

expertise on the matter. If we don't get it in this Congress, I have no doubt that she will play a key leadership role in the next in order to effectuate long-term flood reform.

And I appreciate the kind words. Although, I must admit, I have learned many things in the 16 years I have served in Congress, and one is, the best way to get people to say kind words about you is to announce your retirement. I have never had kinder words spoken, but I know they were sincere, of the ranking member.

Mr. Speaker, November 14, 2017, was a proud day for the United States House of Representatives, because that is the day, on a bipartisan basis, we passed the 21st Century Flood Reform Act, and I negotiated with the House majority whip, Mr. SCALISE, this bill, among others.

And here we are, over a year later, and no action from the Senate. And, today, November 29, 2018, is a sad and embarrassing day for the United States House of Representatives. And I must say, as a Republican, it is a sad and embarrassing day for something we call regular order, something that my party ran on.

And now we have a bill coming to the floor, within the jurisdiction of the House Financial Services Committee; regular order says the committee of jurisdiction first works their will before the House works their will. The committee didn't work its will on this bill. And, in fact, I have yet to find anybody in the Republican leadership who will own up to how this came to the floor in the first place.

So, unfortunately, because my party lost at the ballot box, we are going to soon be out of the regular order business and apparently we have forgotten how to do it. So it is a sad day in that regard. It is also a sad day because what we see here with this bill is a perpetuation of the status quo.

Now, let me tell you what the status quo is, Mr. Speaker. The status quo is 100 different people are dying in America every year from floods. At least a part of that tragedy—a part of that tragedy is a failure to reform the National Flood Insurance Program.

Status quo is that we continue to pay people to build the same homes in the same fashion in the same places that flood over and over and over and somehow expect a different result. We are not helping them. We are not helping them at all. We are helping put them in harm's way. That is what the status quo is, and if you vote for this extension, you are voting for the status quo.

Status quo is a government monopoly—a government monopoly with no competition, no innovation, and, by the way, it is subsidized, and it is still not affordable. We are seeing average premium increases of 7 percent a year. You know, on the Republican side of the aisle, why don't we give free enterprise a chance? Why don't we allow competition to bring in innovation, to bring down rates as opposed to, again,

making taxpayers subsidize it and still have unaffordability? Only government can bring about that insane result.

What else is the status quo? The status quo is \$35 billion of debt—\$35 billion of debt with \$1½ billion actual actuarial annual deficit a year. Totally unsustainable. Totally unsustainable.

The status quo is that taxpayers, hardworking factory workers in Mesquite, Texas, are having to subsidize millionaires' beach condos. That is the status quo. That is the bill that is on the floor right now.

The last several tragic hurricanes we have seen, 80 to 90 percent of the affected flooded homes didn't even have flood insurance. Why? Because it is not part of the homeowner's insurance policy due to the government monopoly. That is the status quo. And we are paying on the back end because we are not allowing market competition on the front end. That is the status quo.

The status quo is, we are taking environmentally sensitive areas, and they are getting paved. They are getting paved in flood-prone areas.

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That is the status quo, and so that is really the debate that is before us today.

We know what the classic definition of insanity is: doing the same thing over and over and over and expecting a different result. Eight times—this will be the eighth time since the House passed the 21st Century Flood Reform Act on a bipartisan basis that there will be yet another vote for status quo.

Here is a radical idea. Why don't we do something different? Why don't we tell the Senate it is time, after a year, that they do their business?

I have got to tell you, once again, Mr. Speaker, I have learned a number of things in my 16 years of service in this body. One is never underestimate the Senate's capacity to do nothing.

Why do we allow them to do nothing? Let them bring a bill.

I don't believe we are through negotiating, Mr. Speaker, but the House shouldn't negotiate with itself after we have made a House position on a bipartisan basis known. There is no reason to do this.

