



# Ombuds Report for 2025

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# Overview

- What is the Ombuds Program?
- Inquiry Overview
- Trends and Recommendations
- Contacting the Ombuds Program

# What is the Ombuds Program?

- An impartial resource for members of the public being impacted by DTSC
- Assists with research, provides information and identifies resources, responds to questions and concerns

# What are the limitations of the Ombuds?

- No authority over the Board or DTSC
- No formal investigations
- No legal advice

# What is an inquiry?

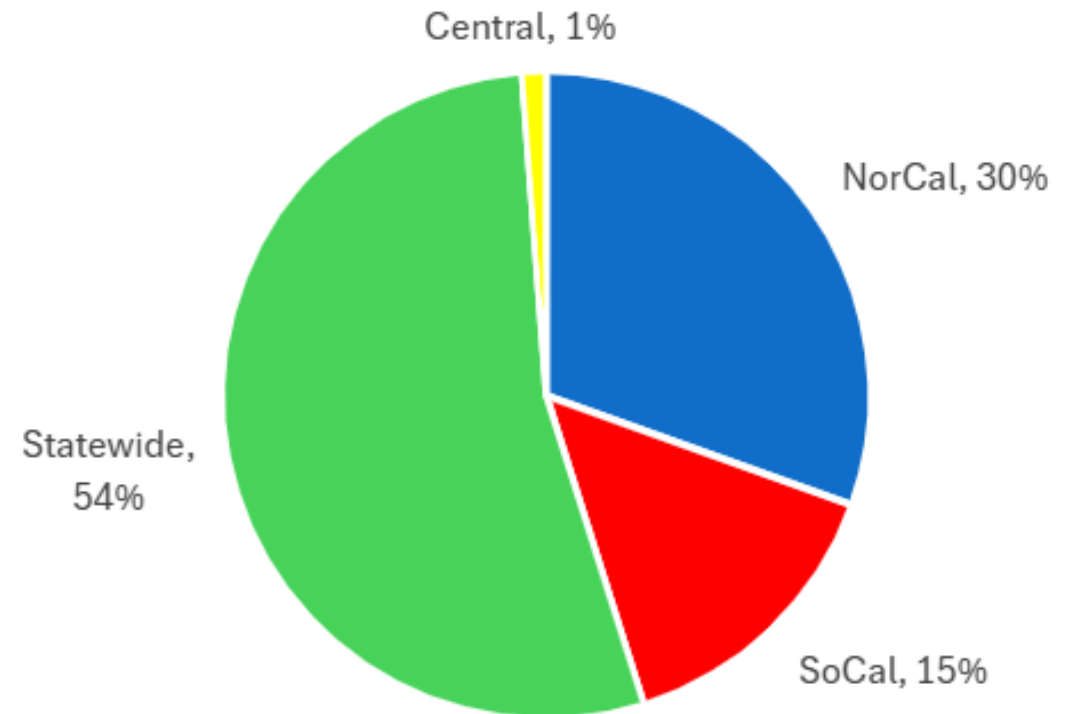
- A request for research, information or answers
- An appeal for systemic review into matters of public interest
- A search for clarification of rights and options

# What happens to inquiries?







- Each inquiry is logged internally, then researched for appropriate response
- Inquiries are either responded to directly, or referred to appropriate program for more info
- Resolved items are grouped and analyzed

