

S. 671, Federal Agency Customer Experience Act of 2021

As ordered reported by the Senate Committee on Homeland Security and Governmental Affairs on March 17, 2021

By Fiscal Year, Millions of Dollars	2021	2021-2026	2021-2031
Direct Spending (Outlays)	*	*	*
Revenues	0	0	0
Increase or Decrease (-) in the Deficit	*	*	*
Spending Subject to Appropriation (Outlays)	*	2	not estimated
Statutory pay-as-you-go procedures apply?	Yes	Mandate Effects	
Increases on-budget deficits in any of the four consecutive 10-year periods beginning in 2032?	No	Contains intergovernmental mandate?	No
		Contains private-sector mandate?	No
* = between zero and \$500,000.			

S. 671 would direct agencies to collect information from their customers using standard questions developed by the Office of Management and Budget and the General Services Administration. The bill also would require agencies to post the responses to those questions online, to use the responses to improve their services, and to establish a website that would link to agency reports on customer service. Finally, the bill would require the Government Accountability Office to prepare an annual report on the quality of customer service provided by federal agencies.

Most provisions of the bill would codify policies and practices agencies already follow to gather feedback and improve customer service. For instance, the President’s Management Agenda and Gears of Government Award program encourage customer service improvements, while the Government Performance and Results Act and the Government Performance and Results Modernization Act require agencies to improve customer service performance. CBO estimates that implementing the bill would cost \$2 million over the 2021-2026 period, primarily for agencies to adjust the ongoing customer service plans and to prepare annual reports.

Enacting the bill could affect direct spending by some agencies that are allowed to use fees, receipts from the sale of goods, and other collections to cover operating costs. CBO



estimates that any net changes in direct spending by those agencies would be negligible because most of them can adjust amounts collected to reflect changes in operating costs.

The CBO staff contact for this estimate is Matthew Pickford. The estimate was reviewed by H. Samuel Papenfuss, Deputy Director of Budget Analysis.