

Small-Biz@EPA

Small Business Ombudsman Bulletin



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News for the Small Business Community

Welcome & Introduction

Welcome to the third edition of the SmallBiz@EPA Bulletin—Fall 2009. The intent of this quarterly web publication is to highlight recent Agency activities and State Small Business Ombudsmen/Small Business Environmental Assistance Program (SBO/SBEAP) initiatives.

This is a “special” edition bulletin, devoted entirely to the assistance programs set up in Section 507 of the Clean Air Act as amended in 1990, commonly called the 507 Programs. This issue focuses on the background and history of the 507 Program, along with special highlights and success stories from states and regions to share with our readers the incredible work and contributions this Program offers to the small business community nationwide.

We hope you enjoy this edition and remain on our distribution list to receive future Bulletins.

Do You have News for the SmallBiz@EPA Bulletin?

Want to reach the small business community? Send a brief synopsis of your success stories, technical and regulatory updates, and other news to Paula Zampieri (zampieri.paula@epa.gov). Include your web site link. Submissions must be received by the third Tuesday of March, June, September and December to be included for the next edition.

Contact Lists

Need to find the right person to contact for a comment or question within your state, region, or program?

Go to the ASBO’s EPA Small Business Contacts and Projects list:
www.smallbiz-enviroweb.org/contacts.aspx.

IN THIS ISSUE:

- Welcome & Introduction ... 1
- Contact Lists 1
- Background and History 2
- Regulation Updates 4
- Success Stories 4
- Reaching Small Business 6
- Technical Updates 11
- Green Business 12
- Inquiries and Interviews .. 12
- The ASBO Team16

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www.smallbiz-enviroweb.org

Hotline: 1-800-368-5888

Background and History of the 507 Program

Congress decided to give small businesses a helping hand when they amended the Clean Air Act (CAA) in 1990. Compliance with environmental laws is a significant burden for small businesses, especially when compared to larger firms. It is especially challenging for smaller companies to comply with complex environmental regulations such as the 1990 CAA Amendments. To address this issue, Section 507 of the CAA required the states to establish programs, called Small Business Stationary Source Technical and Environmental Compliance Assistance Programs (or 507 Programs), to help small businesses comply with the CAA.

[507 PROGRAM continued on page 13](#)

WHAT WE DO

The three components of the 507 Program work together to help small businesses comply with the CAA regulations and improve their environmental performance. Program staff fill a vital role as facilitators between small business owners/operators and regulatory agencies. They improve communication to promote a better understanding by regulatory agencies about the concerns of small businesses. They also assist small businesses with permits, regulations, and environmental requirements, and provide education for business owners and operators to improve their environmental performance.

[WHAT WE DO continued on page 14](#)

Federal Asbestos Small Business Ombudsman (EPA ASBO)

Established in 1982, the EPA SBO serves as an effective conduit for small businesses to access the EPA, and facilitates communications between the small business community and the Agency. The SBO reviews and facilitates disputes between small businesses and EPA. The SBO also works with EPA personnel to increase their understanding of small businesses to enable adequate consideration for them during the development and enforcement of environmental regulations.

[EPA ASBO continued on page 14](#)

State Small Business Ombudsmen (SBOs)

The state SBOs are small business community representatives. The SBOs' key responsibilities include:

[SBO continued on page 14](#)

State Small Business Environmental Assistance Programs (SBEAP)

The state SBEAPs work with small businesses and provide specialists to help with specific technical needs to help businesses comply with regulations and improve environmental performance. Services include:

[SBEAP continued on page 15](#)

(Background and History continued on page 3)

Background and History (continued)

Compliance Advisory Panels (CAPs)

The third element of the 507 Programs are the CAPs, which are comprised of at least seven legislatively appointed members to:

[CAPs continued on page 15](#)

The 507 Program has evolved and expanded over the last 19 years and added two additional components to help strengthen the Program. The National Steering Committee (NSC) was established shortly after the inception of the Program, then the National

Compliance Advisory Panel (NCAP) was put into place several years later. Both additions have played a pivotal role in the leadership and development of the 507 Program.

