Office of the Ombudsman 2011 Annual Report

March 2012

Ombudsman's Key Functions

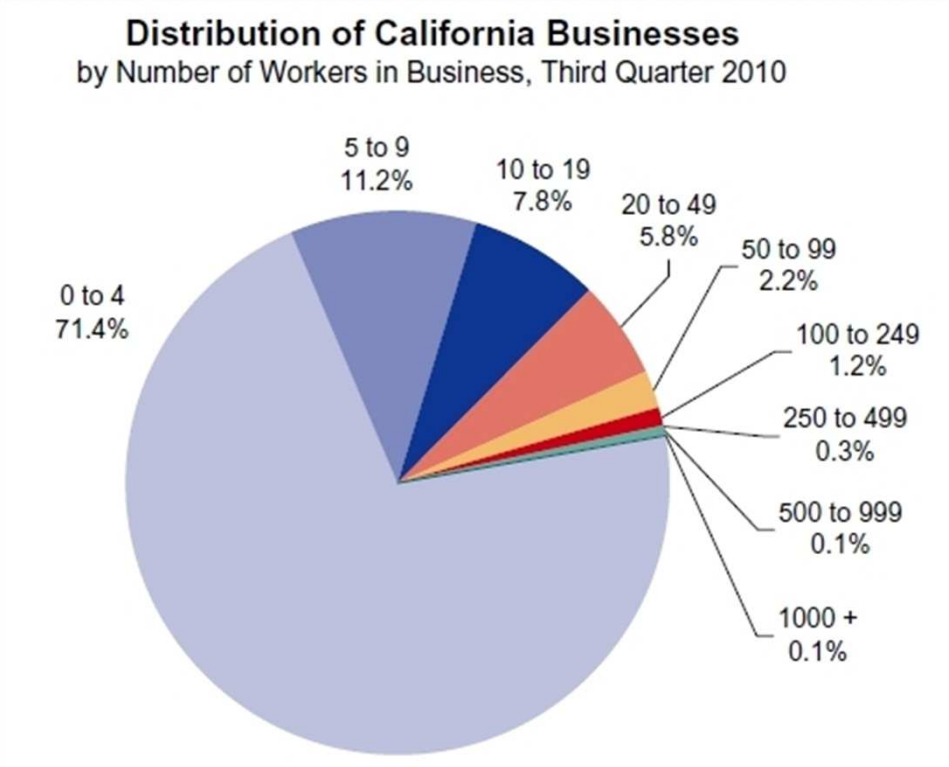
- Meet legal mandates for business compliance assistance, outreach and stakeholder engagement, and K-12 education.
- Act as liaison between the regulated businesses, stakeholders, and ARB.
- Provide traditional Ombudsman functions of advocacy and problem investigation and resolution.
- Support ARB in achieving federal and state clean air objectives.
- Participate in policy development and implementation.

Legal Mandates

- Environmental Education Initiative
- California Government Code
- Clean Air Act Amendments Section 507
  - Small Business Technical & Environmental Compliance Assistance Program

Small Businesses in California

- Small business-dominated industries contribute significantly to employment.
- ~98% of all CA businesses had fewer than 100 employees and provide ~55% of CA's jobs.*
- 8.5% of the state's population reported as self-employed.*



*Source: California Employment Development Department
Labor Market Information Division

