

the answers to the questions that were raised during the second consideration of the bill have now been provided.

There is no concept of utilizing one ombudsman for all State agencies sitting in one city, Sacramento, as was the charge by those who were opposed to it the last time, in addition to which, a good deal of citizen support for the ombudsman has come about in the last couple of years. The Friends Committee on Legislation supports it, and now, God bless them, the League of Women Voters are out in favor of it.

Senator LONG. I spoke to the Senate when I was in Sacramento at the time I mentioned a while ago. After seeing the decorations of that Senate Chamber, I am surprised they are a liberal progressive body with those decorations because they are rather outstanding.

Mr. Hamilton, has it been your thought that the ombudsman serves as sort of a steam valve by which the citizens, administrators, and the legislatures can sometimes let off steam? Do you think this would be some basis, some help in solving your problems or would it be of assistance to them?

Mr. HAMILTON. Yes, sir; and I do not think that that particular aspect of an ombudsman role should be denigrated. It is a fact that the examination of cases of ombudsmen in the foreign countries and, indeed, the one ombudsman that existed in this country for a year in Nassau County, plus the ombudsman who has existed for 7 months in the city of San Diego, indicate that somewhere about 8 out of 9 or 10 complaints are unfounded. But when the citizen is advised of the reason for the decision, or the reason why his complaint is unfounded, he tends to go away as a happy and satisfied customer of Government, which in fact he is.

I think that the greatest testimony that can be given to the ombudsman concept is that now there are some retail establishments, in California, which advertise in the press that "we have an ombudsman." The complaint window at the department store in some of the areas of California has now been replaced by an ombudsman window, in other words, the attempt on the part of business to create a happy customer. I think the role you have outlined for the ombudsman in that regard is most applicable.

If I may refer to my own experience as a former city manager, I know that when I had time to sit down with a citizen and explain why we had arrived at a particular administrative decision, he tended to go away a much happier citizen.

We could not chop down trees in my home State of North Carolina to widen streets because most trees were planted in honor of somebody's grandfather who was deceased or killed in the late unpleasantness between the States.

Senator LONG. They can't build streets in Rome for the reason they have to go around some ruin they have dug up, too, so I guess they have had that problem for many years.

Mr. HAMILTON. But if we sit down with U.D.C. and explain why we are doing it and suggest the plantation of another grove elsewhere for a truly living memorial, we could be successful in chopping trees down. But without taking the opportunity to explain to the citizen, we were not. The ombudsman is most utilizable in that regard, sir.

Senator LONG. Thank you very much. Mr. Kass, any questions?

Mr. Kass. Yes, just one or two, Mr. Chairman.