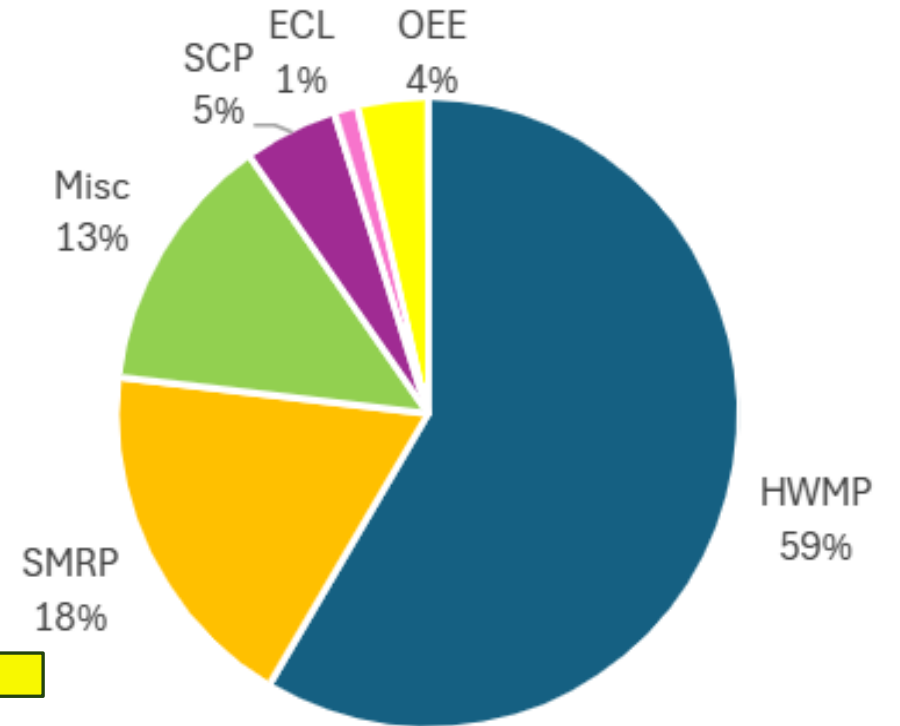
# Inquiry Overview (Jan-Dec 2025)

- **Total Number of Inquiries** – 82
- **Regional Data**
  - Northern California – 25
  - Southern California – 12
  - Central Valley - 1
  - Statewide – 44
- **Method Received**
  - Email/Forms – 57
  - Public Meetings – 22
  - Phone – 3