Providing Compliance Assistance

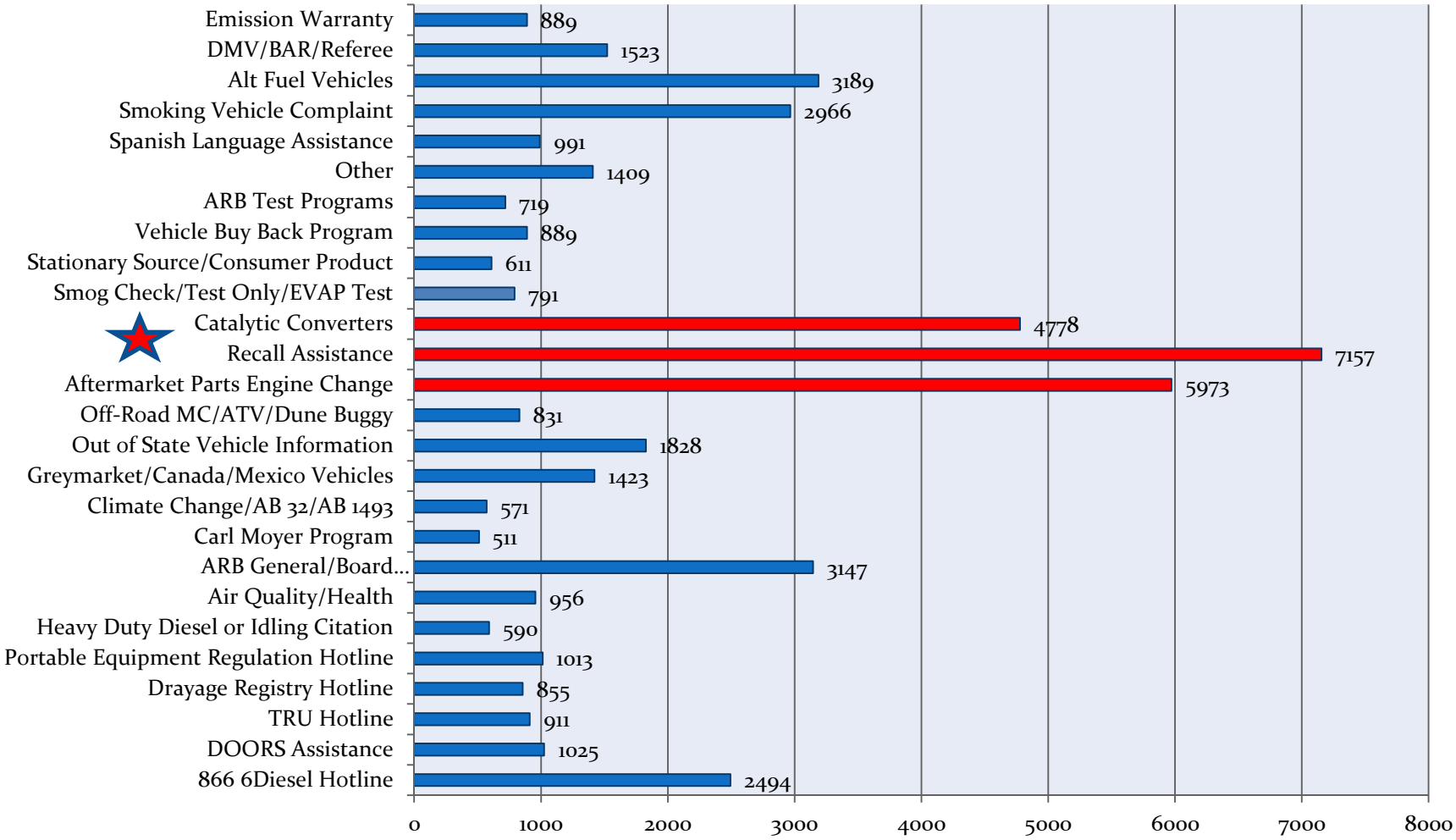
- General assistance and referral on air quality rules and regulations.
- Discussions with businesses, chambers, groups, and individuals.
- Investigate complaints (e.g., Mr. A's PM filter).
- Hotlines (Sac and El Monte).
- Webpages on ARB website.

Compliance Assistance Hotlines

- Hotlines allow ARB customers to receive personal help while relieving program staff of routine calls.
- The **800-242-4450** and **866-DIESEL** lines each average over 200 calls per day.
- Tracking the nature and number of calls allows Ombudsman to watch for trends.

El Monte 2011 Call Report

Total Calls: 48,040



Web Resources

- Small Business Resources in California NEW

http://www.arb.ca.gov/ba/omb/resources/resources.htm

Maximizing Resources

- CalEPA Interagency Working Group.
- Governor's Office of Small Business (GO BIZ).
- Business and non-profit collaboration.

Regional Reps

- OMB staff have been assigned regions of responsibility.
- Work with agencies, organizations, businesses, individuals in assigned areas.
- Refer to other agencies when appropriate.

