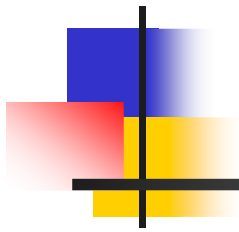


California Air Resources Board's Office of the Ombudsman



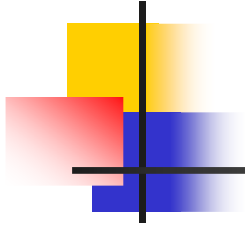
February 25, 2010



Ombudsman

Key Functions

- Meet legal mandates for outreach, education, stakeholder engagement and business compliance assistance.
- Provide traditional Ombudsman functions of advocacy, problem investigation and resolution.
- Participate in policy development.



Ombudsman

Mission Statement

- Support the California Air Resources Board in achieving federal and state clean air objectives while ensuring the perspectives of California's small business owners and other stakeholders are integrated into CARB's policies, procedures and regulatory processes.



Ombudsman

Stakeholder Engagement & Outreach

- ID and listen to small business owners statewide.
- Phone introductions to 300 business associations.
- 850 Ombudsman brochures sent to 80 Chambers of Commerce.



Ombudsman

Stakeholder Engagement & Outreach

- Four formal AB 32 meetings and presentations.
- 50 face-to-face visits with small business owners at their facility.
- Facilitate foreign delegations (22 from 10 countries on topics such as AB 32 and ZEVs).
- Support K-16 teachers by providing air pollution information and classes.



Ombudsman

All Customers

- Traditional Ombudsman service continues – Board meetings, complaints, hotlines and emails in Sacramento and El Monte offices.
- e.g. 15,000 calls during last 6 months.



Ombudsman

Policy

- Increase internal awareness of small business issues
- Work with partners to identify resources and opportunities
- Regulatory approaches

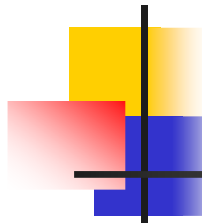


Ombudsman

Next Steps

- ID a pool of small business leaders to help enhance stakeholder engagement, compliance assistance and communication.
- ID ways to include economic opportunity in emission reduction strategic thinking.
- Work to ensure small business perspectives have a place at the policy table.

Office of the Ombudsman Contacts



<u>Staff</u>	<u>Duties</u>	<u>Geographic Area</u>
■ La Ronda Bowen	Ombudsman	Statewide
■ Phil Loder	Special Projects	L.A. / San Diego
■ Ed Wong	Education	Bay Area / N. CA
■ Anthony Marin	Funding	Bay Area / N. CA
■ Diana Simeroth	Foreign Visitor Liaison	Bay Area / N. CA
■ Zenia Aguilera	Internal Outreach	San Joaquin Valley
■ Wasfi Anabtawi	CAP / Database	L.A. / S.J. Valley
■ Jennette Bronner	Executive Assistant	
■ Students	Call Centers	Statewide
■ All	Ports, Consumer Products, Diesel Regs, Outreach, AB 32, Enforcement	