National Steering Committee (NSC) and NSC Subcommittees

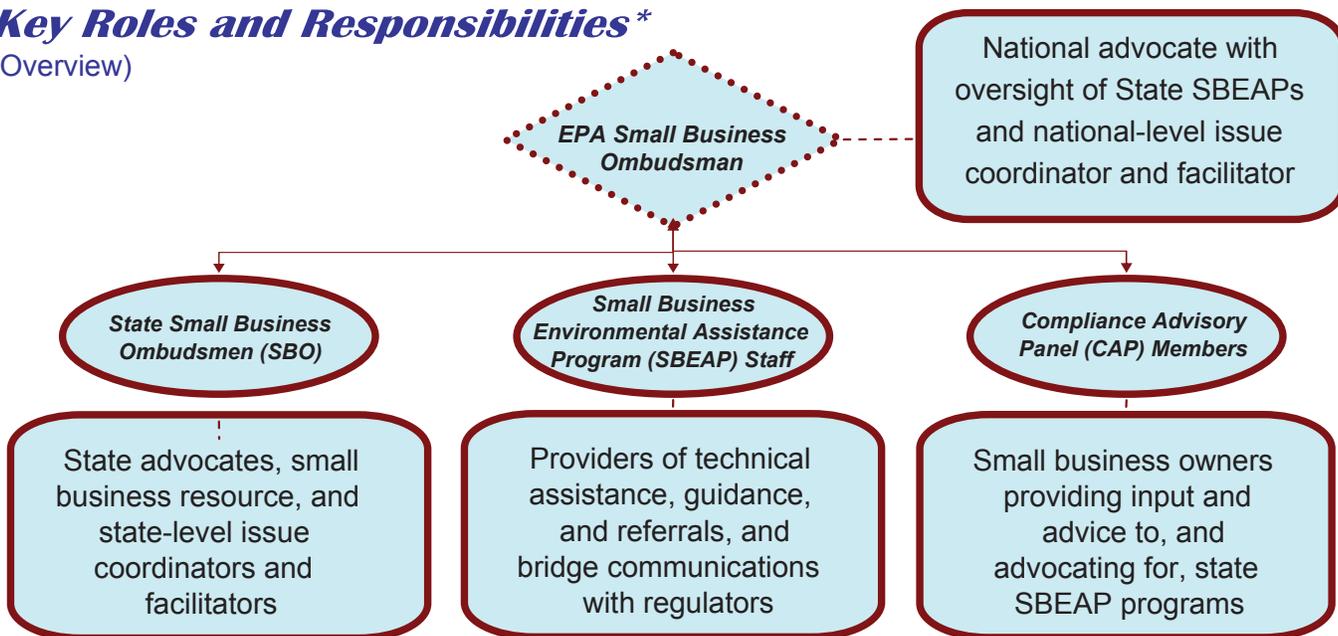
SBO/SBEAP NSC

The SBO/SBEAP National Steering Committee was created in 1995 to represent the interests of the Small Business 507 Programs and to provide a networking and communications tool between the Programs and the EPA SBO and Office of Air Quality Planning Standards (OAQPS). One rep-

State Small Business Environmental Assistance Programs

Key Roles and Responsibilities*

(Overview)



* These are the typical roles and responsibilities of these programs; programs may vary slightly.

Background and History (continued)

representative from each EPA region serves on the Steering Committee, along with an alternate from each region. Steering Committee representatives participate in monthly conference calls, serve as conduits for information to other assistance providers in their region, and act as points of contact to disseminate information to and from the 507 Program assistance providers.

[SBO/SBEAP NSC continued on page 15](#)

NSC Subcommittees

The NSC addresses issues which impact or relate to all or most of the state Programs. During discussions on the future of the 507 Programs at the 2002 SBO/SBEAP National Conference in Chicago, state 507 Programs recommended that the NSC establish subcommittees to address the issues identified at the conference. Six subcommittees were formed:

[NSC Subcommittees continued on page 15](#)

National Compliance Advisory Panel (NCAP)

The NCAP was created in 2001 to represent the interests of small businesses and provide a national coordination vehicle for state CAPs. The NCAP is supported by the EPA ASBO. NCAP members serve as conduits for information to other CAPs in their regions. The NCAP advises the EPA ASBO on small business issues and the effectiveness of the Section 507 Programs.

[NCAP continued on page 16](#)

Regulation Updates

The NSC Technical Subcommittee is tasked to look at technical issues and rulemakings that are of interest to and impact small business and consequently to the SBEAPs. Technical issues and interests are approached as a basic building block in the early foundation of the National Steering Committee. Central to the Subcommittee's goals is the desire to get involved in EPA's rulemakings, policy decisions, and guidance development in the representation of small business interests.

