



Midpeninsula Regional  
Open Space District

R-11-66  
Meeting 10-15  
June 8, 2011

## **AGENDA ITEM 5**

### **AGENDA ITEM**

Receipt of District Ombudsperson Carol Joyce's 2010 Annual Report to the Board of Directors; Accept Resignation of District Ombudsperson Carol Joyce Effective June 30, 2011; and Direct Staff to Return with a Process for Recruitment

### **GENERAL MANAGER'S RECOMMENDATIONS**

1. Receive District Ombudsperson Carol Joyce's 2010 Annual Report to the Board of Directors;
2. Accept the resignation of District Ombudsperson Carol Joyce; and
3. Direct staff to return with a process for recruitment.

### **SUMMARY**

LAFCo's conditions of the District's expansion to the San Mateo Coast in 2004 included appointment of a District ombudsperson to work as a liaison between the District staff and the public to resolve citizen inquiries and concerns. The Board appointed Carol Joyce as its first volunteer ombudsperson in October, 2004 and has extended her contract through 2009. On March 24, 2010, the Board extended Ms. Joyce's services through December 31, 2010. Ms. Joyce recently notified the District that she is moving out of the area and can no longer fulfill the responsibilities of the ombudsperson. Staff will be returning to the Board with a process to recruit a new ombudsperson.

### **DISCUSSION**

At the October 27, 2004 Board Meeting, the Board appointed Carol Joyce as the District's first Ombudsperson (See Report R-04-112). When the Ombudsperson program was adopted, the Board established a one-year term of appointment.

Since her first appointment on October 27, 2004, the Board has determined that Ms. Joyce has fulfilled the responsibilities of the Ombudsperson very responsively and effectively. The Board had renewed Ms. Joyce's contract throughout the subsequent years. Her current contract renewal was approved by the Board on March 24, 2010 (R-10-56), and is scheduled to expire on December 31, 2011.

On March 24, 2011, Ms. Joyce submitted her 2010 Annual Report to District staff (Attachment A). To our regret, after her many years of excellent service, Ms. Joyce also submitted her resignation as the District Ombudsperson as her family is relocating out of the state (Attachment B). Her last day with the District will be June 30, 2011.

The General Manager recommends that the Board accept the Ombudsperson's 2010 Annual Report and resignation and to direct staff to begin the recruitment process to fill the Ombudsperson's vacancy.

### **FISCAL IMPACT**

This is a volunteer position and will not result in any impact to the budget.

### **PUBLIC NOTICE**

Public Notice was provided by the Brown Act. No further notice is required.

### **CEQA COMPLIANCE**

This proposed action is not a project under the California Environmental Quality Act and no environmental review is required.

### **NEXT STEPS**

If the Board approves the recommendation, District staff will begin the recruitment process to fill the Ombudsperson vacancy and staff will return to the Board at the July 13, 2011 meeting to provide an update on the recruitment process.

#### **Attachments**

1. Ombudsperson's Annual Report to the Board
2. Signed Resignation Letter

Prepared by:  
Michelle Radcliffe, CMC  
District Clerk

Contact person:  
Stephen E. Abbors, General Manager

## ATTACHMENT 1

**To:** Larry Hassett, President, Jed Cyr, Cecily Harris, Nonette Hanko, Yoriko Kishimoto, Pete Siemens, Curt Riffle

**CC:** Steve Abbors, Sue Schectman

**From:** Carol L. Joyce, Ombudsperson

**Date:** May 24, 2011

**Re:** 2010 Annual Report

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In the past year, I received a wide variety of requests and concerns which are summarized below. I noted a theme in the concerns about rangers which I brought to staff's attention. The concerns were not about the underlying infraction but the user's perception that the situation was not handled properly. In response to my observations as well as issues brought directly to staff, David Sanguinetti advised me that additional training was provided to the rangers. The training addressed how to respectfully approach a visitor who has committed a violation as well as other communications tools for this type of situation. Since the training, I have not received a concern regarding how the rangers handled a violation of MROSD regulations.

I will not be able to continue as volunteer ombudsperson for the upcoming year. As I explained in my letter dated, May 24, 2011, I will be moving out of California. I have enjoyed working with Board members, staff and users as the first volunteer ombudsperson.

### Summary of Inquires received from March 2010 through May 2011

Name	Concern	Action	Status
Ron Wolf	Copyright Infringement	Response from Rudy Jurgensen	Resolved
Stephen Dougherty	Inquiry regarding process for designation trails as "multiuse" or hiking only	Referred to District Staff.	Resolved
Kelli Tejada	Concerned with encounter with ranger over off leash dog.	Referred to District Staff	Resolved

Nathaniel Hefner	Question regarding weed abatement	Referred to Staff	Resolved
Pat McGuire	Requested I forward her suggestions regarding wheelchair accessibility to MROSD.	Forwarded email to Steve Abbors	Resolved
Andy Fields	Concerned over several encounters with park rangers.	Forwarded request to District Staff	Resolved
Viviana Tul	Concern regarding misleading waitlist status for hikes	Referred to Staff	Resolved
Kati Hirigoyen	Concern over treatment at Highway 9 overlook during meteor shower	Referred to Staff	Resolved, was not MROSD property
Ralph and Carol Eschenbach	Concern regarding treatment of running group Hashhouse Harriers	I spoke with the Eschenbachs regarding their frustration in using open space lands for running events. I also shared my conversation with staff. They were familiar with the ongoing issues and spoke to the Eschenbachs.	I have not heard back on this matter.

Frank Peale	Question regarding Madronas cultivation.	Forwarded email to Steve Abbors.	Closed
David Frigstad	Concern regarding logging on POST property.	Advised that I was ombudsperson for MROSD not POST.	No further contact.
Djuka Van Der Velde	Concern regarding behavior of ranger living on MROSD property.	Referred to staff.	Resolved
Bianca Gruetter	Concern about damage to property caused by MROSD ranger.	Referred to staff.	Staff responded and advised how to proceed.
Yvonne Geiger	I spoke with Ms. Geiger regarding her concern that MROSD had over reacted when her sons and his friends were found in restricted area of Mt. Umunhum. Because the matter was already in the courts, I advised I could not assist her.	I sent an email outlining her concerns to Steve Abbors.	Unknown

Respectfully submitted,  
Carol L. Joyce  
Ombudsperson  
Midpeninsula Regional Open Space District

## ATTACHMENT 2

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### JOYCE CONSULTING AND DISPUTE RESOLUTION

May 24, 2011

Larry Hassett, President  
Steve Abbors, General Manager  
Midpeninsula Regional Open Space District  
330 Distel Circle  
Los Altos, CA 94022-1404

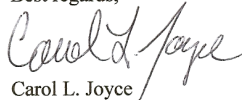
Dear Larry and Steve,

Please accept this letter as my formal resignation as the volunteer ombudsperson for MROSD. My family and I are moving out of state. June 30, 2011 will be the last day I am available to perform the duties of ombudsperson.

It has been a wonderful experience working with Board members and staff of MROSD for the last seven years. I have a better appreciation for the challenges in maintaining open space for the dual purpose of preserving natural habitat and providing recreation and education to users.

I wish you continued success in your efforts to preserve open space for future generations.

Best regards,



Carol L. Joyce

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