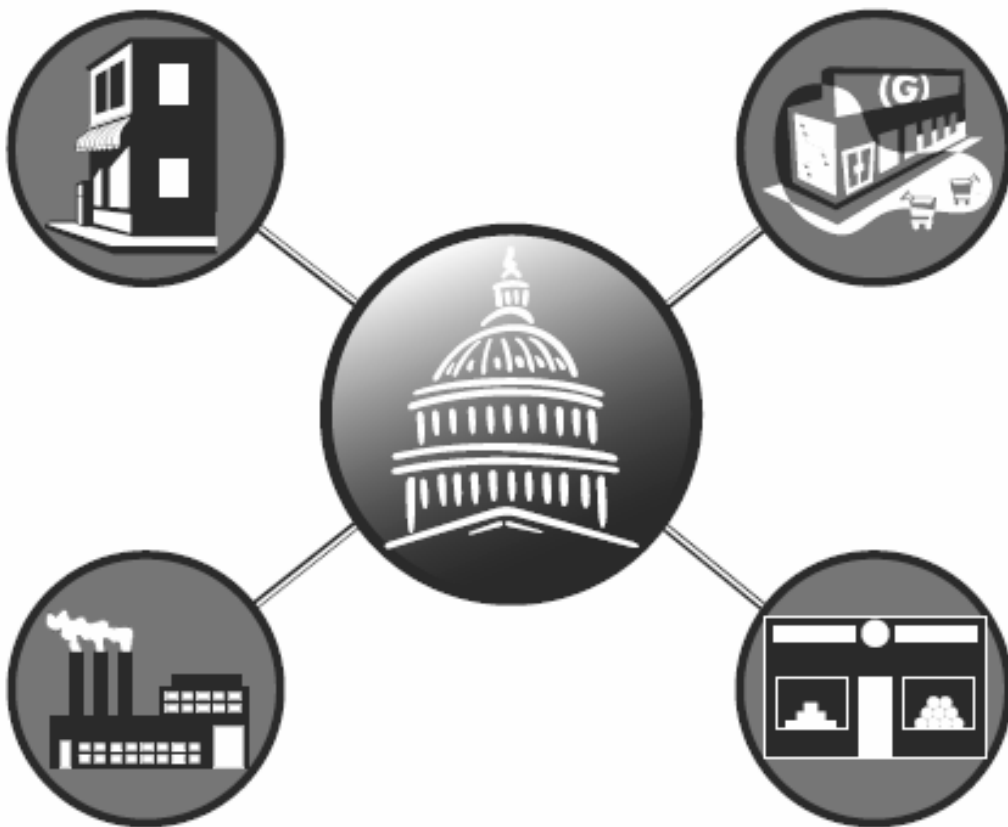


Status of the State Small Business Stationary Source Technical and Environmental Compliance Assistance Program (SBTCP)

*Report to Congress for the Period from
January 2002 to December 2003*



Opening Doors and Making a Difference
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Acknowledgements

The U.S. Environmental Protection Agency's Small Business Ombudsman is grateful for the support and dedication of the staff in the State Small Business Stationary Source Technical and Environmental Compliance Assistance Programs, including the Small Business Ombudsmen, the Small Business Assistance Programs, and the Compliance Advisory Panels during the preparation of this Report. All states and territories submitted timely data to make this report complete and comprehensive.

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Executive Summary

The U.S. Environmental Protection Agency's (EPA) Small Business Ombudsman (SBO) is pleased to present this report on the status of accomplishments and activities by the state and territory Small Business Stationary Sources Technical and Environmental Compliance Assistance Programs (SBTCPs). This report covers the period from January 1, 2002 to December 31, 2003. Throughout this report, the SBTCPs are called "507 Programs."

Program Composition

The Clean Air Act (CAA), as amended in 1990, required states to set up 507 Programs to help small businesses understand their obligations under the CAA. These state-operated programs are required to include the following three components:

- A Small Business Ombudsman who advocates on behalf of small business owners or operators within the regulatory environment.
- A Small Business Assistance Program (SBAP) to provide detailed environmental and technical assistance to small businesses.
- A Compliance Advisory Panel (CAP) to provide feedback on the effectiveness of the SBAPs and assist with identifying priority small business issues and obstacles to the advancement of the program.

Data for this report was collected using a streamlined questionnaire that captured a limited amount of information compared to previous years (see Appendix A for a copy of the survey). Fifty-four programs (from forty-nine states, three territories and one local program) submitted survey data.

Funding and Staffing

In 2003, the total budget for all 507 Programs was \$18,607,431. Total program budgets have increased 5.8 percent since 2001. This increase has not benefited all programs. In 2003, budgets for 44 percent of individual programs declined (twenty-four programs). Overall, in 2003, 56 percent of program budgets were below \$200,000.

In 2003, most 507 Programs (65 percent) operated with fewer than four Full Time Equivalents (FTEs). A few programs have over ten employees. Since 2002, FTEs declined in fifteen programs and increased in only three programs. It is difficult to draw conclusions about trends because of some data inconsistencies. If, however, questionable entries are removed, there does appear to be a downward trend in the number of FTEs.

Program Activities

507 Program staff members fill an important role as facilitators or mediators between small business owners/operators and regulatory agencies. They also provide valuable technical assistance through publications, workshops, on-site visits, and hotlines, as well as helping businesses with permit and compliance issues.

Since 2001, the total number of business outreach assists has increased by 285 percent. This jump is largely driven by the increase in website hits, which increased 525 percent in the same period. Unfortunately, there is no single definition of what constitutes a website "hit," so actual "assists" using the web may be over-counted. Regardless of the exact definition of a "hit," this increase shows the extent to which internet use by the 507 Programs to provide compliance and technical assistance has expanded.

Business Outreach and Assistance Efforts

Activity	Total Assists 2001	Total Assists 2002	Total Assists 2003
Hotline	91,185	88,843	108,680
Onsite visits	12,966	8,500	8,473
Other	759,447	18,239	135,876
Permit Assistance	3,511	4,523	6,285
Publications	1,450,091	1,247,756	965,382
Seminars/Workshops	41,698	127,265	163,171
Teleconferences	855	8,940	11,106
Website hits	3,212,675	8,672,988	20,096,511
Total Activities w/o web hits	2,359,753	1,504,066	1,398,973
Total Activities	5,572,428	10,177,054	21,495,484

All 507 Program activities, except on-site visits, other and publications, have increased since 2001.

Compliance

507 Programs are required to comply with the Paperwork Reduction Act, the Regulatory Flexibility Act, and the Equal Access to Justice Act. To show program compliance, this report has drawn upon the narrative information and the data about program activities.

Paperwork Reduction Act: The huge increase in the provision of internet services by the State Programs (a 525 percent increase in website hits) as well as the reduction in publications shows how small businesses are increasingly obtaining information through the internet rather than relying on hard copies of documents to answer their compliance questions and to find key forms without having to send a request or visit a government office.

Regulatory Flexibility Act: The interaction between the three segments of the 507 Programs and small businesses provides feedback to the states on the impact of proposed and current air regulations. Information on the possible impacts is passed on to regulators and legislators.

Equal Access to Justice Act: 507 Programs regularly advise small businesses about their options under the Act. In the past, programs have reviewed instances where state actions against small businesses appear unjustified and worked to resolve the issues. CAPs review state policies and advise on their impact to small businesses, including their compliance with the Act.

1.0 Introduction and Report Overview

1.1 Objective

This report describes the accomplishments and activities of the states and territories Small Business Stationary Sources Technical and Environmental Compliance Assistance Programs (SBTCPs) from January 1, 2002 to December 31, 2003. These programs, which are called 507 Programs, are designed to help small businesses understand and comply with the requirements of the Clean Air Act (CAA), as amended in 1990.

This Report to Congress evaluates the overall effectiveness of the 507 Programs, the difficulties these programs encountered, and their compliance with the Paperwork Reduction Act, the Regulatory Flexibility Act, and the Equal Access to Justice Act [507(d)(2)]. This is the seventh Report to Congress on the 507 Programs and is submitted in accordance with Section 507(d), *Monitoring*, of the CAA, which directs Environmental Protection Agency (EPA) to provide Congress with periodic reports on these programs. The EPA Administrator delegated oversight responsibility and reporting responsibility to the EPA Small Business Ombudsman (SBO).

Making a Difference...

In Virginia, the Small Business Assistance Program (SBAP) manages the Virginia Small Business Compliance Assistance Loan Fund. Since 2000, the fund has lent over one million dollars for 24 projects. These projects have resulted in the reduction of 49,821 pounds of perc emissions, 200 gallons of photographic developer and 18.5 tons of particulate emissions; the protection of 26.5 acres by designation as agricultural riparian buffer and 89.4 acres in grazing land protection; and the control of 639 tons of poultry litter now under dry storage. Savings include \$19,157 in solvent disposal costs and the recovery of 400,000 board feet of waste lumber to usable product.

Making a Difference...

In Connecticut, the SBAP has administered a GreenCircle Award Program for six years and documented reductions of over 575,000 gallons of water, 10,800,000 pounds of emissions, 559,500 pounds of hazardous waste, and 750 pounds of mercury.

1.2 Data Collection Methodology

Information for this report was collected from the states using an online survey. For this report, the survey was greatly streamlined and, thus, includes less information than in previous years. A copy of the survey is in Appendix A. Each State and Territory identified a point of contact, who then entered the information. Respondents answered questions by electronically submitting written information, checking categorical boxes, and choosing from drop down menus. Respondents had the option of saving their data and editing it at a later time. Once the point of contact was satisfied with the information, the report was "Locked" and no further information or changes were accepted.

Fifty-four programs provided data for this report. They were categorized as follows: fifty state programs; three U.S. territories, the District of Columbia, Puerto Rico, the U.S. Virgin Islands; and one local program, Jefferson County in Kentucky. Puerto Rico did not provide data for 2003, and the U.S. Virgin Islands did not provide data for 2002.

Data on website usage is analyzed separately throughout this report because of variations in the definition of a website hit. Some 507 Programs define a website hit as each new page visited; others define one hit as every minute a user spends online. Since hits are considered assists, these variations may have caused assists to be over counted. There are efforts to develop a standard definition for future reports. Specific website hit information is in Appendix C.

Making a Difference...

In California, the SBAP uses their Ombudsman Contact Log to create a reference history of the problems faced by specific industries. They can use this log to review the past year and see if they make a difference for the businesses in California and for businesses in other states working to comply with California regulations.

Making a Difference...

In Illinois, the Small Business Environmental Assistance Program (SBEAP) hosted eight construction industry workshops with fourteen industry cosponsors. They trained 384 participants, with 94 percent of the attendees rating the workshops excellent/good, and 88 percent requesting that the workshops be repeated and expanded.

1.3 Report Organization

This report is organized into an executive summary, four sections, and nine appendices.

- **Executive Summary**
- **Section 1.0—Introduction and Report Overview**
Presents objectives, background and organizational information.
- **Section 2.0—Overview of the State 507 Programs**
Offers descriptions of Small Business Ombudsman positions, Small Business Assistance Programs, and Compliance Advisory Panels.
- **Section 3.0—State SBAP Status, Budgets, and Staffing**
Provides information and analysis for these three categories.
- **Section 4.0—Activities and Services**
Provides information and analysis on 507 Program assistance, outreach efforts and services.
- **Appendices**
Includes specific information submitted by the state SBAP points of contact.

2.0 Overview of the State 507 Programs

2.1 Background

Typically, a small business employs fewer than fifty employees and the owner operates only one business. They are the “mom and pop” bakery, auto repair shop, small manufacturing facility, and a host of other establishments. Small businesses face unique challenges in understanding and complying with complex environmental regulations such as the 1990 Amendments to the CAA. Assistance in understanding what small businesses are obligated to do under the law is vital to their livelihood and to environmental protection.

Congress recognized this specific need of small businesses and required that each state create a Small Business Assistance Program. Section 507 of the CAA mandates that each program must include the following three components:

- A Small Business Ombudsman (SBO) who advocates on behalf of small business owners or operators within the regulatory environment.
- A Small Business Technical Assistance Program (SBAP) that provides the detailed environmental and technical assistance that small businesses need.
- A Compliance Advisory Panel (CAP) that provides feedback on the effectiveness of the SBAPs and assists with identifying both priority small business issues and obstacles to the advancement of the program.

The CAA required states and territories to develop or revise their State Implementation Plan (SIP) to include a 507 program and implement it by November 1992. Congress intended these programs to be in place before small businesses began to experience the direct effects or deadlines of the CAA. Forty-nine states and three territories (plus one local jurisdiction), were identified as having a 507 Program as of December 31, 2003.

2.2 Small Business Ombudsman

The state or territory SBO serves as a small business community representative. The SBO has several purposes and responsibilities, which include:

- Reviewing and providing recommendations to EPA, state or local air pollution control authorities on the development and implementation of regulations that may impact small businesses.
- Helping disseminate information about proposed regulations, control requirements, and other matters relevant to small businesses.
- Referring small businesses to appropriate specialists for assistance with specific needs.

- Advocating on behalf of small business regarding environmental issues within the state government.
- Conducting studies to evaluate the effects of the CAA on state and local economies and on small businesses.

2.3 Small Business Assistance Program (SBAP)

The SBAP component provides technical and administrative support for small businesses. SBAPs have access to air quality and environmental engineers, scientists, managers, and specialists who provide information and assistance to small businesses. Issues and topics that SBAPs assist with include:

- Determining applicable requirements and permitting under the CAA.
- The rights of small businesses under the CAA.
- Compliance methods and acceptable control technologies.
- Pollution prevention and accidental release prevention and detection.

Making a Difference...

In Georgia, to better meet the needs of the small business community, the staff attended twelve courses in 2002, including the Occupational Health and Safety Administration (OSHA) 8-hour training, Composite Fabricators Workshop, and Title V Fee Workshop.

2.4 Compliance Advisory Panel (CAP)

CAPs are created at the state level and consist of at least seven members. Four members are selected by the state legislature and must be business owners or represent a small business. Two members are appointed by the governor and cannot be business owners or represent a small business. The seventh CAP member is selected by the head of the state environmental agency. Many CAPs also include the SBO or SBAP Technical Director as a non-voting member. CAP responsibilities include:

- Rendering advisory opinions concerning the effectiveness of the SBAP, difficulties encountered, and degree and severity of enforcement.
- Reporting on the compliance of the SBAP with the intent of the Paperwork Reduction Act, the Regulatory Flexibility Act, and the Equal Access to Justice Act.

- Submitting periodic reports to the EPA SBO.
- Reviewing information for small business stationary sources to assure it is understandable by the layperson.
- Advocating on behalf of small businesses on environmental issues within the state government.

2.5 Federal Small Business Assistance Program

The EPA, through the Federal SBAP, provides technical guidance to states and territories in the implementation of their programs. The Office of Air Quality Planning and Standards (OAQPS), located in Research Triangle Park, North Carolina, maintains a Federal Small Business Technical Assistance team. Additional information on the Federal SBAP is in Appendix G.

2.6 EPA SBO's Responsibilities Under Section 507 of the CAA

In accordance with the CAA, Section 507(d) – Monitoring, this report is submitted with the intent of providing Congress periodic reports on the SBAPs. The EPA SBO has been delegated reporting responsibility and oversight duties, which include:

- Rendering advisory opinions on the overall effectiveness of the 507 Program, difficulties encountered, and degree and severity of enforcement.
- Reporting periodically to Congress on the compliance of the 507 Program with the requirements of the Paperwork Reduction Act, the Regulatory Flexibility Act, and the Equal Access to Justice Act.
- Reviewing information to be issued by the 507 Programs for small business stationary sources to ensure that the information is understandable by the layperson.
- Ensuring that the 507 Programs serves as the secretariat for the development and dissemination of such reports and advisory opinions.

3.0 SBAP Status, Budget, Staffing, and CAP

Fifty-four 507 Programs (see section 1.2 for more information about which programs are included) reported being active at the end of 2003. Information on the operating status, budget, Full Time Equivalent (FTE) staff level, and CAP status are included in each of the following respective sections. The information presented is for the calendar years 2002 and 2003 and reflects information collected from fifty-four programs.

3.1 SBAP Budgets

In 2003, the total budget for all 507 Programs was \$18,607,431. Total program budgets have increased 5.8 percent since 2001.

This increase has not benefited all programs. In 2003, budgets for 44 percent of individual programs representing twenty-four programs declined. Overall, in 2003, 56 percent of programs had budgets below \$200,000.

Table 3-1 and 3-2 provide a closer look at the operational budgets of the 507 Programs over the 2001 – 2003 time periods. Appendix B provides SBAP budget details.

Table 3-1: 2001, 2002, 2003 Budget Summaries

	2001 Budget Summary	2002 Budget Summary	2003 Budget Summary
Total Budget	\$17,588,250	\$18,430,946	\$18,607,431
Average	\$325,708	\$341,314	\$344,582
Median	\$199,850	\$200,000	\$200,000
Highest	\$2,098,182	\$2,194,122	\$2,194,122
Lowest	\$0	\$0	\$0

N = 54

Overall program budgets have increased since 2001. Much of this increase was due to increases in the budgets of a few programs.

Table 3-2: Operational Budget Distribution of 507 Programs

Budget Range \$	2001		2002		2003	
	# of Programs	% of Programs	# of Programs	% of Programs	# of Programs	% of Programs
0	3	6%	4	7%	5	9%
1 - 100,000	8	15%	11	20%	10	19%
100,001 - 200,000	18	33%	15	28%	15	28%
200,001 - 300,000	6	11%	5	9%	5	9%
300,001 - 400,000	5	9%	4	7%	5	9%
400,001 - 500,000	6	11%	6	11%	5	9%
500,001 - 600,000	3	6%	1	2%	3	6%
600,001 - 1,000,000	2	4%	4	7%	2	4%
1,000,001 - 2,000,000	2	4%	3	6%	3	6%
>2,000,000	1	2%	1	2%	1	2%
Totals	54		54		54	

In 2003, 56 percent of 507 Programs had a budget below \$200,000 and nine percent had no budget at all. This shows a steady increase in programs with budgets below \$200,000 from 2001 and 2002 levels.

3.2 Staffing, Full Time Equivalent

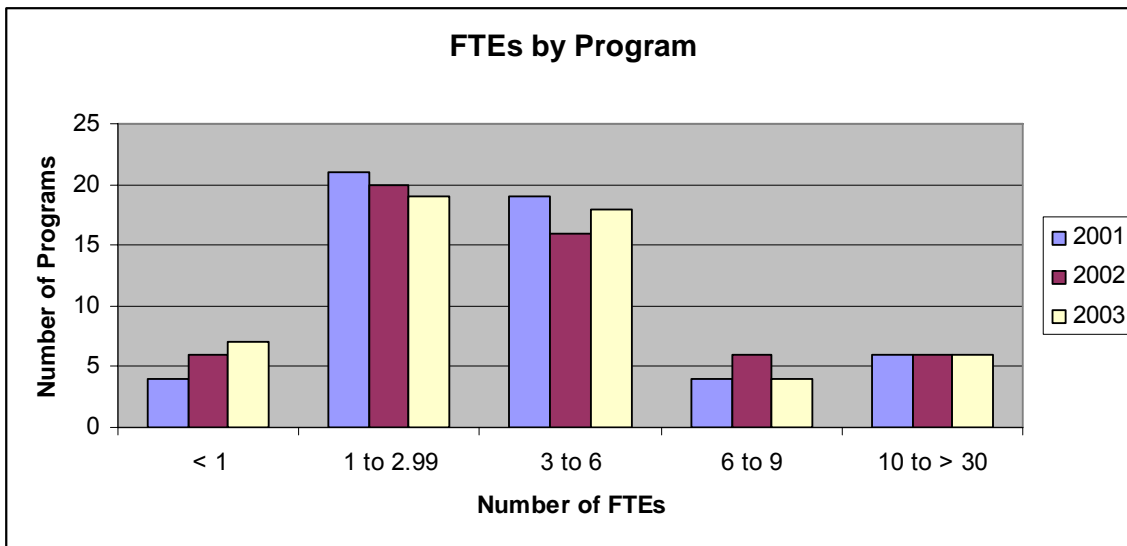
The 2002 and 2003 online survey asked for the number of FTE's that support the SBOs and SBAPs, but did not distinguish staff position by SBO or SBAP.

