

Comments from Public Member Bernard Bell on *Congressional Constituent Service Inquiries*
May 2, 2024

Line 11: Add “more expeditious” and “otherwise” as follows

might provide *more expeditious* relief to those *otherwise* inclined

Explanation: this change allows the sentence to make more sense – if the citizen seeks congressional intervention, presumably the issue will be correctly resolved (and there’s no need to revise agency procedures for that to happen), but if agency procedures are revised the individual may obtain appropriate treatment more quickly, without having to get the wrong result and then having to seek intervention for his or her congressman.

Lines 32-34: I suggest revising as follows to avoid splitting clauses that should be together. I think it’s more reasonable as revised below (but might be even more readable is “agency offices of ombuds” could just read “agency ombuds.”)

Still others provide alternative avenues for members of the public to seek redress of grievances directly from the agency *without the assistance of their elected representatives*, such as through an *agency* Offices of the Ombuds, without the assistance of their elected representatives.

Line 155: I would change “periodically should” to read “should periodically” (Or is this following an ACUS stylebook)

Line 177:

holding these events regularly and either in person or synchronously, to the extent practicable, *in a manner that also allows user experience feedback*.

Explanation: this adds back in Cheryl Stanton’s contribution from the last meeting that seems to have been dropped. I thought this was an important point.

Line 196: Add “including” so as to read:

cooperate with any such effort, *including* by alerting the designated entities to any changes to the URL at which their SOPs may be accessed.

Explanation: In my view agencies should cooperate with congressional administrative efforts to create a portal in any way appropriate; I would not limit agency cooperation to the one specified form of cooperation set forth involving alerting the congressional office to changes in the agency URL.