



PARTNERSHIP FOR PUBLIC SERVICE

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FOR IMMEDIATE RELEASE: Mar. 17, 2021

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Partnership for Public Service statement urging the Senate to quickly approve the Federal Agency Customer Experience (FACE) Act of 2021

WASHINGTON – The nonpartisan, nonprofit [Partnership for Public Service](https://www.ourpublicservice.org) released the following statement from President and CEO Max Stier after the Senate Committee on Homeland Security and Governmental Affairs voted to advance to the full Senate S. 671, the Federal Agency Customer Experience Act of 2021, otherwise known as the [FACE Act](#).

“The FACE Act will make it possible for federal agencies to obtain direct feedback from the public about the services the public receives, allowing agencies to identify and act on needed improvements,” **said Max Stier, president and CEO of the Partnership for Public Service.**

“I commend Senators Maggie Hassan and James Lankford for introducing this bipartisan legislation to improve the public’s experience with our government,” **Stier said.** “The need for this change has become increasingly evident as the COVID-19 pandemic has caused the demand for federal services to skyrocket and changed the way our government interacts with the people it serves.

“I urge the Senate to quickly approve this measure on a bipartisan basis so that federal agencies will have the necessary tools to help meet evolving customer needs during this critical time and in the future,” **Stier said.**

The Partnership for Public Service is leading an initiative to improve the customer experience with government services. From producing research and hosting panel discussions to advocating for legislative and policy changes, we are helping the government better meet the needs of the public. Through this initiative, the Partnership found that federal agencies can greatly enhance how they deliver services by collecting voluntary customer feedback and responding to concerns of the public, which will be better enabled by the FACE Act.

During the past 19 years, the nonpartisan, nonprofit Partnership for Public Service has been dedicated to making the federal government more effective. We work across administrations to help transform the way government operates by increasing collaboration, accountability, efficiency and innovation. Visit [ourpublicservice.org](https://www.ourpublicservice.org) to learn more. Follow us on social @PublicService and subscribe today to get the latest federal news, information on upcoming Partnership programs and events, and more.

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