Since 2001, the majority of programs (65 percent in 2003) had less than four FTEs. Since 2002, FTEs in fifteen of the fifty-four 507 Programs declined, possibly because of budget cuts. It is, however, difficult to draw conclusions about FTE trends because some of the data appears inconsistent. Two programs entered

large changes in FTEs that appear questionable and overwhelm the other data. If these programs are excluded, the data shows a clear downward trend, but with these programs there is no trend as the number of FTEs increases in 2002 and then decreases in 2003.

Figure 3-1 shows the distribution in FTEs, Table 3-3 offers a quantitative look and Table 3-4 outlines FTE fluctuations from 2002 to 2003. Details about FTEs are in Appendix B.

Figure 3-1: Distribution of FTEs



Most programs operate with six or fewer FTEs.

Table 3-3: 2001-2003 Program Distribution by FTE.

Range of FTE's	2001		2002		2003	
	Total # Programs	% of Total	Total # Programs	% of Total	Total # Programs	% of Total
0-.99	4	7%	6	11%	7	13%
1-1.99	14	26%	13	24%	12	22%
2-2.99	7	13%	7	13%	7	13%
3-3.99	9	17%	6	11%	9	17%
4-4.99	7	13%	7	13%	5	9%
5-5.99	3	6%	3	6%	4	7%
6-9.99	4	7%	6	11%	4	7%
10-30	5	9%	5	9%	5	9%
>30	1	2%	1	2%	1	2%
Totals	54		54		54	

In 2002, 59 percent of SBAPs had less than four FTE's. In 2003, 65 percent of 507 Programs had less than four FTE's. Overall, the total numbers of FTE's decreased from 2002 to 2003 by 5.4 percent.

Table 3-4: Programs with Changes in FTE Status from 2002 – 2003.

	Number of Programs	Percent of Programs
FTE Increased	3	5.5%
FTE Decreased	15	27.8%
FTE Remained the Same	35	64.8%
No Data Submitted	1	1.9%

Over the two year period nearly 28 percent of the programs saw a decline in FTEs.

3.3 Compliance Advisory Panel Status

There were three CAP status elements: active CAPs, complete CAPs, and neither. An active CAP meets on a regular basis, twice a year or more, but may or may not have all of the members selected. The complete CAP has all of its members selected but may or may not meet on a regular basis. States that do not have an active or complete CAP are considered neither.

The majority of programs reported having a CAP (active, complete or both). However, over 40 percent of programs reported having neither an active nor complete CAP. The unique roles and specialized experience of the CAP members make them a valuable component of the 507 Programs. Important responsibilities of the CAP include providing advisory comments to the state regulatory agency, and reviewing and commenting on state legislative actions and the activities of the

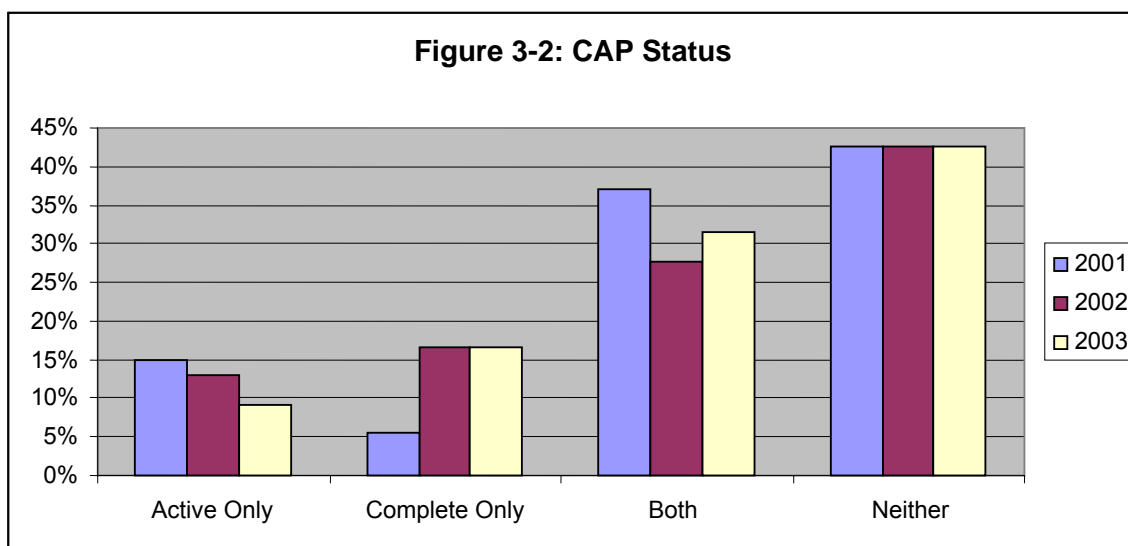
SBO/SBAP. As CAPs grow and become more active, so do the opportunities to meet with small businesses and trade associations. These meetings are great opportunities to collect feedback on how the 507 Programs are affecting the small business community. To maximize these opportunities, all states are strongly encouraged to establish an active CAP.

Figure 3-2 shows how CAPs classify into different status categories. Details for each CAP are in Appendix F.

Making a Difference...

In Wyoming, at the end of 2003, the CAP had all nine of its positions filled.

Figure 3-2: Distribution of CAP Status.



The number of CAPs described as “Active only” decreased since 2001; programs with both complete and active CAPs increased slightly in 2003, after decreasing in 2002.

4.0 Outreach and Technical Assistance

507 Program staff members fill an important role as facilitators or mediators between small business owners/operators and regulatory agencies. They improve communication to promote understanding and sensitivity between business owners and regulatory agencies, assist with permits, regulations, and environmental requirements, and provide education to business owners and operators. The states and territories provide a wide variety of activities to help small businesses meet their environmental requirements. In this section, outreach and technical assistance findings are presented in four subsections:

- **Types of Outreach Activities** – Individual outreach activities are compared over time.
- **Total Businesses Reached** – Covers all reported outreach activities undertaken by SBAPs.
- **Air Only versus Multimedia Assistance** – Presents information on the breakout of 507 Programs that focus on air only or multimedia assistance.
- **507 Program Compliance** – Discusses the Paperwork Reduction Act, the Regulatory Flexibility Act, and the Equal Access to Justice Act in the context of 507 Program activities.

4.1 Types of Outreach Activities

507 Programs assist small businesses through a variety of activities and types of media. Table 4-1 provides a breakdown by type of activity for all SBAPs for 2001, 2002 and 2003. Detailed program information on these activities is in Appendices C and D.

Since 2001, onsite visits, publications and the “other” category of assistance types have declined. All other types have increased. Many of the activities that increased were direct communication programs, and may have replaced the declining activities. This trend has the potential for increased communication among participants and additional positive results.

Making a Difference...

The Massachusetts 507 Program produced four new case studies, along with a fact sheet and booklet on semi-solid metal casting (copper); a fact sheet and booklet on powder coating; a fact sheet on Best Management Practices for Pollution Prevention at Municipal Department of Public Works (DPW); and a fact sheet on Environmentally Preferable Purchasing for Municipal Agencies.

Table 4-1: 2001-2003 Business Outreach and Assistance Efforts.

Activity	Total Businesses Reached 2001	Total Businesses Reached 2002	Total Businesses Reached 2003
Hotline	91,185	88,843	108,680
Onsite visits	12,966	8,500	8,473
Other	759,447	18,239	135,876
Permit Assistance	3,511	4,523	6,285
Publications	1,450,091	1,247,756	965,382
Seminars/Workshops	41,698	127,265	163,171
Teleconferences	855	8,940	11,106
Website hits	3,212,675	8,672,988	20,096,511
Total Activities w/o web hits	2,359,753	1,504,066	1,398,973
Total Activities	5,572,428	10,177,054	21,495,484

Since 2001, all 507 Program activity categories, except on-site visits, publications and other, have increased. The increase in web usage may have replaced conventional information distribution and caused declines in other program areas. Low budgets may also be responsible for this shift; activities that declined, publications and on-site visits, are more costly than maintaining a webpage.

4.2 Total Businesses Reached

Over the last three years, 507 Programs have significantly shifted towards internet-based assistance. Table 4-2 shows 507 Program assists over the 2001-2003 time periods. Since 2001, total business outreach assists increased by 289 percent. This increase shows the outstanding efforts of the 507 Programs. The increase in assists is largely due to the increase in assists via the internet. Unfortunately, as explained earlier, there is no one definition of what constitutes a website “hit.” Due to this inconsistency, it is important to present the information as both including and excluding the number of hits.

If website hits are not counted, the numbers show a decrease in the total SBAP assists since 2001. Specifically, the activities that decreased were on-site visits, other, and publications. This decline may have resulted from budget cuts, especially for the resource intensive site visits. The decline could also have been caused as the increased focus on initiatives such as the internet and e-gov websites have replaced more traditional publications. The significant drop in ‘Other’ activities is the result of programs conducting more common approaches which fall into the predetermined categories. Additional information on assists for each program is in Appendix C.

Table 4-2: Assistance and Outreach Efforts from 2001-2003.

	2001	2002	2003
Total Outreach and Assists w/o Hits	2,359,753	1,504,066	1,398,973
Total Outreach and Assists w/ Hits	5,572,428	10,177,054	21,495,484

The number of assists has increased since 2001. This increase is driven by the number of website hits. If the hits are not included, the number of assists actually declined between 2001 and 2003.

4.3 Air Only Versus Multimedia Assistance

Many State 507 Programs offer assistance only on air issues as mandated by the CAA, while others have expanded their program to include other media, such as water and waste management. These programs offer multimedia assistance because their small business clients need and want assistance in a wide range of areas. Providing small businesses with “one stop shopping” for their technical assistance questions maximizes the effectiveness of the 507 Programs and greatly expands their ability to help small business.

The majority of programs, 72 percent in 2003, provide assistance with multimedia issues. Over the last three years this number has stayed relatively stable. A close look shows that in 2002 only five programs changed their scope—

three from multimedia to air only and two expanded from air only to multimedia. Table 4-3 shows the breakout of SBAPs that focus on air versus multimedia assistance. Specific program assistance information is listed in Appendix E.

Making a Difference...

In Idaho, the SBAP became a multimedia compliance assistance program and is funded 1/3 by each of the air, waste and water divisions. This was a very easy transition and has been very well received.

Table 4-3: 2001 - 2003 507 Program Assistance Focus

Assistance Focus	2001		2002		2003	
	# of Programs	% of Programs	# of Programs	% of Programs	# of Programs	% of Programs
Multimedia	39	72%	38	70%	39	72%
Air only	14	26%	15	28%	14	26%
No Data Reported	1	2%	1	2%	1	2%

Since 2001, the majority of programs have provided multimedia assistance. Over the last three years, there has been no significant change in the number of programs offering air only vs. multimedia assistance.

4.4 507 Program Compliance

Three acts are specifically mentioned in section 507 of the CAA as amended in 1990: the Paperwork Reduction Act, the Regulatory Flexibility Act, and the Equal Access to Justice Act. These sections require the EPA SBO to periodically report to Congress on SBAP actions regarding the requirements under these three acts. The EPA SBO works to assist the SBAPs in this effort.

The streamlined survey used for 2002/2003 did not collect numerical information on these activities. However, narrative responses, as well as relevant activity information, provided insight into how SBAPs are meeting requirements under these Acts.

Making a Difference...

In Delaware, the ombudsman has participated in meetings with Air Quality Management to develop source category permits that will benefit many small businesses by streamlining the permitting process.

The Paperwork Reduction Act

The Paperwork Reduction Act requires programs to “provide for the dissemination of public information. . . in a manner that promotes the utility of the information to the public and makes effective use of information technology” (§3501 (7)). In an effort to achieve the goals of the Paperwork Reduction Act, 507 Programs have increased program activities such as posting on the internet.

From 2001 to 2003, there has been a 525 percent increase in website hits (see Table 4-2). This increase is from the utilization of information technology, and provides small businesses with assistance that reduces the time spent searching for forms and information on compliance requirements. Fifty-nine percent of states reported an increase in internet activity, showing that this tool is widely used by small businesses.

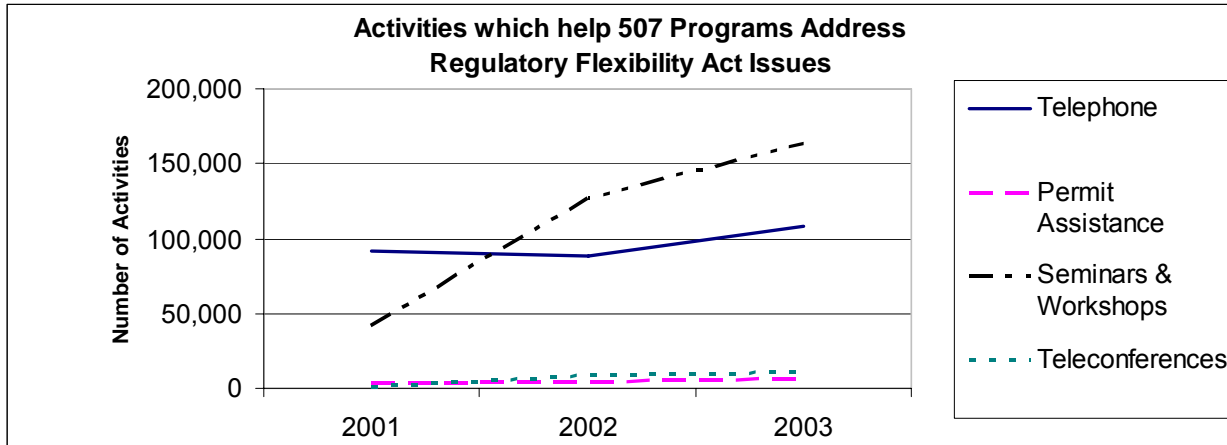
Regulatory Flexibility Act

The Federal Government is required to review, ideally with the cooperation of State Programs and trade associations, proposed rules and regulations to ascertain their impact on small businesses. 507 Programs follow the intent of the Regulatory Flexibility Act through regular contact with small businesses. This contact occurs at several stages in the regulatory process and is demonstrated by direct communications through telephone, teleconferences, seminars, and permit assistance. The frequency of this type of direct contact has been increasing. Through this exchange, programs are able to determine where regulations will have a “significant economic impact on a substantial number of small entities” §602(a)(1). This also allows them to provide feedback on the impact of current regulations which informs EPA on likely impacts of proposed regulations. Figure 4-1 shows how activities with direct communication have increased over time.

Making a Difference...

In Wisconsin, a Task Force on Small Business Regulatory Reform was created. It identified issues, barriers, and concerns hampering Wisconsin small businesses. Recommendations drafted by the group serve as possible solutions to these impediments.

Figure 4-1: Activity Changes from 2001-2003.



Since 2001, many outreach activities that involve direct communication have increase.

Equal Access to Justice Act

The purpose of this Act is to award attorney fees and other expenses to eligible parties, including some small entities, who prevail over the federal government in litigation. 507 Programs provide small businesses with information about their options under this Act. In keeping with the intent of the law, they also review cases where state actions against small businesses appear unwarranted. CAPs review state policies and advise on their impact to small businesses, including their compliance with the Equal Access to Justice Act.

Making a Difference...

In Tennessee, program staff intervened with the regulatory program to help rescind a small business's Notice of Violation and penalties. The small business was going to pay the fine, but staff worked with them to gather the proper documentation and demonstrate that they were in compliance.

Making a Difference through Outreach Activities

Auto body and repair shops received help in the District of Columbia when the 507 Program, in partnership with the Environmental Justice program, created self-audit materials and a guide book for the shops. The program also developed an in-house appeal process for small auto body shops.

Indiana's SBAP proactively targets upcoming environmental regulations for education and outreach. Their activities include conducting workshops, performing site visits, providing telephone assistance, and developing recognition programs, compliance assistance manuals, and fact sheets.

In Minnesota, the 507 Program reached a number of different sectors through the design and distribution of compliance calendars for dry cleaners, automotive and above ground storage tank businesses; distribution of MACT Hammer mailings to a dozen separate sectors; and by presenting FRP compliance information at the CFA's Composites 2002 National Conference in September.

In North Carolina, the Program's Customer Service Center added a One-Stop Express Permitting Program. This program offers a faster turnaround time during the permit/certification review process, a pre-application consultation to identify necessary environmental requirements, a more predictable project timeline, and coordination throughout the permitting process.

In West Virginia, the SBAP helped poultry farmers and the WV Department of Agriculture quickly find a solution to the difficult problem of poultry carcass disposal after an outbreak of Avian Influenza made normal disposal practices infeasible because of contamination fears. The SBAP helped facilitate an Agricultural Incinerator Compliance Order allowing poultry farmers to install and operate small poultry incinerators. This established an enforceable document by which compliance could be attained, while protecting the environment of the nearby communities.

