

# OMBUDSMAN ANNUAL REPORT

For 2015

# Plan for Today's Presentation

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- Ombudsman Overview
- Introduce Small Business Opportunities Panel
- Team Alignment
- Compliance Assistance & Engagement Examples
- 2016 Goals



# Mission Statement

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The mission of the Office of the Ombudsman (OMB) is to **support** the California Air Resources Board (CARB) in **achieving federal and state clean air objectives** by ensuring the perspectives of California's small business owners and other stakeholders are integrated into CARB's policies, regulatory processes, and procedures.



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# Office of the Ombudsman

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Ombudsman advances ARB's policy objectives through:

- Outreach
- Engagement
- Compliance Assistance
- Collaboration



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# Small Business Opportunities Advisory Panel (SBOAP)

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- ❑ Mandated by Clean Air Act
- ❑ Provides small business perspective
- ❑ Assists with outreach
- ❑ Represents a cross-section of regulated industries (statewide)

## SBOAP



# Quarterly Meeting at Hughson Nut, Inc.

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# SBOAP Co-Chairman

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## Richard McCaskill

Small Business Co-Chair on behalf of SBOAP  
Members

THANK YOU FOR THE OPPORTUNITY TO ENGAGE



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# Richard McCaskill, Small Biz Co-Chair

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SBOAP key areas of focus for 2016:

## **Mutual Awareness**

- ❑ What are Agency challenges
- ❑ What actions will affect SB
- ❑ How can SB expertise assist
- ❑ How can burdens be reduced
- ❑ What is the process for SB engagement

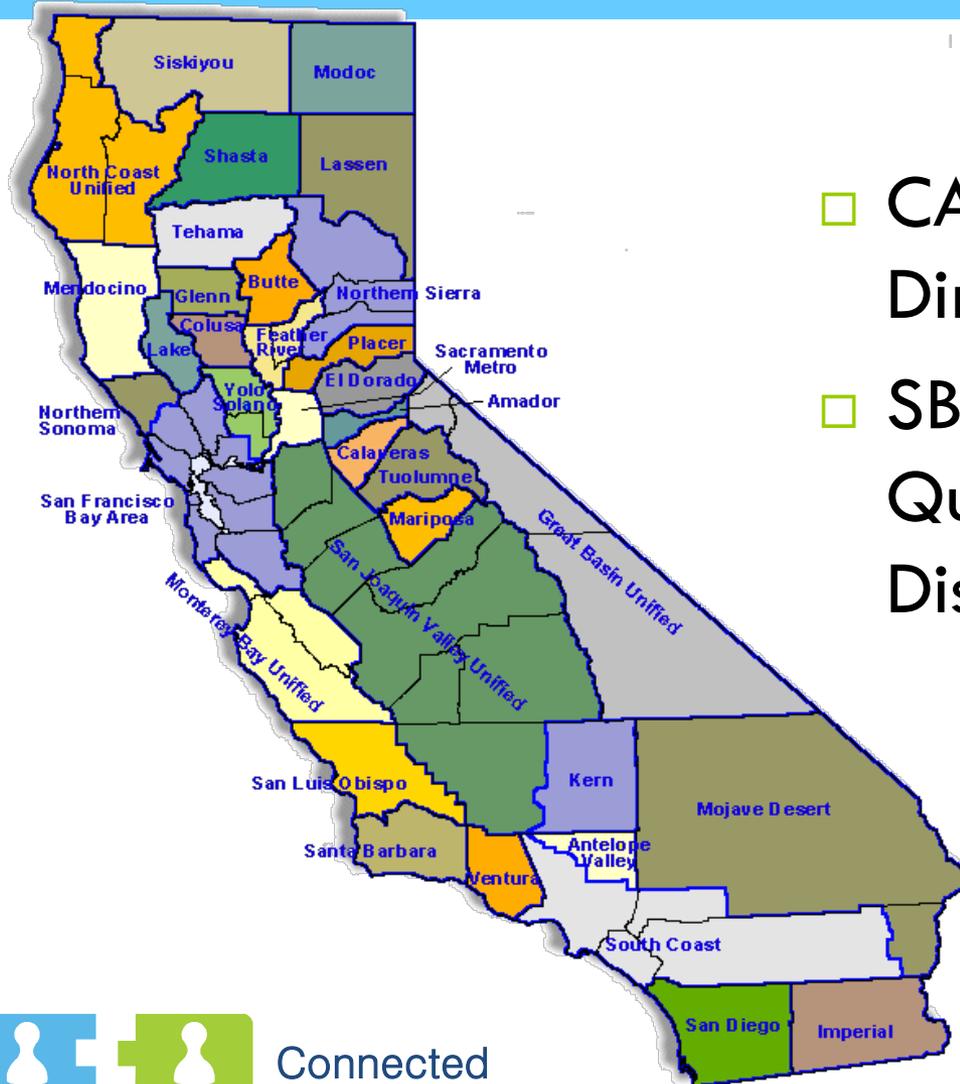


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# Alan Abbs, CAPCOA Co-Chair

