries in the United States in customer satisfaction;

24 (5) providing quality services to individuals improves the confidence of the people of the United

1 States in their government and helps agencies
2 achieve greater impact and fulfill their missions; and
3 (6) improving service to individuals requires
4 agencies to work across organizational boundaries,
5 leverage technology, collect and share standardized
6 data, and develop customer-centered mindsets and
7 service strategies.

8 (b) SENSE OF CONGRESS.—It is the sense of Con-
9 gress that all agencies should strive to provide high-qual-
10 ity, courteous, effective, and efficient services to the people
11 of the United States and seek to measure, collect, report,
12 and utilize metrics relating to the experience of individuals
13 interacting with agencies to continually improve services
14 to the people of the United States.

15 **SEC. 3. DEFINITIONS.**

16 In this Act:

17 (1) ADMINISTRATOR.—The term “Adminis-
18 trator” means the Administrator of General Serv-
19 ices.

20 (2) AGENCY.—The term “agency” has the
21 meaning given the term in section 3502 of title 44,
22 United States Code.

23 (3) COVERED AGENCY.—The term “covered
24 agency” means an agency or component of an agen-
25 cy that is required by the Director to collect vol-

1 untary feedback for purposes of section 6, based on
 2 an assessment of the components and programs of
 3 the agency with the highest impact on or number of
 4 interactions with individuals or entities.

5 (4) DIRECTOR.—The term “Director” means
 6 the Director of the Office of Management and Budg-
 7 et.

8 (5) VOLUNTARY FEEDBACK.—The term “vol-
 9 untary feedback” has the meaning given the term in
 10 section 3502 of title 44, United States Code, as
 11 added by section 4 of this Act.

12 **SEC. 4. APPLICATION OF THE PAPERWORK REDUCTION**
 13 **ACT TO COLLECTION OF VOLUNTARY FEED-**
 14 **BACK.**

15 Subchapter I of chapter 35 of title 44, United States
 16 Code (commonly known as the “Paperwork Reduction
 17 Act”), is amended—

18 (1) in section 3502—

19 (A) in paragraph (13)(D), by striking
 20 “and” at the end;

21 (B) in paragraph (14), by striking the pe-
 22 riod at the end and inserting “; or”; and

23 (C) by adding at the end the following:

1 “(15) the term ‘voluntary feedback’ means any
 2 submission of information, opinion, or concern that
 3 is—

4 “(A) voluntarily made by a specific indi-
 5 vidual or other entity relating to a particular
 6 service of or transaction with an agency; and

7 “(B) specifically solicited by that agency.”;
 8 and

9 (2) in section 3518(c)(1)—

10 (A) in subparagraph (C), by striking “or”
 11 at the end;

12 (B) in subparagraph (D), by striking the
 13 period at the end and inserting “; and”; and

14 (C) by adding at the end the following:

15 “(E) by an agency that is voluntary feedback.”.

16 **SEC. 5. GUIDELINES FOR VOLUNTARY FEEDBACK.**

17 Each agency that solicits voluntary feedback shall en-
 18 sure that—

19 (1) responses to the solicitation of voluntary
 20 feedback remain anonymous and shall not be traced
 21 to specific individuals or entities;

22 (2) individuals and entities who decline to par-
 23 ticipate in the solicitation of voluntary feedback shall
 24 not be treated differently by the agency for purposes
 25 of providing services or information;

1 (3) the solicitation does not include more than
2 10 questions;

3 (4) the voluntary nature of the solicitation is
4 clear;

5 (5) the proposed solicitation of voluntary feed-
6 back will contribute to improved customer service;

7 (6) solicitations of voluntary feedback are lim-
8 ited to 1 solicitation per interaction with an indi-
9 vidual or entity;

10 (7) to the extent practicable, the solicitation of
11 voluntary feedback is made at the point of service
12 with an individual or entity;

13 (8) instruments for collecting voluntary feed-
14 back are accessible to individuals with disabilities in
15 accordance with section 508 of the Rehabilitation
16 Act of 1973 (29 U.S.C. 794d); and

17 (9) internal agency data governance policies re-
18 main in effect with respect to the collection of vol-
19 untary feedback from individuals and entities.