In Texas, small businesses and local governments don't have to struggle alone on environmental compliance; they can get help through the EnviroMentor program. This program matches participating sites with environmental professionals who volunteer their time and expertise to help. There are 74 Texas EnviroMentor volunteers, with at least one located in each Texas Commission on Environmental Quality (TCEQ) region. In one year, these volunteers donated 340 hours of assistance, valued

Appendix A

2002 and 2003 Annual Reporting Form

SPTCP Annual Reporting Form

OMB Number: _____ Expiration Date: _____
 Last Modified on __/__/____ By: _____

1.0 Program Information

1.1 State, Territory, or local agency for which this report is being submitted: _____

1.2 Reporting Form Contact

Name: _____
 Title: _____
 Agency/Organization: _____
 Address 1: _____
 Address 2: _____
 City, State Zip: _____
 Telephone Number: _____
 Fax Number: _____
 E-mail: _____

2.0 Budget

2.1 Combined budget for your SBO, SBAP, and CAP for calendar year 2001. If your budget is by fiscal year please indicate the FY that is in effect as of 12/31/01. \$ _____

3.0 Staffing

3.1 How many people, measured as full-time equivalents (FTEs), support the SBO and SBAP?

3.2 What is the status of your CAP as of the end of 2001?

4.0 Outreach and Technical Assistance

4.1 Does your program offer air-only or multimedia assistance (select only one)? Air Only Multimedia Assistance

4.2 Please indicate the requested data for each type of outreach activity during 2001.

Activity	Totals		
Hotline/E-mail:			No. Calls/E-mails =
Onsite Visits:			No. Visits: =
Seminars/Workshops:	No. Events =		No. Participants =
Publications/Mailings:	No. Documents =		No. Copies Dist. =
Home Page:			No. Hits =
Video/Teleconference:	No. Events =		No. Attendees =
Permit Applications:			No. Permits
Other (1):	No. Events/docs =		No. Assists
Other (2):	No. Events/docs =		No. Assists
Other (3):	No. Events/docs =		No. Assists
Total Assists (calculated from the right-hand column above):			

Appendix B

State Budget and Full Time Equivalent (FTE) Information

State Budget and Full Time Equivalent (FTE) Information

State	2001		2002		2003	
	Budget	FTEs	Budget	FTEs	Budget	FTEs
Alabama	\$189,226	3	\$195,000	3	\$195,000	3
Alaska	0	0	\$0	0	\$0	0
Arizona	\$216,000	2.7	\$216,000	0.75	\$216,000	0.75
Arkansas	\$165,000	3	\$176,570	3	\$176,570	3
California	\$540,000	10	\$540,000	6	\$540,000	4
Colorado	\$310,000	3.5	\$310,000	5	\$310,000	5
Connecticut	\$105,000	1	\$0	3.75	\$0	3.75
Delaware	\$115,896	1.33	\$118,157	1.3	\$120,473	1.3
Dist of Columbia	\$50,000	0.6	\$50,000	0.6	\$50,000	0.6
Florida	\$207,395	4	\$83,952	1.25	\$85,600	1.25
Georgia	\$190,000	3	\$210,000	4	\$327,088	4
Hawaii	\$185,252	3.75	\$162,522	3.75	\$165,000	3.5
Idaho	\$70,000	1	\$75,000	1	\$75,000	1
Illinois	\$438,300	6	\$444,571	5	\$395,297	4
Indiana	\$853,000	12	\$677,000	11	\$694,000	10
Iowa	\$336,000	6	\$448,450	6	\$465,857	6
Kansas	\$125,000	1	\$424,822	4.6	\$439,630	5
Kentucky	\$460,000	5	\$480,400	6.75	\$463,000	5.25
Jefferson Co, KY	\$466,100	5.8	\$125,000	2.5	\$125,000	2.5
Louisiana	\$600,000	13	\$650,000	12	\$650,000	13
Maine	\$170,000	1	\$170,000	1	\$170,000	1
Maricopa Co, AZ	\$142,210	2.75				
Maryland	\$64,500	1	\$64,500	1	\$58,000	0.9
Massachusetts	\$0	0	\$0	20.8	\$0	13.8
Michigan	\$617,560	7	\$614,763	7	\$516,511	7
Minnesota	\$390,640	4	\$280,000	4	\$270,000	3.7
Mississippi	\$408,000	2	\$336,000	2	\$336,000	2
Missouri	\$524,400	8.65	\$2,194,122	28	\$2,194,122	28
Montana	\$99,710	1.55	\$97,500	1.58	\$97,500	1.58
Nebraska	\$105,000	1	\$105,000	1	\$101,000	1
Nevada	\$500,000	5.25	\$500,000	5.25	\$370,900	5
New Hampshire	\$125,000	2	\$200,000	3	\$200,000	2.75
New Jersey	\$221,442	3.5	\$207,000	3	\$207,000	3
New Mexico	\$215,000	1.5	\$85,000	1.5	\$85,000	1.5
New York	\$1,300,000	11	\$1,300,000	9	\$1,300,000	9
North Carolina	\$327,000	4	\$304,110	4	\$270,658	4
North Dakota	\$61,000	2.5	\$60,000	2.5	\$60,000	2.5
Ohio	\$251,000	4.75	\$633,445	4.6	\$547,400	4.85
Oklahoma	\$75,000	1.5	\$125,000	2.25	\$131,250	2.25
Oregon	\$217,000	2.3	\$226,459	1.45	\$140,000	1.23
Pennsylvania	\$2,098,182	19	\$1,495,400	16.4	\$1,718,834	14
Puerto Rico	\$200,000	4	\$200,000	4	\$200,000	4
Rhode Island	\$135,000	2.5	\$65,000	2	\$0	0.25
South Carolina	\$173,032	3	\$171,472	3	\$162,982	3
South Dakota	\$40,000	0.64	\$40,000	0.64	\$40,000	0.64
Tennessee	\$201,900	4	\$480,900	7	\$485,900	7
Texas	\$1,965,000	38	\$1,971,022	37	\$1,971,022	37
Utah	\$118,500	1.5	\$112,500	1.3	\$112,500	1.3
Vermont	\$0	1.3	\$58,750	1	\$59,000	1
Virginia	\$355,000	3	\$390,859	4.5	\$398,637	3.5
Virgin Islands	\$413,015	4.5	\$0		\$355,000	3
Washington	\$89,500	1.2	\$50,000	1.25	\$50,000	1.25
West Virginia	\$195,000	1.2	\$195,000	2	\$195,000	2
Wisconsin	\$199,700	2.25	\$199,700	2.25	\$199,700	2.1
Wyoming	\$110,000	1.5	\$110,000	1.5	\$110,000	1.5
Totals	\$17,730,460	240.52	\$18,430,946	268.02	\$18,607,431	253.5

Appendix C

Detailed information on State 507 Program Activities

2002 Detailed Information on State SBAP Activities

Location of SBAP	Phone Calls Received	Site Visits	Seminar Participants	Document Copies Distributed	Website Hits	Tele/Video Conference	Permit Assists	Other Activities	Total Assists
Alabama	1453	0	125	0	0	0	0	0	1578
Alaska	0	0	0	0	0	0	0	0	0
Arizona	477	62	400	500	7000	0	70	0	8509
Arkansas	4867	24	28000	0	84000	0	0	0	116891
California	357	495	66630	115225	7437256	8265	0	0	7628228
Colorado	610	700	235	500	810	24	0	0	2879
Connecticut	7500	14	1000	15000	110000	0	50	0	133564
Delaware	156	29	0	2246	0	0	19	0	2450
District of Columbia	35	7	70	630	0	0	56	125	923
Florida	755	0	30	10078	19217	0	1274	0	31354
Georgia	1001	21	210	1353	25187	0	67	7	27846
Hawaii	154	10	120	1205	4572	0	0	19	6080
Idaho	20	1	0	800	0	0	0	0	821
Illinois	1352	0	1463	66066	6070	0	62	0	75013
Indiana	3986	998	2038	11486	10566	0	0	0	29074
Iowa	1274	66	147	1705	107281	0	142	0	110615
Kansas	702	74	1005	20578	152442	7	132	1345	176285
Kentucky	1555	63	200	47293	2306	380	86	0	51883
Jefferson Co, KY	458	108	15	639	226	3	144	12	1605
Louisiana	589	1105	580	7627	3771	0	173	0	13845
Maine	17846	513	830	0	0	0	237	0	19426
Maryland	200	0	40	850	0	0	0	6	1096
Massachusetts	960	158	300	6414	68116	0	0	1644	77592
Michigan	1812	1	1463	3242	14764	0	307	8	21597
Minnesota	962	64	272	74497	8659	0	0	0	84454
Mississippi	720	65	800	6600	0	0	10	0	8195
Missouri	11451	275	7799	310540	38011	0	318	7879	376273
Montana	416	275	655	425	0	0	0	0	1771
Nebraska	186	42	420	0	0	0	0	0	648
Nevada	1118	109	655	10693	44207	0	167	0	56949

Location of SBAP	Phone Calls Received	Site Visits	Seminar Participants	Document Copies Distributed	Website Hits	Tele/Video Conference	Permit Assists	Other Activities	Total Assists
New Hampshire	700	45	55	100	0	70	0	0	970
New Jersey	1500	86	600	4500	6400	0	250	0	13336
New Mexico	107	6	0	45	0	0	7	28	193
New York	817	8	50	23000	7728	0	105	0	31708
North Carolina	1050	48	455	700	85525	0	36	0	87814
North Dakota	1395	395	190	1226	360	0	40	0	3606
Ohio	1841	251	160	37476	4400	0	350	147	44625
Oklahoma	1040	26	95	250	0	0	40	0	1451
Oregon	2130	145	260	349	5103	0	48	0	8035
Pennsylvania	2271	1254	926	25020	195537	0	1	0	225009
Puerto Rico	439	132	697	540	0	0	0	0	1808
Rhode Island	75	45	150	800	0	0	0	0	1070
South Carolina	575	16	200	325	0	0	40	75	1231
South Dakota	865	0	0	0	2620	8	30	0	3523
Tennessee	295	16	399	165881	1380	0	117	4796	172884
Texas	6300	346	1500	220000	186258	0	0	843	415247
Utah	28	15	70	250	4000	0	85	25	4473
Vermont	793	25	426	1390	0	0	0	200	2834
Virginia	435	22	260	7661	19656	13	4	1080	29131
Virgin Islands	0	0	0	0	0	0	0	0	0
Washington	1500	12	0	0	0	0	0	0	1512
West Virginia	1226	33	748	14200	1000	110	53	0	17370
Wisconsin	389	5	1522	11351	8560	0	3	0	21830
Wyoming	100	290	3000	16500	0	60	0	0	19950
Totals	88843	8500	127265	1247756	8672988	8940	4523	18239	10177054

2003 Detailed Information on State SBAP Activities

Location of SBAP	Phone Calls Received	Site Visits	Seminar Participants	Document Copies Distributed	Website Hits	Tele/Video Conference	Permit Assists	Other Activities	Total Assists
Alabama	2129	0	182	0	0	0	0	1099	3410
Alaska	0	0	0	0	0	0	0	0	0
Arizona	1368	149	500	142	8000	0	100	0	10259
Arkansas	4867	25	28000	0	84000	0	0	0	116892
California	5162	2348	88121	125393	12964535	9980	0	0	13195539
Colorado	1340	650	235	600	1000	12	160	0	3997
Connecticut	7500	14	1000	15000	250000	0	50	0	273564
Delaware	168	16	0	458	0	14	27	0	683
District of Columbia	50	0	55	3500	100	0	10	350	4065
Florida	739	0	0	3881	20934	0	1280	0	26834
Georgia	1778	42	156	1906	37769	0	36	1404	43091
Hawaii	122	1	400	1200	16476	0	0	6	18205
Idaho	25	2	0	0	0	0	0	0	27
Illinois	1739	0	675	31000	20273	0	35	0	53722
Indiana	3240	935	3168	8120	13968	0	0	162	29593
Iowa	968	53	123	1770	3449415	0	110	50	3452489
Kansas	587	82	1255	49049	29339	81	74	6187	86654
Kentucky	144	72	3003	46280	2447	0	85	30	52061
Jefferson Co, KY	299	66	0	637	285	3	1648	10	2948
Louisiana	1456	725	532	8837	40300	0	211	0	52061
Maine	12566	372	10815	50561	62527	652	221	2005	139719
Maryland	200	2	20	1100	0	0	2	3	1327
Massachusetts	1221	138	565	1495	72207	0	0	1880	77506
Michigan	499	4	675	1037	30943	0	123	91	33372
Minnesota	807	47	336	20265	7969	0	0	0	29424
Mississippi	720	65	2400	9500	0	0	17	0	12702
Missouri	13044	239	5672	72616	21027	0	482	9386	122466
Montana	2340	206	1633	15710	2680466	0	0	0	2700355
Nebraska	934	28	679	0	0	0	24	0	1665
Nevada	1228	109	600	10819	43987	0	169	0	56912
New Hampshire	550	51	50	2500	10175	75	0	57	13458
New Jersey	1800	96	600	4500	6400	0	350	0	13746
New Mexico	50	4	42	75	1740	0	6	27	1944

Location of SBAP	Phone Calls Received	Site Visits	Seminar Participants	Document Copies Distributed	Website Hits	Tele/Video Conference	Permit Assists	Other Activities	Total Assists
New York	1137	21	420	26504	34169	0	118	2199	64568
North Carolina	1050	45	522	700	73497	0	32	0	75846
North Dakota	2754	752	315	2631	570	0	285	0	7307
Ohio	1825	190	1390	25763	5540	0	204	73	34985
Oklahoma	1030	25	30	30	0	0	36	0	1151
Oregon	3054	127	885	3094	10347	1	64	100111	117683
Pennsylvania	7831	101	616	6827	17739	0	0	0	33114
Puerto Rico	0	0	0	0	0	0	0	0	0
Rhode Island	30	15	60	200	0	0	0	0	305
South Carolina	950	23	144	275	4460	0	44	360	6256
South Dakota	918	0	0	0	3120	21	35	0	4094
Tennessee	1450	19	304	162240	2920	0	100	7776	174809
Texas	7183	257	1500	200000	31394	0	0	1235	241569
Utah	36	5	130	250	724	0	45	161	1351
Vermont	853	27	470	1212	1325	0	0	250	4137
Virginia	741	6	200	3500	14453	15	4	839	19758
Virgin Islands	2609	108	75	6126	812	0	0	125	9855
Washington	1200	6	0	0	0	0	0	0	1206
West Virginia	3329	92	356	2160	2000	0	96	0	8033
Wisconsin	537	10	1862	18319	16119	0	2	0	36849
Wyoming	523	103	2400	17600	1040	252	0	0	21918
Totals	108680	8473	163171	965382	20096511	11106	6285	135876	21495484

Appendix D

Narrative Information on State 507 Program Activities

2002 Narrative Information on State 507 Program Activities

Location	Information
Alabama	No additional information was provided.
Alaska	The State of Alaska took no action and devoted no budget to this program for this fiscal period.
Arizona	Arizona Department of Environmental Quality (ADEQ) offers an Emissions Inventory Workshop to all air sources operating in Arizona. Many small companies lack the ability to complete the information required to submit their annual emissions inventory, so they do not submit anything. ADEQ assists these businesses in completing the inventory for these air sources by requesting the production data and then completing the calculations for them. These businesses attend the Emissions Inventory workshops and have a better understanding of the information needed to complete their own emissions inventory next year.
Arkansas	No additional information was provided.
California	<p>We have provided a significant amount of assistance to businesses in the State of California during the past year.</p> <p>Our Ombudsman Contact Log is one tool that has proven to be extremely useful in our effectiveness. When a businessperson calls in with a question or concern, the issue is logged into our database. During the time that the issue is being researched, all information is continually updated into the log. Then, at any time, a staff member can provide accurate and current information on the case. This is very helpful when the businessperson or stakeholder wishes to receive an update. Another benefit of this log is that it creates a reference history of problems faced by specific industries. We are able to print a complete history of each case and look back over the year and see if we do make a difference for the businesses in California and for businesses in other states working to comply with California regulations.</p>
Colorado	Our technical assistance staff has provided multi-media help during the past year. We have built partnerships with local health departments and agencies such as the Small Business Development Centers (SBDCs) who work directly with small businesses. We are forming a multi-media assistance providers group within the Colorado Department of Public Health & Environment so we can provide more comprehensive assistance. We are also working on the creation of an Environmental Management System (EMS) based multi-media permitting system.
Connecticut	We have been administering our GreenCircle Award Program for five years to recognize businesses, individuals, government agencies and civic organizations for voluntary work to protect or enhance the environment. In 2002, we had 117 winners. Over the five years, our participants have documented the following reductions: 575,000 gallons of water, 10,800,000 pounds of emissions, 559,500 pounds of hazardous waste, and 750 pounds of mercury removed. Several of the companies have participated each of the five years and performed new projects each year.
Delaware	<p>The ombudsman participates in the Delaware Small Business Resource Partnership (SBRP) which is an organization comprised of state, federal and non-profit agencies that assist small businesses. The ombudsman has participated in several workshops hosted by the SBRP and helped put together a directory of services available to small businesses.</p> <p>The ombudsman participates in a permit advisory service, conducted by our agency, which assists new and changing businesses. A business can come into our agency and sit down with regulators from each media (i.e. air, water, waste, etc.) and discuss which environmental regulations apply to their business and what permits are required.</p>

Location	Information
	<p>The ombudsman has participated in meetings with Air Quality Management to develop source category permits that will benefit small businesses by streamlining the permitting process.</p> <p>The ombudsman applied for and was awarded an Innovation Grant from the EPA to assist auto body shops with compliance.</p>
District of Columbia	<p>No additional information was provided.</p>
Florida	<p>The Florida Small Business Assistance Program was part of Florida's Air Quality Management Program Video and aired for several months in 2002 to the 5.5 million subscribing to the Florida Sunshine Network. Other promotional materials were distributed to small businesses statewide, including the "Do I Need an Air Permit" tri-fold brochure and over 350 SBAP 60-second Public Service Announcement (PSA) videos that were burned on discs and given primarily to Florida Chambers of Commerce. Compliance calendars for dry cleaners were mailed out with general permit registration materials and furthered compliance in this industry sector. An Environmental Management System workshop through EPA was hosted in Tallahassee, FL by the SBAP. Four additional fact sheets were completed and distributed to the following Florida small businesses: Human Crematory, Animal Crematory, Asbestos, and Secondary Aluminum Facility.</p>
Georgia	<p>The SBAP responded to 1001 requests for technical assistance in 2002. The industrial sectors assisted included: government, limestone facilities, dry cleaners, consultants, industry, new businesses, cotton ginners, and private citizens. The SBAP also distributed 1,353 copies of eleven documents, provided permit assistance to 67 businesses, and performed 21 site visits. The SBAP also assisted seven businesses via office visits. The SBAP web page received 25,187 hits in 2002.</p> <p>The SBAP represented the Division during National Small Business Week at the 2002 Small Business Chamber Awards in Savannah. Camille Keith, from Southwest Airlines, was the luncheon speaker. She verbalized the key ingredients of a successful small business. The ingredients she noted are applicable to any organization that provides customer service. Noted ingredients included timeliness, accuracy, courtesy, quality, etc. The Chamber had a very impressive roster of sponsors, representatives/invitees and past winners. It was an excellent way for us to participate in national small business week.</p> <p>The SBAP staff worked with Fisher Service Company on a permitting issue that had been ongoing for a number of months. The company requested an exemption from permitting requirements based on anticipated levels of emissions. The request went unanswered for more than five months. The facility would call every month to determine the status of their request. After five months of hearing the same response, "our highest priorities are Title V, everything else will have to wait," the Ombudsman spoke to the Permitting Program Manager. She suggested that SBAP prepare a letter for their signature to close out the request. The Permitting Program Manager agreed to this suggestion. Lee Tate prepared the letter since he had worked with the facility. The supporting documents reviewed by the SBAP were included and forwarded to the Air Branch for consideration. The paperwork providing the company their letter of exemption was signed and forwarded to Fisher Services on April 18, 2002.</p> <p>Mr. Harold Reheis, Director of the Environmental Protection Division (EPD), addressed the CAP on issues that were of importance to the program and the small business community during the January meeting. This was a first for our program.</p> <p>The Ombudsman contacted the Southeastern Lumber Manufacturers Association, a trade association representing hardwood and softwood lumber manufacturers in the southeast. She contacted them to gather educational materials on lumber mills. They provided us with a wealth of information and we offered to present at their national or regional meetings held in Georgia.</p> <p>The Ombudsman contacted the new southern chapter of the Institute of Scrap Recycling Industries about providing outreach and technical assistance to this trade association.</p>

