



# 2024 City of Dallas Charter Review Commission

## Proposed Amendment #37

<b>Submitted by:</b> Marcus Wood	<b>Location:</b> Chapter IX	<b>Category:</b> Policy
<b>CHAPTER IX. CITY AUDITOR</b>		
Establish an Office of Ombudsman within the function of the City Auditor.		
<b>Rationale:</b> <p>Such functions are found in many entities, private and public. There are such in North Texas Tollway Authority and several municipalities. There is a United States Ombudsman Association (USOA <a href="https://www.usombudsman.org/">https://www.usombudsman.org/</a>), and I can provide contacts willing to address the Commission. The organization has model legislation suitable for use in a charter. These ombudsman activities exist elsewhere including cities such as Lincoln, Nebraska; Detroit; Portland, Oregon; New York; Los Angeles.</p> <p>Currently in Dallas there is too much “passing the hot potato” and closing 311 Service Requests without the need being properly addressed and completed ---- and one better not be in eastern-most District 8 like old Kleberg. All too often that tail end of Dallas outside of IH 635 south of Balch Springs and Seagoville is treated as a forgotten town because it is just out there; very low income; Hispanic, Blacks, and Whites; with many mobile homes and older housing. I am attaching two current 311 Service Requests that still have not be addressed, simply as examples. Dallas Citizens need the support and expertise of the Ombudsman, and Council needs such to insure responsibility and accountability.</p>		