For more Technical Subcommittee information, go to: www.smallbiz-enviroweb.org/NSC/Subcommittees/technical.aspx.

Success Stories

Maine Small Business Environmental Assistance Program Hands-On Training Program

i-STEPS, a powerful automated tool for storing, reporting, and managing air emissions data, allows facilities to electronically transmit emissions data to the Maine Department of Environmental Protection. In May 2009, the Emissions Inventory Program conducted Satellite i-STEPS Beginner Training for 25 participants. The training program provided hands-on i-STEPS instruction at computer labs in Augusta and Presque Isle, Maine. The training was warmly received. Eighty-five percent of participants responding to a survey said that they felt more confident in using the Satellite i-STEPS program. This is the fifth and final year that Satellite i-STEPS training will be offered as the Agency

Success Stories (continued)

moves to the new MAIRIS emissions inventory program next year. Formal training on the new MAIRIS reporting system will begin this fall.

For more information, contact Julie M. Churchill, Assistant Director (Maine Small Business Ombudsman) at julie.m.churchill@maine.gov or go to: www.maine.gov/dep/innovation/index.htm.

Tennessee Moves to Name Compliance Advisory Panel Members

After 16 years and several attempts to establish the Panel, Tennessee has made its first appointments for non-business owner panel members. Tennessee's Governor made the first round of appointments to the Small Business Environmental Assistance Program Compliance Advisory Panel. Ongoing requests have been made for the Tennessee Legislative appointments and a meeting of the Panel members will be held following the completion of Legislative appointments.

For more information, go to: tennessee.gov/environment/boards/cap/.

Region 5 State SBEAPs Awarded State Innovation Grant to Pilot Autobody Refinishing Shops ERP

The Wisconsin Department of Natural Resources (WDNR), in partnership with the Region 5 State SBEAPs and with support from EPA Region 5, was awarded one of two EPA State Innovation Grants to develop and implement an Environmental Results Program (ERP) for the autobody refinishing sector affected by the subpart 6H area source NESHAP. An ERP is an integrated tool that includes compliance assistance, facility self-assessment and certification, and statistical

measurement of performance to help business sectors improve environmental performance.

This figure illustrates the integrated components of ERP.



The ERP project will leverage the Common Measures ERP for autobody shops already developed in a previous multi-state/EPA partnership project, led by Massachusetts Department of Environmental Quality. By using many of the same regulatory and best management questions, we can compare results with states outside our region as well.

For more information contact, Renee Bashel, a project co-lead, at renee.bashel@wi.gov or access the Autobody ERP website at: commerce.wi.gov/bd/BD-CA-AutobodyERP.html.

Ohio SBEAP Offers MS4 Storm Water Outreach in Northeast Ohio

With a May 28, 2008 compliance date approaching, many small communities with municipal separate storm sewer systems (MS4) needed to understand and comply with the federal Phase II requirements for managing storm water. There are approximately 70 MS4's in northeast Ohio. In the spring of 2007, Division of Surface Water (DSW) staff identified many miscommunications about the storm water rules among

Success Stories (continued)

the vast network of service providers designed to assist MS4s with rule compliance. Many service providers were competing with each other to provide MS4s with training for a cost.



The DSW and the Ohio EPA, Office of Compliance Assistance and Pollution Prevention (OCAPP), facilitated a planning committee consisting of DSW staff and the various service providers. The committee agreed on a series of six half-day workshops, where each workshop explained one of the six Best Management Practices required by the MS4 Phase II regulations. All workshops were at the Ohio EPA district office, providing a neutral venue for competing training entities. The workshops were free, with DSW and OCAPP sharing the costs of mailings, printings, and refreshments.

The six workshops, from September 2007 to May 2008 were very popular, totaling 616 attendees (some attended multiple workshops). Feedback and evaluations were extremely positive and rated the “usefulness of the practical information presented” very high.

For additional details, contact Rick Carleski, OCAPP Supervisor, at (614) 728-1742 or rick.carleski@epa.state.oh.us.

Reaching Small Business†

Maine SBEAP Partners with Aggregate Industry to Provide Assistance



The Maine Department of Environmental Protection in collaboration with the Maine Aggregate Association developed a general permitting process (Chapter 149) for rock crushers. The permitting process and assistance provide education and outreach to all facilities that currently have air licenses and include mineral processing equipment. The outreach and educational mailings included a copy of the rule, application forms, and FAQ documents.