Location	Information
	<p>The SBAP worked with the Southeastern Cotton Ginners Association after EPD rejected the proposal to change the limits in Rule 6 from 65,000 standard bales per year to 125,000 standard bales per year. EPD's reason for rejecting the proposal was the emission factors referenced in AP-42. We worked with the association and the Permitting program to get them to revisit their position on this issue. The Permitting Program agreed to revisit the rule. The rule proposals will be included in the rules for March 2003.</p> <p>The Ombudsman was requested, by the Southeastern Fabricare Association, to coordinate the participation of five (including Georgia) Southeastern states in the Southern Dry Cleaners Show. She did this 2 years ago and it was a great success. SBAP staff attended the 2002 Dry Cleaner Expo in Savannah. They Distributed over 100 documents and talked to hundreds of people about the SBAPs. The SBAPs were asked to develop some classes for the States represented by the Southeastern Fabricare Association. Those states include AL, FL, KY, GA and SC. We are working out the specifics with Region IV, since more than one state is involved.</p> <p>SBAP staff presented to the Southeastern Cotton Ginners Association in Tifton. More than 50 people attended this meeting.</p> <p>The SBAP staff made presentations to district field staff in Albany, Savannah, Brunswick, Augusta, Athens, and Macon. The staff discussed program content and ways that the SBAP could assist the regional staff with compliance issues. The presentations were made to approximately 83 EPD employees.</p> <p>The SBAP presented at the Landfill Certification Operator's Training workshop held at the University of Georgia. Seventy-seven people were in attendance.</p> <p>The Ombudsman prepared economic impact statements for proposed Air Quality, Inspection, and Maintenance rules, as well as the Low Emission Vehicles rules in April, June and December.</p> <p>To better meet the needs of the small business community, the staff attended the following courses in 2002: Visual emission inspector training course (smoke school), OSHA 8-hour, Composite Fabricators Workshop, Environmental Management Systems, Constructed Wetlands Systems/Reuse Systems, Managing Environmental Systems, Landfill Operators Certification Training, NPDES Inspection Workshop, Title V Fee Workshop, EPA's Refinery Course; Surface Coating Course, and the Having Difficult Conversations Course.</p> <p>The staff attended all of the Program Coordination Branch Manager's meetings and the District Manager's meetings. Monthly meetings were held throughout the state.</p> <p>The Ombudsman spoke with EPD's Director of Communications and Public Affairs staff about ways to increase the SBAP's visibility from a marketing standpoint.</p> <p>The SBAP staff met with the Air Toxics and Permitting programs on several permitting issues. The SBAP staff also had numerous discussions with EPD, Dept. of Agriculture, Wild Life Resources, and P2AD on behalf of small businesses during 2002.</p> <p>The SBAP attended the Region IV SBAP meeting in Mobile, AL on November 6-8.</p> <p>The SBAP staff met with Georgia Power's Economic Development Branch about providing routine permit assistance to their small business customers.</p> <p>Lee Tate and Anita Dorsey-Word represented the SBAP at the 10th Annual SBO/SBEAP Conference in Chicago, IL. The Honorable Richard M. Daley, Mayor of Chicago, Thomas M. Sullivan, SBA's Chief Council for Advocacy, EPA Region V Administrator, EPA Deputy Regional V Administrator, and Emmy Award winning speaker John Powers addressed the conference attendees. Conference attendees also had the opportunity to attend sessions on environmental management, land use planning, working with enforcement, engineering basics, agribusiness, the role of the National CAP and three personal development courses. Jimmy Johnston of the Air Protection Branch represented the CAP at this meeting.</p>

Location	Information
	<p>The Ombudsman/Program Manager prepared a DNR Expenditure control form requesting that a vacant position be filled. The Office of Personnel and Budget approved the request on April 25, 2002. The SBAP's vacant position was advertised in June and November. Twenty-four applicants responded to the advertisement. The new staff member will start on April 1, 2003.</p> <p>The SBAP attended and presented at four Compliance Advisory Panel meetings during 2002. At the last meeting of 2002, the Air Quality Public Affairs Office presented their findings on "Making the SBAP More Visible." This study was done at the request of Anita Dorsey-Word, SBAP's Ombudsman. The CAP unanimously endorsed their findings and their recommendations. Their recommendations included website, media publication and outreach.</p> <p>Website recommendations included: Update website to be more user friendly and interactive; Popup advertisement on related websites for workshops and training opportunities; Additional relevant links; Linked to other sites; Success stories and Best Practices; Q&A sections for specific businesses; E-mail access for specific questions.</p> <p>Media recommendations included: Write press releases and pitch success stories to local media and relevant trade magazine; Solicit interviews with local cable stations; Advertise program and workshops on local cable stations; Develop public service announcements; Media coverage for awards program; Media coverage for events (i.e. workshops and site visits.)</p> <p>Publication recommendations included: Develop informational brochure; Update newsletter with expanded distribution; Visually enhance annual report and expand distribution; Create poster.</p> <p>Outreach recommendations included: Collaborate with Small Business Administration's Small Business Development Centers to develop and provide workshops; Develop Awards Program similar to P2AD's Governor's Award; Apply for outreach grants; Hire Contractor; Develop informational exhibit; Create informational video or multi-media demonstrations; Promotional items (i.e., magnets, ink pens, lapel pins, key fobs and stress balls).</p> <p>For optimal exposure, heightened awareness, and superb customer service, the above elements should be implemented in an aggressive marketing communications program. The SBAP provides an invaluable service to the industrial permitted community. Currently, this program is providing minimal levels of service; but at full capacity, this program can be the national leader in SBAP best practices.</p>
Hawaii	No additional information was provided.
Idaho	Idaho's SBAP program became a multi-media compliance assistance program this year and is funded 1/3 by each of the air, waste and water divisions. This was a very easy transition and has been very well received. Idaho's SBAP promised each division two brochures for each media and web content development.
Illinois	<p>The Illinois SBEAP proudly hosted approximately 160 people at the 2002 SBEAP/SBO National Conference in downtown Chicago, Illinois in July 2002. The four and one half day conference offered Compliance Advisory Panel training, Environmental Management Systems training, a newcomer welcome session, updates from various divisions at the US EPA, a motivational speaker and much more. Response from attendees was overwhelmingly positive.</p> <p>Open Burning Project, "Stop, Don't Get Burned," fliers and posters were developed and printed in December of 2002. These posters and fliers were transmitted to 80 local health officials, 40 Local Emergency Planning Commissions, 202 sheriffs and states attorneys, and IL EPA field offices. A cover letter was included and requested their assistance in reaching the construction and demolition industry by posting fliers and posters in their offices, local lumberyards, building and zoning offices. Over 1,000 smaller fliers and approximately 500 large posters have been distributed. Several local authorities have requested supplies of the posters for distribution in their local area. These fliers and posters were also distributed to attendees of the</p>

Location	Information
	<p>Construction and Demolition Debris Workshops in February of 2003. In 2003, a reprint of the fliers will be mailed to local fire departments and trade associations representing the construction industry.</p> <p>The Small Business Environmental Assistance Program (SBEAP) hosted eight construction industry workshops around the state to educate contractors, building code officials, and fire departments regarding asbestos, lead, and demolition debris regulations. The SBEAP, along with the Illinois EPA, the Department of Public Health, and 14 industry cosponsors trained 384 participants. Ninety-four percent of attendees rated the workshops excellent/good and 88 percent requested the workshops be repeated and expanded.</p> <p>In spring of 2002, the IL SBEAP did two large mailings to identify and inform metal coater businesses of upcoming coatings rules. The mailings received a 26 percent response rate resulting in over 30 companies receiving proper forms and permit applications from the IL SBEAP.</p>
Indiana	<p>The Compliance and Technical Assistance Program (CTAP) is Indiana's small business assistance program (SBAP). CTAP proactively targets upcoming environmental regulations for education and outreach and provides confidential environmental assistance to Indiana businesses that request such services. Outreach efforts include conducting educational workshops, performing confidential site visits, providing confidential phone assistance, and developing recognition programs, compliance assistance manuals, and fact sheets. In order to effectively provide the type of assistance required by the regulated community, strict confidentiality is maintained.</p> <p>Over the next years, CTAP will focus assistance on sectors relating to Storm Water management and new National Emission Standards for Hazardous Air Pollutants, while reviewing sectors where assistance has already been provided. The compliance activities associated with any new sectors will be included in the 2003-2005 Environmental Performance Partnership Agreement with the United States Environmental Protection Agency (EPA), which is currently under development for implementation beginning July 1, 2003.</p> <p>In order to provide the best possible service and to expand focus efforts, we continue to evaluate resources and utilization of our current programs and services. Concentrated assistance efforts for the printing industry and childcare sector will be scaled back. Depending on future resources for the CTAP program, other past concentrated assistance efforts may also be scaled back. CTAP staff will continue to provide phone and on-site assistance to all sectors. Current 5-Star Recognition Programs will also be evaluated.</p> <p>CTAP will continue to examine and modify its compliance assistance efforts based on new regulations, EPA direction, Hoosier business sector interest, and availability of resources. Marketing of the program continues with the hope that the fiscal situation will improve and current vacancies will be filled. CTAP continues to work with the Indiana Department of Commerce on a controlled release of the CTAP brochure. In addition to this collaborative relationship, CTAP is working with the Department of Labor's Bureau of Safety Education and Training (BuSET). BuSET is distributing CTAP's brochures and vice versa.</p> <p>This year, a Memorandum of Understanding (MOU) was developed and implemented between IDEM and the Indiana Clean Manufacturing Technology and Safe Materials Institute (CMTI) at Purdue University. In the agreement, CMTI is to provide compliance assistance to Indiana businesses within a set of specific SIC codes. These SIC codes include the following sectors: foundries, die casters, smelting and extruding, metal stamping, electroplating and anodizing, motor vehicle parts, metal furniture products, plastic products, metal products and miscellaneous manufacturing. Abstracts for facilities in each of the specific SIC codes are available online. This and additional information on the work of CMTI in relation to the MOU can be found at CMTI's Small Business Assistance Program website at http://www.ecn.purdue.edu/CMTI/SBAP/. CMTI's assistance efforts are included in the numbers for Indiana this year.</p>
Iowa	No additional information was provided.

Location	Information
Jefferson County, KY	<p>The Small Business Amnesty Program began September 26, 2002. It will end on December 31, 2003. This program was designed to help small businesses decide if they need air quality permits. We also provide a free pollution prevention audit and permit application assistance.</p> <p>I am working with the Kentuckian Pollution Prevention Project to develop brochures, which will provide information about air quality permits.</p> <p>The Louisville Metro Air Pollution Control District webpage received 31,635 site visits.</p>
Kansas	<p>Documented behavior changes and related benefits and cost savings as a result of PPI site assessments include the following: 1) One company saved \$15,000 a year and reduced wastewater discharges by 1,700 gpd by utilizing the wastewater for beneficial reuse; 2) One company reported they experienced an annual savings of \$3,500 through use of a new solvent distillation process. They also reported a savings of \$5,000 to \$6,000 annually by eliminating a different solvent cleaning process and using an aqueous system; 3) One printing operation changed to a low vapor pressure organic compound blanket wash and evaluated their process areas for waste reduction resulting in hazardous waste reductions of 75 - 100 pounds; 4) An auto related business changed the way they manage their solvent parts washer each month in an effort to achieve a Small Quantity Generator status; 5) A manufacturing company changed the way they dispose of used oil, reducing their generation by 55 gallons and found a vendor that would recycle the used material at no charge; 6) One company stated they saved about \$1,200 to \$1,300 in disposal fees by returning unused samples to vendors rather than disposing of them as hazardous waste; and 7) One company avoided up to \$500 in hazardous waste disposal fees by using up old chemicals.</p> <p>Several clients documented that they now properly label, inspect, store and dispose of their hazardous waste or have filed for appropriate permits as a result of our suggestions and service.</p>
Kentucky	<p>KBEAP was nominated for the Natural Resources and Environmental Protection Cabinet's 2002 Governor's Environmental Excellence Award for Environmental Education.</p> <p>The KY CAP presented two Small Business Air Quality Stewardship Awards during 2002.</p> <p>The Air Quality Representative for Small Business represented the KY NREPC on the Commission on Small Business Advocacy.</p>
Louisiana	<p>2002 marks the celebration of 10 years of excellence with the LA SBAP.</p> <p>During 2002, Ms. Loni Gaudet, a SBAP Engineer, received the Employee of the Year Award for the Office of Environmental Services. She also received the Secretary's Award, which is the highest award presented to an employee for excellence and outstanding accomplishments in all areas of an employee's performance.</p> <p>Jeff and Kathy Thibodaux wanted to open a cultured marble fabrication shop in Walker, Louisiana. The resin supplier suggested they call the Small Business Assistance Program for environmental compliance advice because he had successfully referred other clients to SBAP staff before, many in the New Orleans area. SBAP Technical Advisor Patrick Devillier, who lives in Walker, helped the Thibodauxs register their hazardous material inventory for Tier II annual reporting to the State Police, via internet, understand hazardous waste management responsibilities, and secure an air permit exemption from the DEQ. Kathy Thibodaux said, "Mr. Devillier helped us with the air emission calculations and the paperwork. We submitted everything in July and by August the DEQ granted the air permit exemption just in time for us to begin operating as planned."</p> <p>The Technical Advisors personally assisted 2,308 small businesses with environmental issues.</p> <p>The LA SBAP presented 29 talks at seminars, workshops, and meetings; Attended the DEQ's annual waste conference and manned a booth; Attended the LIOGA conference and manned a booth; Attended RVI P2 Roundtable Meeting in Las Cruces, NM; Attended Gulf Coast Prospect Expo in Lafayette; Invited to radio and TV interviews on talk shows in the LaRose and Lake Charles areas; Attended the Community Economic Development Conference in Lake Charles; Conducted TRI Workshops in New Iberia area; Attended the SBO/SBAP National Conference in Chicago; Attended by</p>

Location	Information
	<p>invitation the U.S. Senate Small Business and Entrepreneurship roundtable regarding S.2483; Attended the annual Small Business Regional Liaison Meeting in Washington, D.C.; Attended Wood Products Bus. & Industry Conference in Hammond; and manned a booth at LSU's Financing Small Businesses Workshop</p> <p>LA SBAP published and distributed 4,970 quarterly newsletters, 700 dry cleaner calendars, 1,000 generic calendars, and 500 annual reports, and distributed 100 general brochures at the Greater Baton Rouge Business and Technical Expo.</p>
Maine	<p>Extensive Boat Building and Repair compliance pollution prevention outreach effort.</p> <p>Focused Auto Salvage/Auto Graveyard compliance assistance outreach.</p> <p>Increased production of guidebooks and fact sheets for both outreach projects.</p> <p>Increased use of Small Business Compliance Incentive Policy.</p> <p>Partnerships with other Small Business Providers including training, providing fact sheets and compliance assistance.</p> <p>Case studies are available by visiting our web site. Please note, the web site is in the process of being updated and more case studies will be added.</p> <p>Assisted in the review and dissemination of toxics and Hazardous Waste Reduction data, which resulted in the documentation of over 80 million pounds of toxics and hazardous waste reduction over a 10-year period in the State of Maine.</p>
Maryland	<p>2002 was the first year that Maryland used the Dry Cleaner Compliance Calendar. The Calendar was mailed to approximately 850 dry cleaners with air quality permits. Over 100 of these cleaners were out of business and were removed from the permitted facilities/emissions inventory database. The calendar was very popular with the cleaners and the air quality compliance inspectors reported that it helped the cleaners' compliance with the record keeping requirements.</p> <p>The SBAP is participating in a pilot project to develop an Environmental Results Program type system for the auto body and mechanical repair sectors. This pilot project is focused on the Park Heights neighborhood in Baltimore City. During 2002, the SBAP coordinated the development of workbooks for these sectors that will be used for the project. These workbooks cover air, waste and water issues for the sectors and contain best practices/pollution prevention information. The SBAP will also be involved in the training phase of the project in 2003.</p> <p>Maryland was selected to host the 2003 SBO/SBAP National Conference. The planning committee for the conference met in Baltimore in November 2002. The committee planned a conference that includes three site visits, a multimedia training program, a session on homeland security as it relates to SBAPs, and many other sessions.</p>
Massachusetts	<p>The Office has produced four fact sheets on PBT's (Mercury, PAC's, Lead and Dioxin) for Massachusetts Toxic Use Reduction Act Filers. The Office has also produced three additional case studies bringing the total number of active case studies to 44. The case studies can be found on our web site www.mass.gov/envir/ota.</p>
Michigan	<p>No additional information was provided.</p>
Minnesota	<p>Designed, printed and distributed compliance calendars for dry cleaners, automotive and aboveground storage tank businesses.</p>

Location	Information
	<p>Prepared and distributed MACT Hammer mailings to a dozen separate industry sectors.</p> <p>Presented FRP compliance information at the CFA's Composites 2002 National Conference in September.</p>
Mississippi	<p>No additional information was provided.</p>
Missouri	<p>Missouri's Compliance Advisory Panel (CAP), known as the Small Business Compliance Advisory Committee (SBCAC), received training and a presentation on land farms to treat petroleum contaminated soil. The Outreach and Assistance Center's Environmental Assistance Office (EAO) had received a complaint from facilities with land farms to treat petroleum contaminated soils that stated that they were not being treated fairly in regard to the release of responsibility for the contaminated soil. The EAO held meetings with offices within the Department of Natural Resources and a solution was reached to help the land farm facilities.</p> <p>The EAO presented Business Environmental Management Institute (BEMI) workshops for Colleges and Universities describing their environmental compliance responsibilities and pollution prevention opportunities. The EAO also presented BEMI workshops for the completion of Emission Inventory Questionnaires and on the new air operating permit form.</p> <p>The EAO also held erosion control workshops, government EMI workshops to help local governments understand their environmental requirements (especially related to water and wastewater) and RATEMAKER workshops, which is software designed to help local governments develop user charge rates.</p> <p>Twelve EAO staff received ISO 14001 Lead Auditor Training.</p> <p>Please note: Assistance efforts in this report for Missouri include not only the assistance efforts of the Business Assistance Unit, which performs multimedia assistance for businesses and the Title V air assistance efforts for the SBAP, but also efforts to government entities and agricultural businesses. The assistance efforts for the SBAP for air are 8.65 FTE (\$724,000) of the 28 listed above.</p>
Montana	<p>No additional information was provided.</p>
Nebraska	<p>The NDEQ SBAP Program continues to develop its multi-media capabilities and services to the business community. Internally, significant progress has been made in garnering support from the regulatory programs, as evidenced by the marked increase of referrals by regulatory staff of businesses to the SBAP program for assistance. In addition to referrals, regulatory staff is including the SBAP program in meetings with businesses. By attending these meetings, the SBAP program coordinator can provide assistance on other environmental issues that may apply but are not the primary emphasis of the meeting. It also serves as an excellent forum for the SBAP program coordinator to learn more about the intricacies of the various programs. This knowledge has proven to be invaluable in assisting other businesses with similar issues. Regulatory staff ensures the SBAP program is aware of the program's priorities and new regulations which enable the SBAP program to provide timely outreach to affected businesses.</p> <p>We continue our work with the state's colleges and universities. To date, five colleges have been subject to EPA Regional Compliance Evaluation Inspections. Of those five, four of the schools have had excellent results. Those four participated in the NDEQ-sponsored outreach programs; the one school that did not perform well had not participated in the programs.</p> <p>Prospective ethanol plants are still a major issue in Nebraska. We have worked diligently with these facilities to ensure they obtain their Air Quality Construction Permits. The focus of late has shifted to NPDES Storm Water and Wastewater permit issues. We have also ensured these facilities are aware of their regulatory obligations regarding SPCC and RMP requirements. Over the next year, we anticipate shifting our assistance focus from permitting issues to compliance issues.</p>

