

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

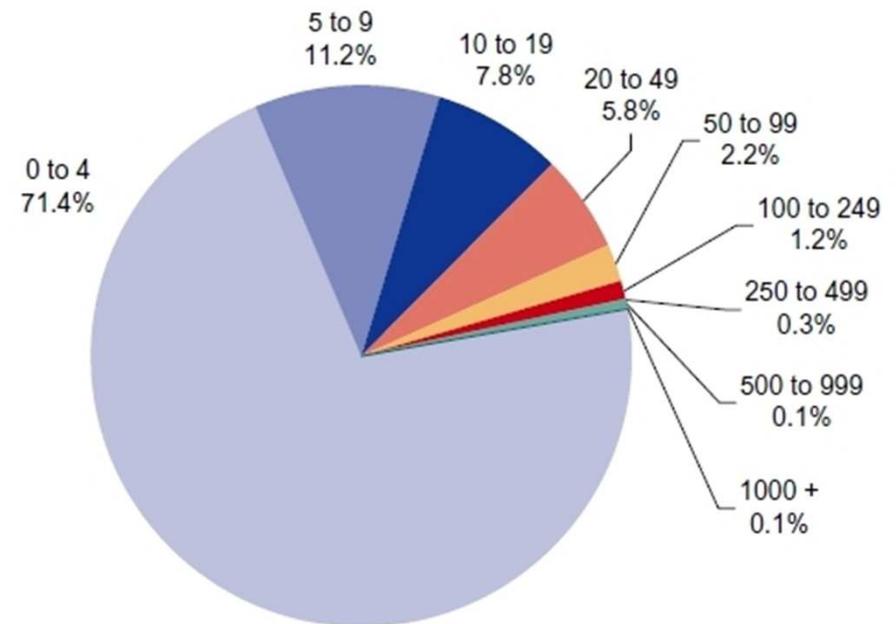
- Environmental Education Initiative
- California Government Code
- Clean Air Act Amendments Section 507
 - Small Business Technical & Environmental Compliance Assistance Program



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.*

Distribution of California Businesses
by Number of Workers in Business, Third Quarter 2010



*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.



