

Calendar No. 103117TH CONGRESS
1ST SESSION**S. 671****[Report No. 117–30]**

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

IN THE SENATE OF THE UNITED STATES

MARCH 10, 2021

Ms. HASSAN (for herself and Mr. LANKFORD) introduced the following bill; which was read twice and referred to the Committee on Homeland Security and Governmental Affairs

JULY 19, 2021

Reported by Mr. PETERS, without amendment

A BILL

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,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Federal Agency Cus-
5 tomer Experience Act of 2021”.

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

2 (a) FINDINGS.—Congress finds that—

3 (1) the Federal Government serves the people
4 of the United States and should seek to continually
5 improve public services provided by the Federal Gov-
6 ernment based on customer feedback;

7 (2) the people of the United States deserve a
8 Federal Government that provides efficient, effec-
9 tive, and high-quality services across multiple chan-
10 nels;

11 (3) many agencies, offices, programs, and Fed-
12 eral employees provide excellent service to individ-
13 uals, but many parts of the Federal Government still
14 fall short on delivering the customer service experi-
15 ence that individuals have come to expect from the
16 private sector;

17 (4) according to the 2018 American Customer
18 Satisfaction Index, the Federal Government ranks
19 among the bottom of all industries in the United
20 States in customer satisfaction;

21 (5) providing quality services to individuals im-
22 proves the confidence of the people of the United
23 States in their Government and helps agencies
24 achieve greater impact and fulfill their missions; and

25 (6) improving service to individuals requires
26 agencies to work across organizational boundaries,

1 leverage technology, collect and share standardized
2 data, and develop customer-centered mindsets and
3 service strategies.

4 (b) SENSE OF CONGRESS.—It is the sense of Con-
5 gress that—

6 (1) all agencies should strive to provide high-
7 quality, courteous, effective, and efficient services to
8 the people of the United States and seek to measure,
9 collect, report, and utilize metrics relating to the ex-
10 perience of individuals interacting with agencies to
11 continually improve services to the people of the
12 United States; and

13 (2) adequate Federal funding is needed to en-
14 sure agency staffing levels that can provide the pub-
15 lic with appropriate customer service levels.

16 **SEC. 3. DEFINITIONS.**

17 In this Act:

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

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

24 (3) COVERED AGENCY.—The term “covered
25 agency” means an agency or component of an agen-

1 cy that is required by the Director to collect vol-
 2 untary feedback for purposes of section 6, based on
 3 an assessment of the components and programs of
 4 the agency with the highest impact on or number of
 5 interactions with individuals or entities.

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

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

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

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

19 (1) in section 3502—

20 (A) in paragraph (22), by striking “and”
 21 at the end;

22 (B) in paragraph (23), by striking the pe-
 23 riod at the end and inserting “; and”; and

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

1 “(24) 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(e)(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 “; or”; 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 are not traced to
21 specific individuals or entities;

22 (2) individuals and entities who decline to par-
23 ticipate in the solicitation of voluntary feedback are
24 not treated differently by the agency for purposes of
25 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 senior accountable official for customer
24 service of the covered agency, shall collect voluntary feed-

1 back with respect to services of or transactions with the
2 covered 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 the intended task
14 or purpose of those individuals or entities;

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 senior accountable official for customer service at a
25 covered agency may develop questions relevant to the

1 specific operations or programs of the covered agen-
2 cy.

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 on the voluntary feedback required to be
22 collected under this section that includes—

23 (i) the detailed results, including a
24 summary of how individuals and entities
25 responded to each question;

1 (ii) the total number of survey re-
2 sponses; and

3 (iii) the response rate for each survey
4 administered.

5 (B) CENTRALIZED WEBSITE.—The Direc-
6 tor shall—

7 (i) include and maintain on a publicly
8 available website links to the information
9 provided on the websites of covered agen-
10 cies under subparagraph (A); and

11 (ii) for purposes of clause (i), estab-
12 lish a website or make use of an existing
13 website, such as the website required under
14 section 1122 of title 31, United States
15 Code.

16 (2) AGGREGATED REPORT.—Each covered
17 agency shall publish, on a regular basis, an aggre-
18 gated report on the solicitation of voluntary feedback
19 sent to individuals or entities, which shall include—

20 (A) the intended purpose of each sollicita-
21 tion of voluntary feedback conducted by the
22 covered agency;

23 (B) the appropriate point of contact within
24 each covered agency for each solicitation of vol-
25 untary feedback conducted;

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

4 (D) a description of how the covered agen-
5 cy uses the voluntary feedback received by the
6 covered agency to improve the customer service
7 of the covered agency.

8 **SEC. 7. CUSTOMER EXPERIENCE REPORT.**

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

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

22 (1) a summary of the information required to
23 be published by covered agencies under section 6(d);
24 and

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

4 **SEC. 8. RESTRICTION ON USE OF INFORMATION.**

5 Any information collected pursuant to this Act, or
6 any amendment made by this Act, may not be used in
7 any appraisal of job performance of a Federal employee
8 under chapter 43 of title 5, United States Code, or any
9 other provision of law.

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