

There being no objection, the Senate proceeded to consider the bill.

Mr. SCOTT of Florida. Mr. President, I ask unanimous consent that the bill be read a third time and passed and the motion to reconsider be considered made and laid upon the table.

The PRESIDING OFFICER. Without objection, it is so ordered.

The bill (H.R. 1569) was ordered to a third reading, was read the third time, and passed.

#### DHS FIELD ENGAGEMENT ACCOUNTABILITY ACT

Mr. SCOTT of Florida. Mr. President, I ask unanimous consent that the Senate proceed to the immediate consideration of Calendar No. 47, H.R. 504.

The PRESIDING OFFICER. The clerk will report the bill by title.

The bill clerk read as follows:

A bill (H.R. 504) to amend the Homeland Security Act of 2002 to require the Department of Homeland Security to develop an engagement strategy with fusion centers, and for other purposes.

There being no objection, the Senate proceeded to consider the bill, which had been reported from the Committee on Homeland Security and Governmental Affairs, with an amendment to strike all after the enacting clause and insert in lieu thereof the following:

#### SECTION 1. SHORT TITLE.

This Act may be cited as the “DHS Field Engagement Accountability Act”.

#### SEC. 2. ENGAGEMENT STRATEGY WITH FUSION CENTERS.

Section 210A of the Homeland Security Act of 2002 (6 U.S.C. 124h) is amended by—

(1) redesignating subsections (j) and (k) as subsections (k) and (l), respectively; and

(2) inserting after subsection (i) the following:

“(j) **FUSION CENTER INFORMATION SHARING STRATEGY.**—Not later than 1 year after the date of the enactment of the DHS Field Engagement Accountability Act, and not less frequently than once every 5 years thereafter, the Secretary shall develop or update a strategy for Department engagement with fusion centers. Such strategy shall be developed and updated in consultation with the heads of intelligence components of the Department, the Chief Privacy Officer, the Officer for Civil Rights and Civil Liberties, officials of fusion centers, officers designated as Homeland Security Advisors, and the heads of other relevant agencies, as appropriate. Such strategy shall include the following:

“(1) Specific goals and objectives for sharing information and engaging with fusion centers—

“(A) through the direct deployment of personnel from intelligence components of the Department;

“(B) through the use of Department unclassified and classified information sharing systems, including the Homeland Security Information Network and the Homeland Secure Data Network, or any successor systems; and

“(C) through any additional means.

“(2) The performance metrics to be used to measure success in achieving the goals and objectives referred to in paragraph (1).

“(3) A 5-year plan for continued engagement with fusion centers.”.

#### SEC. 3. OFFICE OF INTELLIGENCE AND ANALYSIS FIELD PERSONNEL SUPPORT TO FUSION CENTERS.

(a) **PERFORMANCE METRICS.**—Not later than 180 days after the date of the enactment of this Act, the Under Secretary for Intelligence and Analysis shall—

(1) consider the effectiveness of existing processes to identify and prepare field personnel for deployment to support fusion centers and internal mechanisms to ensure oversight and accountability of such field personnel, including field personnel assigned to one center and field personnel assigned to multiple centers; and

(2) publish and disseminate performance metrics, taking into account, as appropriate, regional and threat diversity, for—

(A) field personnel from the Office of Intelligence and Analysis assigned to an individual fusion center;

(B) field personnel from the Office of Intelligence and Analysis assigned to multiple fusion centers; and

(C) Regional Directors of the Office of Intelligence and Analysis to ensure accountability for monitoring all field personnel under the supervision of such Regional Directors.

(b) **TRAINING.**—In consultation with the Chief Information Officer, the Under Secretary for Intelligence and Analysis shall develop and implement a formalized training module for fusion center personnel regarding the classified Homeland Secure Data Network, or any successor system.

(c) **FUSION CENTER DEFINED.**—In this section, the term “fusion center” has the meaning given such term in section 210A(k) of the Homeland Security Act of 2002, as so redesignated by section 2.

