

**STATE SMALL BUSINESS STATIONARY SOURCE
TECHNICAL AND ENVIRONMENTAL COMPLIANCE
ASSISTANCE PROGRAM (SBTCP)**

**ANNUAL REPORTING FORM
FOR THE PERIOD 1/1/98 TO 12/31/98**

**OMB NO.: 2060-0337
EXPIRATION DATE: 9/30/01**

***** Completed forms are due by February 15, 1999 *****

Enclosed is a blank copy of the Annual Reporting Form for the State Small Business Stationary Source Technical and Environmental Compliance Assistance Program (SBTCP) under the Clean Air Act (CAA) as amended in 1990. This Form covers information from January through December 1998 and requests information on each of the three components of the SBTCP:

- Small Business Ombudsman (SBO)
- Small Business Assistance Program (SBAP)
- Compliance Advisory Panel (CAP)

As you complete this Form, please remember that we are collecting objective information on each SBTCP. This report is not an evaluation of your program. For your convenience, we provided electronic copies of the Form in WordPerfect (SBTCP.WPD) and Microsoft Word (SBTCP.DOC).

INSTRUCTIONS FOR COMPLETING THIS FORM

1. Please complete the electronic version of the Form. If you need additional space for your answers, enlarge the boxes provided for your responses. Do not answer questions by referring to attached documents or a previous SBTCP report.
2. You should already collect the information requested on this Form. However, if a question asks for data you do not have, please provide a brief explanation of why it is not available. For future reports, you may need to revise the statistics that you track.
3. Once you have completed the Form, please return the disk and a completed hardcopy of the Form in the enclosed, pre-addressed mailer. If this mailer is missing or if you wish to use your own envelope, please return the disk and hardcopy to:

**Ms. Karen V. Brown
Small Business Ombudsman
ATTN: SBTCP Annual Report
U.S. Environmental Protection Agency (2131)
401 M Street, SW
Waterside Mall, Room 3423
Washington, D.C. 20460**

4. If you use your own mailer, please include on the mailer the words, "Electronic Media Enclosed."

WHAT IF I HAVE QUESTIONS?

If you have any comments or questions for how to improve this Form, please call the U.S. EPA Small Business Ombudsman (EPA SBO) at the numbers listed below. You can reach the SBO Monday through Friday from 8:30 a.m. to 5:00 p.m. (EST). After these hours, you can leave a message on the answering machine, which is connected to the toll-free 800 number.

(202) 260-0490 (Telephone)
(800) 368-5888 (Toll-free Hotline)
(202) 401-2302 (Facsimile)

WHY IS EPA REQUESTING THIS FORM?

As part of the CAA, the U.S. Congress required that each state and territory establish a Small Business Stationary Source Technical and Environmental Compliance Assistance Program (SBTCP) to help small businesses comply with this Act. As part of its reporting requirements to Congress, EPA includes information about the SBTCP programs using information you provide on this Form. EPA has given the responsibility for this report to its SBO, who uses this Form as a standard information collection tool.

SUGGESTIONS FOR COMPLETING THIS FORM

- Gathering information for this report is definitely a team effort! Enlist the help of key contacts from the SBO, the SBAP, and the CAP, and ask them to complete applicable sections.
- One person should take responsibility to complete and submit this Form (most likely the SBO).
- Refer to last year's Report to Congress and the information you provided on your Reporting Form last year when completing this year's Reporting Form.

SECTION 1 SOURCE OF THE INFORMATION

This section is designed to collect standardized information about the SBTCPs completing this Form, and whom to contact if we have questions.

1.1 Name of state, territory, or local agency for which this report is being submitted.

Georgia

1.2 Who should be contacted (primary and alternate contacts) if there are any questions regarding the information contained in this Form?

For the question "Relationship to SBTCP," we would like to know the relationship of that person to the SBTCP program (i.e., CAP Chairperson, SBO, etc.). Be sure to include the area code for the telephone and facsimile numbers, and also a telephone extension if appropriate.