Location	Information
	<p>It is important to note that the NDEQ assistance program is a Department-wide philosophy. That is, assistance is provided throughout the Department and is not relegated to just the SBAP program. We have a fulltime compliance assistance provider in our RCRA program and one in our Air Quality program, neither of which are funded through 507 monies. The efforts of these individuals and the SBAP program are coordinated to ensure businesses are provided the most accurate, current and consistent level of assistance and information.</p>
Nevada	<p>No additional information was provided.</p>
New Hampshire	<p>No additional information was provided.</p>
New Jersey	<p>The Small Business Assistance Program (SBAP) completed a six-month outreach project for Korean speaking dry cleaners this past December. The outreach project helped over 200 Korean dry cleaners gain a better understanding of their environmental obligations.</p> <p>New Jersey has over 1,800 dry cleaners and more than 60 percent speak Korean as their primary language. In an effort to overcome language barriers between Korean dry cleaners and the NJ Dept. of Environmental Protection (NJDEP), the SBAP hired a Korean-speaking intern.</p> <p>Alysa Cho, a student from Penn State, was hired to provide regulatory information to Korean speaking dry cleaners. Miss Cho visited 60 facilities where she discussed air permitting, record keeping, Community Right to Know, hazardous waste handling and wastewater discharges. In addition to the site visits, two workshops were conducted, at which 150 Korean speaking dry cleaners attended.</p> <p>"Protecting the environment and complying with environmental regulation is very important to us," said Mr. Lee of the Korean Cleaners Association, "having somebody that can explain these regulations to our members in their native language is extremely necessary in achieving these goals."</p> <p>Even though this outreach project came to a close in December 2002, the SBAP is continuing their efforts to overcome any language barriers with Korean speaking dry cleaners. Two thousand 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.</p>
New Mexico	<p>Assistance to small businesses consisted of discussions of regulations pertaining to an industry; explanation of what permit application form to use; help filling out permit applications; process mapping and emission calculations; dust control methods for roads and industry (particularly aggregate); pollution prevention methods; maintaining permit exemption status; record keeping requirements; and odor and dust regulations.</p> <p>The time spent with each business ranged from 15 minutes to two months. Miscellaneous questions concerned air quality regulation overviews, amnesty for small businesses, MACT and other regulatory applicability, and health risks from forest fire smoke. Responses included site visits, telephone, letter and fax correspondence.</p> <p>Brochures were generated for small businesses in easy to understand, layman's language for distribution to the public. Those created and completed in 2002 include: Air Quality Regulations for Automotive Paint and Body Shops; Air Quality Regulations for Small Dry Cleaning Operations; Air Quality Regulations for Abrasive Blasting Operations; and Does My Business need an Air Quality Permit?</p>
New York	<p>The Small Business Environmental Ombudsman (SBEO) in co-operation with the New York State Department of Environmental Conservation (NYSDEC) developed a re-certification program for Perchloroethylene drycleaners, which fulfills the 6NYCRR Part 232 Perc-Drycleaning requirements. The video production included content development, script writing, and filming of a re-certification video, which was produced in two languages: English and Korean. The completion of the video was made by December 2002. The video is produced in both VHS and DVD formats. It is anticipated that ESD will implement the recertification program starting in January 2003. There are over 7,000 re-certifications needed in New York State. ESD will provide re-certification programs</p>

Location	Information
	<p>throughout New York State on a frequent schedule in order to provide a convenient process for re-certification.</p> <p>A Perc Drycleaner contacted the SBEO regarding a violation received from the NYSDEC. The facility was cited for several violations including: failure to obtain a registration from the DEC, failure to install a vapor barrier room in a co-located facility by the required deadline, failure to maintain proper ventilation system, and failure to maintain operation and maintenance records. The facility was fined \$2,500.00. The SBEO contacted the NYSDEC and negotiated a reduced penalty of \$750.00.</p> <p>Under the Cooperative Agreement from EPA, EFC's SBAP completed a video on Gasoline Vapor Recovery. The seventeen-minute instructional videotape for gasoline retail station owners and operators summarizes key aspects of properly maintaining the fuel dispensing vapor recovery equipment. Videotaping, narrating and editing were all done by the Department of Environmental Conservation under a special agreement with Environmental Facilities Corporation. The tape has been well received and, in a continuing partnership with gasoline station owners and associations, over 1800 videos have been distributed. These groups also distributed 1800 posters on gasoline vapor recovery checks to gasoline retailers in the New York Metropolitan Area.</p> <p>In December 2002, the SBAP sent a case referral to the SBEO. A firm that the SBAP had assisted in getting a state facility permit received a \$5,000 fine from DEC for failing to obtain a permit prior to commencing operation. The firm had called the SBAP in April to begin preparing their permit application. The facility started up in June and submitted their permit application to DEC in September. DEC inspected the facility upon receipt of the application and fined the facility. The facility had not been previously visited by DEC and only knew of its existence because it had voluntarily come into compliance. The SBEO called the regional attorney and explained that the firm had been working with the SBAP and DEC should consider dropping the fine. The regional attorney agreed and dropped the fine.</p> <p>An article, "Preparing for a Part 232 Compliance Inspection," from SBAP's newsletter Clean AirNews was reprinted in Drycleaner News. This trade paper is distributed to about 10,000 cleaners in the northeast.</p> <p>EFC hosted a training workshop on Environmental Management Systems (EMS) in Albany. The workshop was sponsored by EPA Washington, and involved a highly interactive agenda with participants from several state regulatory and nonregulatory groups, as well as small business.</p>
<p>North Carolina</p>	<p>The NC Department of Environment and Natural Resources' Customer Service Center (CSC) is a one-stop information source for the department's environmental and natural resources programs. The toll-free hotline provides an important link to our outside customers, allowing them to get specific answers to their questions, and helping us identify areas of environmental concern. Customized regulatory assistance is provided through our small business assistance and permit coordination programs. This year, the CSC expanded its support of the department's information technology projects by working with other NCDENR programs to develop a more integrated data management system that will provide citizens with accurate and understandable environmental and resource protection information.</p> <p>One of the most valuable services the SBAP provided in 2002 was an investigation into the value of air emission data collected from small sources. Contrary to popular belief, EPA has no data collection requirements for non-Title V sources. As a result of the investigation, the frequency of required inventories was changed from every three years to every five years, upon permit renewal. This effort is saving money and staff resources for both small businesses and the Division of Air Quality.</p> <p>During 2002, the NCSBAP worked extensively with the ready-mix concrete (RMC) industry. SBAP staff served as a bridge to help industry and the US EPA better understand each other's processes. A better understanding of how the baghouse and silo were used by the concrete industry resulted in a different emission calculation method. EPA reviewed the RMC industry's stance and issued a policy memo that helps the industry realistically determine its potential emissions. This reduced permitting costs for industry, state and federal air quality agencies.</p> <p>The SBAP provided technical assistance to nearly 50 small businesses including: wood products, coating operations, knit and dyeing companies and small manufacturing firms. Types of support included permit application assistance, identifying cost effective environmental compliance options, and</p>

Location	Information
	<p>outlining regulatory exemptions, when appropriate. Helping businesses understand how new environmental requirements affect them is an important role of the SBAP.</p> <p>The Drycleaners Compliance Calendar was updated with new waste management information this year. About 500 drycleaners statewide receive this calendar as a tool to help them comply with environmental regulations. We worked with the Division of Waste Management's Drycleaners Solvent Cleanup Program to include relevant information for complying with the new Minimum Management Practices regulations and maintaining eligibility in the trust fund program.</p> <p>One of our staff was elected by his peers in other Region IV States to represent them on the National Steering Committee for SBAPs. He was selected by the NSC to chair a Technology Subcommittee based on his knowledge and interest in matters of technology.</p> <p>One of our staff members has worked all year on a team whose mission is to revise the air permit application forms and develop an interactive method for submitting them electronically via the internet. Work is progressing well. The Division of Air Quality even nominated the team for 2002 Team of the Year.</p> <p>Our engineering staff continually monitors new State and Federal environmental regulations that may impact small businesses. We also participate on the Division of Air Quality's Compliance and Permitting Workgroups. This ensures we remain knowledgeable about the direction, policies, and decisions of the Division of Air Quality.</p>
North Dakota	<p>The North Dakota CAP is on inactive status. All Governor and Legislative appointments are vacant.</p>
Ohio	<p>Completed a record 247 SBAP site visit trips, including repeat visits, to assist small businesses with permitting requirements. It is estimated that over 80 percent of SBAP staff time was spent on site visits and related follow-up work.</p> <p>Assisted small businesses with completing 350 permit applications, including emission calculations, proposed synthetic minor operating limits, dispersion modeling analyses, etc.</p> <p>Published approximately 20 articles in newspapers with combined circulation of over 2,000,000.</p> <p>Provided \$56,300 in grants to small businesses to assist with costs of financing equipment necessary for Clean Air Act compliance.</p> <p>Provided \$1,777,984 in financing for small businesses investing in equipment required to comply with Clean Air Act requirements.</p> <p>Began increased work with farmers on air quality and energy issues.</p> <p>Maintained cooperative relationships with 14 district offices which resulted in the district office inspectors referring 80 percent of SBAP site visit customers.</p> <p>Reestablished Compliance Advisory Panel following a 3-year hiatus, although we are still 2 appointees short.</p> <p>Established a new business relationship with a gasoline distributor to refer SBAP services to gasoline retail customers.</p> <p>Strengthened relationships with paint booth and drycleaner equipment vendors for referrals.</p> <p>Completed first survey of district office opinions and experiences with the SBAP. A large majority of responders felt SBAP interaction improved the permitting processes and could also help prevent enforcement actions by preventing problems.</p>

Location	Information
	<p>Participated in internal Ohio EPA workgroup to simplify the air Permit to Install application and associated Emission Activity Category forms. SBAP staff took the lead in revising seven of the 42 existing EAC forms and created a new form for stationary internal combustion engines.</p> <p>SBAP Supervisor was designated as the lead OEPA contact on a joint OEPA/Industry workgroup charged with developing new Permit-By-Rule exemptions for small emission sources.</p> <p>Revised and printed a new 2003 Dry Cleaners Compliance Calendar and provided 250 copies to district offices for inspectors to distribute.</p>
Oklahoma	<p>The OK SBAP, in conjunction with other staff in the Customer Assistance Program, implemented an outreach program for concrete batch plants. The reason for this outreach was elevated non-compliance levels, particularly regarding wastewater issues and chronic complaints, normally about fugitive dust.</p> <p>This outreach was a comprehensive effort between various permitting groups within the agency, and cooperation and input from the industry itself. The outreach offered a 9-month compliance period, during which no new enforcement actions would be initiated, with few exceptions. This outreach included workshops and on-site assistance. It also threatened immediate inspections for those who chose not to participate. This helped to increase our attendance and, ultimately, to increase compliance rates. We believe it was a success.</p>
Oregon	<p>During 2002, Oregon Department of Environmental Quality's (DEQ) SBAP was awarded a PPIS grant from EPA to fund spray coating operator efficiency training. As a result, the program is partnering with a local community college's Workplace Training Department to provide the training throughout the state of Oregon. The training will enhance the SBAP's existing technical assistance projects and will be completed by June of 2004. Reduction in hazardous waste generation, VOCs, and HAP emissions is the goal.</p> <p>During 2002, Oregon DEQ developed a multi-media fact sheet for the fiberglass manufacturing industry. The fact sheet was developed through coordination between DEQ's hazardous waste, solid waste, water quality and air quality programs. DEQ worked with Oregon's composite fabricators industry to address the industry's environmental regulatory concerns in the fact sheet. DEQ also partnered with the fiberglass industry chemical suppliers to distribute the fact sheet to their customers. We plan to follow-up with the chemical suppliers in 2003 to determine whether they felt the fact sheet was beneficial to them and to their customers, the fiberglass manufacturers.</p>
Pennsylvania	<p>No additional information was provided.</p>
Puerto Rico	<p>We are in the process of appointing the Ombudsman and CAP members.</p>
Rhode Island	<p>As of 2003, the official Small Business Assistance Program has been severely restricted due to severe budget cuts to our funding source, Operating Permit Fees. Two full-time employees hired to work in SBAP were reassigned as of July 31, 2002. Therefore, our data are for a 6-month period only.</p>
South Carolina	<p>The SBAP, in partnership with Bureau of Water compliance staff, and the salvage yard trade association, held a Saturday workshop for the yards in noncompliance. The Agency staff were internally nominated and awarded the MDJ Outstanding Customer Service Award for the partnership.</p>
South Dakota	<p>No additional information was provided.</p>
Tennessee	<p>Staff developed a multimedia environmental compliance brochure that describes all environmental regulations impacting drycleaners.</p>

Location	Information
	<p>Staff enhanced the Small Business Assistance Program (SBAP) web page by adding additional documents and links to other resources.</p> <p>Staff developed slide presentations for workshops conducted throughout the year, which included: energy, Clean Air Act Update, ozone protection, storm water, auto repair compliance, and a certified environmental drycleaner test prep course.</p> <p>Staff developed a Storm Water Best Management Practice brochure and revised a, "Who do you call," brochure that lists small business assistance agencies.</p> <p>Energy tips were included on state employee paychecks.</p> <p>Staff participated in events such as Earth Day, a stream clean up, an Energy Expo, a pollution prevention conference, and a small and minority business day on the Hill. Participation included staffing a booth, moderating workshops, presenting environmental messages and distributing literature.</p>
Texas	<p>The Small Business and Local Government Assistance Program developed an initiative to inform local governments and small businesses when their wastewater permits were within 30 to 60 days of expiring and assisted them in taking immediate action to renew the permits. As a result, 85 percent of the facilities contacted successfully renewed their permits.</p> <p>The Small Business and Local Government Assistance Program assisted over 1,600 entities with their storm water permits through our compliance assistance hotline and two workshops.</p> <p>SBLGA helped to resolve issues in 113 enforcement cases, saving small businesses and local governments almost \$428,100 in potential fines.</p> <p>SBLGA recruited engineers, attorneys, and other consultants into the EnviroMentor Program, which provided 465 hours of voluntary assistance valued at almost \$35,000.</p> <p>SBLGA staff participated as team members for almost 50 TCEQ rule projects. As a member of a rule project team, SBLGA staff ensures that small businesses and local governments are aware of the rule changes and have the opportunity of comment.</p>
Utah	<p>No additional information was provided.</p>
Vermont	<p>There were two SBCAP outreach efforts in 2002: the Auto Salvage Sector and the Auto Body Shops.</p> <p>The Auto Salvage outreach resulted in the Best Management Practices Guide, the Mercury Switch Removal Procedures, the Health & Safety Checklist, the Marketers List (to assist with recycling and waste removal), 22 Fact Sheets, and 9 workshops around the state. Additionally, there were 4 on-site assessments, 61 phone calls, and 19 additional mailers. Previously, no one from this sector made contact with the SBCAP.</p> <p>The Auto Body Shop outreach resulted in the production of an Auto Body Repair Technician's Guide to VT's Environmental Regulations, which was mailed to 265 shops. This was done in cooperation with the VT Auto Body Association. Additionally, 2 workshops were held and 10 on-site assessments were performed.</p> <p>While the SBCAP maintains an on-line web site, there is no ability to determine site visits or "hits".</p> <p>Statewide permit assistance is done through our Division's Permit Specialists program.</p> <p>The VT Business Exposition is held over a two-day period.</p> <p>While the VT CAP exists, it was not active in 2002 due to time and manpower constraints. We will try to revive the CAP for 2003.</p>

Location	Information
Virgin Islands	No additional information was provided.
Virginia	<p>The Virginia Small Business Assistance Program has operational responsibility for the Virginia Small Business Environmental Compliance Assistance Loan Fund. In 2001 we reported that there were 11 projects funded for a total of \$509,388 and provided the environmental results of the loans. In 2002 we closed an additional 5 loans for a total of \$180,472. The total amount of money lent by the fund since its inception in 2000 through 2002 is \$904,564. This represents a total of 21 projects. The environmental results for these projects are: 36,522.2 lbs. of per emissions reduced; 200 gallons of photographic developer reduced; 23.4 acres put into agricultural riparian buffers; 89.4 acres put into grazing land protection; 639 tons of poultry litter put under dry storage; \$15,737 saved in solvent disposal costs; 400,000 board feet of waste lumber recovered in usable product; and 18.5 tons of particulate emissions reduced.</p> <p>The Virginia Small Business Assistance Program has created the Virginia Comprehensive Assistance Network (VA CAN). The creation of VA CAN was a tangible outcome of the Small Business Assistance Providers Forum held on October 22, 2002. The Forum attendees were primarily state providers of assistance and services to the small business community in Virginia. This was the second Forum held, the first being in 2000. A desire to continue to meet was the first outcome of the Forum. The second outcome was the desire to create informal and ongoing partnerships between the providers. In November, VA CAN became a reality. The desire to create the partnerships and the network was borne from the perceived and real necessity to leverage resources, stay current with the goods, services, and programs available through the fabric of state government, and network innovative ideas. The meetings would provide opportunities for the service providers to discuss their programs' approaches to assistance, develop potential partnerships, reduce overlaps in services, and identify potential gaps in the provision of services. The Virginia Comprehensive Assistance Network is a partnership of state, federal and non-profit agencies and programs that can benefit Virginia businesses. VA Can is designed to facilitate communication, both among its members and the business community. The mission of Virginia CAN is to provide businesses easy access to all providers of business information, services and assistance. The Network provides a vehicle for its partners to cooperate and leverage their individual resources. Our first outreach event will take place in the spring and will be titled "VA CAN Business Assistance Showcase".</p>
Washington	No additional information was provided.
West Virginia	<p>In WV, the SBAP is housed in the Division of Air Quality and deals only with air quality issues. The SBO reports directly to the Secretary of the DEP and has been dealing with multi-media issues since 2000.</p> <p>In July 2002, the SBAP representative was chosen to represent the Division of Air Quality in a cooperative effort between WVDEP and the WV Development Office (WVDO). This initiative was entered to foster a better understanding of, and better cooperation between, the two agencies. The SBAP's tour of duty lasted a month, in which time changes to the WVDOs Small Business Development Center were made to expand upon the role of DEP in small business start-ups. There were many projects facilitated by the SBAP at the request of WVDO personnel and the networking has resulted in a stronger working relationship between the two agencies.</p> <p>In December 2002, the Small Business Assistance Program (SBAP) was the recipient of WV DEPs Rewards and Recognition Program. This award was given due to the SBAP's facilitation of the Division of Air Qualities (DAQ) involvement on the Agricultural Incinerator Issue. This issue was precipitated by a request for assistance by the WV Department of Agriculture in June 2002. This request for assistance was due to an outbreak of Avian Influenza (AI) in neighboring Virginia that ultimately caused the destruction of more than 5 million chickens and turkeys in an effort to quell the further spread of the disease. At this juncture, the disease had spread to WV and was threatening WV's vital poultry industry.</p> <p>The Department of Agriculture was attempting to find a workable solution to this issue in an attempt to keep poultry carcass disposal localized. Normally, much of the normal mortality from poultry houses would have been sent to the rendering plant in Moorefield for disposal, but this was no longer an option due to the fear of cross-contamination. In this regard, the SBAP took on the affected poultry farmers as clients, and worked toward facilitating DAQs Agricultural Incinerator Compliance Order for the installation of individual poultry incinerators. This ultimately allowed poultry</p>