There can be a better day. There is hope. I imagine a day when we have a flood insurance program with affordable premiums that is brought about by competition, that is brought about by innovation. I can imagine a day where every American remotely placed in a flood-prone area has flood as part of their homeowners insurance so that when one of these great tragedies occurs, at least they had insurance on the front end. So I dream about and I imagine greater take-up rates.

I also imagine a day where, for the people in flood-prone areas, we either help move them up or we help move them out so that they don't continue to be in harm's way.

I went to Hurricane Harvey. I met with the survivors. I heard the tragic

stories. I saw the tragedy of the lost homes. And yet here we are, voting on status quo to put them right back where they were again.

This is a sad and embarrassing day for the House. We need to vote "no."

Mr. Speaker, I yield back the balance of my time.

The SPEAKER pro tempore. The question is on the motion offered by the gentleman from Texas (Mr. HENSARLING) that the House suspend the rules and pass the bill, H.R. 7187.

The question was taken.

The SPEAKER pro tempore. In the opinion of the Chair, two-thirds being in the affirmative, the ayes have it.

Mr. HENSARLING. Mr. Speaker, on that I demand the yeas and nays.

The yeas and nays were ordered.

The SPEAKER pro tempore. Pursuant to clause 8 of rule XX, further proceedings on this motion will be postponed.

#### FEDERAL AGENCY CUSTOMER EXPERIENCE ACT OF 2018

Mr. COMER. Mr. Speaker, I move to suspend the rules and pass the bill (H.R. 2846) to require the collection of voluntary feedback on services provided by agencies, and for other purposes, as amended.

The Clerk read the title of the bill.

The text of the bill is as follows:

H.R. 2846

*Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,*

#### SECTION 1. SHORT TITLE.

*This Act may be cited as the "Federal Agency Customer Experience Act of 2018".*

#### SEC. 2. FINDINGS; SENSE OF CONGRESS.

(a) FINDINGS.—Congress finds that—

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

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

(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;

(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;

(5) providing quality services to individuals improves the confidence of the people of the United States in their government and helps agencies achieve greater impact and fulfill their missions; and

(6) improving service to individuals requires agencies to work across organizational boundaries, leverage technology, collect and share standardized data, and develop customer-centered mindsets and service strategies.

(b) SENSE OF CONGRESS.—It is the sense of Congress that all agencies should strive to provide high-quality, courteous, effective, and efficient services to the people of the United States and seek to measure, collect, report, and utilize metrics relating to the experience of individuals interacting with agencies to continually improve services to the people of the United States.

**SEC. 3. DEFINITIONS.**

In this Act:

(1) **ADMINISTRATOR.**—The term “Administrator” means the Administrator of General Services.

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

(3) **COVERED AGENCY.**—The term “covered agency” means an agency or component of an agency that is designated as a “covered agency” pursuant to section 5(a).

(4) **DIRECTOR.**—The term “Director” means the Director of the Office of Management and Budget.

(5) **VOLUNTARY CUSTOMER SERVICE FEEDBACK.**—The term “voluntary customer service feedback” means a response to a collection of information conducted by a covered agency in accordance with this Act.

**SEC. 4. APPLICATION OF CERTAIN PROVISIONS OF THE PAPERWORK REDUCTION ACT TO COLLECTION OF VOLUNTARY CUSTOMER SERVICE FEEDBACK.**

Sections 3506(c) and 3507 of title 44, United States Code (provisions of what is commonly known as the “Paperwork Reduction Act”) shall not apply to a collection of voluntary customer service feedback.

**SEC. 5. GUIDELINES FOR VOLUNTARY CUSTOMER SERVICE FEEDBACK.**

(a) **EVALUATION AND DESIGNATION.**—The Director shall assess agencies, agency components, and agency programs to identify which have the highest impact on or number of interactions with individuals or entities. Based on the assessment, the Director shall designate agencies, agency components, or programs as covered agencies for purposes of this Act.