	PRIMARY CONTACT	ALTERNATE CONTACT
Name	Marvin M. Lowry	Anita Dorsey-Word
Title	Ombudsman	Coordinator
Relationship to SBTCP	SBO	SBAP Coordinator
Organization	DNR/EPD/Air Protection/SBAP	DNR/EPD/Air Protection/SBAP
Address	4244 International Parkway	4244 International Parkway
Address	Suite 120	Suite 120
City, State, Zip	Atlanta, GA 30354	Atlanta, GA 30354
Telephone Number	404/362-2656	404/362-4842
Facsimile Number	404/363-7100	404/363-7100
E-mail	marvin_lowry@mail.dnr.state.ga.us	adword@mail.dnr.state.ga.us
Hotline (national? state? toll free?)	1-888-373-5947 (state)	1-888-373-5947 (state)
Internet home page	www.dnr.state.ga.us/dnr/environ/gaenviro	www.dnr.state.ga.us/dnr/environ/gaenviro

**SECTION 2
STATUS, BUDGETS, STAFFING, ORGANIZATION**

This section is designed to collect four types of standardized information about your state's SBTCP: Status, Budgets, Staffing Levels, and Organization. The information you provided in last year's report will be helpful in answering the questions in this section.

STATUS

2.1 When was your SBTCP established?

Please note that in Question 2.2, we are asking when each component of your SBTCP was began to operate (provide services), which may be different.

SBTCP Component	Month and Year of Establishment
SBO	February 1992
SBAP	November 1992
CAP	May 1993

2.2 When did the SBTCP begin to provide operations (month and year)?

To be consistent, for the SBO, indicate the effective date of appointment; for the SBAP, indicate the date it began providing assistance to small businesses; and for the CAP, indicate the date of the first meeting -- even if not all members of the CAP were appointed by the time of the first meeting.

SBTCP Component	Month and Year Operations Began
SBO	July 1992
SBAP	July 1993
CAP	November 1994

BUDGETS

2.3 Please provide summary information on the funding for each component of your SBTCP (for the period January through December 1998). Please indicate the source of funding.

For example, sources of funding might include: Title V fees, specific appropriation of state funds, the operating budgets of existing programs, or some combination of sources.

These budgets should include direct salaries, fringe benefits, materials & supplies, etc. To keep it simple, please round your budgets to the nearest \$100.

If budgets are combined for 2 or for all components of your program, please indicate.

	1998 BUDGET (\$)	SOURCE OF FUNDING (please describe)
SBO	50000	Title V fees
SBAP	125000	Title V Fees
CAP	5000	Title V Fees
TOTAL	180000	Title V Fees

2.4 What was your SBTCP's budget in 1997? What is the expected SBTCP budget during the next reporting period (January through December 1999)?

As with the previous question, please round all numbers to the nearest \$100. If these programs did not exist (or were not active) in 1998, please indicate. Also, please indicate if any program budgets are combined.

	1997 BUDGET (\$)	1999 PROJECTED BUDGET (\$)
SBO	65000	50000
SBAP	115000	135000
CAP	10000	10000
TOTAL	190000	195000

2.5 Briefly describe any significant changes of more than 10% in the level of funding between the 1997, 1998, and 1999 annual budget periods.

For example, a previous period may have seen a high level of fines that were credited to the SBTCP program, perhaps Title V revenues were lower than projected, or state appropriations may have been reduced or eliminated.

The changes made were less than 10 % in the level of funding.

STAFFING

With these questions, we want to know how many people support each component of your SBTCP.

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

Please complete this question for the staffing levels that are current as of December 1998. An FTE is considered to work 40 hours/week. For example, 2 people working 20 hours/week would be equivalent to 1 FTE. It is possible that the SBO has other responsibilities and does not perform this function on a full time basis. For example, if they perform this function approximately 20 hours/week (or 50% of their time), this would be equivalent to an 0.5 FTE.

SBO Function	Number of FTEs
SBO	0.5
Other staff	0
TOTAL STAFF	0.5

2.7 How many people, measured as full-time equivalents (FTEs), support the SBAP? How many of these people are paid or serve as unpaid volunteers? How many of these people are retired engineers?

Please complete this question for the staffing levels that are current as of December 1998. Use the same definition for an FTE as discussed in Question 2.6. We want to know if the programs use unpaid volunteers as well as "retired engineer" programs (or their equivalent) to support the SBAPs.

