



Midpeninsula Regional  
Open Space District

R-15-21  
Meeting 15-03  
January 28, 2015

## AGENDA ITEM 6

### AGENDA ITEM

2014 Ombudsperson Annual Report and Extension of the Ombudsperson's Appointment through December 31, 2015

### GENERAL MANAGER'S RECOMMENDATIONS

A handwritten signature in black ink, appearing to be "SAA".

1. Receive an annual report from Rosemary Field, the District's Ombudsperson.
2. Approve an extension to the appointment of Rosemary Field as the District's ombudsperson through December 31, 2015.

### SUMMARY

Local Agency Formation Commission's (LAFCo) conditions of the District's expansion to the San Mateo Coast in 2004 included appointment of a District ombudsperson to listen to resident concerns; opens avenues of communication between residents and neighbors and the District; gather information and educates residents on District policies or procedures and their purpose or effect; facilitate conflict resolution; find other resources to meet resident needs, if applicable; and provide a written summary of citizen concerns as requested by the Board of Directors.<sup>[SLS1]</sup> The Board of Directors appointed Rosemary Field as its volunteer Ombudsperson in October 2013. Ms. Field provided excellent service and response during the year and she would like to continue in this role for another year. Each year, the Ombudsperson provides an annual report for the Board of Directors. The attached report is for the time period of November 2013 through December 2014.

### DISCUSSION

At the October 9, 2013 Board Meeting, the Board appointed Rosemary Field as the District's volunteer Ombudsperson. When the Ombudsperson program was adopted, the Board established a one-year term of appointment and in the past has extended that appointment on a yearly basis. Ms. Field has continued to provide very responsive and effective service to the District and would like to continue in this role for 2015. Consequently, staff recommends a renewal of Ms. Field's appointment until December 31, 2015.

The ombudsperson workload has been fairly light with all requests in 2014 received through the District Ombudsperson email. Most of those requests were inquiries that were quickly answered by appropriate District staff as outlined in Ms. Field's annual report, which is attached.

**BOARD COMMITTEE REVIEW**

This item was not reviewed by any Committee.

**FISCAL IMPACT**

This is a volunteer agreement 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 General Manager's recommendations, Rosemary Field will serve as the District Ombudsperson through December 31, 2015.

Attachments

1. Ombudsperson 2014 Annual Report

Prepared by:  
Shelly Lewis, Public Affairs Manager

**To:** Midpeninsula Regional Park District Board of Directors

**CC:** Steve Abbors, Shelly Lewis

**From:** Rosemary Field, Ombudsperson

**Date:** December 31, 2014

**Re:** 2014 Annual Report

I was appointed by the Board in October 2013 as the Midpeninsula Regional Open Space District Ombudsperson to serve a one-year term. This report reflects the time period of November 2013-December 2014. I received 15 email requests and 5 of those warranted minimal ombudsperson assistance. All of the requests were received through the email link on the District's website. Of the 15 emails, most were of a general information nature.

I did not notice any particular theme but did become aware of some confusion on the part of the public in what questions to ask an ombudsperson and when to involve the ombudsperson. Edits were made to the website to give the public better direction.

I am willing to serve as volunteer ombudsperson for another year. If the Board approves an extension of our agreement, I suggest a meeting with the Legislative, Funding and Public Affairs subcommittee to ensure that the position of ombudsperson continues to meet the needs of users and staff.

#### **Summary of Inquires received from November 2013 through December 2014**

<b>Name</b>	<b>Concern</b>	<b>Action</b>	<b>Status</b>
Kary Cochrane	Diseased Monterey Pine at Fremont Older next to her property. Asking District to remove. This happened in 2007 and she removed the trees and was reimbursed by District but then had to pay taxes on the reimbursement. She'd like to avoid this by having District remove tree.	Coordinated with Michael Newburn and Allen Ishibashi who left numerous messages to reach inquirer. Property sold to new owner who met with staff and was not concerned about tree.	Resolved
Sally Rayn	Lives in District residence, wanted approval for her guests to use path that is closed to public to walk from parking lot to her home to attend an event; Superintendent Brian Malone did not grant special permission for this private event; tenant disagreed and wanted approval in the future.	Referred to Operations Manager who agreed with Mr. Malone's decision.	Resolved
Eric Oliver	Received telephone call from Strategy Research Institute (SRI) doing exit poll on June Measure AA election. Was disturbed that	Referred to Public Affairs; President of SRI called Mr. Oliver and explained that research entities are not under same guidelines as	Resolved

	he received a call when he is on a Do Not Call List.	sales organizations. SRI did put Mr. Oliver on their own do not call list and will not call him in the future for any polling they do for any organization.	
Kerry Mitchell	Used to walk her dog on San Antonio County Park to get to Cristo Rey Drive; recently was confronted by a District ranger; believes that MROSD has changed rules to include no dogs allowed; hardship for residents who use that path to get to the road.	Referred to Operations Manager who advised that MROSD did not change rule and that dogs were never permitted and it would require a board-approved policy to change rule;	Status: Ms. Mitchell stated she did not want to change rules but was still not happy. She was also concerned about equestrians who ride the streets and horses leaving behind waste. No further dialogue occurred.
Oscar Braun	Mr. Braun was asked by MROSD tenant Dan Paul to talk to MROSD staff about possible eviction due to late rent payments.	Mr. Braun had discussions on behalf of tenant with General Manager and then asked to speak to Ombudsperson. Ombudsperson talked on phone with Mr. Braun. The Ombudsperson met with General Manager to share Mr. Braun's concern. General Manager is taking further action with no additional assistance required from Ombudsperson	Pending Resolution

Additional emails not requiring ombudsperson assistance but forwarded to appropriate staff for follow-up:

- 6) Saw General Manager's presentation at Midcoast Community Council and wanted to send him an email; asking for email address; Public Affairs send email address
- 7) Looking for opportunities for Daisy Troop to do volunteer work; connected with Public Affairs Staff;
- 8, 9, 10) Three comments disagreeing with San Carlos Land Swap; responded not District Property;
- 11) Request to be added to mail list for information about La Honda; Public Affairs added to list;
- 12) Request for information on how to receive presentations from District for service club; Public Affairs replies;
- 13) Botanist wanted to do survey work near La Honda and wanted name of District botanist; referred to AGM;
- 14) Person interested in volunteer positions; referred to Public Affairs

Respectfully submitted,

Rosemary Field  
Ombudsperson  
Midpeninsula Regional Open Space District