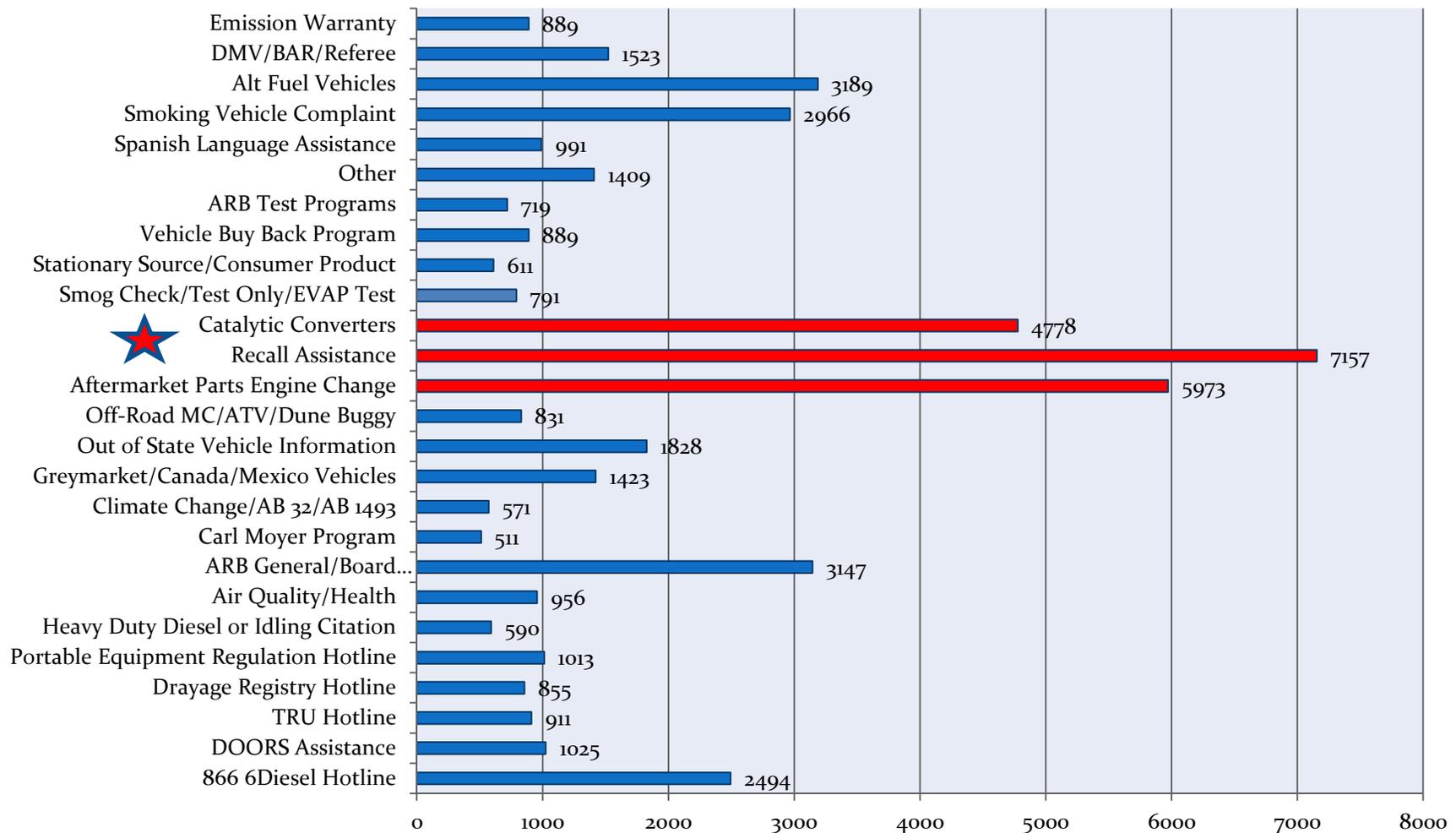
Compliance Assistance Hotlines

- 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



California Environmental Protection Agency
Air Resources Board

Thursday, February 23, 2012

Los Angeles County Small Business Resources

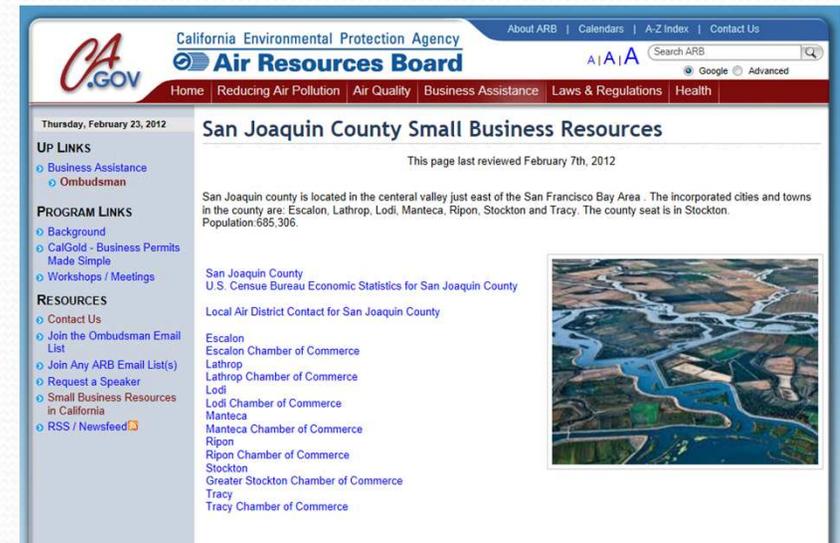
This page last reviewed February 7th, 2012

Los Angeles county is the most populous county in the United States and home to the city of Los Angeles the largest city in the state and the second largest behind New York City. The county has 88 incorporated cities (see below). The county is in the city of Los Angeles. Population: 9,818,605.

Los Angeles County
U.S. Census Bureau Economic Statistics for Los Angeles County
Los Angeles Area Chamber of Commerce
Greater Los Angeles African American Chamber of Commerce
Latino Business Chamber of Greater Los Angeles
Chinese Chamber of Commerce of Los Angeles
Los Angeles Works
Los Angeles Business Connect
Valley Economic Development Center
LAEDC

Local Air District Contact for Los Angeles County

Agoura Hills
Alhambra
Alhambra Chamber of Commerce
Arcadia
Arcadia Chamber of Commerce
Artesia
Avalon
Catalina Chamber of Commerce
Azusa
Azusa Chamber of Commerce
Baldwin Park
Bell
Bell Gardens
Bell Gardens Chamber of Commerce
Bellflower
Bellflower Chamber of Commerce
Beverly Hills
Beverly Hills Chamber of Commerce
Bradbury
Burbank
Burbank Chamber of Commerce
Calabasas
Calabasas Chamber of Commerce



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San Joaquin County Small Business Resources

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San Joaquin county is located in the central valley just east of the San Francisco Bay Area . The incorporated cities and towns in the county are: Escalon, Lathrop, Lodi, Manteca, Ripon, Stockton and Tracy. The county seat is in Stockton. Population: 685,306.