Location	Information
	<p>farmers to install and operate small poultry incinerators in a timely manner and led to decreased exposure among the growers. It also established an enforceable document by which compliance could be attained, while protecting the environment of the nearby communities.</p> <p>Additionally, the SBAP co-authored the 2002 Supplemental Report to DAQs 2000 Benchmarking Report and was a stakeholder in the 2002 revisions to DAQs minor source permitting rule. The SBAPs Qualified Consultants List was reopened for submittals late in 2002 and the public notice was published in the WV State Journal, as well as one newspaper in each air quality region of the state for a total of 10. This included the state's most widely circulated newspaper, the Charleston Gazette. This resulted in a minimum of 100,000 public notices printed that were not accounted for in the above totals because it was not deemed direct assistance.</p>
<p>Wisconsin</p>	<p>Borrowed the Air Compliance Calendar format from KY SBAP. Received a lot of interest in it from our regulatory agency and with their help "Wisconsinized" it. Mailed out 750 and received many follow up requests. Also had many businesses seeking us out at workshops for extra copies.</p> <p>Continued to receive positive feedback on usefulness of the Dry Cleaners Calendar. With input from local dry cleaners and their WI trade association, we've enhanced the record keeping section to include entries for tracking their progress under the WI Five Star Environmental Recognition Program.</p> <p>Through the planning committee, the SBAP staff was able to help with the 2002 National Conference. Our SBO continues to provide leadership for the promotional committee, which is producing great tools for all the SBAP/SBO programs, including a national and state specific PSA.</p> <p>The Wisconsin Department of Commerce recently supported and staffed a Task Force on Small Business Regulatory Reform. Our Wisconsin SBO was the key staff person facilitating the Task Force meetings. Comprised of small business owners and trade associations, including a member of the WI CAP, the Task Force developed a series of recommendations to reduce the negative impact of regulations on small businesses while increasing the level of regulatory compliance. These recommendations will impact state agencies and the small business community by changing the way regulations are written and implemented. When enacted into law, the recommendations will foster a climate in which small businesses can grow, prosper, and remain a viable economic force in the state of Wisconsin.</p> <p>The task force members identified issues, barriers, and concerns hampering Wisconsin small businesses. Recommendations drafted by the group serve as possible solutions to these impediments. These recommendations are as follows: create an electronic clearinghouse for new rules; write rules in an easy to understand format; appoint a regulatory coordinator in each agency; create a regulatory review board; provide additional time for small businesses to comply with new rules; waive penalties for violations voluntarily disclosed by small business; sunset out-of-date or ineffective statutory requirements; question data and science used as the basis for new regulations; change the definition of small business; allow judicial review of penalties imposed on small business; describe enforcement provisions of new regulations; increase the reward for small businesses under the Equal Access to Justice Act; define the target audience for any new regulations and provide an agency contact. These recommendations were rolled into the bill #SB100 that was introduced to the Wisconsin legislature in April, 2003.</p> <p>The WI SBO participated in a television show, Leaders in the "New Economy," with the Small Business Administration's National Ombudsman.</p>
<p>Wyoming</p>	<p>At the end of 2002, the CAP had 4 of its 9 positions filled. However, by the date of this report, three additional positions had been filled. Over the last several years, the CAP visited a number of small businesses prior to its regular meetings.</p> <p>During 2002, the Technical Assistant Coordinator and the SBO conducted numerous on-site small business visits and provided environmental outreach information for various conferences and seminars.</p>

2003 Narrative Information on State SBAP Activities

Location	Information
Alabama	No additional information was provided.
Alaska	Unfortunately, the CAP in Alaska was disbanded in FY04 due to budget shortfalls. Any compliance assistance was done through the specific environmental program (i.e., air, water) but was not formally tracked. No funds have been included in the state's FY05 budget for CAP. Some of the PPIS grant funding went to the University of Alaska-Anchorage to assist small businesses develop sustainable work plans along with EMSs.
Arizona	<p>Arizona Department of Environmental Quality (ADEQ) Air Quality Compliance travels throughout the state to conduct EPA's Method 9 Visible Emissions (Smoke School) training classes and certification. Smoke School has been well received, especially by small businesses. ADEQ provides this training and certification free of charge. Employees are able to attend in their local area, which saves on travel time and expenses.</p> <p>ADEQ also annually offers an Emissions Inventory Workshop to all air sources operating in Arizona. Many small companies lack the ability to complete the information required to submit their annual emissions inventory, so they do not submit anything. ADEQ assists these businesses in completing the inventory for these air sources by requesting the production data and then completing the calculations for them. These businesses attend the Emissions Inventory workshops and now have a better understanding of the information needed to complete their own emissions inventory next year.</p>
Arkansas	No additional information was provided.
California	<p>Santa Barbara Air Pollution Control District shared information on the 10th Anniversary of the Green Awards Program. The Green Award recognizes companies and organizations for voluntary activities above and beyond their primary missions that result in cleaner air or water, less waste, less traffic, reduced use of hazardous materials, and conservation of energy and natural resources. The awards are an annual highlight of Pollution Prevention Week, celebrated nationally during the week of September 15-21. Winners are honored at a special luncheon. Discoveries Learning Centers was among the winners for 2003. They have a superior environmental ethic, which has been demonstrated through multiple efforts. The preschool has a "trashless lunch" policy, which educates both parents and children about the importance of minimizing waste. The policy directs parents to send lunches in reusable plastic containers. Instructors teach the children about reducing, reusing and recycling trash to help them understand the importance of the lunch policy. The Center has a worm bin, composts organic waste, and has a policy of purchasing Energy Star appliances. Creative activities incorporate recycled materials for ART from Scrap, and scrap paper is either used for children's art, made into notepads for the instructors, or fed to the worms. School field trips have involved the use of MTD buses to introduce the children to public transportation and to teach the importance of using alternatives to driving alone. These activities not only instill in the children a sense of responsibility for the environment from an early age, but also provide a message that they can share with their parents.</p>
Colorado	<p>Our technical assistance staff has provided multi-media help during the past year. We have built partnerships with local health departments and agencies who work directly with small businesses, such as the SBDCs. We are forming a multi-media assistance providers group within the Colorado Department of Public Health & Environment so that we can provide more comprehensive assistance. We are working on the creation of an EMS based multi-media permitting system.</p>
Connecticut	<p>We have been administering our GreenCircle Award Program for six years to recognize businesses, individuals, government agencies and civic organizations for voluntary work to protect or enhance the environment. We had 54 winners in 2003. Over the six years our participants have documented the following reductions: greater than 575,000 gallons of water; 10,800,000 pounds of emissions; 559,500 pounds of hazardous waste; and 750 pounds of mercury removed. Several of the companies have participated each of the six years and performed new projects each year.</p>

Location	Information
Delaware	<p>The ombudsman participates in the Delaware Small Business Resource Partnership (SBRP), which is an organization comprised of state, federal and non-profit agencies that assist small businesses. The ombudsman has participated in several workshops hosted by the SBRP and helped put together a directory of services available to small businesses.</p> <p>The ombudsman participates in a regulatory advisory service conducted by our agency that assists new and changing businesses. A business can come into our agency, sit down with regulators from each media (i.e. air, water, waste, etc.) and discuss which environmental regulations apply to their business and what permits are required.</p> <p>The ombudsman has participated in meetings with Air Quality Management to develop source category permits that will benefit many small businesses by streamlining the permitting process.</p> <p>The ombudsman applied for, and was awarded, an Innovation Grant from the EPA to assist auto body shops with compliance. The ombudsman has spent a significant amount of time developing the auto body project in the state of Delaware. We are using the grant to develop an Environmental Results Program for the auto body sector.</p> <p>The ombudsman has been participating in the Delaware Clean Marinas Project.</p>
District of Columbia	<p>Partnered with the Environmental Justice program to develop self-audit materials and a guidebook for auto body and auto repair shops.</p> <p>Incorporated Small Business Assistance Program resource page into Compliance & Enforcement manual.</p> <p>Developed an in-house appeal process for small auto body shops.</p>
Florida	<p>The Florida Small Business Assistance Program had several significant accomplishments in 2003. The SBAP continues to compile the annual P2 report to Congress and, whenever possible, the SBAP promotes P2 in small businesses. Stephen McKeough was designated the Clean Marina Program contact for the Division of Air Resources Management, as well as an outreach coordinator for the Bureau of Air Monitoring and Mobile Sources. Florida press releases that had national significance and potentially reached thousands of readers throughout the state were released concerning SBAP accomplishments. The SBAP partnered with the general permit program in order to simplify general permits for both Title V and non Title V industry sectors. The SBAP worked with the Bureau of Air Regulation in a coordinated effort to better inform small businesses of upcoming NESHAP/MACT standards.</p>
Georgia	<p>GA SBAP is desperately seeking additional Non-Title V funds so it can continue as a multi-media program. The GA SBAP has been told that we can no longer use Title V funds for non-air related assistance. To remain multimedia, GA will have to find about \$40,000 in grant money or money redirected from other programs at a time when GA EPD programs are being drastically cut as a result of shortfalls in state revenue collections.</p> <p>The CAP worked with the Air Branch and EPA on exempting area sources from Title V permitting. A letter from the CAP to EPA, and subsequent telephone conversation between the Ombudsman, CAP Chairman, and EPA, helped the EPA OAQPS decide to propose exempting area sources.</p> <p>Unfortunately, GA lost 5 CAP members whose terms had expired. Those members will be greatly missed since they had been of immense value in helping make the GA SBAP the effective program it is today.</p> <p>On the positive side, two new CAP appointments were made. Both individuals have been installed and are already very active additions to the CAP. Three other candidates' names have been submitted for approval to the Governor and legislature and will hopefully be appointed in the near future.</p> <p>Worked with several trade associations this year such as: Korean Dry Cleaners, Cotton Ginners Association, Georgia Petroleum Counsel, the National Federation of Business Owners, the National Association of Auto Dealers, and others. Our goal this year is to add work with trade associations with which we have had no past working relationship.</p>

Location	Information
	<p>Sponsored a Compliance Workshop with the Korean Dry Cleaners Association, in cooperation with the Hazardous Waste and Air Branches. There were 120 attendees, many who were previously not permitted.</p> <p>Prepared the 2004 Dry Cleaner's Calendar. The EPD Air Branch says this is one of their most effective compliance tools.</p> <p>The Ombudsman prepared Economic Impact Statements on proposed new rules, such as Gasoline Marketing/Sulfur Content Rules, Proposed Air Rules, and I&M Rules.</p> <p>Co-sponsored a SBO/SBEAP Regional Conference in Atlanta in March. One of our new CAP members, Mr. Dusty Findley, Chief Executive Officer of the Southeastern Cotton Ginners Association, was one of the speakers and described how effective and helpful the SBAPs in Region IV had been to the Cotton Ginners Association. The Ombudsman serves on Georgia's Title V Fee Workgroup with the Air Branch Chief, Air Program Mgrs, Deputy Assistant Director, and industry, to represent interests of small business.</p> <p>Mr. Roy Edwards was honored by the Department of Natural Resources as recipient of the Danny Creel Award for Community Service. At a DNR Board meeting, the DNR Commissioner presented the award to Mr. Edwards. This was the first time an employee in EPD had received this award.</p> <p>The Ombudsman initiated discussions and a meeting with P2AD to discuss compliance assistance, partnerships, and pollution prevention during the next year.</p> <p>Resumed publishing a quarterly newsletter. Participated in one EPD enforcement conference and one EPA enforcement action.</p> <p>The Ombudsman attended EPA Region IV Air Director's meeting. A presentation was made on the effectiveness of SBAPs.</p> <p>Mr. Edwards represented Georgia at the National SBEAP Conference in Baltimore. Mr. Jimmy Johnston, Chairman of the GA CAP, also attended.</p> <p>Staff attended 1 public hearing on NPDES general permit changes for industrial storm water discharges.</p> <p>Staff attended training courses in Compliance Monitoring, OSHA 8 Hour Refresher for Hazardous Materials, Permit Writing, Visible Emissions Monitoring, and a Workshop on Aluminum Smelters.</p> <p>Participated in monthly Region IV conference calls with other state SBAPs and EPA.</p> <p>Staff represented the GA SBAP at all monthly EPD Branch Meetings.</p> <p>GA is very pleased to announce gaining two new staff: Mr. Woody Barnes, Environmental Specialist, and Louella Gorham, Secretary II.</p>
Hawaii	No additional information was provided.
Idaho	<p>In December 2003, the Idaho Department of Environmental Quality (DEQ) and Idaho Small Business Development Center (SBDC) entered into an agreement relocating the state's 507 Small Business Assistance Program from DEQ to the Idaho SBDC. Small Business Liaison Sally Tarowsky, who has worked for DEQ for 10 years, will be housed at the SBDC, where she will continue to provide environmental compliance assistance to small businesses in the state. DEQ spearheaded the program shift, in consultation with the Idaho Legislature's Environmental Common Sense Committee, state budget officials, DEQ program heads, and small business owners to provide a "one-stop shop" where small businesses can obtain on-site environmental assistance in addition to tax, labor, and other advice provided by the Idaho SBDC.</p>
Illinois	<p>The Small Business Environmental Assistance Program (SBEAP) hosted eight construction industry workshops around the state to educate contractors, building code officials, and fire departments regarding asbestos, lead, and demolition debris regulations. The SBEAP, along with the Illinois EPA, the Department of Public Health, and 14 industry cosponsors trained 384 participants. Ninety-four percent of the attendees rated the workshops excellent/good and 88 percent requested the workshops be repeated and expanded.</p>

Location	Information
	<p>The Small Business Environmental Assistance Program helped identify Illinois companies affected by Secondary Aluminum MACT, assisted in the development of Webcast training, and marketed the opportunity to view the Webcast live to 25 small businesses. The Webcast was viewed by many, and this method of training may be used for future MACT's.</p> <p>US EPA Administrator Whitman visited an outstanding Illinois company in March of 2003. The SBEAP helped identify the appropriate company, assisted with logistics and, participated in a successful visit.</p>
Indiana	<p>The Compliance and Technical Assistance Program (CTAP) is Indiana's Small Business Assistance Program (SBAP) operating under Section 507 of the Federal Clean Air Act, U.S. Code 7611f, and Indiana Code (IC) 13-28-5-4. The CTAP is statutorily authorized to operate under IC 13-28-1 (Office of Voluntary Compliance) and IC 13-28-3 (SBAP). Under these statutes the CTAP is required to have a small business ombudsman and develop a clearinghouse of environmental resources. The Indiana Department of Environmental Management's (IDEM) Office of Pollution Prevention and Technical Assistance (OPPTA) falls within the CTAP.</p> <p>The CTAP provides confidential environmental assistance to Indiana businesses that request such services. It proactively works with other programs within the Indiana Department of Environmental Management (IDEM), governmental entities, and regulated entities to provide regulatory and technical outreach and assistance. Outreach efforts include: conducting educational workshops, performing confidential site visits, providing confidential telephone assistance, developing recognition programs, compliance assistance manuals, and fact sheets. In order to effectively provide the type of assistance needed by the regulated community, strict confidentiality is maintained.</p> <p>Over the next two years, the CTAP will focus on assistance to industry sectors impacted by new storm water regulations and new National Emission Standards for Hazardous Air Pollutants (NESHAP) standards. It will also be reviewing sectors where assistance has already been provided. The compliance activities associated with any new sectors will be included in the 2003-2005 Environmental Performance Partnership Agreement with the U.S. Environmental Protection Agency (EPA).</p> <p>A new project for Fiscal Years 2004 and 2005 will include the development of a Small Business Environmental Guide. This guidebook will provide Indiana small businesses with information that enables them to quickly determine if their business is subject to a regulation and direct them to additional resources explaining applicable regulations. The guidebook will cover topics including, but not limited to, regulations from the three environmental media (air, land and water), pollution prevention planning, safety and health, financial assistance, and emergency planning.</p> <p>To provide the best possible service and expand focused efforts, CTAP will continue to evaluate available resources and the utilization of these resources to meet current program and service needs. As part of this constant evaluation, concentrated assistance efforts for the printing industry and childcare sector will be scaled back. Depending on future resources available to the CTAP, other assistance efforts may also be reduced. The CTAP staff will continue to provide telephone and on-site assistance to all sectors. Current 5-Star Recognition Programs will also be evaluated for continuation or elimination. The CTAP will continue to examine and modify its compliance assistance efforts based on new regulations, EPA suggestions, Hoosier business sector interest, and the availability of resources.</p>
Iowa	<p>The Iowa Waste Reduction Center traveled 14,701 miles while assisting businesses with permits and on-site reviews.</p>
Jefferson County, KY	<p>The Small Business Amnesty Program began September 26, 2002. It will end on December 31, 2004. This program was designed to help small businesses decide if they need air quality permits. We also provide a free pollution prevention audit and permit application assistance.</p> <p>The Engineering Department streamlined their permit writing department and, with lots of hard work, was able to process more permits this year.</p> <p>The Small Business Ombudsman has contacted the local fire marshals and provided them amnesty information for distribution to small companies during their inspections.</p> <p>The Small Business Ombudsman is working with the Kentucky Pollution Prevention Project to develop brochures, which will provide information</p>

Location	Information
	<p>about air quality permits.</p> <p>Last year, 65 companies applied for and received services through the Amnesty program.</p>
Kansas	<p>Documented behavior changes and the related benefits and cost savings as a result of PPI site assessments include the following: 1) One manufacturing company estimated they saved \$50,000 through a process change that also brought them into compliance with wastewater discharge regulations; 2) One auto dealer estimates that, in addition to changing their behavior in several non-compliant areas, they are saving \$6000 per year in raw materials alone by changing the way their solvent-contaminated rags are handled;. 3) A Kansas hospital became the first hospital to partner with the national Hospitals for a Healthy Environment program. They have pledged to eliminate mercury and other PBTs and have now documented solid waste diversions from the local landfill to be more than 14,000 pounds annually. 4) Another Kansas hospital estimates they can save about \$26,000 annually by redefining their medical service waste program and training employees to change their waste disposal behaviors.</p> <p>Survey data from 2003 hotline calls indicated that 100 percent of the clients that call the hotline for compliance assistance now understand the regulation better as a result of the assistance. Forty-six percent stated they changed their behavior/actions as a result of the assistance and another 21 percent indicate they have reduced emissions/wastes.</p> <p>Based on site visit survey data for 2003, 85 percent of clients that request an on-site visit desire regulatory compliance assistance. One hundred percent of these clients indicated their compliance questions were answered. Of the P2 and compliance recommendations suggested in the on-site reports, 51 percent have been implemented, with another 15 percent planned.</p>
Kentucky	<p>The KY CAP presented two Small Business Air Quality Stewardship Awards during 2003.</p> <p>The Air Quality Representative for Small Business represented the KY NREPC on the Commission on Small Business Advocacy.</p>
Louisiana	<p>Many small businesses throughout the state are unaware of the DEQ environmental permitting requirements for sanitary treatment plants. The SBAP identified a need for seminars to educate and assist these small businesses on this requirement. Engineers Chris Mayeux, Patrick Devillier, Markle Farber, along with other DEQ officials, the Department of Health and Hospitals, the Lake Pontchartrain Basin Foundation, and the Barataria Terrebonne National Estuary Program for sewer treatment plant (STP) system owners and operators in Lafourche, Tangipahoa, Calcasieu, St. James, Terrebonne, and Assumption Parishes organized and conducted several seminars this year. The speakers gave information on the permitting process, the need for proper operation and routine maintenance, and the effects of a poor operating system on public health and the environment. These seminars will ensure that many more STPs will be permitted and operate more efficiently in the future. This will, in turn, improve the surface water quality in these parishes. We plan several more seminars in 2004.</p> <p>Jaci and Michael DeArmond took advantage of an opportunity and purchased a used small animal crematory. The DeArmonds wanted to open a full service pet cemetery and crematory. Jaci heard of the Small Business Assistance Program having worked for a funeral home that offered cremation services. The SBAP provided guidance to assure the incinerator would comply with the DEQ's regulations and offered assistance in applying for DEQ permits. Their facility opened this fall and is located on Highway 154 south of Bossier City, just outside of Elm Grove, LA. Jaci commented, "I can't say thank you enough for all your help with these letters! I can truthfully say we would not be this far along in our business venture without your help. Larry, you truly are an asset to small businesses with the Louisiana Department of Environmental Quality. Please let us know if we can ever do anything for you."</p> <p>Permit applications completed: 211; Site visits: 725; Phone calls: 1,115; Letters, email and faxes: 329.</p> <p>Distributed 5,600 quarterly newsletters; 737 dry cleaner calendars; 1,000 small business reporting calendars; 500 annual reports; and 1,000 general brochures distributed at seminars, workshops, and conferences.</p> <p>Newspaper articles on the SBAP program included The Informer American Press, "DEQ to offer septic system suggestions", and The Advocate,</p>