20 **SEC. 6. CUSTOMER EXPERIENCE DATA COLLECTION.**

21 (a) COLLECTION OF RESPONSES.—The head of each
22 covered agency (or a designee), assisted by and in coordi-
23 nation with the Performance Improvement Officer or
24 other senior accountable official for customer service of
25 the covered agency, shall collect voluntary feedback with

1 respect to services of or transactions with the covered
2 agency.

3 (b) CONTENT OF QUESTIONS.—

4 (1) STANDARDIZED QUESTIONS.—The Director,
5 in coordination with the Administrator, shall develop
6 a set of standardized questions for use by covered
7 agencies in collecting voluntary feedback under this
8 section that address—

9 (A) overall satisfaction of individuals or
10 entities with the specific interaction or service
11 received;

12 (B) the extent to which individuals or enti-
13 ties were able to accomplish their intended task
14 or purpose;

15 (C) whether the individual or entity was
16 treated with respect and professionalism;

17 (D) whether the individual or entity be-
18 lieves they were served in a timely manner; and

19 (E) any additional metrics as determined
20 by the Director, in coordination with the Ad-
21 ministrator.

22 (2) ADDITIONAL QUESTIONS.—In addition to
23 the questions developed under paragraph (1), the
24 Performance Improvement Officer or other senior
25 accountable official for customer service at a covered

1 agency may develop questions relevant to the specific
2 operations or programs of the covered agency.

3 (c) ADDITIONAL REQUIREMENTS.—To the extent
4 practicable—

5 (1) each covered agency shall collect voluntary
6 feedback across all platforms or channels through
7 which the covered agency interacts with individuals
8 or other entities to deliver information or services;
9 and

10 (2) voluntary feedback collected under this sec-
11 tion shall be tied to specific transactions or inter-
12 actions with customers of the covered agency.

13 (d) REPORTS.—

14 (1) ANNUAL REPORT TO THE DIRECTOR.—

15 (A) IN GENERAL.—Not later than 1 year
16 after the date of enactment of this Act, and not
17 less frequently than annually thereafter, each
18 covered agency shall publish on the website of
19 the covered agency and submit to the Director,
20 in a manner determined by the Director, a re-
21 port that includes the voluntary feedback re-
22 quired to be collected under this section.

23 (B) CENTRALIZED WEBSITE.—The Direc-
24 tor shall—

(i) include and maintain on a publicly available website links to the information provided on the websites of covered agencies under subparagraph (A); and

(ii) for purposes of clause (i), establish a website or make use of an existing website, such as the website required under section 1122 of title 31, United States Code.

(2) AGGREGATED REPORT.—Each covered agency shall publish, on a regular basis, an aggregated report on the solicitation of voluntary feedback sent to individuals or entities, which shall include—

(A) the intended purpose of each solicitation of voluntary feedback conducted by the covered agency;

(B) the appropriate point of contact within each covered agency for each solicitation of voluntary feedback conducted;

(C) the questions or survey instrument submitted to members of the public as part of the solicitation of voluntary information; and

(D) a description of how the covered agency uses the voluntary feedback received by the

1 covered agency to improve the customer service
2 of the covered agency.

3 **SEC. 7. CUSTOMER EXPERIENCE SCORECARD REPORT.**

4 (a) IN GENERAL.—Not later than 15 months after
5 the date on which all covered agencies have submitted the
6 first annual reports to the Director required under section
7 6(d)(1), and every 2 years thereafter until the date that
8 is 10 years after such date, the Comptroller General of
9 the United States shall make publicly available and submit
10 to the Committee on Homeland Security and Govern-
11 mental Affairs of the Senate and the Committee on Over-
12 sight and Government Reform of the House of Represent-
13 atives a scorecard report assessing the data collected and
14 reported by the covered agencies.

15 (b) CONTENTS.—The report required under sub-
16 section (a) shall include—

17 (1) a summary of the information required to
18 be published by covered agencies under section 6(d);
19 and

(2) a description of how each covered agency will use the voluntary feedback received by the covered agency to improve service delivery.

Passed the Senate November 7, 2017.

Attest: JULIE E. ADAMS,
Secretary.