This material is on the Maine DEP website: www.maine.gov/dep/air/licensing/rkcrusher.htm.

Massachusetts Program Makes a Case for Resource Conservation

Sika Sarnafil, Inc., a leading manufacturer of high-tech thermoplastic membranes used in roofing and

Reaching Small Business† (continued)

waterproofing systems, and the Massachusetts Office of Technical Assistance and Technology (OTA) have been working together to discuss the regulatory implications of recycling used roofing materials. Although the company converts more than 98 percent of the raw material into product, they were looking to do more and move further in addressing environmental impact issues.

OTA was able to clarify for the company that the profiled roofing membrane would be considered neither a hazardous waste nor a regulated recyclable material while also advising Sika Sarnafil on air permitting issues. Currently the partnership is working on additional efforts to recycle manufacturing scrap and to address energy conservation issues.

To review the case study online, go to: www.mass.gov/Eoeea/docs/eea/ota/case_studies/sika_sarnafil_case_study.pdf.

Kentucky SBEAP Launches Successful Training Program

Summer 2009 marked the exciting start of the Kentucky Division of Compliance Assistance's (DCA) environmental compliance training program, which uses the Kentucky Department for Environmental Protection's new training center. More than 250 people from across the state participated in four training events. Topics included Hazardous Waste Management Boot Camp, Managing Fugitive Dust, Health Care Hazardous Waste Management, and Environmental Compliance for Correctional Facilities (which was a joint partnership with the U.S. Environmental

Protection Agency Region IV). Each event was created to address specific issues and educate sectors to enable compliance with environmental regulations.

For a list of future training events, go to: www.dca.ky.gov/Training-Events/.

For more information about DCA programs or to suggest training topics, contact Aaron B. Keatley, director, at envhelp@ky.gov.

Norway comes to the Tennessee SBEAP

A Norwegian consultant in environmental management systems has requested to present to the Tennessee Small Business Environmental Assistance Program after finding out about their program on the web. The developer of "Environmental Lighthouse," an environmental certification framework supported by the Norwegian Environmental Agency, will meet with the Tennessee program on October 2nd to learn more about their services.

For more information, contact Linda F. Sadler, Tennessee Small Business Advocate: linda.sadler@state.tn.us.

Louisiana Department of Environmental Quality: Small Business / Small Community Assistance Program's Storm Water Erosion and Sedimentation Control Seminar

The City of Shreveport and Bossier City requested help from the Louisiana Department of Environmental Quality's Small Business Assistance Program (LDEQ/SB) to develop training for their construction stormwater inspectors. This was in anticipation of the requirements of the MS4 permits and heavy construction in Louisiana.

Reaching Small Business† (continued)

Partnering with EPA, local governments, and homebuilders associations, the first seminar, held in May 2007, had 97 attendees. Due to the initial success, LDEQ/SB held six more seminars statewide through June 2009, with a total of 443 attendees.

Topics covered included Total Maximum Daily Loads- Where does that Silt Go?; Permit Requirements: Construction 1-5 Acres and Greater than 5; Storm Water Pollution Prevention Plan; and Erosion & Sediment Control Best Management Practices. Each participant was given a CD that included all the information presented in the seminar.

The seminar was free and the class met the requirements for four hours of continuing education credit from the Louisiana State Licensing Board of Contractors.

For more information, contact Jennifer Pelloat at 225-219-0879 or jennifer.pelloat@la.gov.



Kansas SBEAP NESHAP Webinars – Past and Planned

The Kansas State University SBEAP, with funding assistance from the Kansas Department of Health and Environment, has been using Webinars (Web-based seminars) to

present requirements of national emission standards for hazardous air pollutants (NESHAP). Four Webinars were held in spring 2009, two on the “6C” (national emission standards for gas distribution, gas dispensing facilities) rule and two on the “6H” (national emission

standards for paint stripping operations, misc. surface coating, autobody refinishing) rule. The presentations and slides are archived at: www.sbeap.org/workshops/futureworkshops.

The Kansas SBEAP will also host two more NESHAP Webinars during the next state fiscal year. In late 2009, a Webinar will feature the “6X” area source rule (national emission standards for hazardous air pollutants: area source standards for nine metal fabrication and finishing source categories). In early 2010, the SBEAP will host a Webinar on Subpart ZZZZ (national emission standards for reciprocating internal combustion engines), which the EPA proposed as a rule in March 2009 and should be promulgated by February 2010.