Location	Information
	<p>“Iberville asked to help keep air clean.”</p> <p>Interviews held with Channel WBRZ-TV, Channel WAFB-TV, and Channel WVLA-TV, Baton Rouge. Engineer Chris Mayeux appeared on three morning shows to educate the public on the DEQ’s Ozone Awareness Campaign. Engineer Markle Farber was interviewed on the Wastewater Seminar on both KPEL-AM "Moon Griffon" radio show in Lafayette and KHLA-FM - Lake Charles.</p> <p>Attended the DEQ's statewide hazardous waste reporter workshops. Attended and moderated at the DEQ's 26th annual conference on the environment, where 766 attended. Conducted three Toxic Release Inventory seminars. Presented 21 talks at meetings, workshops, and seminars. Participated in the DEQ's Ozone Awareness Campaign. Conducted four Sewage Treatment Plant (STP) seminars for Lafourche, Tangipahoa, Calcasieu, St. James, Terrebonne, and Assumption Parishes. Attended EPA's conference on Measuring Assistance Outcomes Attended EPA's Region 6 Pollution Prevention Roundtable meetings in New Orleans and Dallas, TX. Participated in Entergy Community Partnership Grant Review. Attended SBO/SBAP national conference in Baltimore, MD. Attended LAGCOE conference in Lafayette, in which there were 15,000 attendees.</p>
Maine	<p>Continued extensive Boat Building & Repair Compliance and Pollution Prevention Assistance Outreach effort.</p> <p>Continued focused Auto Salvage/Auto Graveyard Compliance Assistance Outreach.</p> <p>Began focused Auto Repair/Auto Body Compliance Assistance Outreach.</p> <p>Increased production of guidebooks and fact sheets for both outreach projects.</p> <p>Increased use of the Small Business Compliance Incentive Policy.</p> <p>Built partnerships with other assistance providers and included energy audits, health and safety training, fact sheets and environmental compliance assistance.</p> <p>Conducted training, P2 plan inspections and technical assistance in the Toxics and Hazardous Waste Reduction Program.</p>
Maryland	<p>Maryland hosted the 2003 SBO/SBEAP National Conference in April of 2003 and 143 registered attendees attended the conference. There were two site visits during the conference, one to a bakery and one to a waste-to-energy incinerator. Participants in the conference were also provided with a certificate of attendance. This was the first conference in which EPA's SBO sent letters to the heads of state environmental agencies encouraging them to send a representative of their SBO/SBAP.</p> <p>Maryland's SBAP expanded the mailing list for the 2003 dry cleaner compliance calendar to include dry cleaners that do not have air quality permits required in Maryland. This list of additional cleaners was developed from a phone book database. Approximately ten of these cleaners applied for permits after receiving the mailing.</p>
Massachusetts	<p>The office has produced four new case studies, a fact sheet and booklet on semi-solid metal casting (copper), a fact sheet and booklet on powder coating, a fact sheet on Best Management Practices for Pollution Prevention at Municipal DPW's, and a fact sheet on Environmentally Preferable Purchasing for Municipal Agencies. The materials can be found on our web site www.mass.gov/envir/ota.</p>
Michigan	<p>The Michigan Clean Air Assistance Program's (CAAP) workshops continue to be well attended and are highly rated as a useful compliance assistance tool. The CAAP, in conjunction with the Air Quality Division of the Michigan Department of Environmental Quality, offered bi-monthly workshops on how to complete the Permit to Install and Title V Renewable Operating Permit applications. Additionally, five workshops were held across the state in October of 2003 to educate sources on the changes to the federal Prevention of Significant Deterioration (PSD) program. The CAAP will continue to offer bi-monthly permit assistance workshops in 2004.</p>

Location	Information
	<p>The CAAP also provided outreach to Michigan's fire marshals and fire chiefs on the state's open burning regulations. New publications and a new web site were developed, each containing a wealth of information on the allowances for material burning in Michigan.</p>
Minnesota	<p>Designed, printed and distributed compliance calendars for dry cleaners, automotive and aboveground storage tank businesses.</p> <p>Published the second edition of the Environmental Guide for Small Businesses in Minnesota. It is a multi-media, multi-agency guide to environmental regulations.</p> <p>Presented and took part in a number of Phase II Construction Storm water training and permit development events.</p> <p>Led the development of a new policy to allow the use of evaporators for dry cleaner separator water in Minnesota.</p> <p>Conducted training activities for the automotive, asphalt, wood finisher, sand and gravel sectors.</p> <p>Members of the SBO/SBAP National Steering Committee and the Multimedia and Technical Subcommittees participated in the Hennepin County Dry Cleaner Advisory Council. The council is a partnership between state and county government and businesses to foster greater understanding of environmental requirements and environmental improvement.</p>
Mississippi	<p>No additional information was provided.</p>
Missouri	<p>Missouri's Compliance Advisory Panel (CAP), known as the Small Business Compliance Advisory Committee (SBCAC), received training and a presentation on the Air Pollution Control Program's new Basic Operating Permits. They also had a presentation by a limestone producer that had received a notice of violation for exceeding production limitations shown in their permit. The limitations were placed in the permit as a result of opacity testing results. The Air Pollution Control Program (APCP) attended the meeting and presented their findings. The limestone producer presented data showing that, when operating at full capacity, their equipment emits far less than that allowed by the regulations. The SBCAC recommended that the APCP consider this information and review their findings. Later the APCP removed the notice of violation and changed the production limitation in the permit.</p> <p>The Environmental Assistance Office (EAO) presented Business Environmental Management Institute (BEMI) workshops for the completion of Emission Inventory Questionnaires and on the new Air operating permit form.</p> <p>The EAO held erosion control workshops, Government EMI workshops to help local governments understand their environmental requirements, especially related to water and wastewater; and RATEMAKER workshops, which is software designed to help local governments develop user charge rates.</p> <p>Please note that the assistance efforts in this report for Missouri include not only the assistance efforts of the Business Assistance Unit, which performs multimedia assistance for businesses and the Title V air assistance efforts for the SBAP, but also efforts to government entities and agricultural businesses. The assistance efforts for the SBAP for air is 8.65 FTE (\$724,000) of the 28 listed.</p>
Montana	<p>The Montana DEQ's Small Business Assistance Program helped plan and sponsor the "Under the Big Sky Greening Conference" held in Big Sky Montana, June 11-13, 2003. This conference focused on a variety of greening topics, including BioFuels, Composting, Recycling, and Pollution Prevention. As part of their contribution to the conference, the MT SBAP sponsored a demonstration of the Iowa Waste Reduction Center's MOPP Vehicle. Other conference sponsors included the National Park Service, Unilever Company, New Uses Council, Renewable Fuels Association, Ford Motor Company, Ethanol Producers and Consumers, Headwaters Cooperative Recycling Project, National Center for Appropriate Technology, MSU Extension Service, Montana Solid Waste Contractors, and Yellowstone National Park.</p>

Location	Information
Nebraska	No additional information was provided.
Nevada	No additional information was provided.
New Hampshire	<p>The NH SBTAP fully implemented the PrintSTEP Environmental Results Program during 2003 and continues to gain new participants.</p> <p>We opened two satellite offices for an increased presence in historically underserved areas of the state.</p>
New Jersey	<p>When the New Jersey Department of Environmental Protection (NJDEP) announced that an environmental compliance sweep of the city of Paterson was to be conducted by the close of 2003, the response was not always positive. Businesses viewed the upcoming enforcement inspections with trepidation for fear of being cited for environmental violations. Environmental compliance assistance provided by the New Jersey Small Business Assistance Program (SBAP) prior to an ‘Enforcement Sweep’ of the city by the NJDEP resulted in more than improved compliance rates. These environmental compliance assistance efforts by the SBAP resulted in improving the relationships between the NJDEP and the business community in Paterson.</p> <p>The Small Business Assistance Program (SBAP) in the NJDEP and the Small Business Ombudsman (SBO) in the New Jersey Commerce and Economic Growth Commission (NJ Commerce) make up the SBAP. When the NJDEP decided to focus on improving environmental compliance rates in the state’s ‘First Industrial City,’ the SBAP was ready to deliver unprecedented compliance assistance activities to the area’s small businesses. The first step in assuring successful dissemination of information regarding the ‘Sweep’ was organizing meetings with trade groups, the Greater Paterson Chamber of Commerce, industry representatives, local officials, and the NJDEP. Over the course of four months, the SBAP participated in and organized outreach events that reached over 400 Paterson businesses. These outreach efforts included working with Rotary Clubs, local industrial-park associations, and the Greater Paterson Chamber of Commerce. Additionally, the SBAP organized nighttime meetings with dry cleaners and auto repair facilities, to accommodate the busy schedule of small business owners.</p> <p>These outreach events provided basic information on the ‘Sweep’ and how to comply with environmental regulations. For many small businesses, however, additional assistance was required, so on-site environmental assistance visits in Paterson became a daily routine for the SBAP. The SBAP conducted over 50 on-site environmental assistance visits. During these compliance assistance visits, the SBAP would review the applicable regulations, suggest several environmental management practices specific to the facilities’ operations and inform the facilities if they had any permitting deficiencies. As a result of these site visits, several facilities had to obtain air permits for regulated sources, renew expired air permits, improve their current good housekeeping practices, and employ additional pollution prevention techniques in source reduction.</p> <p>Providing environmental assistance in Paterson was definitely a challenge. Since the ‘Sweep’ focused on a geographic area, there were no boundaries on the types of industrial activities being conducted.</p> <p>The following is a list of the types of businesses that the SBAP assisted: paper tube manufacturing, pigment manufacturer, crating and warehousing, box manufacturer, fire extinguisher manufacturer, printer and, apparel hanger recycler.</p>
New Mexico	<p>Assistance to small businesses consisted of discussions of regulations pertaining to an industry, explanation of what permit application form to use, help filling out permit applications, process mapping and emission calculations, dust control methods for roads and industry, pollution prevention methods(particularly aggregate), maintaining permit exemption status, record keeping requirements, and odor and dust regulations. The time spent with each business ranged from 15 minutes to two months. Miscellaneous questions concerned air quality regulation overviews, amnesty for small businesses, health risks from forest fire smoke, MACT and other regulatory applicability. Responses included site visits, telephone conversations, letter and fax correspondence.</p> <p>Brochures generated for small businesses during 2002 were reformatted and upgraded. They were distributed during the State Fair and New Mexico Environmental Health Conference. SBAP personnel also attended the NMED booths and performed public outreach at these events. Air Quality</p>

Location	Information
	<p>Bureau Enforcement personnel and NMED P2 staff also distributed brochures.</p> <p>The SBAP web site was put online in February of 2003. In April, web log and tracking software was installed in order to determine the number of users of the SBAP web pages. During the month of April, total hits on the web pages were quite low (17). However, the hits per month from May through December to the SBAP main page and topics pages averaged 592 hits.</p> <p>SBAP personnel also gave presentations during this year. A presentation about the permitting process for sand and gravel operation was given to a member of the Association of General Contractors in Albuquerque during August. The presentation was posted on the SBAP web site and has been reviewed and downloaded numerous times. The material developed for this presentation is currently being modified for use on the STAG process. A presentation concerning Small Business Assistance Providers in New Mexico was presented at the NM Environmental Health Conference in October and the Air and Waste Management Association in November. This presentation provided a valuable opportunity for AQB SBAP personnel to interact with other small business providers, including the city of Albuquerque, the New Mexico Small Business Development Center, and Sandia National Laboratory SBAP.</p>
New York	<p>The SBEO, in co-operation with the New York State Department of Environmental Conservation (NYSDEC), conducted a re-certification program for Perchloroethylene drycleaners, which fulfills the 6NYCRR Part 232 Perc-Drycleaning requirements. The video production included content development, script writing, and filming of a re-certification video, which was produced in two languages: English and Korean. The re-certification was conducted at 9 different locations around the state.</p> <p>The SBEO sent a direct mail Clean Air Alert to all NYS Drycleaners, advising them of the upcoming regulatory deadline for 3rd Generation Machine Replacement and Upgrades.</p> <p>The SBEO provided assistance to Chevron Philips Chemical Corporation in obtaining approval for their petroleum based solvent as non-Haps designated product. This ruling enabled dry-cleaners who use this product to use the simpler streamlined process of obtaining a state registration as opposed to obtaining a full State permit.</p> <p>The SBEO/SBAP conducted 5 free workshops to assist gasoline stations with compliance requirements for gasoline vapor control. Over 200 small businesses attended these seminars which were held in the NYC Metro Area and focused on routine inspection, maintenance and testing of gasoline vapor recovery systems (Stage I & II). Information regarding bulk storage requirements, basic fuel spill management and reporting requirements were also provided. The workshops also included a detailed technical presentation by Stephen Purpora, an industry expert from Protanic, Inc. of Milwaukee, Wisconsin.</p> <p>The SBAP and DEC participated in a meeting regarding the development of vapor recovery outreach efforts to be included in their Urban Toxics Program with USEPA Region III on September 17, 2003. The goal is to develop a program to reduce benzene emissions in the Philadelphia metro area. EPA Region III is interested in modifying several outreach tools developed by the New York's SBAP for the requirements in Pennsylvania (Self Inspection Manuals, Vapor Recovery Maintenance Video).</p> <p>The SBAP has developed and distributed additional industry sector newsletters for gasoline dispensing sites, (3800 copies) and graphic arts facilities, (1500 copies). The industry sector format has allowed the newsletter to function both as an outreach tool and technical assistance reference for small businesses. Each newsletter contains information regarding the services that can be provided to small businesses, including: compliance plans, permitting, pollution prevention opportunities, and control technologies new regulatory requirements.</p>
North Carolina	<p>The SBAP continued to honor annually recurring presentation requests covering many different industry sectors. Among those were a cotton ginners trade association annual meeting and ready-mix concrete association environmental forum. We also co-hosted 'Small Business Day at the Legislature' with the National Federation of Independent Businesses (NFIB). This year, we participated in a new way with the drycleaners trade association by doing a presentation on the Drycleaner NESHAP that was translated into Korean.</p>

Location	Information
	<p>One of our engineers served the first half of the year as an alternate to the National Steering Committee (NSC) and the second half as the Region 4 representative. In this capacity, he attended the first ever Small Business Summit, where he and other representatives had unprecedented access to chat with then EPA Administrator Governor Christine Todd Whitman. On a return trip to the District of Columbia, he participated in the annual Small Business Regional Coordinators Conference. He was also selected by his peers on the NSC to chair the Technology Subcommittee. His first action under this charge was the development of a listserve that has enhanced communication among NSC members.</p> <p>The NCDENR Customer Service Center has expanded this year with the addition of a One-Stop Express Permitting Program. This program offers faster turnaround time during the permit/certification review process, pre-application consultation to identify necessary environmental requirements, a more predictable project timeline, and coordination throughout the permitting process. Higher fees are charged to support additional staff for the One-Stop express review. The express permit team can concurrently review applications for multiple permits that may be required for a project. It also encourages greater involvement of property owners, developers and engineers to ensure good communication and high quality applications. Participation in the program is voluntary.</p>
North Dakota	<p>The North Dakota CAP is on inactive status. All Governor and Legislative appointments are vacant.</p>
Ohio	<p>Completed 186 SBAP site visit trips, including repeat visits, to assist small businesses from 23 different SIC sectors with permitting requirements. It is estimated that over 70 percent of SBAP staff time was spent on site visits and related follow-up work. The three most common types of facilities visited were gas stations, auto body shops, and metal parts fabricators.</p> <p>Assisted small businesses with completing 204 permit applications, including emission calculations, proposed synthetic minor operating limits dispersion modeling analyses, and more.</p> <p>Worked successfully with enforcement staff to dismiss enforcement cases against two dry cleaning facilities. At the request of the Enforcement Committee, the SBAP visited the companies, assisted with permit applications and MACT requirements, and helped them avert \$38,000 and \$39,000 in civil penalties, respectively.</p> <p>Attended Region 5 SBEAP/SBO meeting in Chicago, June 2003. Participated in formulating a collective Region 5 SBAP response advocating the permanent deferral of area source MACT categories from Title V permitting to U.S. EPA.</p> <p>SBAP supervisor continued to work on joint Ohio EPA/industry workgroup to develop new permit-by-rule provisions for auto body shops, gas stations, natural gas boilers, printers, and storage tanks. Scheduled for completion in 2004, this project has the potential to exempt many small businesses and other small emission sources from permitting requirements.</p> <p>SBAP maintained cooperative relationships with 14 district offices as the main SBAP marketing tool. We now regularly get 70 percent of site visit customers through district office referrals.</p> <p>The CAP held five meetings in 2003. Karen Brown was the featured speaker at the August meeting, giving historical and national CAP perspectives and explaining the CAP mission. The final two vacant seats were filled during the last quarter of 2003. The CAP reviewed SBAP literature and began composing an Ohio CAP fact sheet with mission and goals statements.</p> <p>SBO worked with the state legislature to utilize elected officials as an outreach vehicle to constituent small businesses.</p> <p>SBO placed approximately 30 articles in newspapers with a combined circulation of over 1,232,854.</p> <p>SBO provided \$27,000 in grants to small businesses to assist with costs of financing equipment necessary for Clean Air Act compliance.</p> <p>SBO structured \$1,329,530 in financing for small businesses investing in equipment required to comply with Clean Air Act requirements.</p>

