

Amend CSHB 11 (senate committee printing) by adding the following appropriately numbered SECTIONS to the bill and renumbering the remaining SECTIONS of the bill as appropriate:

SECTION \_\_\_\_\_. Subchapter I, Chapter 411, Government Code, is amended by adding Section 411.244 to read as follows:

Sec. 411.244. OMBUDSMAN FOR BORDER OPERATIONS-RELATED CONCERNS. (a) In this section, "ombudsman" means the ombudsman for border operations-related concerns established under this section.

(b) The director shall appoint an ombudsman for border operations-related concerns. The ombudsman shall report directly to the director.

(c) To serve as ombudsman, a person must be knowledgeable in civil and human rights law.

(d) The ombudsman shall receive and resolve complaints from individuals and employers and assist in resolving problems with the border operations components of the department.

(e) Not later than March 1 and September 1 of each year, the ombudsman shall submit a report to the director, the office of inspector general, and each standing committee of the legislature with jurisdiction over homeland and border security summarizing complaints received during the six-month period preceding the date that the report is due. Each report must contain:

(1) a full and substantive analysis of the complaints, in addition to statistical information; and

(2) recommendations for improving the services and responsiveness of the department and any responses received from the department regarding the recommendations.

SECTION \_\_\_\_\_. As soon as possible after the effective date of this Act, the public safety director, as required by Section 411.244, Government Code, as added by this Act, shall appoint the ombudsman for border operations-related concerns.