



2001-2003 Activity Report Summary

We've assisted small businesses more than **5,000,000** times in the last three years, giving advice on environmental issues through on-site visits, hotline calls, workshops, general information requests, specific technical assistance, and a variety of other methods. Additionally, we've had over 30 million website hits.

Program staff are on the phone and on the road to help small businesses understand environmental regulation requirements and how to comply with them.

Staff also protect small business interests in the rule making process by participating and contributing at the state and federal levels.

WHO ARE WE?

- Free technical and compliance assistance delivered by a non-regulatory program
- Each program is designed to meet the specific needs of local small businesses
- Support and coordination provided by the US EPA Small Business Ombudsman in Washington, DC, and the Air Office in Research Triangle Park, NC
- Provider of technical assistance, publications, and tools to help small businesses comply with environmental regulations
- An advocate for small businesses on environmental issues
- Advisory panel of state appointed small business owners to advise on program content

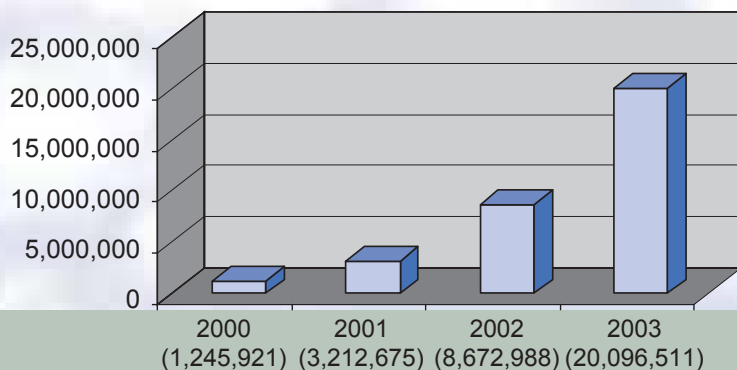
HOW ARE WE FUNDED?

- No federal funding
- Supported by state air permit fees
- Budgets from \$0 to \$2.2 million
- Average program budget \$337,201
- Staffing from less than 1 to 38 full-time employees
- Average staffing of 4.5 full-time employees

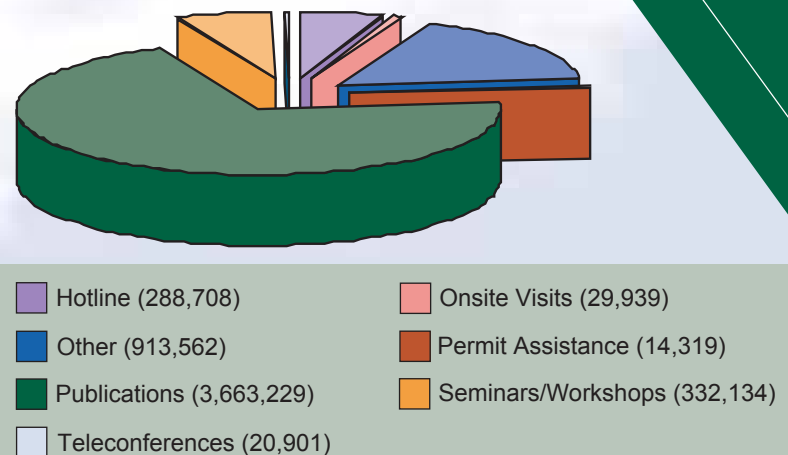
HOW ARE WE DOING?

- In 2000, we helped 850,000 businesses
- In 2003, we helped 1,399,000 businesses, an increase of 165%
- In 2000, there were 1,246,000 website hits
- In 2003, there were 20,097,000 website hits, an increase of 1613%

Number of Website Hits



2001-2003 Assistance Provided by Type





EVERY PROGRAM A PARTNERSHIP

Each program is comprised of three parts:

State SBOs have:

- Advocated for small businesses on environmental issues.
- Created programs where small businesses can sit down with regulators and discuss which environmental regulations apply to them and what permits are required.
- Developed programs that acknowledge industry, trade associations, environmental groups, and regulatory agencies that help small businesses go beyond compliance.
- Worked in partnership with other state and federal programs on issues important to small businesses.

State SBAPs have:

- Provided technical assistance on environmental issues and permits.
- Created hundreds of tools to help achieve compliance with environmental regulations.
- Actively sought input from small businesses on proposed regulations.
- Manned hotlines to instantly respond to environmental questions.
- Conducted outreach programs to keep industry apprised of new environmental activities that impact small businesses.

State CAPs have:

- Provided recommendations to SBOs and SBAPs on how to improve their programs' performance.
- Participated at state and federal meetings as advocates of small business interests.
- Conducted site visits with small businesses to ensure that they are treated fairly.
- Publicly recognized small businesses with awards to highlight superior performance.

PROGRAMS HELPING PROGRAMS

Through many different mechanisms and efforts, Small Business Ombudsmen (SBO), Small Business Assistance Programs (SBAP), and Compliance Advisory Panels (CAP) share their various experience and resources to assist businesses all around the country at very little cost.

2001-2003 HIGHLIGHTS:

Communication and Outreach

An outreach project for Korean speaking dry cleaners was completed by a SBAP. The outreach project helped over 200 Korean dry cleaners gain a better understanding of their environmental obligations. Two workshops were conducted with 150 Korean speaking dry cleaners in attendance. Since the completion of the site visits, thousands of copies of the Korean translated "2003 Dry Cleaner Compliance Calendar" were published and distributed by the SBAP. Plans have also been made to translate other guidance documents into Korean.

Programs Seeing Results

A State Small Business Environmental Compliance Assistance Fund was very successful in providing small businesses the opportunity to either bring their businesses into air compliance, install and pursue pollution prevention opportunities, or make substantial improvement in non-point source pollution through agricultural best management practices. The environmental results to date are promising with continuous improvement expected.

A company applied for a recycling permit from an agency and had waited two years without the permit being granted. The company contacted the SBO who was able to facilitate the permit being granted within two weeks.

A wood furniture manufacturer was able to reduce its status from that of a Large Quantity Generator to a Conditionally Exempt Generator of hazardous waste as a result of assistance from the state program.

Developing Long-term Relationships

Every business helped is a success story. Sometimes this success is only in terms of having built trust between the business and the agency. In other cases, programs have actually saved some businesses from closing, helped them solve a problem, or avoided making a decision with some highly expensive consequences. Many successes were reached through personal relationships with the regulatory staff. Oftentimes, small businesses never even knew how close they were to having to deal with some significant enforcement actions that were mitigated. Some programs now have individuals within the regulatory media staff (especially in the air division) referring clients who they feel can benefit from their SBAP's assistance.

State programs have developed relationships with many trade associations. Associations have contacted them to write articles for newsletters and to provide information for guidance documents that the associations developed.

Find out what is going on with your state's Small Business Assistance Program by visiting www.smallbiz-enviroweb.org or calling 1-800-368-5888.