

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.

“(e) DEFINITIONS.—In this section:

“(1) AGENCY.—The term ‘agency’ has the meaning given the term ‘executive agency’ in section 102 of title 40.

“(2) SIMPLIFIED ACQUISITION THRESHOLD.—The term ‘simplified acquisition threshold’ has the meaning given that term in section 134.”

(2) CLERICAL AMENDMENT.—The table of sections at the beginning of such chapter is amended by adding at the end the following new item:

“6310. Requirement for agencies to buy domestically made United States flags.”.

(b) APPLICABILITY.—Section 6310 of title 41, United States Code, as added by subsection (a)(1), shall apply with respect to any contract entered into on or after the date that is 180 days after the date of the enactment of this Act.

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. 3121, introduced by Congresswoman BUSTOS of Illinois. H.R. 3121 is a bipartisan bill to ensure government agencies only buy United States flags made from 100 percent American-made material.

Most Americans may think American flags purchased with taxpayer money for the government are made here at home by Americans using only U.S. materials. Surprisingly, this is not a uniform requirement in current Federal acquisition laws and regulations. When it comes to the content of American flags purchased by executive agencies, the requirements under the current law are inconsistent.

The Department of Defense and the military departments generally are required to buy American flags made entirely of U.S. materials, but civilian agencies are currently permitted to buy flags that are manufactured in the U.S. consisting of only 51 percent American-made materials, or sometimes even less than that.

This bill brings all executive agencies under a single rule when it comes to the content of American flags bought by agencies across the government.

Rather than impose new rules and exceptions for DOD and civilian agency flag purchases, the All-American Flag Act recognizes and essentially adopts current DOD requirements and excep-

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H.R. 3121 contains limited exceptions that recognize practical realities, such as domestic nonavailability, in keeping with current law governing DOD purchases in textiles, including U.S. flags.

Mr. Speaker, I thank Representative BUSTOS and the many cosponsors who are leading this effort to honor America's greatest symbol of freedom, and I urge my colleagues to support the bill.

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

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

Mr. Speaker, the All-American Flag Act is a commonsense bill that all Members should support. It would simply require all Federal agencies to purchase American flags that are manufactured in the United States, using materials grown or produced in the United States.

Under current law, this requirement applies only to the Departments of Defense and Veterans Affairs. It should be extended to all Federal agencies.

As under current law, the bill would provide certain limited exceptions and allow agencies to purchase American flags made elsewhere if they are not available in sufficient quantity or quality from American manufacturers.

Mr. Speaker, I intend to reserve my time eventually, but first, I yield 3 minutes to the gentlewoman from Illinois (Mrs. BUSTOS), my distinguished colleague.

Mrs. BUSTOS. Mr. Speaker, I thank the gentlewoman from New York for yielding me time. I appreciate it.

Mr. Speaker, I rise today in support of my bipartisan bill, the All-American Flag Act. This commonsense legislation will require all American flags purchased by the Federal Government to be made entirely in the United States from materials grown or manufactured in the United States.

The idea for this bill came to me when I was sitting down and talking with a Vietnam vet. We were at a VFW hall, and he pointed to the corner, saw an American flag there, and said: Do you know that the American flag can be made in China?

I was very surprised that that could even happen. I will never forget when he looked at me and said: ‘I didn’t fight for China. I fought for the USA.’

I later learned that, in 2015 alone, taxpayers footed the bill to import American flags to the tune of \$4.4 million, \$4 million of which went straight to China.

Since that conversation, I have worked with my colleagues on both sides of the aisle to require the Department of Defense to purchase 100 percent American-made flags. With the support of my colleagues today, we can ensure that all American flags purchased with taxpayer money are 100 percent American made.

There is no reason that the symbol of our Nation, our freedoms, and our values, proudly worn on the sleeves of our

American soldiers or displayed right here, like right behind me, in our Nation's Capitol should be manufactured anywhere but in the United States of America.

By purchasing flags made on American soil, we can ensure that the symbol of our Nation is preserved, while supporting American jobs and manufacturing.

Mrs. CAROLYN B. MALONEY of New York. Mr. Speaker, I want to congratulate my friend and colleague on this excellent, patriotic bill, of which I am a cosponsor.

I have no further speakers on this side of the aisle, so 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. 3121, as amended.

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

A motion to reconsider was laid on the table.

#### INSPECTOR GENERAL ACCESS ACT OF 2017

Mr. COMER. Mr. Speaker, I move to suspend the rules and pass the bill (H.R. 3154) to amend the Inspector General Act of 1978 relative to the powers of the Department of Justice Inspector General.

The Clerk read the title of the bill.

The text of the bill is as follows:

H.R. 3154

*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 “Inspector General Access Act of 2017”.

#### SEC. 2. INVESTIGATIONS OF DEPARTMENT OF JUSTICE PERSONNEL.

Section 8E of the Inspector General Act of 1978 (5 U.S.C. App.) is amended—

(1) in subsection (b)—

(A) in paragraph (2), by striking “and paragraph (3)”;

(B) by striking paragraph (3);

(C) by redesignating paragraphs (4) and (5) as paragraphs (3) and (4), respectively; and

(D) in paragraph (4), as redesignated, by striking “paragraph (4)” and inserting “paragraph (3)”;

(2) in subsection (d), by striking “, except with respect to allegations described in subsection (b)(3).”.

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