

115TH CONGRESS  
1ST SESSION

# S. 1088

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## 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,  
12 and high-quality services across multiple channels;

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

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

24 (5) providing quality services to individuals improves the confidence of the people of the United  
25

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(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 “; 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—



1 (i) include and maintain on a publicly  
2 available website links to the information  
3 provided on the websites of covered agen-  
4 cies under subparagraph (A); and

5 (ii) for purposes of clause (i), estab-  
6 lish a website or make use of an existing  
7 website, such as the website required under  
8 section 1122 of title 31, United States  
9 Code.

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

14 (A) the intended purpose of each solicita-  
15 tion of voluntary feedback conducted by the  
16 covered agency;

17 (B) the appropriate point of contact within  
18 each covered agency for each solicitation of vol-  
19 untary feedback conducted;

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

23 (D) a description of how the covered agen-  
24 cy 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

- 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.

Passed the Senate November 7, 2017.

Attest:

*Secretary.*

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