SBAP Staff	Number of FTEs (including retired engineers, paid or unpaid)
Paid	2.5
Unpaid Volunteers	0
TOTAL STAFF	2.5

Retired Engineers	Number of FTEs
Paid	0.5
Unpaid Volunteers	0
TOTAL RETIRED ENGINEERS	0.5

2.8 How many people are currently serving on your CAP?

Please indicate how many people have been appointed to your CAP as of December 1998. Please indicate each CAP member's affiliation (i.e., small business, state regulatory agency, general public, etc.)

If appropriate, indicate the number of people who have not been appointed to your CAP as of December 1998.

When complete, this table should list a total of at least 7 people (including appointed and not yet appointed).

AFFILIATION	NUMBER OF PEOPLE ON CAP
Owner (or representative) of small business	3
State regulatory agency	1
General public	2
Not yet appointed	1
Other (please specify)	None

ORGANIZATION

2.9 Please briefly describe where each component of your SBTCP is located/organized.

Please indicate if the component is located in a regulatory agency, another agency, a university, etc. For example, in some programs, the SBAP is in the state regulatory agency. If so, please list the name of the agency and the appropriate department, division, etc. (for example: Department of Environmental Protection, Bureau of Waste Management). Please indicate if the administrative location is regulatory or nonregulatory. Generally, the CAP is independent and is located outside of all agencies, with each individual appointed as defined in Section 507. If your SBAP is contracted to an outside organization, please complete Question 2.11.

SBTCP COMPONENT	BRIEF DESCRIPTION OF ADMINISTRATIVE LOCATION	REGULATORY OR NONREGULATORY?
SBO	EPD/Air Protection Branch/Planning & Support Program	Nonregulatory
SBAP	EPD/Air Protection Branch/Planning & Support Program	Nonregulatory
CAP	One CAP member is the program manager of the Compliance Permitting Program within the Air Protection Branch. The rest of the CAP is located outside of all agencies, with each individual appointed as defined in Section 507.	Nonregulatory

2.10 Has management of all or part of the SBAP been contracted to an outside organization?

If YES, please complete Question 2.11.

YES	
NO	X

2.11 What is the outside organization that is operating your SBAP?

SBAP Contractor	
Address	
City, State, Zip	
Telephone Number	
Facsimile Number	
Project Manager (or principal point of contact)	
1998 Budget	
Term of Contract	
Portion of Program Under Contract	

2.12 Does your program offer air-only assistance, or has your program moved into multimedia assistance?

Air only	
Multimedia	X

SECTION 3 SERVICES PROVIDED/ACTIVITIES CONDUCTED

3.1 Briefly describe the assistance services of your SBO and SBAP. What is the number of eligible facilities, by industry sector, that your program assisted in 1998?

We are interested in compiling statistics on the types of assistances and number of businesses reached, by industry sector, through a variety of assistance services by the SBO and SBAP **combined**.

To help you in completing this question, the following tables are provided.

- In Table A, please list the number of each type of service offered and the number of businesses reached, by industry sector, through various outreach activities. If you only know the total businesses reached per industry sector, please indicate this number in the "total" column in the right side of the table. If you only have information on the total number of businesses reached by various types of outreach activities, please indicate this in the "total" row at the bottom of the table.

If multiple industry sectors were reached by a particular outreach activity (for example, a permitting training program that was relevant to any industry sector), please place this information in the "cross sector" category.

If you only track whether these activities occurred (and not the specific number of occurrences), please simply "check" the appropriate column.

The number(s) next to each industry sector is its 2-digit (major group) or 3-digit (industry group) SIC code.

- In Table B, please indicate the total number of each type of assistance requests you receive by CAA requests and multimedia requests.

Please note that the options for the types of services have been limited. Please classify the services you offer into one of these categories. If no category is suitable, you can use the "Other" category. You do not need to define what you have placed in the "Other" category. The Report to Congress will reflect only these categories.

NOTE: An eligible facility is defined as a stationary source that:

- Is owned and operated by a person that employs 100 or fewer individuals.
- Is a small business concern as defined by the Small Business Act.
- Is not a major stationary source.
- Does not emit 50 tons or more per year of any regulated pollutant.
- Emits less than 75 tons per year of all regulated pollutants.