Specific dates and topics will be posted at: www.sbeap.org/content/calendar.

For questions or additional information, contact Barb Johnson at 800-578-8898 or barblj@ksu.edu.



Illinois Workshops for the Construction Related Industries a Success

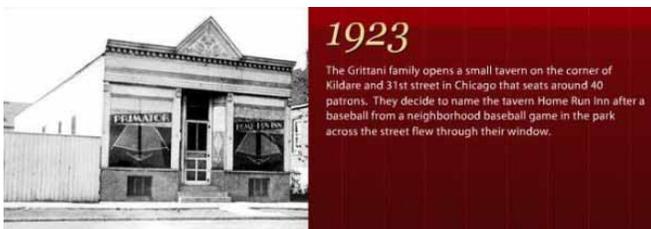
In 2001, the Illinois Environmental Protection Agency had identified compliance issues and cited open burning and the Asbestos NESHAP as a chronic problem among the construction industry. As a result they asked the Illinois SBEAP to help.

Reaching Small Business† (continued)

The IL SBEAP brought together representatives of the IL Department of Public Health, Illinois Environmental Protection Agency, and industry trade associations to produce half-day workshops throughout the state to educate the industry and the local officials. The premise of the training has been to educate building and zoning offices regarding these issues with the hopes that information would filter down to industry, which is often diverse and hard to identify on the state level. The first year of workshops proved to be a great success and has now expanded to include mold, radon, storm water, flood plains, endangered species, asbestos, lead, disposal and recycling of C & D debris, and even clean up and demolition of methamphetamine labs.

The training program has now trained over 3000 participants. The workshops are open to anyone but are especially beneficial to electricians, plumbers, carpenters, demolition contractors, code officials, property managers, architects, engineers, home inspectors, and realtors.

For more information about the Illinois SBEAP, visit: www.ienconnect.com/enviro.



Illinois SBEAP Hits a Home Run with Pizza Company†

In early 2009, Home Run Inn Pizza Company in Woodridge, Illinois, contacted the Illinois Small Business Environmental Assistance Program with questions

about their air permit. A Chicago tradition since 1923, Home Run Inn operates restaurants and manufacturing facilities. To keep up with growing demand, Home Run Inn expanded to add a new oven line to their operation and needed to make modifications to their existing operating permit. The Illinois SBEAP worked with the plant manager to calculate new emissions limits, everything from the natural gas burning stoves to the rising of the yeast for the dough. To ensure everything went smoothly, the SBEAP facilitated information exchanges between the company and the



Illinois Environmental Protection Agency to address any questions and complete the permit application.

Home Run Inn's frozen pizzas are now sold in over 20 states. "With the assistance of the Illinois SBEAP, we at Home Run Inn can concentrate on

growing our business knowing we are in compliance with environmental regulations," said Mike Kelly, Plant Manager, Home Run Inn Frozen Foods.

For more information about the Illinois SBEAP, visit: www.ienconnect.com/enviro.

The MDEQ's Environmental Assistance Program Wants to Know

The Michigan Department of Environmental Quality's (MDEQ's) Environmental Assistance Program (EAP) continually collects feedback from the businesses, municipalities, consultants, institutions, and the

Reaching Small Business† (continued)

public that they serve. Customers are asked to provide comments on how well staff responds to their questions about the applicability and specific requirements of state and federal environmental regulations using a simple online survey.

Online surveys provide the EAP a continuous reality check on customer service. Through this vehicle, proactive actions can be identified and improvements in services and public perception addressed. Best of all, these surveys are administered and summarized at no cost to the program. From January through July of 2009, 38 people completed the online survey. All respondents said that EAP staff responded in a timely manner, answered all their questions appropriately, and that they would recommend EAP's services to others.

For questions or more information, contact Dave Fiedler, Manager, MDEQ, Environmental Assistance Program, 517-373-0607, fiedlerd@michigan.gov.

Minnesota SBEAP Efforts Top Notch for Small Manufacturer

Notch Manufacturing, a small Minnesota business that specializes in the manufacturing of farm and construction equipment, worked with staff from the Minnesota SBEAP to eliminate the use of paints and primers containing Hazardous Air Pollutants (HAP). Switching to HAP-free paints and primers avoided an annual potential release of 4,780 pounds of these toxic emissions. This means a healthier workplace for their employees and a big win for the environment.