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## California Air Districts



- CAPCOA Executive Director
- SBOAP Co-Chair: Air Quality Management District Perspective



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# Ombudsman Staff Regions

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**Anthony Marin**  
**Northern CA**  
Truck and Bus  
Spanish Hotline

**Judy Nottoli**  
**Sacramento & Bay Area**  
SBOAP  
Cool California

**Edward Wong**  
**Southern Coastal**  
Education

**Jenna Latt**  
**Southern CA**  
Compliance Assistance

**Zenia Aguilera**  
**Fresno**  
Comment Log  
Admin Support



# Key Economic Sectors (all regions)

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Impacted ARB/CA Goals:

Energy

Fuels

Transportation

ARB/CA Opportunity:

Access to residents, visitors,  
and vulnerable populations.

- Hospitality & Leisure
- Accommodation
- Food Services
- Healthcare/Social Assistance
- Entertainment
- Retail
- Services

# Compliance Assistance & Engagement

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**Outreach + Tools + Collaboration = Compliance Assistance**

Air Toxics – Dry Cleaners

Short Lived Climate Pollutants – Refrigeration Management

**Tools + Collaboration + Compliance Assistance = Engagement**

Greenhouse Gas Reductions – CoolCalifornia Website

Disadvantaged Communities and Economy – Green Business



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# Compliance Assistance 2015

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## □ Compliance assistance: tools, demos, videos

### Free Professional Wet Cleaning Demonstration Workshop for Dry Cleaners

Bring your toughest or most delicate 'dry clean only' garment for a professional wet cleaning demonstration. No shrinking, no stretching, no smell!

You will also learn about:

- Small business assistance and grants up to \$17,500.
- Wet cleaning technologies.
- Saving money and reducing regulatory requirements with wet cleaning.

**SPACE IS LIMITED SO REGISTER TODAY!**

Go to [Eventbrite.com](http://Eventbrite.com) and search for "Wet Cleaning Workshop" or call (626) 575-7097.



#### LEAK INSPECTION

### Save Money Through Early Detection

*Tips for leak inspecting refrigeration systems<sup>1</sup> (recommendations only)*

#### Sniff

- **Leak Detection:** Use an electronic leak detector at its **most sensitive setting** on the following areas:
  - Slowly move the "nose" of the probe (sniffer) as close as possible to **all mechanical room components of each refrigeration system.**
  - Walk through the sales area of the store of each refrigerated case using the sniffer.
  - Check each walk-in cooler, freezer, and refrigerated prep area in the store.
  - Check the subsurface refrigeration access pits, starting with riser pits.
  - Check accessible overhead refrigeration lines by following the path of the lines.



# Compliance Assistance Dry Cleaners & Refrigerant Management Program

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## Type of outreach for Dry Cleaners & RMP

29 Onsite compliance visits

3 Demonstration workshops

3 Presentations

2 Tradeshows

5 Compliance assistance/outreach tools developed



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# Tools: CoolCalifornia Website

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Keyword Search:    
[Advanced Search](#)

HOME CITY CHALLENGE INDIVIDUALS SMALL BUSINESS LOCAL GOVERNMENT SCHOOLS FUNDING WIZARD ABOUT US

## IT'S BACK!

The Funding Wizard combs the internet for funding opportunities in categories such as energy, air quality and climate change, transportation, urban development, waste management, water, and more.

[LEARN MORE](#)

[GET RIGHT TO IT](#)



Search for grants, loans, rebates, and more to fund sustainable projects.