Please indicate number of each type of service offered and the number of businesses reached for each relevant industry sector (# services/#businesses reached).

TABLE A									
Industry Sector (SIC)	Hotline	Onsite Visit	Seminars/ Workshops	Publications	Home Page	Teleconference	Mailings	Other	TOTAL BUSINESSES REACHED
Example Industry (xx)	1/10	7/7	3/200	4/500	1/200	3/100	2/50		1,067
Aerospace (37)									
Agriculture/Farming/ Crop Service (01, 07)	2/2								2
Airports/Air Transportation (45)									
Analytical/Medical Instruments (38)									
Asbestos/Remediation (17, 32)									
Asphalt (295)	1/1	1/1							2
Attorney/Consultant/ Engineer (81, 87)	25/25								25
Auto/Motor Vehicle Dealers & Equipment (55, 501)	1/1	1/1	2/55						57
Auto/Body Maintenance, Repair, Refinishing (75)	32/32			1/10,000					10,032
Bakeries (546)				1/2					2
Boat Manufacturing (373)	11/11								11
Boilers (34, 50)	10/10	1/1					5/5		16
Business Services (73)									

TABLE A

Industry Sector (SIC)	Hotline	Onsite Visit	Seminars/ Workshops	Publications	Home Page	Teleconference	Mailings	Other	TOTAL BUSINESSES REACHED
Chemicals/Products (28)	11/11	1/1							12
Communications (48)	1/1								1
Concrete/Aggregate (32)	2/2	2/2							4
Construction/ Contractor (15, 16, 17)									
Cotton Gins (072)									
Crushed Stone Products/Sand & Gravel (14)		1/1							1
Dairy/Feedlots/ Livestock (02)									
Degreasers	8/8								8
Dry Cleaners/Laundry Services (721)	52/52	7/7		6/329			1/718		1106
Electronics/Electric Equipment/Repair (36, 762)	1/1								1
Electroplating/Chrome Plating (347)	6/6			1/1					7
Engines & Turbines (351)									
Food/Beverage Products & Processing (20, 514)	1/1								1
Foundry/Smelter, Forging, Casting (33)									

TABLE A

Industry Sector (SIC)	Hotline	Onsite Visit	Seminars/ Workshops	Publications	Home Page	Teleconference	Mailings	Other	TOTAL BUSINESSES REACHED
Furniture Manufacture/ Repair/Wood Finishing (25, 764)	25/25	2/2						1	28
Gasoline Distribution (wholesale/retail) (517, 554)	15/15			1/336					351
Government (91, 95)	141/141		3/77						218
Grains/Grain Elevators (011, 422)									
Hospitals/Medical Health Services (80)	17/17		1/16				1/20		53
Hotels/Motels (70)									
Incinerators	2/2								2
Landfills/Landfill Gas (495)		2/2							2
Leather/Fur (31, 237)									
Machine Shop (359)									
Machine/Equipment Manufacturing & Repair (35)									
Manufacturing, Misc.									
Metal Fabrication/ Finishing (34)	5	3							8
Mining (Metal & Coal) (10, 12)									
Organizations/ Associations (86)			8/570						570

TABLE A

Industry Sector (SIC)	Hotline	Onsite Visit	Seminars/ Workshops	Publications	Home Page	Teleconference	Mailings	Other	TOTAL BUSINESSES REACHED
Paints & Painting/Coatings (172, 285)	12/12	2/2		2/6000					6,014
Paper Manufacturing & Products (26)									
Personal Services (72)									
Petroleum Products, Storage, Pipelines (29, 46)	10/10	1/1							11
Pharmaceuticals (283)									
Plastic Manufacturing/ Products (308)									
Plumbing/HVAC (171)									
Printing/Graphic Arts (27)	17/17	1/1	1/9	3/9000			3050		12077
Private Citizen									
Real Estate (65)									
Recreation Services (79)	1/1								1
Recycling (509)	15/15	2/2							17
Repair, Misc. (76)									
Research & Testing Facilities/Laboratories (873)									
Restaurants (581)									
Retail/Wholesale Trade (50, 51, 59)									