The SBEAP also helped the company through the complex process of determining if an air permit was

required. This process, called a Potential To Emit (PTE) calculation, can be confusing for small businesses. With SBEAP's help, Notch was able to understand how to take credit for essential bottlenecks in their manufacturing process. As a result of this in-depth analysis, the company determined they do not need an air permit, which resulted in reduced regulatory burden and saved an estimated \$3,705 in air permit fees.

For more information, small businesses in Minnesota can contact the Minnesota SBEAP at (651) 282-6143 or visit www.pca.state.mn.us/sbeap.

\$2 Million in Funding Available for Wisconsin Truckers to Reduce Engine Idling

The Wisconsin Department of Commerce is accepting applications for a grant program to reduce diesel truck idling. Funding for the program was made available by the EPA through the American Recovery and Reinvestment Act of 2009.



The program is designed to assist common, contract, and private motor carriers in the purchase and installation of idling reduction technologies.

The technologies include auxiliary power units and generator sets, battery air conditioning systems, energy recovery systems (i.e., thermal storage systems), and fuel-operated heaters. Wisconsin motor carriers are eligible for up to 50% reimbursement for the purchase and installation of idling reduction equipment on 1999 or newer long haul diesel trucks. The program's primary goals are to help Wisconsin motor carriers reduce air pollution emissions and fuel consumption, as well as to create jobs.

Reaching Small Business† (continued)

Applications are due by 4:00 P.M. Central Standard Time on October 23, 2009.

For more information about the program or to download application materials, visit commerce.wi.gov/dieselgrantprogram or contact Jean Beckwith of the WI Small Business Clean Air Assistance Program at (608) 261-2517 or Jean.Beckwith@wisconsin.gov.

For a listing of other state and federal funding opportunities, please visit www.epa.gov/cleandiesel/projects.htm.

Innovative Workshop Series Assists Colorado Printers to Move Beyond Compliance†

The Colorado Small Business Assistance Program (SBAP) and Environmental Leadership Program (ELP) are partnering with the Printing & Imaging Association Mountain States to deliver a “first in the nation” Sustainable Management System (SMS) workshop series titled, “Developing Your Own Sustainable Management System for the Printing & Imaging Sector.” Companies must first demonstrate compliance with environmental programs and then learn “hands-on” how to implement an SMS to help their company move beyond compliance. Participants stated the series provided a simpler way to understand SMS criteria.

In 2009, ten participants (Sprint Denver, BC Printing, Leanin’ Tree, Eagle:xm, Vision Graphics, Unique Litho, Henry Wurst, Johnson Printing, L&M Pressworks, and Egan Printing) successfully developed SMSs. Seven companies will be recognized in the Colorado ELP.

For more information about the Colorado Small Business Assistance Program, visit www.cdphe.state.co.us/ap/sbap/.

A 2010 SMS workshop series will include the “how to’s” of carbon footprinting.

For more information about the workshop series, contact Joni Canterbury, Colorado Small Business Assistance Program (SBAP), (303) 692-3175 or joni.canterbury@state.co.us.

Technical Updates

Government Partnerships in Tennessee for Industry Training

Tennessee’s SBEAP will partner with EPA, the State and local air regulatory programs, and the Tennessee Board of Regent’s Technology Centers to conduct training on the National Emission Standards for Hazardous Air Pollutants: Paint Stripping and Miscellaneous Surface Coating Operations (6H) in four cities across the state. The Technology Centers have agreed to offer a certificate program to meet the new training requirements under 6H. Eventually, the training certificate program may also satisfy the requirements for the National Emission Standards for Hazardous Air Pollutants Nine Metal Fabrication & Finishing Source Categories (6X).

For more information, contact Linda F. Sadler, Tennessee Small Business Advocate at 615-532-0779 or you can visit the program web page: state.tn.us/environment/ea/sbeap/.

Green Business

Maine Green Certifications

Maine has a growing state environmental green certification program for the hospitality sector targeting hotels, motels, and inns. Launched in 2005, this program has expanded in providing pollution prevention, energy and regulatory assistance for continued participation and growth now totaling 100 certified businesses.