Location	Information
	<p>SBO continued work with farmers and agriculture based businesses on air quality and energy issues.</p> <p>The Clean Air Resource Center was an active partner in the U.S. EPA sponsored community based Cleveland Air Toxics Study.</p> <p>Ohio SBO served as chair of the SBAP National Steering Committee and as a member of the U.S. EPA NACEPT Compliance Assistance Advisory Committee.</p>
Oklahoma	<p>The OK SBAP, in conjunction with other staff in the Customer Assistance Program, implemented an outreach event for feed and grain mills, particularly regarding storm water.</p> <p>This outreach was a comprehensive effort between various permitting groups within the agency and cooperation and input from the industry itself. This outreach included workshops and on-site assistance. We believe it was a success.</p>
Oregon	<p>During 2003, the Oregon Department of Environmental Quality (DEQ) conducted three auto body spray coating operator efficiency trainings. The trainings were held in Portland, Eugene, and Medford and reached approximately 30 participants/shops. Reduction in VOCs and HAP emissions and hazardous waste generation was the environmental goal of these trainings. The trainings were a result of grant funding from EPA and a partnership with Portland Community College's Customized and Workplace Training Center.</p> <p>In the Spring of 2003, DEQ partnered with the Asphalt Pavement Association of Oregon to bring burner tuning training to 49 participants in 3 cities: Salem, Medford and La Grande. The objectives of these trainings were to reduce the amount of emissions from un-tuned burners, encourage regular tunings, and share knowledge about the economic and environmental benefits of keeping a plant in tune.</p> <p>Special tools created for the asphalt tuner trainings included: a fact sheet about the importance of tuning a plant's burner; a fact sheet on frequently asked questions about tuning requirements; an article on the benefits to tuning; a new report form designed to make reporting easier; and target emission values in a range so that folks would know when they are getting close to a more optimally tuned burner.</p> <p>In addition to Oregon's English and Korean Dry Cleaner compliance assistance materials, we translated and developed a full set of Vietnamese translated materials for the emerging Vietnamese dry cleaning community. This included an annual compliance calendar, annual reporting forms, and fact sheets on air, water and waste management for dry cleaners. We held a meeting with the Korean Dry Cleaners Association (about 20 participants) in order to review annual reporting materials and dry cleaner workplace practice requirements.</p> <p>Oregon DEQ partnered with the Oregon Boiler & Pressure Vessel Association to develop and deliver a fact sheet describing boiler maintenance requirements for all permitted boilers in Oregon and a 4-page checklist of recommended boiler maintenance activities with recommended frequencies ranging from daily, weekly, monthly to yearly performance. Energy efficiency information was distributed to approximately 120 boiler operators and service/repairmen. DEQ also began a project in 2003, working with the Oregon Environmental Council and the Oregon Office of Energy, to identify 20 commercial, industrial and institutional boilers for energy efficiency audits. This project is still in progress.</p> <p>Oregon's small business program expanded its participation in the EcoLogical Business Certification Program by implementing the program state-wide, whereas up until 2003 it had been centered in the Portland-Metropolitan area. This program works with small automotive repair shops that go above and beyond compliance with environmental regulations and reduce pollution and save resources across all media. Once meeting program requirements, these shops are certified and promoted in their communities as environmentally responsible businesses.</p>
Pennsylvania	<p>Appointment of new Ombudsman, Jeanne Dworetzky, on August 25, 2003.</p> <p>Provided a total of \$798,194 in financial assistance through the Small Business Pollution Prevention Assistance Account loan program and the Site Assessment Grant Program.</p> <p>Engaged in a focused statewide outreach effort to trade associations, third party assistance providers, and local governments, etc., to increase the</p>

Location	Information
	visibility of the Small Business Office within the small business community.
Puerto Rico	No additional information was provided.
Rhode Island	As of 2003, the official Small Business Assistance Program has been severely restricted due to severe budget cuts to our funding source, Operating Permit Fees. Two full-time employees hired to work in SBAP were reassigned as of July 31, 2002. Therefore, the data is for part-time efforts only.
South Carolina	The SBAP, in partnership with the Agency Compliance Workgroup, conducted three multimedia workshops for the specialty chemical sector (SIC 2800). The team was recognized by the Agency as 'Team of the Year' for this initiative.
South Dakota	No additional information was provided.
Tennessee	<p>Our program assisted several small businesses in utilizing the small business audit policy. They were operating their business without a permit or with an expired permit.</p> <p>The program conducted several minority business outreach efforts.</p> <p>A small business had a Notice of Violation rescinded and wasn't assessed penalties after program staff intervened with the regulatory program. The small business was just going to pay the fine, but staff advised them to not pay the fine and worked with them to get proper documentation to demonstrate they were not in noncompliance.</p> <p>Staff represented the Region's SBAPs at the Regional Air director's meeting.</p> <p>The program conducted a series of workshops for the tanning bed industry on recycling and the proper disposal of mercury lamps.</p>
Texas	<p>The Small Business and Local Government Assistance Program developed a checklist that helped 37 public water supply systems significantly improve their compliance. As a result, the number of public water supply systems with no violations increased, from five in fiscal year 2002 to 23 in fiscal year 2003. The number of public water supply systems referred to enforcement decreased from twelve in fiscal year 2002 to one in fiscal year 2003.</p> <p>Petroleum Storage Tanks were the subject of an educational campaign in the Harlingen region that focused on helping local governments and school districts understand and comply with PST rules. Results indicate that 100 percent of those assisted are now fully compliant with self-certification requirements.</p> <p>The EnviroMentor program matches participating sites with dedicated environmental professionals who volunteer their time and expertise to help small businesses and local governments achieve environmental compliance. With the addition of 14 new EnviroMentors, we now have 74 volunteers and at least one EnviroMentor in each TCEQ region. This year, these volunteers donated 340 hours of assistance, valued at approximately \$31,000.</p> <p>Dry cleaners in the Houston area requested assistance with a number of issues this year, including EPA registration of perchlorethylene machines, proper notification to local wastewater treatment plants, and record keeping requirements. Our outreach on air regulations resulted in full compliance when assisted customers were later investigated.</p>
Utah	No additional information was provided.
Vermont	The SBCAP on-line web counter started June 5 th , 2003.

Location	Information
	<p>Statewide permit assistance is done through our Division's Permit Specialists program.</p> <p>The VT Business Exposition is held over a two-day period in the month of May.</p> <p>While the VT CAP exists, it was not active in 2003 due to time and manpower constraints.</p>
Virgin Islands	<p>No additional information was provided.</p>
Virginia	<p>The Virginia Small Business Assistance Program has operational responsibility for the Virginia Small Business Environmental Compliance Assistance Loan Fund. In 2001, we reported that there were 11 projects funded for a total of \$509,388 and provided the environmental results of the loans. 2002 saw an additional 5 loans for a total of \$180,472 and increased beneficial impact to the environment. In 2003, we added an additional 3 loans totaling \$142,186. The total amount of money lent by the fund since its inception in 2000 through 2003 is \$1,046,752. This represents a total of 24 projects. The environmental results for these projects are: 49,821.2lbs. of PERC emissions reduced; 200 gallons of photographic developer reduced; 26.5 acres put into agricultural riparian buffers; 89.4 acres put into grazing land protection; 639 tons of poultry litter put under dry storage; \$19,157 saved in solvent disposal costs; 400,000 board feet of waste lumber recovered in usable product; and 18.5 tons of particulate emissions reduced.</p> <p>The Virginia Small Business Assistance Program is pleased to report that the Virginia Comprehensive Assistance Network – (VA CAN), which was created as an outcome of the Small Business Assistance Providers Forum II held in October 2002, celebrated its 1st full year of activity and networking in November 2003. VA CAN's membership has diversified to include providers from state and federal agencies, some businesses, and trade associations. Desire to create partnerships and network continues to be the foundation for the participants to leverage resources and stay abreast of the current state of goods, services and, programs available through state and federal government. A Business Assistance Showcase was held at Radford University in May 2003 as a National Small Business Appreciation Week Event. 23 Agencies had display booths.</p>
Washington	<p>No additional information was provided.</p>
West Virginia	<p>The Small Business Ombudsman has been in this position since April of 2002. The Office of the Ombudsman is multi-media and, therefore, has been active in air, water, solid waste, hazardous waste, voluntary remediation, brownfields, economic development, and mining.</p> <p>The Office of the Ombudsman has worked in conjunction with the West Virginia Development Office, the U S Small Business Administration, the Governor's Ombudsman, the Small Business Development Centers throughout the state, and local economic developers on many economic development, permitting, and enforcement/compliance related issues throughout the state. The Office has also worked with the Rahall Transportation Institute, the Waste Roundtable, and the Congress people's Offices of the State.</p> <p>The Office of the Ombudsman has also been working with the major universities in the state on environmental and economic projects. These include items such as the Industries of the Future Project, and the Wind Power Group.</p> <p>The Ombudsman is currently serving on the National Steering Committee for Small Business Ombudsman/Small Business Assistance Programs as the Region III alternate. He also serves on the Guidelines, Technical, Planning, and Multi-Media Subcommittees.</p> <p>The Small Business Ombudsman is Terry L. Polen PE, QEP West Virginia Department of Environmental Protection, 10 McJunkin Road Nitro, WV 25143; Phone: 304-759-0510; Fax: 304-759-0528; E-mail: tpolen@dep.state.wv.us.</p> <p>In WV, the SBAP is housed in the Division of Air Quality and deals only with air quality issues, reporting to the Director of DAQ . The SBO reports directly to the Secretary of the DEP and has been dealing with multi-media issues since 2000.</p> <p>The SBAP was involved in several unique efforts this year. The first of these was commenting on air quality issues relative to the coal Mountaintop Mining/Valley Fill Environmental Impact Statement (EIS). The regulatory agencies that were compiling the EIS had not correctly characterized the air quality issues related to this type of mining, so as the Division of Air Quality person with the most amount of mining experience, I was tasked to</p>

Location	Information
	<p>provide comments. The SBAP deemed that this was related to small businesses in that many of the contractors and suppliers for the coal companies, that could ultimately be affected, meet the SBAP criteria.</p> <p>Another area the SBAP was integral in was an effort to retrofit diesel school buses with diesel oxidation catalysts in two WV counties. This was done in conjunction with the publishing of the WV Division of Air Quality's first newsletter, the "Clean Air Forum," created and compiled by the SBAP. This ad hoc newsletter had information on anti-idling and the effects of diesel exhaust, especially as it relates to students riding on school buses.</p> <p>Also, the Qualified Consultants List was updated and redone for the first time since its inception . The 2004 Drycleaners MR&R Calendar was produced and distributed, and a fact sheet was sent out relative to the POTW MACT. Many other projects were also undertaken.</p>
Wisconsin	<p>Staff efforts in Regulatory Reform activities came to fruition in 2003.</p> <p>The WI Natural Resources Board approved two key rule changes in 2003. Working on Technical Advisory Groups to the WI Department of Natural Resources (DNR), SBCAAP staff provided input for both rules to ensure elements were available to provide flexibility and ease of compliance for small businesses. The two rules were a state hazardous air pollutant rule, and the state's modified version of EPA's NSR Reform.</p> <p>During 2003, the SBO, along with different trade associations such as NFIB, worked hard to encourage the passage of the Small Business Regulatory Reform bills, SB100/AB267, which were introduced in early 2003.</p> <p>WI DNR's new Permit Primer was unveiled in early 2003. SBCAAP staff worked with DNR to ensure the Air Permit pages were clearly laid out and that sufficient resources were available to small businesses trying to determine if they require a permit. The Primer can be found at http://dnr.wi.gov/permitprimer/.</p> <p>Mass mailings of the SBCAAP program brochure resulted in double the number of site visits from 2002 to 2003.</p> <p>The total number of assists achieved by the program increased by about 15,000!!</p> <p>Wisconsin continued its tradition of working to advance the SBAPs on a national level when Renee Bashel was chosen as the new Region 5 alternate to the Steering Committee and Bob Nicholson, of our CAP, was appointed as the Region 5 NCAP representative.</p> <p>Wisconsin's SBAP joined other programs in the Region as contributors to the Auto Body/Auto Repair Journal, a regional and state publication that provides environmental assistance to the sector.</p> <p>WI SBO chaired the Promotional Committee through 2003. The committee produced the PSA, which was complete in 2003. The outcome was 9 states requested a state specific PSA.</p>
Wyoming	<p>At the end of 2003, the CAP had all of its 9 positions filled. However, the group had met only once since it was fully reconstituted, a training session in June and no meetings were completed during the last half of the year. A transition in SBAP staff and other program priorities contributed to the light meeting schedule.</p> <p>Plans are currently being discussed to reinvigorate this body and make better use of the volunteer efforts available.</p>

Appendix E

507 Program Media Assistance Focus

507 Program Media Assistance Focus

Location	2002 Outreach Focus	2003 Outreach Focus
Alabama	Multimedia	Multimedia
	No Data	No Data
Alaska	Reported	Reported
Arizona	Air Only	Air Only
Arkansas	Multimedia	Multimedia
California	Air Only	Air Only
Colorado	Multimedia	Multimedia
Connecticut	Multimedia	Multimedia
Delaware	Multimedia	Multimedia
Dist. of Columbia	Air Only	Air Only
Florida	Air Only	Air Only
Georgia	Multimedia	Multimedia
Hawaii	Multimedia	Multimedia
Idaho	Multimedia	Multimedia
Illinois	Air Only	Air Only
Indiana	Multimedia	Multimedia
Iowa	Multimedia	Multimedia
Kansas	Multimedia	Multimedia
Kentucky	Air Only	Air Only
Jefferson Co, KY	Air Only	Air Only
Louisiana	Multimedia	Multimedia
Maine	Multimedia	Multimedia
Maryland	Multimedia	Multimedia
Massachusetts	Multimedia	Multimedia
Michigan	Air Only	Air Only
Minnesota	Multimedia	Multimedia
Mississippi	Multimedia	Multimedia
Missouri	Multimedia	Multimedia
Montana	Multimedia	Multimedia
Nebraska	Multimedia	Multimedia
Nevada	Multimedia	Multimedia
New Hampshire	Multimedia	Multimedia
New Jersey	Multimedia	Multimedia
New Mexico	Air Only	Air Only
New York	Air Only	Air Only
North Carolina	Multimedia	Multimedia
North Dakota	Multimedia	Multimedia
Ohio	Air Only	Air Only
Oklahoma	Multimedia	Multimedia
Oregon	Multimedia	Multimedia
Pennsylvania	Multimedia	Multimedia

Location	2002 Outreach Focus	2003 Outreach Focus
Puerto Rico	Multimedia	Multimedia
Rhode Island	Multimedia	Multimedia
South Carolina	Multimedia	Multimedia
South Dakota	Multimedia	Multimedia
Tennessee	Multimedia	Multimedia
Texas	Multimedia	Multimedia
Utah	Air Only	Air Only
Vermont	Multimedia	Multimedia
Virginia	Multimedia	Multimedia
Virgin Islands	Air Only	Multimedia
Washington	Air Only	Air Only
West Virginia	Multimedia	Multimedia
Wisconsin	Air Only	Air Only
Wyoming	Multimedia	Multimedia
Total Multimedia	38	39
Total Air Only	15	14
Total No Data Reported	1	1

Appendix F

State Compliance Advisory Panel Status

State Compliance Advisory Panel Status

Location	2002		2003	
	Complete CAP	Active CAP	Complete CAP	Active CAP
Alabama	Complete		Complete	
Alaska				
Arizona	Complete		Complete	
Arkansas	Complete		Complete	
California				
Colorado	Complete		Complete	Active
Connecticut				
Delaware				
Dist of Columbia				
Florida	Complete	Active	Complete	Active
Georgia	Complete	Active		Active
Hawaii				
Idaho				
Illinois				
Indiana		Active		Active
Iowa				
Kansas		Active	Complete	Active
Kentucky	Complete	Active	Complete	Active
Jefferson Co, KY				
Louisiana	Complete	Active	Complete	Active
Maine	Complete	Active	Complete	Active
Maryland				
Massachusetts				
Michigan	Complete	Active	Complete	Active
Minnesota				
Mississippi	Complete		Complete	
Missouri		Active		Active
Montana	Complete		Complete	Active
Nebraska	Complete	Active	Complete	Active
Nevada				
New Hampshire	Complete		Complete	
New Jersey	Complete	Active	Complete	Active
New Mexico				
New York				
North Carolina				
North Dakota				
Ohio		Active	Complete	Active
Oklahoma		Active	Complete	
Oregon	Complete	Active	Complete	Active
Pennsylvania	Complete	Active	Complete	Active
Puerto Rico				
Rhode Island				
South Carolina		Active		Active
South Dakota	Complete		Complete	
Tennessee				
Texas	Complete	Active	Complete	Active
Utah	Complete	Active	Complete	Active
Vermont	Complete		Complete	
Virginia	Complete	Active		Active
Virgin Islands				
Washington	Complete	Active	Complete	Active
West Virginia				
Wisconsin	Complete	Active	Complete	Active
Wyoming		Active	Complete	
Total Complete Only	9		9	
Total Active Only	7		5	
Total Both Complete and Active	15		17	
Total Neither	23		23	

Appendix G

EPA's Federal Small Business Assistance Program

EPA's Federal Small Business Assistance Program

The EPA provides technical guidance for the use of the states and territories in the implementation of their programs. The Federal Small Business Technical Assistance Program (Federal SBAP) is coordinated by the Small Business Strategy Implementation Team of the Office of Air Quality Planning and Standards (OAQPS). Other EPA programs participating in activities to assist the states include the Office of Enforcement and Compliance Assurance (OECA) and the Office of Policy and Economics, and Innovation (OPEI).

Electronic Access

The Federal SBAP is actively involved in expanding the use of electronic media as a tool for access to EPA information by small businesses, state SBAPs, and the general public. The Office of Air and Radiation, Policy and Guidance home page contains proposed and final rules, background, guidance, plain-English fact sheets, and implementation strategy updates and schedules. (see: <http://epa.gov/air>)

Plain English Guidance Materials

The Office of Air Quality Planning and Standards prepares materials for use by the states to explain new EPA CAA rules in plain English. These include detailed guidebooks with options for compliance, including pollution prevention, sample reporting, recordkeeping forms, and example calculations. These are posted for easy access by SBAPs and small businesses.

Examples are:

- Halogenated Solvent Cleaning (completed May 1995)
- Chromium Electroplating and Anodizing (completed May 1995)
- Wood Furniture (completed September 1997)
- Potential-To-Emit (1999)
- Small Business Compliance Guide (EPA-456/R-05-005) for Reinforced Plastic Composites (2005)

Other Partnership Activities

The Federal SBAP has worked with staff from EPA's OPEI, OECA, and Pollution Prevention Division to establish a strategy to encourage all of the small business assistance providers (i.e., SBAPs, Small Business Development Centers, Pollution Prevention Programs, Manufacturing Extension Programs, etc.) to coordinate efforts within their state. This provides small businesses with easier access to comprehensive business and environmental assistance.

The Federal SBAP assists OPEI in funding and conducting the annual SBO/SBEAP Conference. The conference provides an opportunity for state 507 Program members to share information about new programs, to learn about new regulations and technologies, and for new members to learn what the programs are all about.

Appendix H

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Appendix I
List of Common Acronyms

List of Common Acronyms

Below is a list of major abbreviations and acronyms that are commonly used in this report.

CAA	Clean Air Act (as amended in 1990)
CAP	Compliance Advisory Panel
EMS	Environmental Management System
EPA	Environmental Protection Agency
FTE	Full-time Equivalent
HAP	Hazardous Air Pollutant
MACT	Maximum Achievable Control Technology
MOU	Memorandum of Understanding
NESHAP	National Emission Standard for Hazardous Air Pollutant
NSR	New Source Review
OECA	Office of Enforcement and Compliance Assurance
OMB	Office of Management and Budget
P2	Pollution Prevention
PERC	Perchloroethylene
RCRA	Resource Conservation and Recovery Act
RMP	Risk Management Plan
SBA	Small Business Administration
SBAP	Small Business Assistance Program (Sometimes referred to as the SBEAP or the Small Business Environmental Assistance Program)
SBDC	Small Business Development Center
SBO	Small Business Ombudsman
SBTCP	Small Business Stationary Source Technical and Environmental Compliance Assistance Program
SIC	Standard Industrial Classification
SIP	State Implementation Plan
VOC	Volatile Organic Compound



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