



**SUMMARY OF 2007 SBEAP MULTIMEDIA SURVEYS  
PREPARED BY THE MULTIMEDIA SUBCOMMITTEE  
JUNE 2007**

***INTRODUCTION***

In January and February 2007, a survey was conducted to update and further delineate information about which Small Business Ombudsman and Small Business Environmental Assistance Programs (SBOs/SBEAPs), and Compliance Advisory Panels (CAPs) under Section 507 of the Clean Air Act offer multimedia services. This survey will enable the Multimedia Subcommittee to accomplish their mission to assess and revalidate the multimedia status of the SBOs/SBEAPs/CAPs, and to develop and share resources to help all SBOs/SBEAPs/CAPs with multimedia issues. This is ultimately intended to help non-multimedia programs become multimedia and to help others to provide additional multimedia services, if desired. The survey results have been posted on the Small Business Environmental home page: <http://www.smallbiz-enviroweb.org/multimedia07/multimedia.asp>.

The 2007 SBEAP Multimedia Survey went out to 53 programs: 50 states, Washington DC, Virgin Islands, and Puerto Rico. Recipients completed the eight-question survey online. A total of 40 SBEAPs (75 percent of the all SBEAPs) responded.

In 2003, forty-four programs responded to a SBEAP Multimedia Survey consisting of 13 questions. The 2003 and 2007 surveys contained different questions except for the following: "How does your program provide environmental assistance?" "What are the sources of your funding" and "Is your program officially multimedia?" A comparison of the 2003 and 2007 responses to these three questions are included in this report.

**QUESTIONS 1 and 2: Program name, web site, mission and contact information**

Below is a breakdown of where the 40 SBEAPs who responded to the survey are housed. Eighty percent (32/40) of the programs are located in the state environmental department.

| <b>Type of Organization</b>                                | <b>Number of Respondents</b> |
|--|------------------------------|
| State environmental regulatory or nonregulatory department | 32                           |
| University   | 3                            |
| State Commerce department                                  | 2                            |
| Small Business Development Center (SBDC)                   | 2                            |
| Public Benefit Corporation                                 | 1                            |

**QUESTION 3: How does your program provide environmental assistance?**

The table below contains a summary of the type of environmental program assistance and what level of service the SBEAPs are providing their constituents. Air quality is the dominant program type, but water quality, solid waste, and hazardous waste are also strong. As expected, nearly every SBEAP is providing a high level of expertise on air quality issues; however, referral is the most common level of

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service provided for non-air compliance assistance, including water quality, solid waste, hazardous waste, and “other” assistance areas. Providing clients with expertise increased since 2003 in all categories except for air quality, which actually decreased a few percentage points. This is a further indication that the level of multimedia assistance is on the rise. Responses in the “other” category were pollution prevention (10), energy (5), storage tanks (4), and land water interface (4).

| SERVICE PROVIDED        | 2003 | 2007 | REFERRAL |      | PERSONAL CONTACT |      | EXPERTISE |      |
|-------------------------|------|------|----------|------|------------------|------|-----------|------|
|                         |      |      | 2003     | 2007 | 2003             | 2007 | 2003      | 2007 |
| <b>Air Quality</b>      | 100% | 100% | 91%      | 90%  | 98%              | 90%  | 98%       | 92%  |
| <b>Water Quality</b>    | 93%  | 95%  | 98%      | 92%  | 85%              | 84%  | 61%       | 68%  |
| <b>Solid Waste</b>      | 91%  | 92%  | 100%     | 89%  | 92%              | 86%  | 55%       | 62%  |
| <b>Hazardous Waste</b>  | 93%  | 97%  | 100%     | 97%  | 90%              | 87%  | 68%       | 74%  |
| <b>Other (optional)</b> | 48%  | 65%  | 100%     | 100% | 62%              | 92%  | 71%       | 77%  |

A couple of highlights that were expressed by the 17 SBEAPs when asked to provide more descriptive information about their outreach:

- Eight SBEAPs indicated that they have developed partnerships with regulatory staff, voluntary programs (e.g., pollution prevention, energy efficiency), and other external agencies in the areas of economic development, health and safety, and fire safety.
- Six of the programs cited the use of workshops and training to help their customers comply with the regulations.

In comparing the results from the 2003 survey to the 2007 survey results, there is a continuous trend by the regulatory programs to use the SBEAPs as a conduit to provide regulatory information to business and industry, although they continue to provide some primary and secondary support for these programs. Most SBEAPs expressed that they provided technical assistance which can take many forms: telephone consultations, on-site assistance or assessments, training and workshops, or the development of guides and other documents. This method of reaching business and industry in each state or territorial SBEAP has not changed from 2003 to 2007.

Some SBEAPs have expanded their outreach beyond providing only air quality services to include pollution prevention and other voluntary programs that focus on such things as energy conservation, recycling or facility self-audit assessment. In most cases, the SBEAPs seem to be meeting a need within their respective states and territories to be the link to a variety of environmental services that are available in both the public and private sectors.