1 2 3 4 5 6

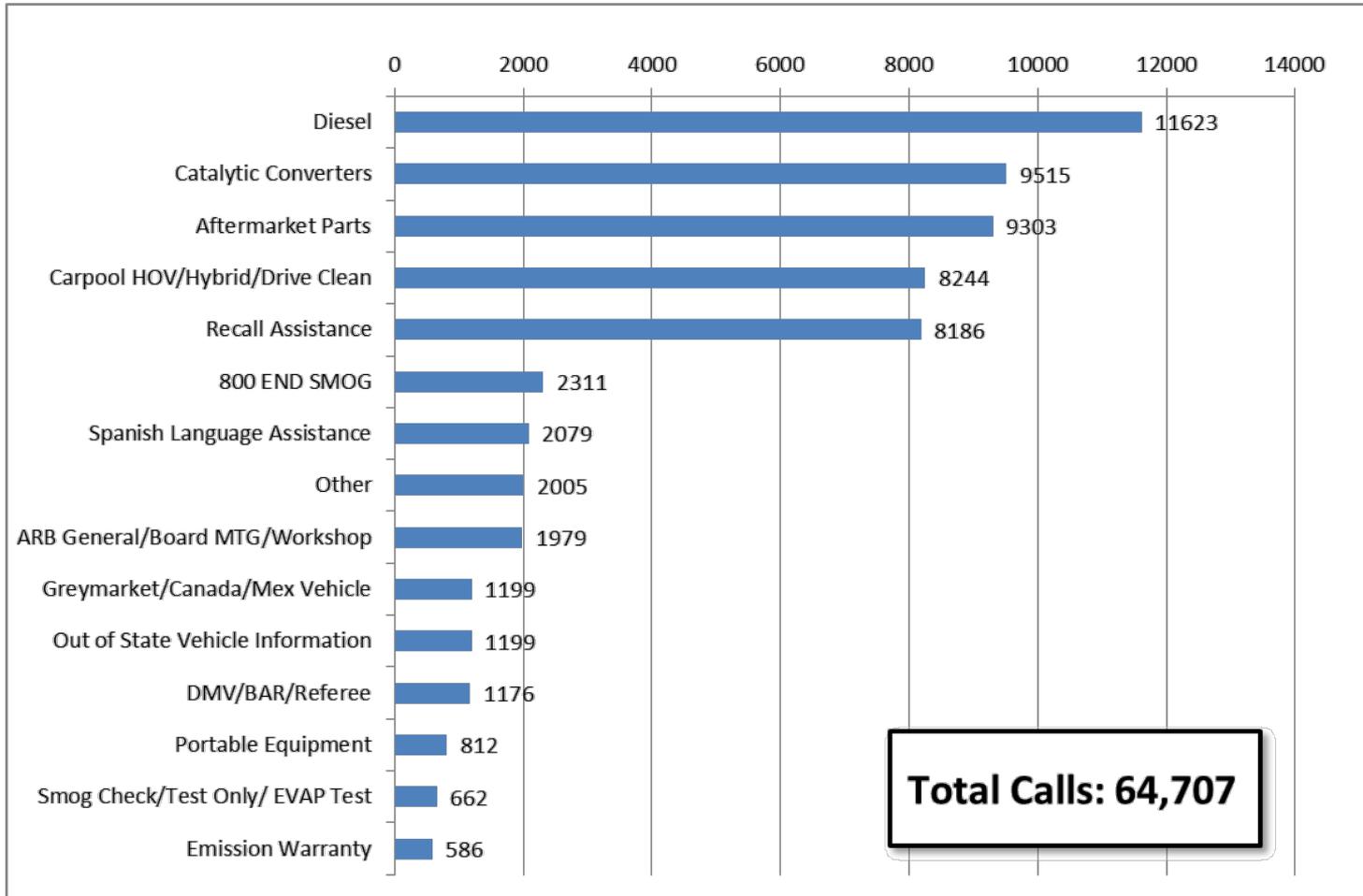
Our goal is to provide resources to help all Californians reduce their environmental impact and be part of the climate change solution.



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# 2015 Hotline Call Data

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# Meet Challenges Ahead

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- Attain health based air quality standards 2023 & 2031
- Minimize health risk from exposure to air toxics
- Meet key climate goals by 2030
  - Reduce GHG emissions 40% below 1990 levels
  - Reduce petroleum use by 50%
  - Increase energy efficiency w/50% of electricity from renewable sources



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# Engagement: Small Business

## Reducing Emissions Verified Metrics

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### Outcome Report for 2015 with 2,953 Businesses Certified

Outcome	Per Year	Total Cost Savings Since Enrollment
GHGs Reduced	1,837,736,781 lbs. of CO2	\$3,118,219
Recycling and Composting	1,490,930,589 lbs. of CO2	\$2,531,892
All Other Measures	346,806,192 lbs. of CO2	\$586,327
Energy Saved	335,586,553 kWh	\$33,554,636
Water Saved	149,943,108 gallons	\$292,654
Fuel Saved	13,444 gallons	\$51,123
Hazardous Waste Reduced	31,566 gallons	\$19,775
Solid Waste Diverted from Landfill	865,833,641 lbs.	\$58,090,669



