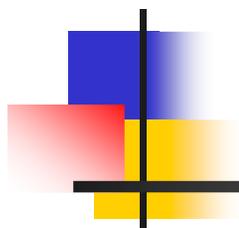
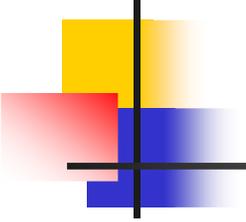


# California Air Resources Board's Office of the Ombudsman



February 25, 2010

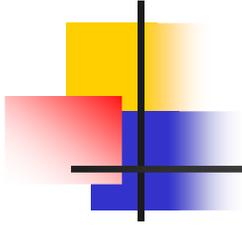


# Ombudsman

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## 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.

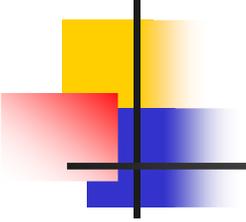


# Ombudsman

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## 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.

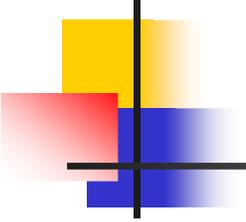


# Ombudsman

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## 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.

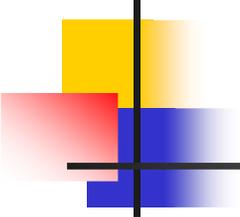


# Ombudsman

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## 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.

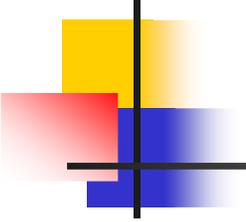


# Ombudsman

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## 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.

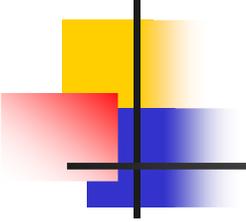


# Ombudsman

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## Policy

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



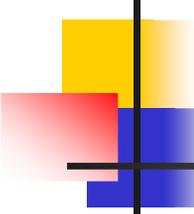
# Ombudsman

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## 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	