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### ***QUESTION 4: Is your program officially multimedia?***

Of the 40 SBEAPs completing the 2007 survey, 26 (65 percent of the respondents) have official multimedia programs. In 2003, twenty-two of the 44 SBEAPS completing the survey (50 percent of the respondents) reported having a multimedia program.

Seven of the 26 SBEAPs have a state statute creating their multimedia program: Arizona, Indiana, Iowa, Maine, Massachusetts, New Hampshire, and Texas. The remaining 19 multimedia programs were created by policies, MOUs, and directives. North Carolina's Compliance Advisory Panel is multimedia by state statute.

All of the 14 SBEAPs indicating that they don't have an official multimedia program provide some level of multimedia assistance. Many of the staff in other regulatory programs act as resources to the SBEAP, so the work is getting done. In summary, all programs are offering some level of multimedia assistance either officially or unofficially.

### ***QUESTION 5: What are your sources of funding?***

Twenty-five programs responded to Question 5. Title V fees play a major role in funding. Other key sources of revenue are through state general funds, the collection of waste disposal fees, and funding from local utilities. Task-specific grants contribute to a lesser degree. They included an Environmental Council of States (ECOS) storm water grant, Resource Conservation and Recovery Act (RCRA) and non-point source grants, workshop/conference sponsorship by trade and industry associations, U.S. Environmental Protection Agency grants, and grants from other state agencies.

| Source of Funding                 | 2003 | Sources of Funding    | 2007 |
|-----------------------------------|------|-----------------------|------|
| Air Permit Fees Only              | 36%  | Title V Fees          | 85%  |
| Air Permit Fees and other Sources | 55%  | Other Sources         | 64%  |
| Task-Specific Funding             | 18 % | Task-Specific Funding | 18%  |

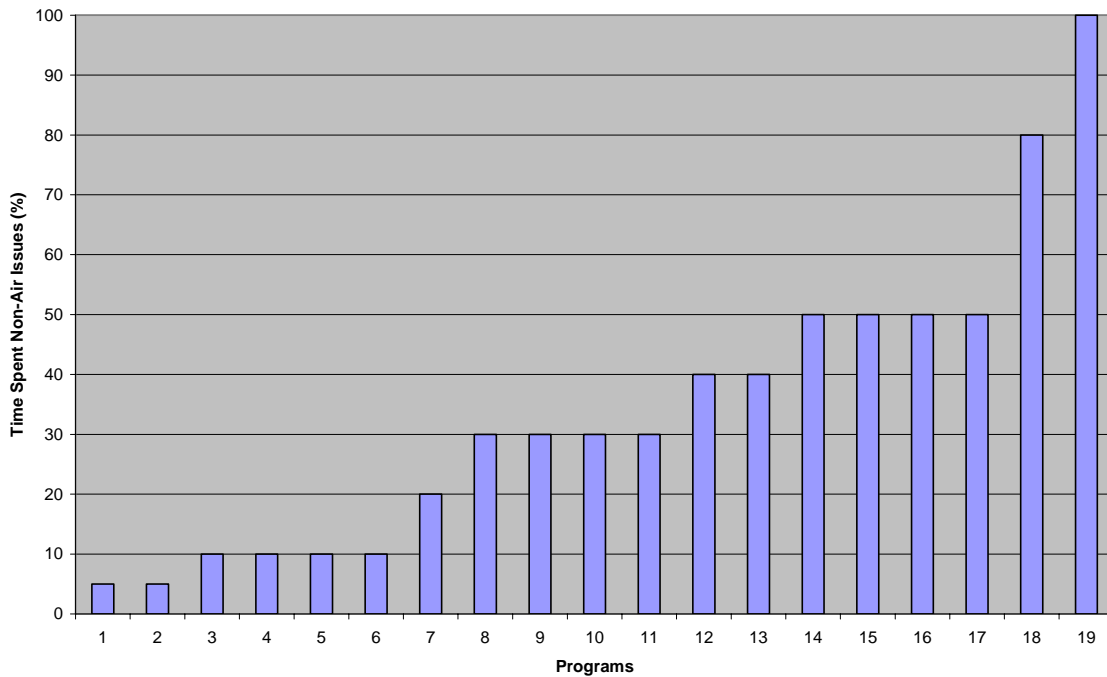
### ***QUESTION 6: What percent of the time does your CAP currently spend on compliance issues other than air?***

Of the 40 SBEAPS that responded to Question 6, fifty-three percent (21/40) reported that their CAP spends 0 percent of the time on multimedia issues. However, 15 of those 21 respondents do not have an active CAP.