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# Greening Small Businesses in Disadvantaged Communities



## Efforts of the CA Green Business Network

Fresno Green Team, led by Greater Stockton and Fresno Metro Black Chamber of Commerce, recognizing their **first Green Certified Business – Ortiz LED Solutions.**



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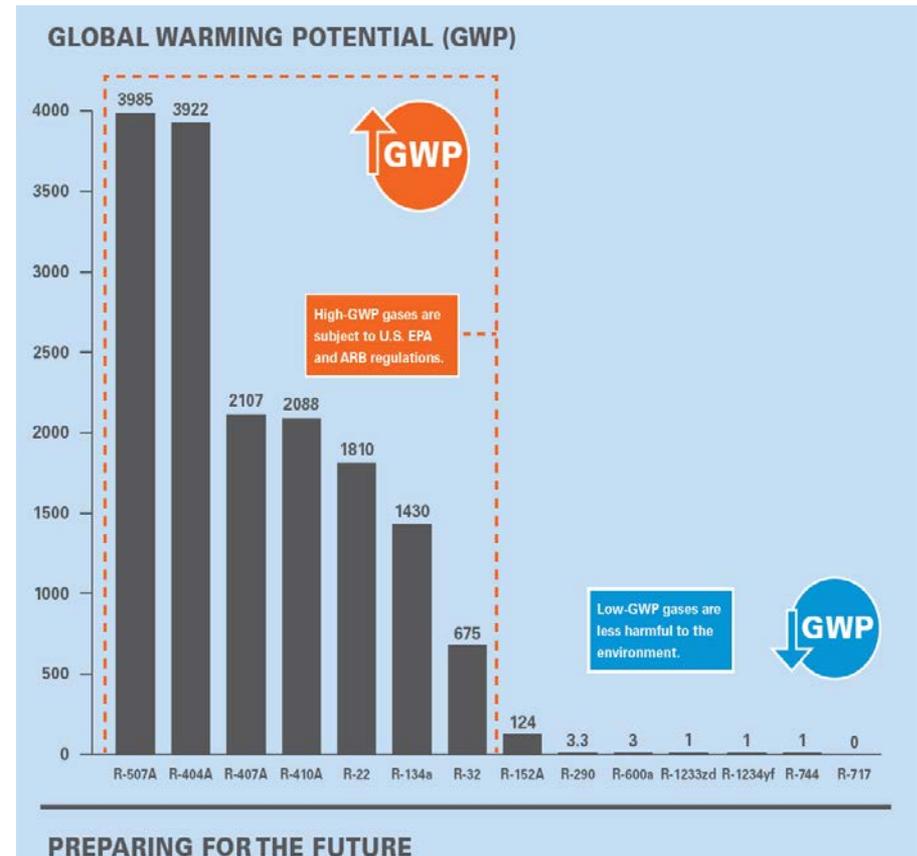


## SB 535 Disadvantaged Communities

# SLCP Case Study: Refrigerant Management Program

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- OMB staff worked closely with RMP staff
  - OMB conducted over 24 compliance assistance visits at small grocers in 2015
  - Developed new tools “Leak Inspection: Save Money Through Early Detection” and Leak Detection video
  - Collaborated with a major service provider to leverage their expertise
  - Developed visual tool to facilitate good decision making on low-GWP refrigerants for equipment retrofit and replacements



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# 2016 Recap

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- Ombudsman needs to continue to:
  - ▣ Engage established and emerging small businesses in “owning” climate change, air toxics reduction and achievement of air quality goals.
  - ▣ Increase awareness among regulatory and business customers
  - ▣ Maximize the strengths of our collaborators
  - ▣ Develop tools and other relevant resources.



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# Connecting. Collaborating. Leveraging.

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# Ombudsman Contacts

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# Referenced Resources

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- EO 2016 Program Priorities - <https://www.arb.ca.gov/board/books/2016/012116/16-1-2pres.pdf>
- Dry Cleaning Program - <https://www.arb.ca.gov/toxics/dryclean/dryclean.htm>
- Refrigerant Management Program - <https://www.arb.ca.gov/cc/rmp/rmp.htm>
- Cool California Website - <http://www.coolcalifornia.org>
- Green Business Network - <http://www.greenbusinessnetwork.org/>



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