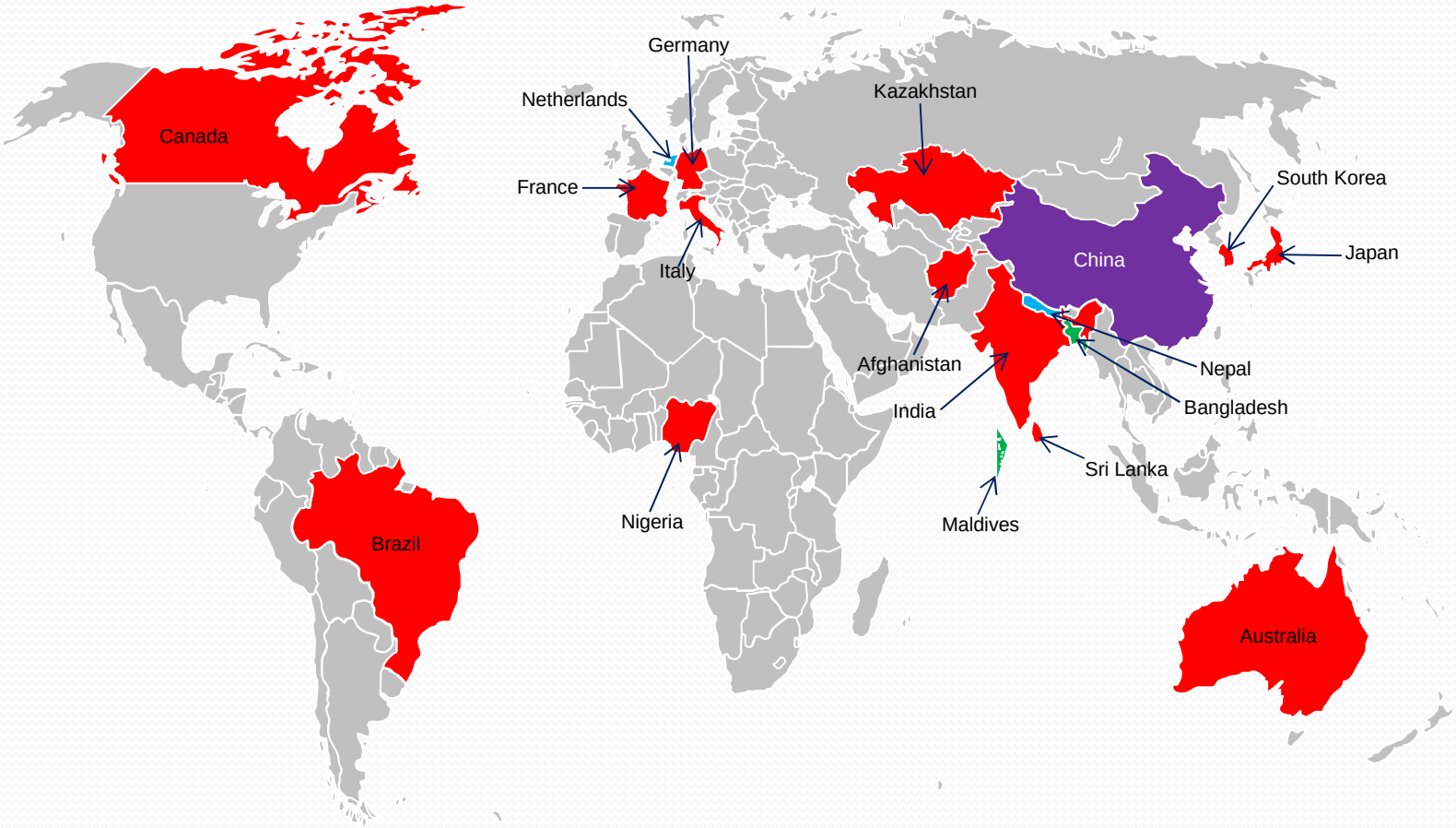
Working with Local Air Districts

- OMB works with local air districts to enhance communication between ARB and local AQMDs.
- Sharing regulatory knowledge makes ARB/Air District staff more useful and credible to customers- a good outcome for all.

Air Quality Education Program

- Conduct air pollution and climate change education activities at K-16 schools and environmental and health events.
  - De Anza College Environmental Studies
  - Cal/EPA Earth Day Celebration
  - State Scientist Day
  - Healthcare Lobby Days
- Climate Generation

CLIMATE GENERATION PROGRAM



Countries Visiting ARB in 2011

Goals for 2012

- Complete investigation of best practices in stakeholder engagement.
  - Convene discussion group to gain consensus on top practices for regulatory engagement.
  - Recommend appropriate training.
- Continue to strengthen ARB's compliance assistance tools.
- Continue building relationship bridges across all sectors.

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California Environmental Protection Agency
Air Resources Board