Of the remaining 19 respondents, the percentages were all across the board ranging from 5 percent to nearly 100 percent. The majority (10/19) fell within the range of 30 to 50 percent of the time spent on multimedia issues. On average they spend 34 percent of the time on non-air issues. From the narratives, the multimedia categories included voluntary programs such as Environmental Response Programs (ERPs), pollution prevention, sustainability, energy, green certification, and toxics reductions; planning and rulemaking activities; and traditional media such as hazardous waste, drinking water, wastewater, and Emergency Planning and Community Right-to-Know Act (EPCRA).

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Question 6 - Compliance Advisory Panel



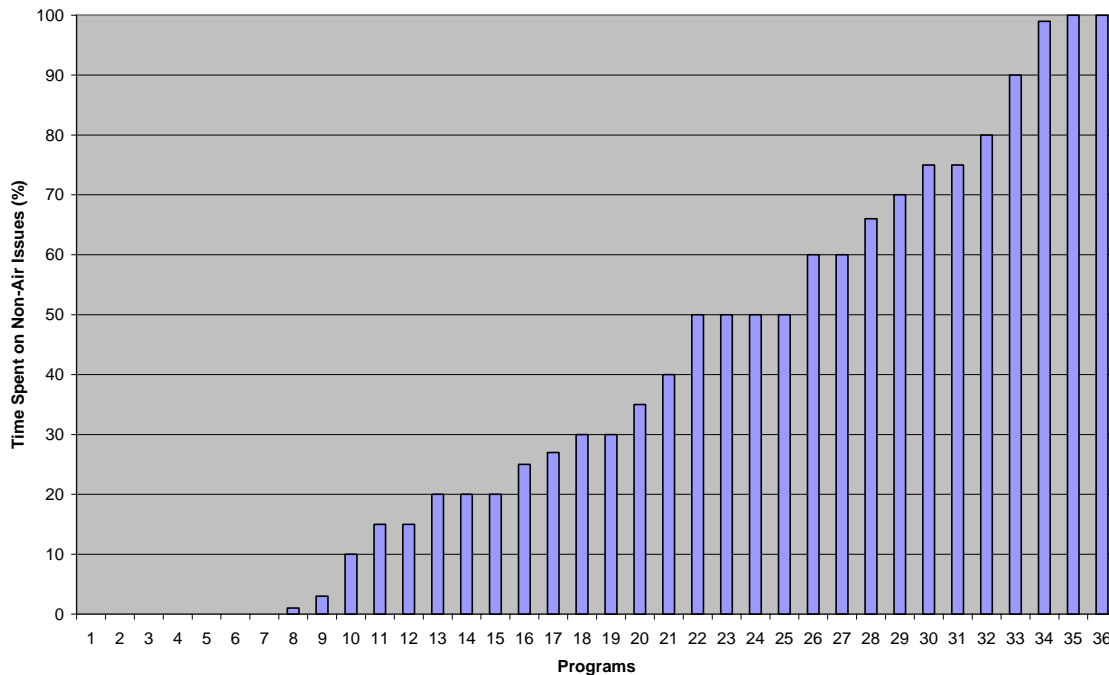
**QUESTION 7: What percent of the time does your ombudsman spend on compliance issues other than air?**

Form the 37 programs responding to Question 7, four indicated that they did not have an appointed ombudsman, three ombudsmen spend 100 percent of their time on air issues, and the remaining 30 ombudsman spend, on average, 46 percent of their time on non-air issues. These issues include the following:

- Hazardous waste
- Water quality
- Sustainability issues
- Waste
- Energy conservation
- Pollution prevention
- Alternative permitting
- Green certification
- Toxics reductions
- Environmental justice

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Question 7 - Ombudsman



## **QUESTION 8: Further clarification of your program**

Twenty-one states completed this comment field. A few common themes emerged from the comments: the number of staff and their location, pollution prevention, site visits, and when the SBEAP started offering multimedia assistance.

Staffing and regulatory expertise ranged from one person providing assistance on all the major environmental programs to seven staff each with expertise in a specific environmental regulatory program. Two states mentioned they have compliance assistance providers in district or field offices. Five SBEAPs are located within pollution prevention programs. Conducting compliance assistance site visits were reported by four SBEAPs. Three states indicated their multimedia assistance services were started at the same time their Section 507 programs were established.

## **RECOMMENDATIONS**

- Responses to the Multimedia Peer Center (MPC) questionnaire provide an in-depth look at the SBEAPs and serve as an efficient way of sharing multimedia assistance ideas and resources. All SBEAPs providing some level of multimedia assistance should participate in the MPC. Based upon responses to Question 4, at least 26 SBEAPs are officially multimedia. Currently only 10 SBEAPs are participating. It is the goal of the Multimedia Subcommittee to have at least 20 SBEAPs participating in the MPC by the end of 2007.
- Responses to Question 6 reveal that a significant number of states do not have an active CAP. A mentoring program, similar to the MPC, should be developed to encourage more active and effective CAPs.