San Joaquin County
U.S. Census Bureau Economic Statistics for San Joaquin County

Local Air District Contact for San Joaquin County

Escalon
Escalon Chamber of Commerce
Lathrop
Lathrop Chamber of Commerce
Lodi
Lodi Chamber of Commerce
Manteca
Manteca Chamber of Commerce
Ripon
Ripon Chamber of Commerce
Stockton
Greater Stockton Chamber of Commerce
Tracy
Tracy Chamber of Commerce



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Yuba County Small Business Resources

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Yuba County located in California's central valley north of Sacramento and along the Feather river. Marysville and Wheatland are the incorporated cities in the county. The county seat is in Marysville. Population: 72,155.

Yuba County
U.S. Census Bureau Economic Statistics for Yuba County
Yuba-Sutter Chamber of Commerce

Local Air District Contact for Yuba County

Marysville
[Wheatland](#)

Small Business Resources



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

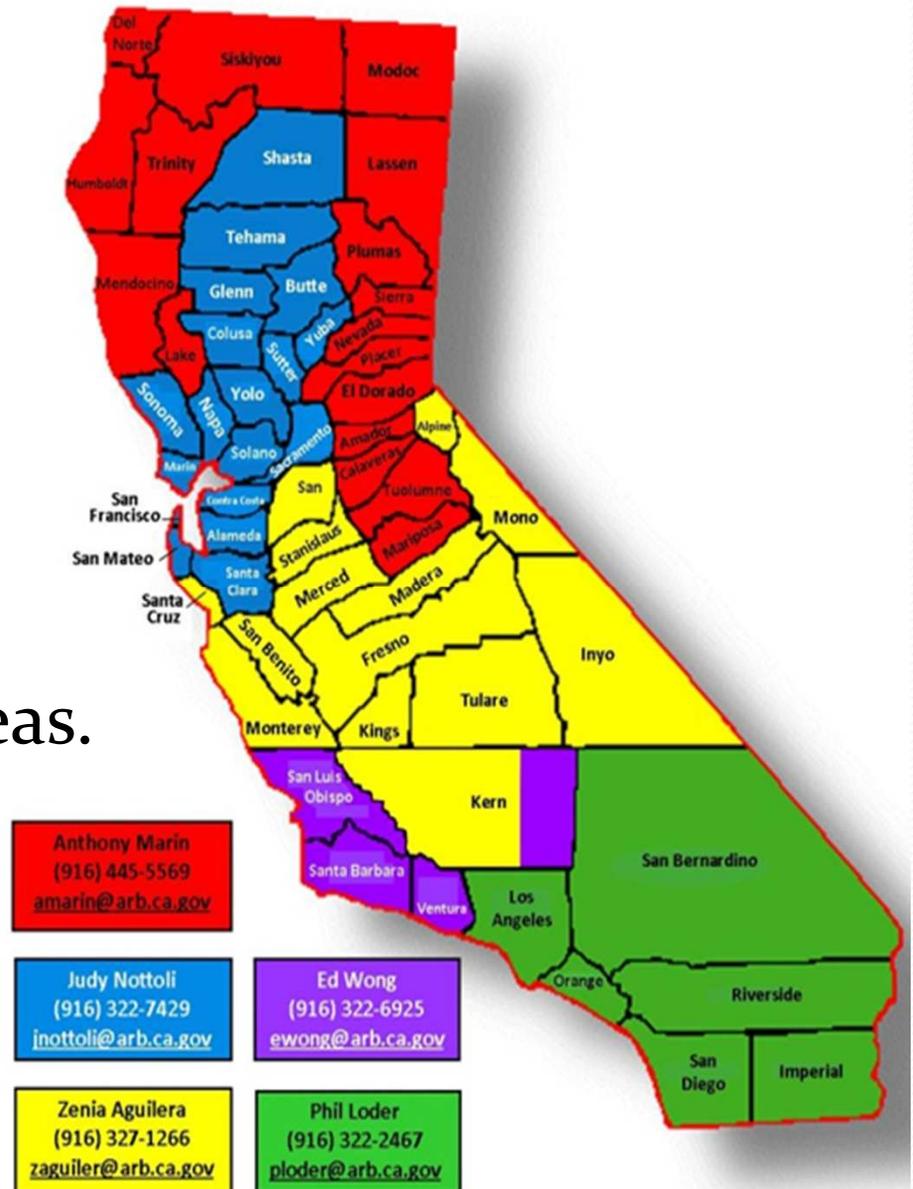
Maximizing Resources

- 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

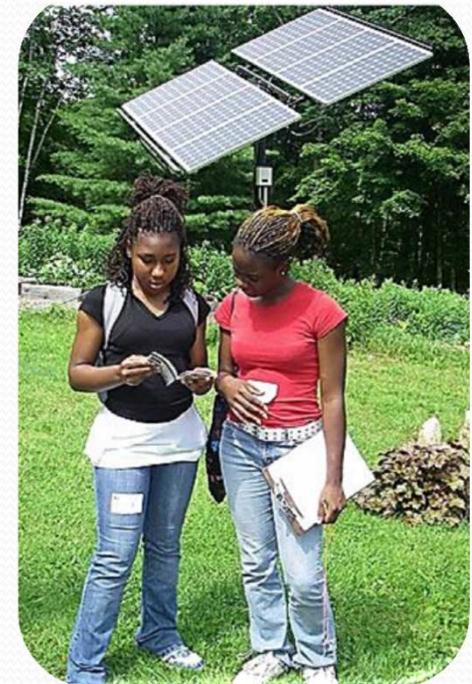
- OMB works with local air districts to enhance communication between ARB and local AQMDs.
- Sharing regulatory knowledge makes ARB/Air District staff more useful and credible to customers- a good outcome for all.

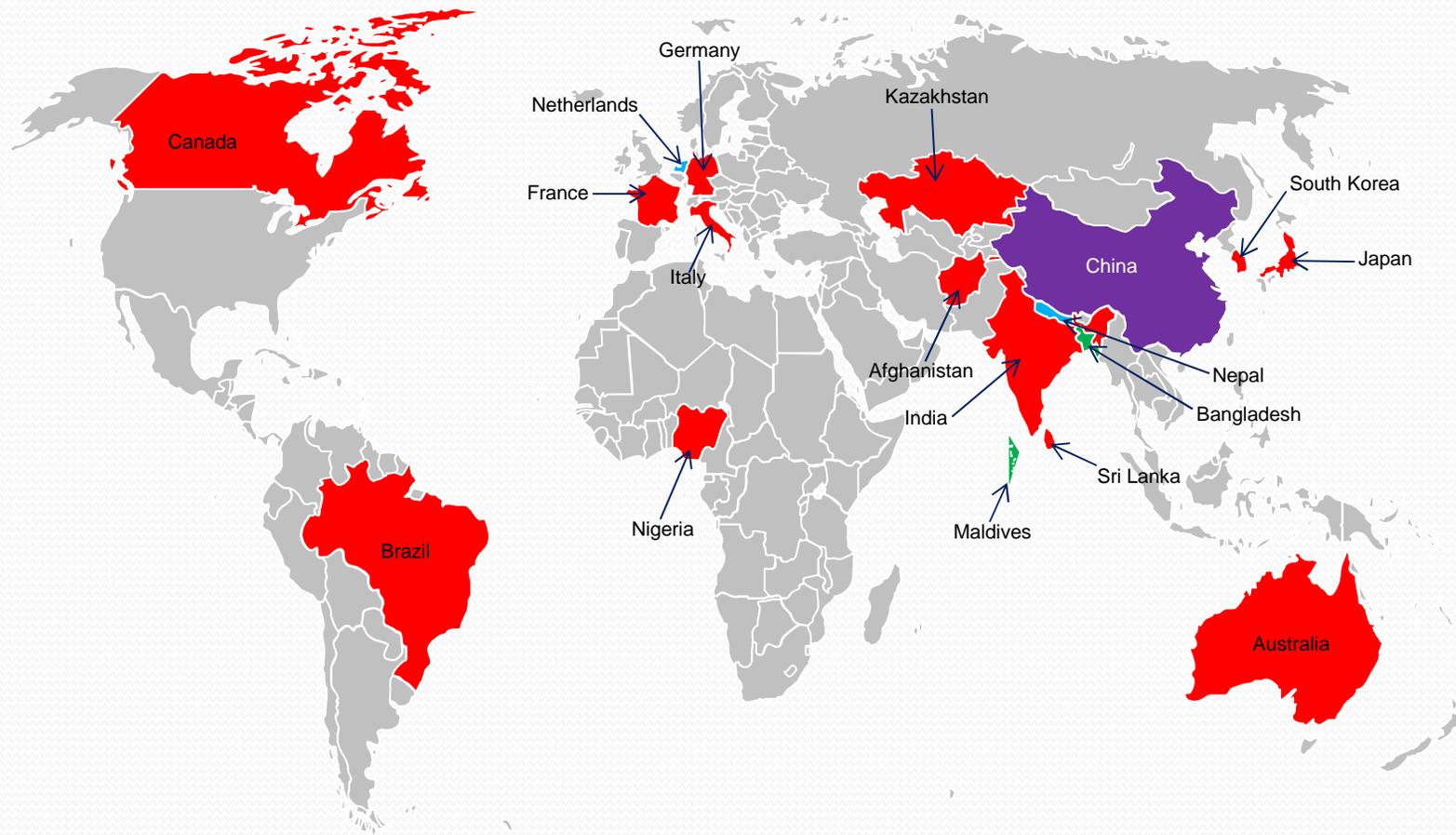


Air Quality Education Program

- 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

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