



Ombudsman Office

Jen Pokorski, AICP

Director, Ombudsman Office

Maricopa County

Ombudsman Program

Purpose

Encourage and support a customer focused culture at Maricopa County.

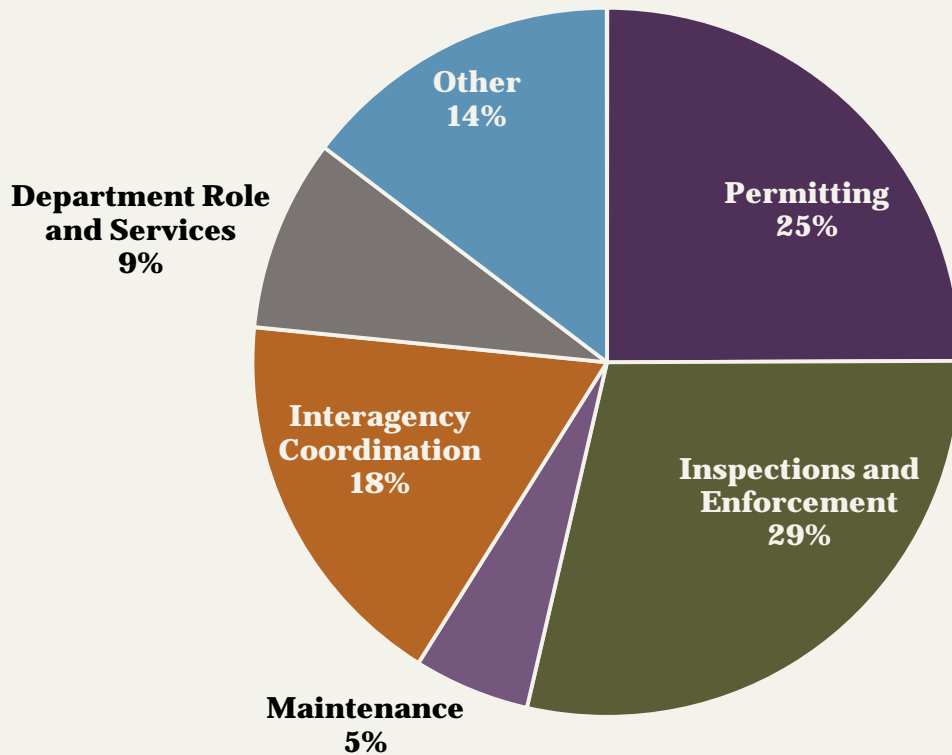
Desired Outcomes

Improved service delivery, enhanced citizen engagement, and increased public trust in Maricopa County government.

What we do...

1. Help the public and industry navigate the regulatory process.
2. Provide independent dispute resolution.
3. Increase customer understanding of the services provided by County government.
4. Analyze customer feedback and trends to identify opportunities for process improvement.
5. Facilitate partnering and sharing of customer-service “best practices” across the County departments.
6. Manage the Enhanced Regulatory Outreach Program or EROP.

Referral Categories & Trend Analysis



**Process
Improvements
resulting in...**

Decreased # of referrals;
increased complexity

Improved interagency
communication

How we can help...

Step 1

Seek resolution at the department level.

Step 2

Check that your dispute is within our sphere of influence.

Step 3

Contact Us.

Who we are...

Kathryn Garcia

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Air Quality &
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Flood Control &
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Matt Golab

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Planning and
Development

Enhanced Regulatory Outreach Program (EROP)

1. Ten-step process to solicit input from the public and stakeholders on changes to rules or regulations
2. Focus on transparency: Email updates and interactive website.
3. Rule-Making Departments:
 - Air Quality
 - Environmental Services
 - Flood Control District
 - Planning and Development
 - Transportation
 - Procurement Services

Questions?

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