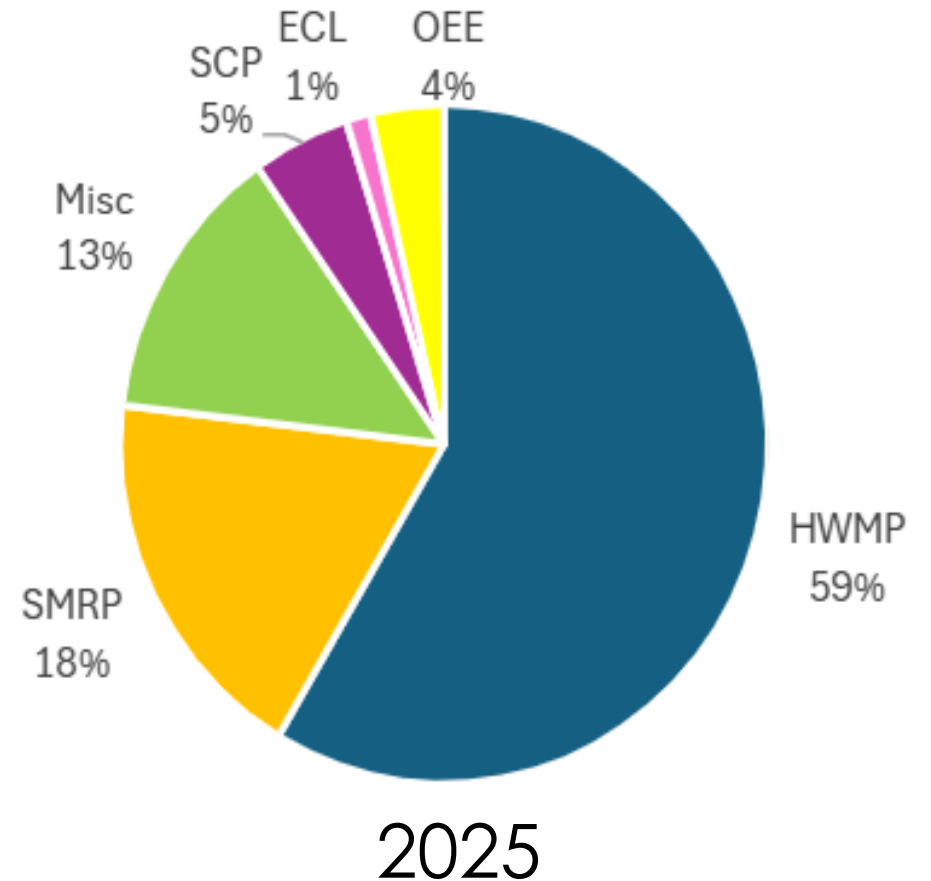
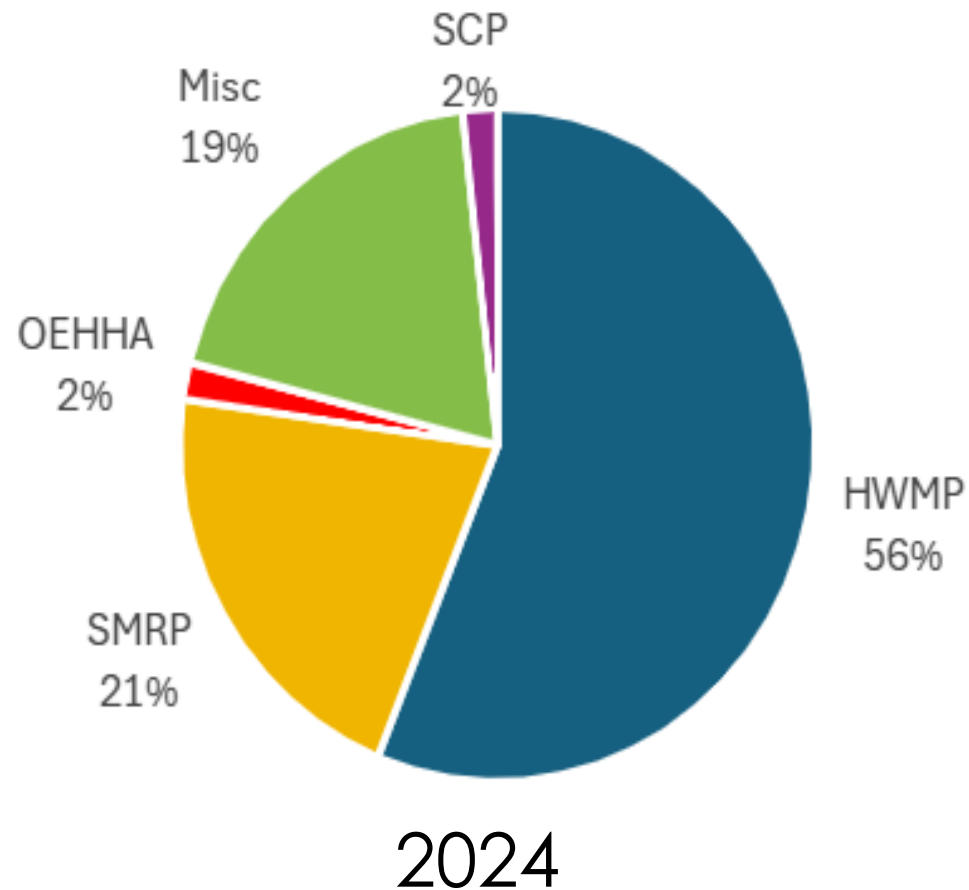


# Inquiries By Program (Jan-Dec 2025)

- HWMP - Hazardous Waste Management Program (48, 59%) 
- SMRP - Site Mitigation and Restoration Program (14, 17%) 
- Miscellaneous Programs (11, 13%) 
- SCP - Safer Consumer Products (4, 5%) 
- OEE - Office of Environmental Equity (3, 4%) 
- ECL - Environmental Chemistry Lab (1, 1%) 