(b) **GUIDANCE.**—The Director shall issue guidance that requires each covered agency that solicits voluntary customer service feedback to ensure that—

(1) any response to the solicitation of voluntary customer service feedback remains anonymous, the collection method does not include a request for or opportunity for the respondent to provide information that could identify such respondent, and any response is not traced to a specific individual or entity;

(2) any individual or entity who declines to participate in the solicitation of voluntary customer service feedback shall not be treated differently by the agency for purposes of providing services or information;

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

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

(5) the collection of voluntary customer service feedback is only used to improve customer service and will not be used for any other purpose;

(6) any solicitation of voluntary customer service feedback is limited to 1 solicitation per interaction with an individual or entity;

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

(8) any instrument for collecting voluntary customer service feedback is accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d); and

(9) internal agency data governance policies remain in effect with respect to the collection of voluntary customer service feedback from any individual or entity.

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

(a) **COLLECTION OF RESPONSES.**—The head of each covered agency (or a designee), assisted by and in consultation with the Performance Improvement Officer or other senior accountable official for customer service of the covered agency, shall collect voluntary customer service feedback with respect to any service of or transaction with the covered agency that has been identified by the Director, in consultation with

the Administrator, in accordance with the guidance issued by the Director under section 5.

(b) **CONTENT OF QUESTIONS.**—

(1) **STANDARDIZED QUESTIONS.**—The Director, in consultation with the Administrator, shall develop a set of standardized questions for use by each covered agency in collecting voluntary customer service feedback under this section that address—

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

(B) the extent to which individuals or entities were able to accomplish their intended task or purpose;

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

(D) whether the individual or entity believes they were served in a timely manner; and

(E) any additional metrics as determined by the Director, in consultation with the Administrator.

(2) **ADDITIONAL QUESTIONS.**—In addition to the questions developed pursuant to paragraph (1), the Director shall consult with the Performance Improvement Council to develop additional questions relevant to the operations or programs of covered agencies.

(c) **ADDITIONAL REQUIREMENTS.**—To the extent practicable—

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

(2) voluntary customer service feedback collected under this section shall be tied to specific transactions or interactions with customers of the covered agency.

(d) **REPORTS.**—

(1) **ANNUAL REPORT TO THE DIRECTOR.**—

(A) **IN GENERAL.**—Not later than 1 year after the date of the enactment of this Act, and not less frequently than annually thereafter, each covered agency shall publish on the website of the covered agency and submit to the Director, in a manner determined by the Director—

(i) a report that includes—

(I) the voluntary customer service feedback for the previous year; and

(II) descriptions of how the covered agency has used and plans to use such feedback; and

(ii) a machine readable dataset that includes—

(I) the the standardized questions or additional questions described in subsection (b) and the response choices for such questions; and

(II) the response rate for each collection of voluntary customer service feedback for the previous year.

(B) **CENTRALIZED WEBSITE.**—The Director 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 in an electronic format and update on a regular basis an aggregated report on the solicitation and use of voluntary customer service feedback, which shall include—

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

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

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

(D) a description of how the covered agency uses the voluntary customer service feedback received by the covered agency to improve the customer service of the covered agency.

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

(a) **IN GENERAL.**—Not later than 15 months after the date on which all covered agencies have submitted the first annual reports to the Director required under section 6(d)(1), and every 2 years thereafter until the date that is 10 years after such date, the Comptroller General of the United States shall make publicly available and submit to the Committee on Homeland Security and Governmental Affairs of the Senate and the Committee on Oversight and Government Reform of the House of Representatives a scorecard report assessing the data collected and reported by the covered agencies and each instrument used to collect voluntary customer service feedback.

(b) **CONTENTS.**—The report required under subsection (a) shall include—

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

(2) a description of how each covered agency plans to use and has used the voluntary customer service feedback received by the covered agency; and

(3) an evaluation of each covered agency's compliance with this Act.

**SEC. 8. SENSE OF CONGRESS.**

It is the sense of Congress that adequate Federal funding is needed to ensure agency staffing levels that can provide the public with appropriate customer service levels.

The SPEAKER pro tempore. Pursuant to the rule, the gentleman from Kentucky (Mr. COMER) and the gentlewoman from New York (Mrs. CAROLYN B. MALONEY) each will control 20 minutes.