#### SEC. 4. DHS COMPONENT USAGE OF THE HOMELAND SECURITY INFORMATION NETWORK.

(a) **IN GENERAL.**—Not later than 180 days after the date of the enactment of this Act, the Chief Information Officer, in consultation with the Under Secretary for Intelligence and Analysis, and in accordance with the functions and responsibilities assigned to the Under Secretary under title II of the Homeland Security Act of 2002 (6 U.S.C. 121 et seq.), shall—

(1) develop policies and metrics to ensure effective use by components of the Department of the unclassified Homeland Security Information Network (referred to in this section as “HSIN”), or any successor system; and

(2) develop policies for posting unclassified products on HSIN, or any successor system.

(b) **TECHNICAL ENHANCEMENTS.**—The Chief Information Officer, in consultation with the Chief Intelligence Officer, shall assess and implement, as appropriate, technical enhancements to HSIN to improve usability, including search functionality, data analysis, and collaboration capabilities.

#### SEC. 5. REPORT.

Not later than 18 months after the date of the enactment of this Act, the Secretary of Homeland Security shall submit a report to the Committee on Homeland Security and Governmental Affairs of the Senate, the Select Committee on Intelligence of the Senate, the Committee on Homeland Security of the House of Representatives, and the Permanent Select Committee on Intelligence of the House of Representatives that describes the implementation of—

(1) the fusion center information sharing strategy required under section 210A(j) of the Homeland Security Act of 2002, as added by section 2, based on performance metrics developed pursuant to such strategy;

(2) the deployment of field personnel to fusion centers (as such term is defined in section 210A of the Homeland Security Act of 2002 (6 U.S.C. 124h)), in accordance with section 3, based on performance metrics developed pursuant to such section; and

(3) policies that seek to ensure the effective use of the Homeland Security Information Network, in accordance with section 4, based on the metrics developed pursuant to such section.

Mr. SCOTT of Florida. I ask unanimous consent that the committee-reported substitute amendment be agreed to; that the bill, as amended, be consid-

ered read a third time and passed; and that the motion to reconsider be considered made and laid upon the table.

The PRESIDING OFFICER. Without objection, it is so ordered.

The committee-reported amendment, in the nature of a substitute, was agreed to.

The amendment was ordered to be engrossed and the bill to be read a third time.

The bill was read the third time.

The bill (H.R. 504), as amended, was passed.

#### FEDERAL AGENCY CUSTOMER EXPERIENCE ACT OF 2019

Mr. SCOTT of Florida. Mr. President, I ask unanimous consent that the Senate proceed to the immediate consideration of Calendar No. 111, S. 1275.

The PRESIDING OFFICER. The clerk will report the bill by title.

The bill clerk read as follows:

A bill (S. 1275) to require the collection of voluntary feedback on services provided by agencies, and for other purposes.

There being no objection, the Senate proceeded to consider the bill, which had been reported from the Committee on Homeland Security and Governmental Affairs, with amendments, as follows:

(The parts of the bill intended to be stricken are shown in boldface brackets, and the parts of the bill intended to be inserted are shown in italics.)

S. 1275

*Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled,*

#### SECTION 1. SHORT TITLE.

This Act may be cited as the “Federal Agency Customer Experience Act of 2019”.

#### SEC. 2. FINDINGS; SENSE OF CONGRESS.

(a) **FINDINGS.**—Congress finds that—

(1) the Federal Government serves the people of the United States and should seek to continually improve public services provided by the Federal Government based on customer feedback;

(2) the people of the United States deserve a Federal Government that provides efficient, effective, and high-quality services across multiple channels;

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

(4) according to the 2018 American Customer Satisfaction Index, the Federal Government ranks among the bottom of all industries in the United States in customer satisfaction;

(5) providing quality services to individuals improves the confidence of the people of the United States in their [government] Government and helps agencies achieve greater impact and fulfill their missions; and

(6) improving service to individuals requires agencies to work across organizational boundaries, leverage technology, collect and share standardized data, and develop customer-centered mindsets and service strategies.

(b) **SENSE OF CONGRESS.**—It is the sense of Congress that—

(1) all agencies should strive to provide high-quality, courteous, effective, and efficient services to the people of the United