Verification audits are performed randomly to ensure the accuracy of the certifications. Additional educational outreach includes presenting at several tourism conferences and half-day workshops. In addition, this year an oversight board composed of interested parties from both business and environmental perspectives was formed to review the certification process.

For more information, go to: www.maine.gov/dep/innovation/greencert/index.htm.

Inquiries and Interviews

Annette Fulgenzi Bulletin Interview Q&A--September 21, 2009

In your own words, please briefly tell us about the role you currently play in the 507 program, also commonly known as the SBO/SBEAP program.

I currently serve as the Chair of the State Small Business Environmental Assistance Program/Small Business Ombudsman's National Steering Committee. In this role, I try to facilitate dialogue among the state programs and with EPA and other partners to address the needs and problems facing the programs and our small business clients.

How long have you been with the program and how has it changed over the years since you have joined?

I joined the Illinois SBEAP in 1993 as the programs across the country were first getting their start. Looking back, it is great to see the progress we have made. Early on, the programs recognized the value of collaboration and information exchange between the state SBEAPs and SBOs and developed its own National Steering Committee. There are now, in addition to the NSC, seven subcommittees and a National Compliance Advisory Panel to help address the various issues facing our programs. The state programs have not only become a trusted partner to the business community, but also a respected source of technical knowledge for EPA air rule writers as they work to propose practical solutions for environmental regulations impacting small businesses.

What direction do you see the program heading? How does your role hope to affect the program's direction?

The role of the SBEAPs will become increasingly critical as environmental regulation is impacting far smaller companies than in the past.

Congress did a great thing when they created the SBEAPs under the Clean Air Act Amendments, but they did not go far enough. Small businesses need comprehensive programs to not only assist them with air issues but also water and waste issues. Many states have been able to move to comprehensive programs but many have not. We are currently engaged in a dialogue with the Compliance Committee of the Environmental Council of States (ECOS) and EPA to begin looking at how we can move to a more comprehensive program model and how best to leverage resources and collaborate to meet the needs of the small businesses community.

Inquiries and Interviews (continued)

As both the EPA and state regulatory agencies struggle to address issues like area sources and climate change with limited resources, the SBEAPs can play an integral role in improving efficiency in environmental protection through coordinated and integrated assistance approaches throughout the regulatory process, from rule development to enforcement activities.

By integrating the approaches used by the SBEAPs, companies will have input into new rule proposals so they make more sense for their industry, comply voluntarily, understand how to do it right the first time, stay in compliance with tools to make recordkeeping and reporting easier, and have a helping hand to guide them into compliance if they slip up.

The SBEAPs complement existing enforcement programs and enhance their abilities to assure compliance with the rules. Innovative approaches like Environmental Results Programs (ERPs) will have to be examined as agencies look for alternative ways to implement and enforce regulations on thousands of small businesses and this is a place I foresee our programs playing a major role.

Finally, how can people new to the program look to engage with the program and foster a successful direction for their local or state program?

State programs are constantly looking for industry partners and I encourage small business groups to contact their state program if they need assistance with environmental issues, and if given the opportunity serve on their state's Compliance Advisory Panel.

Background and History (continued)

507 PROGRAM continued

The target small businesses are typically those with fewer than fifty employees and the owner operates only one business. These are “mom and pop” businesses, such as bakeries, auto repair shops, dry cleaners, small manufacturing facilities, and a host of other establishments. According to the Small Business Administration (SBA), there are over 25 million small businesses in the United States. These businesses generate over half of the non-farm private gross domestic product and employ half of all private sector workers. Clearly small businesses are a vital part of the nation's economy.

Section 507 mandates that each 507 Program must include three components:

- Small Business Ombudsman (SBO) who advocates on behalf of small businesses;
- Small Business Environmental Assistance Program (SBEAP) that provides detailed environmental and technical assistance to small businesses; and
- Compliance Advisory Panel (CAP) that provides feedback on the effectiveness of the SBEAPs and assists with identifying priority small business issues.

In 1995, the state 507 Programs created a national group, the SBO/SBEAP National Steering Committee (NSC), to represent the interests of the 507 Programs and to facilitate communications between the Programs and the EPA. The state CAPs created a similar national group, the National CAP (NCAP).

Background and History (continued)

WHAT WE DO continued

Program activities range from helping with permit applications to conducting workshops to notifying small businesses about upcoming regulations. The 507 Programs use many approaches to reach out to small businesses to provide information and training. Specific activities such as hotlines, site visits, workshops and seminars, virtual demonstrations, public service announcements, webinars, and regulatory compliance calendars are examples of outreach strategies.