The Chair recognizes the gentleman from Kentucky.

**GENERAL LEAVE**

Mr. COMER. Mr. Speaker, I ask unanimous consent that all Members may have 5 legislative days in which to revise and extend their remarks and include extraneous material on the bill under consideration.

The SPEAKER pro tempore. Is there objection to the request of the gentleman from Kentucky?

There was no objection.

Mr. COMER. Mr. Speaker, I yield myself such time as I may consume.

I rise today in support of H.R. 2846, sponsored by Congressman FITZPATRICK of Pennsylvania.

The Federal Government is in the service industry. Members of this Chamber and our staffs work every day, both here and in our respective districts, to serve our constituents, the American people. The same can be said of the executive branch.

For instance, the Department of Veterans Affairs serves this Nation's military men and women by providing healthcare services, funding education under the GI Bill, and helping veterans and their families afford homes.

However, the 2017 American Customer Satisfaction Index found that the Federal Government ranks near the bottom of all industries in the United States when it comes to customer service. The Federal Government can and must do better for the very people who pay its bills.

In the private sector, companies understand the importance of customer service. As Americans, we can barely

go one day without being asked by a company to provide feedback, whether it is when we make a purchase online, when we call our banks or credit card companies, or when we go out to eat at a restaurant. But Federal agencies often don't prioritize customer feedback because they don't have to compete for customers.

The Federal Agency Customer Experience Act will change that by requiring certain high-impact agencies to collect voluntary feedback on the services they provide, while also making it easier for other agencies to do the same if they choose to.

Using feedback provided by the public, agencies will know more about which aspects of their services are working and which need to be improved. The voluntary questionnaires created under this bill will address the individual's satisfaction with a specific agency interaction and ensure they were treated with professionalism and respect.

Finally, the Government Accountability Office will create government-wide customer experience scorecards to show everyone which agencies excel and which agencies need to improve.

I thank the bipartisan group of my colleagues who supported H.R. 2846 during committee consideration of the bill, and I urge all Members to support this legislation.

Mr. Speaker, I reserve the balance of my time.

Mrs. CAROLYN B. MALONEY of New York. Mr. Speaker, I yield myself such time as I may consume.

Mr. Speaker, improving government interactions with the public must be a constant goal of Federal agencies and Members of Congress. I support this bill because it moves us toward that objective.

The House bill before us is the companion measure to a bill introduced by Senator CLAIRE MCCASKILL which passed the Senate unanimously last year.

H.R. 2846 would require Federal agencies to collect voluntary feedback from the public, a common practice in the private sector. Agencies would have to report the results of this feedback to the Office of Management and Budget and post it on agency websites.

Importantly, agencies would be required to ensure that this information is anonymous and protect their privacy.

However, using customer satisfaction sources to demonize certain agencies or agency personnel is not an appropriate use of this information. This feedback should be used for constructive purposes.

Measuring the public's satisfaction with the service agencies provide is a good step toward improving services overall and will hopefully provide insight into how agencies can improve their operations. The aim is to create a virtuous cycle, not a vicious one.

Congress must also recognize its role in improving agency performance and

customer satisfaction. Agencies will inevitably receive low satisfaction scores from the public if they are woefully underfunded and are not able to hire and adequately train employees, as this has, unfortunately, been the case at some agencies over the past few years.

Mr. Speaker, I reserve the balance of my time.

Mr. COMER. Mr. Speaker, I yield 5 minutes to the gentleman from Pennsylvania (Mr. FITZPATRICK), the sponsor of this bill.

Mr. FITZPATRICK. Mr. Speaker, every day throughout the private sector, businesses obtain feedback from their customers to improve their products and improve their services. However, this is much less common—if not nonexistent—within the Federal Government, where agencies could be doing far more to improve the customer service experience of every citizen in this country. The latest American Customer Satisfaction Index found the Federal Government is near the bottom of the list when it comes to customer satisfaction.

