

Calendar No. 220

115TH CONGRESS
1ST SESSION

S. 1088

[Report No. 115–156]

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

IN THE SENATE OF THE UNITED STATES

MAY 10, 2017

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

SEPTEMBER 14, 2017

Reported by Mr. JOHNSON, with amendments

[Omit the part struck through and insert the part printed in *italie*]

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 2017”.

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, however many parts of the Federal Govern-
14 ment still fall short on delivering the customer serv-
15 ice experience that individuals have come to expect
16 from the private sector;

17 (4) according to the 2016 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 all agencies should strive to provide high-qual-
 6 ity, courteous, effective, and efficient services to the people
 7 of the United States and seek to measure, collect, report,
 8 and utilize metrics relating to the experience of individuals
 9 interacting with agencies to continually improve services
 10 to the people of the United States.

11 **SEC. 3. DEFINITIONS.**

12 In this Act:

13 (1) ADMINISTRATOR.—The term “Adminis-
 14 trator” means the Administrator of General Serv-
 15 ices.

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

19 (3) COVERED AGENCY.—The term “covered
 20 agency” means an agency or component of an agen-
 21 cy that is required by the Director to collect vol-
 22 untary feedback ~~under~~ *for purposes of* section 6,
 23 based on an assessment of the components and pro-
 24 grams of the agency with the highest impact on or
 25 number of interactions with individuals or entities.

1 (4) DIRECTOR.—The term “Director” means
 2 the Director of the Office of Management and Budg-
 3 et.

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

8 **SEC. 4. APPLICATION OF THE PAPERWORK REDUCTION**
 9 **ACT TO COLLECTION OF VOLUNTARY FEED-**
 10 **BACK.**

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

14 (1) in section 3502—

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

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

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

20 “(15) the term ‘voluntary feedback’ means any
 21 submission of information, opinion, or concern that
 22 is—

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

- 1 “(B) specifically solicited by that agency.”;
- 2 and
- 3 (2) in section 3518(c)(1)—
- 4 (A) in subparagraph (C), by striking “or”
- 5 at the end;
- 6 (B) in subparagraph (D), by striking the
- 7 period at the end and inserting “; and”; and
- 8 (C) by adding at the end the following:
- 9 “(E) by an agency that is voluntary feedback.”.

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

11 Each agency that solicits voluntary feedback shall en-
 12 sure that—

- 13 (1) responses to the solicitation of voluntary
 14 feedback remain anonymous and shall not be traced
 15 to specific individuals or entities;
- 16 (2) individuals *and entities* who decline to par-
 17 ticipate in the solicitation of voluntary feedback shall
 18 not be treated differently by the agency for purposes
 19 of providing services or information;
- 20 (3) the solicitation does not include more than
 21 10 questions;
- 22 (4) the voluntary nature of the solicitation is
 23 clear;
- 24 (5) the proposed solicitation of voluntary feed-
 25 back will contribute to improved customer service;

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

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

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

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

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

15 (a) COLLECTION OF RESPONSES.—The head of each
16 covered agency (or a designee), assisted by and in coordi-
17 nation with the Chief Performance Officer or other senior
18 accountable official for customer service of the covered
19 agency, shall collect voluntary feedback with respect to
20 services of or transactions with the covered agency.

21 (b) CONTENT OF QUESTIONS.—

22 (1) STANDARDIZED QUESTIONS.—The Director,
23 in coordination with the Administrator, shall develop
24 a set of standardized questions for use by covered

1 agencies in collecting voluntary feedback under this
2 section that address—

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

6 (B) the extent to which individuals or enti-
7 ties were able to accomplish their intended task
8 or purpose;

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

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

13 (E) any additional metrics as determined
14 by the Director, in coordination with the Ad-
15 ministrator.

16 (2) ADDITIONAL QUESTIONS.—In addition to
17 the questions developed under paragraph (1), the
18 Chief Performance Officer or other senior account-
19 able official for customer service at a covered agency
20 may develop questions relevant to the specific oper-
21 ations or programs of the covered agency.

22 (c) ADDITIONAL REQUIREMENTS.—To the extent
23 practicable—

24 (1) each covered agency shall collect voluntary
25 feedback across all platforms or channels through

1 which the covered agency interacts with individuals
 2 or other entities to deliver information or services;
 3 and

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

7 (d) REPORTS.—

8 (1) ANNUAL REPORT TO THE DIRECTOR.—

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

17 (B) CENTRALIZED WEBSITE.—The Direc-
 18 tor shall—

19 (i) include and maintain on a publicly
 20 available website links to the information
 21 provided on the websites of covered agen-
 22 cies under subparagraph (A); and

23 (ii) for purposes of clause (i), estab-
 24 lish a website or make use of an existing
 25 website, such as the website required under

1 section 1122 of title 31, United States
2 Code.

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

7 (A) the intended purpose of each solicita-
8 tion of voluntary feedback conducted by the
9 covered agency;

10 (B) the appropriate point of contact within
11 each covered agency for each solicitation of vol-
12 untary feedback conducted;

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

16 (D) a description of how the covered agen-
17 cy uses the voluntary feedback received by the
18 covered agency to improve the customer service
19 of the covered agency.

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

21 (a) IN GENERAL.—Not later than 15 months after
22 the date of enactment of this Act, and annually thereafter
23 for 10 years, the Comptroller General of the United States
24 shall make publicly available and submit to the Committee
25 on Homeland Security and Governmental Affairs of the

1 Senate and the Committee on Oversight and Government
2 Reform of the House of Representatives a scorecard report
3 assessing the quality of services provided to the public by
4 each covered agency.

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

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

10 (2) an analysis of administrative and legislative
11 barriers to improving service delivery by covered
12 agencies.

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