Following is more detailed information about each of these components.

EPA ASBO continued

In 1986, the SBO also began serving as the Agency's Asbestos Ombudsman (ASBO). In this role, the ASBO focuses on asbestos-in-schools requirements and handles questions and complaints regarding asbestos. Information on asbestos management is available from the small business hotline at (800) 368-5888.

Additionally, in 2003 the ASBO was designated EPA's Point of Contact under the Small Business Paperwork Relief Act of 2002.

The EPA ASBO actively seeks feedback on its responsiveness to small business inquiries and

ever evolving needs, primarily in the areas of technical assistance and advocacy. The ASBO provides plain language information for the most effective delivery of regulatory and compliance information through seminars, factsheets, and position papers. The ASBO also compiles a summary report, Status of State Small Business Compliance Assistance Programs, on the accomplishments and activities of the state 507 Programs. Reports are available at: www.smallbiz-enviroweb.org/AboutUs/reports.aspx.

For ASBO services to assist the 507 Programs, go to: www.epa.gov/sbo.

SBO continued

- Providing recommendations to EPA and state/local air pollution control authorities on the development and implementation of regulations impacting small businesses;
- Assisting in the dissemination of information about upcoming air regulations, control requirements, pollution prevention, and other matters relevant to small businesses;
- Advocating on behalf of small businesses within the state agencies;
- Facilitating and promoting discussion of issues between small businesses and the agency; and
- Developing, or reviewing and commenting on, materials and guidance about environmental matters for small business.

Background and History (continued)

SBEAP continued

- Toll-free hotlines;
- Websites;
- Notice of impending impacting regulations;
- Fact sheets and other informational materials;
- Workshops and seminars;
- Site visits;
- Compliance tools; and
- Permit writing assistance.

For state SBO/SBEAP contact information, go to: www.smallbiz-enviroweb.org/Contacts/sbosbeap.aspx.

CAPs continued

- Provide advisory opinions on the effectiveness of the state SBEAPs, difficulties encountered, and severity of enforcement;
- Make periodic reports to the EPA Administrator on the compliance of the state SBEAPs with the requirements of the Paperwork Reduction Act, the Regulatory Flexibility Act, and the Equal Access to Justice Act: and
- Review information for small business stationary sources to assure such information is understandable by the layperson.

The SBEAP serves as the secretariat for the development and dissemination of the CAP reports and advisory opinions.

For more information on the Compliance Advisory Panel, go to: www.smallbiz-enviroweb.org/CAP/default.aspx.

SBO/SBEAP NSC continued

The Steering Committee provides a vehicle for identifying and resolving problems faced by the 507 Program service providers and, through partnerships with EPA's ASBO and OAQPS, works towards mutually effective solutions. As the 507 Programs developed and networking between state and federal programs grew, new assistance providers requested guidelines for more formal written documentation on the membership and organization of the Steering Committee. These guidelines were developed in an attempt to provide a frame of reference for all.

For more information on the NSC, go to: www.smallbiz-enviroweb.org/NSC/default.aspx.

For a contact list of the 2009/2010 NSC members, go to: www.smallbiz-enviroweb.org/NSC/members.aspx.

NSC Subcommittees continued

Awards Subcommittee, Guidelines Subcommittee, Measurement Subcommittee, Multi-media Subcommittee, Promotional Subcommittee, and Technical Subcommittee. Recently the NSC created a new subcommittee on Climate Change.

For more information on the mission, history and status of the subcommittees, go to: www.smallbiz-enviroweb.org/NSC/subcommittees.aspx.

Background and History (continued)

NCAP continued

It reviews proposed and existing regulations as they affect small businesses; ensures such regulations are written in understandable, clear, laymen's terms; promotes establishment of CAPs in states where CAPs do not exist and assists states in strengthening weak CAPs; acts as a unified voice to the U.S. Congress; assists each state or territory's CAP, Ombudsman and/or SBEAP as needed; and advises the Agency of the small business perspective on environmental issues.

For more information on the mission, history and status of the NCAP, go to: www.smallbiz-enviroweb.org/CAP/default.aspx.

For more information on the National Compliance Advisory Panel members, go to: www.smallbiz-enviroweb.org/CAP/NCAPMembers.aspx.

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