H.R. 2846 requires certain Federal agencies to collect voluntary feedback from individuals about their interactions with the government. People who interact with government agencies will have the opportunity to give feedback on their experience. Using feedback provided by the public, agencies will figure out just how effectively they are at serving the American people.

The result, Mr. Speaker, will be a win-win. The American public receives better services and customer care, while agencies achieve greater impact and ability to fulfill their missions.

H.R. 2846 also sets guidelines for agencies' solicitation of voluntary feedback from the public. The questionnaire will be no longer than 10 questions, and the response must be anonymous. Agencies are required to work with the General Services Administration and the Office of Management and Budget to formulate their surveys to ensure feedback is both reliable and useful.

However, customer feedback on its own will not improve the relationship between the American people and the Federal Government. H.R. 2846 requires agencies to report publicly on the voluntary feedback that they collect.

This report will include information about the feedback received and a description of how the agency will go about improving customer service. The Government Accountability Office will also create customer experience scorecards for the agencies to foster accountability.

I urge my friends on both sides of the aisle to support H.R. 2846.

Mrs. CAROLYN B. MALONEY of New York. Mr. Speaker, I have no further speakers on this bill on this side, and I yield back the balance of my time.

Mr. COMER. Mr. Speaker, I urge adoption of the bill, and I yield back the balance of my time.

The SPEAKER pro tempore. The question is on the motion offered by the gentleman from Kentucky (Mr. COMER) that the House suspend the rules and pass the bill, H.R. 2846, as amended.

The question was taken; and (two-thirds being in the affirmative) the rules were suspended and the bill, as amended, was passed.

The title of the bill was amended so as to read: "A bill to require the collection of voluntary customer service feedback on services provided by agencies, and for other purposes."

A motion to reconsider was laid on the table.

#### ALL-AMERICAN FLAG ACT

Mr. COMER. Mr. Speaker, I move to suspend the rules and pass the bill (H.R. 3121) to require the purchase of domestically made flags of the United States of America for use by the Federal Government, as amended.

The Clerk read the title of the bill.

The text of the bill is as follows:

H.R. 3121

*Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,*

#### SECTION 1. SHORT TITLE.

This Act may be cited as the "All-American Flag Act".

#### SEC. 2. REQUIREMENT FOR AGENCIES TO BUY DOMESTICALLY MADE UNITED STATES FLAGS.

(a) REQUIREMENT FOR AGENCIES TO BUY DOMESTICALLY MADE UNITED STATES FLAGS.—

(1) IN GENERAL.—Chapter 63 of title 41, United States Code, is amended by adding at the end the following new section:

#### "§ 6310. Requirement for agencies to buy domestically made United States flags

"(a) REQUIREMENT.—Except as provided in subsections (b) through (d), funds appropriated or otherwise available to an agency may not be used for the procurement of any flag of the United States, unless such flag has been 100 percent manufactured in the United States from articles, materials, or supplies that have been grown or 100 percent produced or manufactured in the United States.

"(b) AVAILABILITY EXCEPTION.—Subsection (a) does not apply to the extent that the head of the agency concerned determines that satisfactory quality and sufficient quantity of a flag described in such subsection cannot be procured as and when needed at United States market prices.

"(c) EXCEPTION FOR CERTAIN PROCUREMENTS.—Subsection (a) does not apply to the following:

"(1) Procurements by vessels in foreign waters.

"(2) Procurements for resale purposes in any military commissary, military exchange, or nonappropriated fund instrumentality operated by an agency.

"(3) Procurements for amounts less than the simplified acquisition threshold.

"(d) PRESIDENTIAL WAIVER.—

"(1) IN GENERAL.—The President may waive the requirement in subsection (a) if the President determines a waiver is necessary to comply with any trade agreement to which the United States is a party.

"(2) NOTICE OF WAIVER.—Not later than 30 days after granting a waiver under paragraph (1), the President shall publish a notice of the waiver in the Federal Register.