



PARTNERSHIP FOR PUBLIC SERVICE

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PARTNERSHIP FOR PUBLIC SERVICE APPLAUDS LEGISLATION DESIGNED TO IMPROVE CUSTOMER EXPERIENCE IN GOVERNMENT

WASHINGTON – Partnership for Public Service President and CEO Max Stier released the following statement on the Senate’s passage of S. 1275, the Federal Agency Customer Experience Act of 2019.

“The Partnership for Public Service applauds the Senate passing the Federal Agency Customer Experience Act. This bipartisan legislation, introduced by Senators Hassan and Lankford, will help government be more responsive to the voice of the American people by requiring that agencies collect and publish customer feedback. We look forward to working with the House and Senate to refine this important bill as it moves through the legislative process and are committed to working with the administration to ensure that it is implemented effectively.”

The public expects and deserves fast and efficient services from the government, whether it’s helping students obtain college financial aid, linking veterans to critical health care or tracking the status of a request or application. Companion legislation in the House, H.R. 2586, has also been introduced by Reps. Fitzpatrick (R-PA) and Connolly (D-VA).

Background on S. 1275:

The legislation will help government deliver better services to the public by easing restrictions that agencies face in collecting customer feedback. The legislation exempts voluntary feedback from the review requirements of the Paperwork Reduction Act and sets guidelines to protect customer privacy. The Office of Management and Budget would work with the General Services Administration to set standardized customer survey questions for agencies and results would be available on agency websites.

In partnership with Accenture Federal Services, the Partnership for Public Service is leading an initiative to improve the customer experience with government services. From producing research reports and hosting panel discussions to advocating for legislative and policy changes, we are helping the government better respond to the needs of the American people.

During the past 17 years, the nonpartisan, nonprofit Partnership for Public Service has been dedicated to making the federal government more effective for the American people. We work across administrations to help transform the way government operates by increasing collaboration, accountability, efficiency and innovation. Visit ourpublicservice.org to learn more. Follow us on social [@RPublicService](https://twitter.com/RPublicService) and [subscribe](#) today to get the latest federal news, information on upcoming Partnership programs and events, and more.

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