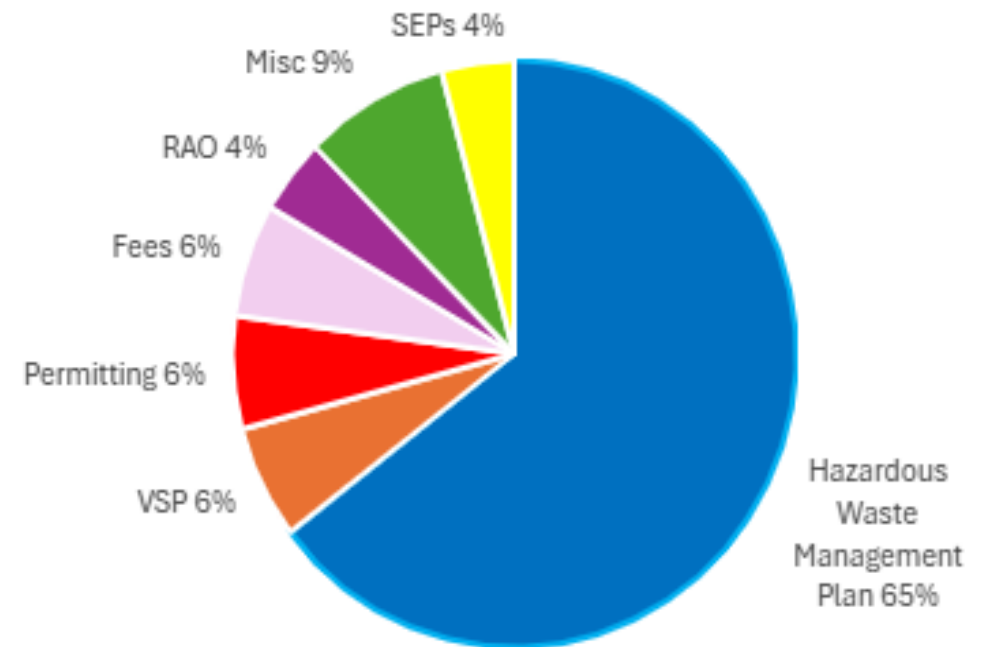


# 2024 to 2025 Inquiry Comparison By Program



# HWMP Inquiries by Division (Jan-Dec 2025)

- HWMP - Hazardous Waste Management Plan (31, 65%) 
- VSP – Violation Scoring Procedures (3, 6%) 
- Permitting (3, 6%) 
- Fees (3, 6%) 
- RAO – Regulatory Assistance Office (3, 6%) 
- SEPs – Supplementary Environmental Projects (2, 4%) 
- Miscellaneous - (4, 8%) 



# The Ombuds Subcommittee

- Smaller, specialized group overseeing the Ombuds Program
- Assists in reviewing more complex inquiries, supports outreach efforts
- Monitors inquiry progress and outcomes, advises on best practices

# Recommendations

- Designate specific public points of contact for DTSC divisions
- Set service standards for response times
- Improve communication during delays

