

MIDPENINSULA REGIONAL OPEN SPACE DISTRICT
Ombudsperson Communication Guidelines
January, 2005

A. Ombudsperson/Board/Staff Communications

1. The Board and staff may communicate with the Ombudsperson via her cell phone at (650) 219-5664 or by e-mail at ombudsperson@openspace.org.
2. The Ombudsperson has all Board member and staff phone numbers and e-mail addresses and may contact a Board member or staff member when she has questions or wants to learn more about a particular subject on matters referred to her for resolution.
3. The Ombudsperson will report to the Board, at least quarterly, which will inform the Board of matters she has handled in her Ombudsperson role and their status, as well as any "trends" or follow-up issues she may identify in these matters. District staff will make copies of the Ombudsperson report for distribution as part of the agenda, either as an agenda item or as an FYI.

B. Ombudsperson Communication with the Public

1. The District Web Site will have a "Contact Ombudsperson" button, which will link to a special Ombudsperson e-mail address. The Ombudsperson will be given a code in which she will be able to access this address at any time from any location.
2. If a member of the public calls the District office wishing to speak with the Ombudsperson, staff has been advised to give Carol's cell phone number to the caller.
3. If Carol is invited to any public agency, user group, or neighbor group, she may attend such meetings to educate members of the public about the "Role and Duties" of the Ombudsperson. She is encouraged to attend with a Board member and/or staff member who can answer other important questions tendered by the organization membership.
4. The Ombudsperson will have business cards, which show her cell phone number and the Ombudsperson e-mail address.