

Questions for Multimedia Peer Center Mentor Programs (revised 5/12/08)

1. Do you have a state statute, policy, MOU, or other written document that established your multimedia *small business environmental assistance program (SBEAP)? If yes, please explain and provide a link to the document if possible.
2. How and when did your SBEAP begin offering multimedia compliance assistance?
3. Does your SBEAP provide confidential services? Explain.
4. What role does the Ombudsman play? Does the office address multimedia issues or is it strictly an air ombudsman? What agency or organization does the ombudsman work in? Please provide contact information.
5. What types of multimedia assistance does your SBEAP provide (air, hazardous waste, solid waste, water quality, other)? Describe.
6. Is your SBEAP's work prioritized? If yes, explain (e.g., by media, rule, industry sector).
7. What percent of your total multimedia assistance effort is delivered through each of the following methods:
 - Direct referrals to appropriate regulatory staff (___%)
 - Personal contact with appropriate media staff (e.g., arranging meetings with regulatory staff from different media, having each program outline their respective rule requirements, following up as needed) (___%)
 - Internal SBEAP expertise (e.g., gathering all information, walking client through requirements) (___%).
8. Describe who actually provides the assistance. Is the primary role of the SBEAP staff to refer assistance requests to the appropriate regulatory staff or do the SBEAP staff possess the knowledge and experience to provide direct assistance? Explain the educational background and experience level of SBEAP staff.
9. Please identify the compliance assistance tools your SBEAP provides by completing the table below. In addition, please elaborate on any of the tools and include information about compliance assistance tools not included in the table.

Regulatory Program	Hotline	Publications	Onsite Visits	Workshops	Permit Assistance
Air					
Waste					
Water					
Remediation					
Storage Tanks					
Emergency Planning					
Wetlands, Land/Water Interface					

10. Do you have SBEAP staff members with expertise in pollution prevention/EMS, as well as regulatory compliance?
11. Are there any industry sectors for which you cannot provide assistance or can provide only limited assistance? Explain.
12. Where is the technical assistance component of your SBEAP housed (state environmental regulatory agency, Small Business Development Center [SBDC], college or university [not SBDC], other state agency)?
13. Where does funding come from for your multimedia SBEAP (air permit fees only, air permit fees plus other sources, task-specific funding, other)? What are the funding criteria? Please note that since this could be sensitive information, this is an optional question.

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14. How many staff does your SBEAP have (using FTE equivalents)? Does your SBEAP have a documented performance measurement system (system to track data on activities such as web site hits, hotline/telephone assistance calls, mailings, onsite visits, publications, seminars/workshops/trainings, teleconferences/videoconferences, other)? Describe.
15. What have been the benefits of providing multimedia versus air only assistance? Have you performed any cost benefit analyses? Describe your successes.
16. Provide an overall link or links to your online multimedia assistance web page(s), checklists, calculation spreadsheets, guidance, factsheets, publications, and contacts.
17. What kind of peer assistance (for other SBO/SBEAP programs) is your SBEAP willing to contribute at this time (information provided here only, telephone/email assistance, program visits, training, other)?
18. Please list the industry sectors that you assist/have assisted most, and feel you have "expert" knowledge about. If possible, use the industry sector examples below to categorize. You may also be more specific, include additional details, or write in a category that is not listed. In addition, please provide contact information for each industry sector "expert."

INDUSTRY SECTOR EXAMPLES:

- Agriculture
 - Aircraft
 - Automotive
 - Chemicals
 - Construction
 - Die Casting
 - Dry Cleaning
 - Electric/Power/Energy
 - Electronics/Computer
 - Electroplating
 - Fiberglass Operations
 - Foods
 - Furniture
 - Hospitals/Medical
 - Iron and Steel
 - Laboratories/Schools
 - Lubricants
 - Lumber and Wood
 - Machining
 - Marine/Shipyard
 - Metal Fabrication
 - Metal Finishing
 - Mining
 - Painting and Coating
 - Pesticides
 - Petroleum Refining
 - Pharmaceuticals
 - Plastics
 - Printing and Photoprocessing
 - Pulp and Paper
 - Recreation
 - Recycling
 - Retail
 - Rubber and Plastics
 - Solvents/Cleaning
 - Stone/Clay/Glass/Concrete
 - Textile Services
 - Transportation
 - Used Oil
19. What is your advice to other SBEAPs who want to become multimedia programs? What particular challenges did you face evolving into a multimedia program and how did you overcome them?

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20. Provide contact information for peer assistance with your SBEAP.

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