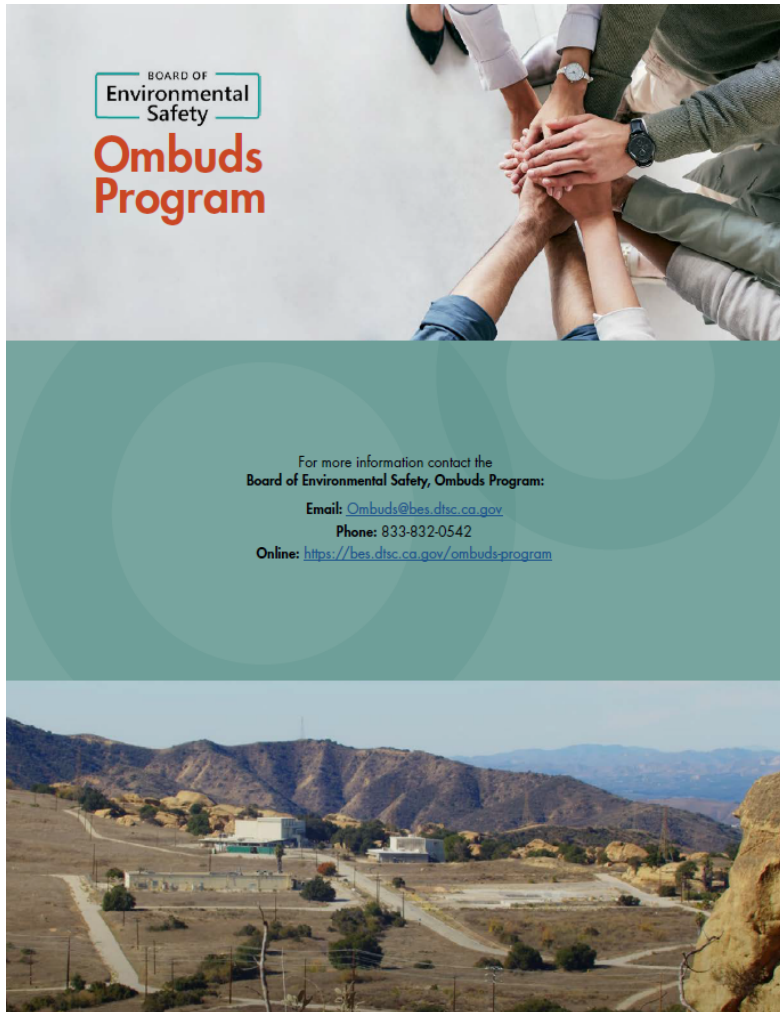
# Goals for 2026

- More dedicated public outreach – including the EJAC
- Adding metrics
- Training opportunities

# Contact The Ombuds Program

- Online intake form – <https://forms.office.com/g/hF7gu3jurb>
- Email – [Ombuds@bes.dtsc.ca.gov](mailto:Ombuds@bes.dtsc.ca.gov)
- By Phone: 833-832-0542
- At public meetings

# The Ombuds Pamphlet



**Who We Are:**

The Ombuds Program is an impartial resource for those being impacted by the work of the Department of Toxic Substances Control. We assist the public in seeking information, discussing concerns, and identifying resources. The Ombuds Program tracks and analyzes each inquiry, and reports to the Board of Environmental Safety with the goal of timely resolutions.

a particular focus on disproportionately burdened and vulnerable communities. If you have questions, comments, suggestions, or concerns about a particular site, facility, or product regulated by DTSC, then the Ombuds Program is here to serve you.

**How We Can Help:**

Members of the Board of Environmental Safety represent the general public interest, and act to protect public health and reduce risks of toxic exposure with

The Ombuds Program receives and evaluates complaints, suggestions, and inquiries from the public, reports findings, and makes recommendations to DTSC and the Board. We are here to support you in your dealings with DTSC by addressing your inquiries and fostering safer, more sustainable communities.

Inquiry Submission Form	
<b>General Information</b>	
Name:	
Email	Primary Phone:
<b>DTSC Site, Facility, Program, Action or Policy:</b>	
Inquiry:	
<b>How can you submit an inquiry?</b>	
<b>Online:</b> <a href="https://bes.dtsc.ca.gov/ombuds-program">https://bes.dtsc.ca.gov/ombuds-program</a> <b>By Phone:</b> 833-832-0542 <b>In Person:</b> <a href="https://bes.dtsc.ca.gov/next-meeting">https://bes.dtsc.ca.gov/next-meeting</a> <b>Via Email:</b> <a href="mailto:Ombuds@bes.dtsc.ca.gov">Ombuds@bes.dtsc.ca.gov</a>	<b>By Mail:</b> Board of Environmental Safety Ombuds Program P.O. Box 806 Sacramento, CA 95812-0806