TABLE A

Industry Sector (SIC)	Hotline	Onsite Visit	Seminars/ Workshops	Publications	Home Page	Teleconference	Mailings	Other	TOTAL BUSINESSES REACHED
Rubber Manufacturing/ Products (30)									
Sawmills/Logging/ Wood Products (24)	1/1							3 articles 600	601
Schools (82)									
Stone/Clay/Glass (32)									
Textiles & Apparel (22, 23)	8/8	2/2	1/40						50
Transit (Passenger) (41)									
Transportation Equipment (37)									
Transportation Services (42, 44, 47)									
Utilities (49)									
Veterinarians (074)									
Waste/Waste Hauling (495)			2/12	10/100					112
Wastewater Treatment (495)		1/1						1 article 3000	3008
Cross Sector	8/8		1/50				250		308
Other	110/110						4/10000		10110
TOTAL									44,822

Please indicate the total number of assistance requests your program receives by Clean Air Act requests and multimedia requests.

TABLE B		
TYPE OF ASSISTANCE REQUESTED	TOTAL # OF REQUESTS	
	CAA Requests	Non-air/Multimedia Requests
Compliance/Regulatory Information	200	15
Monitoring		
Recordkeeping	30	
Financial/Funding Information	12	
Permitting	57	2
General CAA Information	220	
Add to General Mailing List	25	
P2 Assistance	5	1
Other	105	
TOTAL	654	18

3.2 Please list any *high-priority* industry sectors that your program targeted for assistance during this reporting period.

We targeted drycleaners, printers, automotive repair shops, and manufacturers of consumer products during 1998.

3.3 Briefly describe any outreach methods that were particularly effective for your program and why (e.g., number of businesses reached, cost effectiveness, improvements in compliance).

We prepared a calendar for the drycleaners to use to maintain their records. We will survey the dry-cleaners in 1999 to see the effectiveness of the calendar. Florida uses a similar calendar, and we were told that their record keeping compliance rates increased from 10% to 95%.

3.4 Please provide a list of *new* documents that were prepared and distributed by your program during this reporting period. List industry sector, if applicable.

Surface Coaters's Permit Guide
 1999 Dry Cleaner Compliance Calendar
 SBAP Brochure
 112(r) Risk Management Brochure
 Lithographic Printer's Permit Guide
 National Emission Standards for the Printing and Publishing Industry Summary

3.5 If your SBTCP services include an electronic bulletin board or Internet home page, please list the information that is accessible.

Information Available Through the Bulletin Board or Home Page	Please check appropriate boxes
Program description	X
Contact listings	X
Copies of regulations	X
Permitting information	X
Permit forms	X
Emission inventory	
Policies	X
Guidance documents, fact sheets, etc.	X
Information on P2 options	X
Multimedia	X
List of available publications	X
CAP information	X
Calendar of events	X
Links to related sites	X
Other (please list)	

Do you ask for feedback on your web site or bulletin board? If so, what are your most common comments?

We are currently not asking for feed back or comments on the website. Immediately after the new site was established, we requested comments from the other states, Region IV small business contacts, and our Compliance Advisory Panel .

How many times was your electronic bulletin board or home page accessed during the 1998 reporting period)?

Customers contacted the Small Business homepage 81 times between November 4 and December 31, 1998.

COMPLIANCE ADVISORY PANEL

3.6 What were the major activities of the CAP during this reporting period?

Major CAP Activities	Please check appropriate boxes
Review of documents for readability and/or content	X
Appointment/hiring of staff and/or election of officers	X
Review/advisement on SBO/SBAP outreach activities	X
Review/comment on new/proposed regulations	X
Review/comment on state legislative actions	
Defining CAP responsibilities	X
Attendance by CAP members at training sessions	X
Meeting with small businesses/associations	
Other (please list)	

OTHER SERVICES/CONDUCT OF ACTIVITIES

3.7 Does your program have or is your program planning a grant or loan program to assist small businesses comply with the CAA?

YES	
NO	X

If YES, please indicate the date (month/year) such a grant or loan program became/will become available and the funding levels for each.

DATE AVAILABLE	GRANT OR LOAN?	NAME OF PROGRAM	FUNDING LEVEL

3.8 Briefly describe the types of cooperative efforts that each component of the SBTCP has in place. How are you partnering with others?

This question is critical to understanding how some programs, with limited budgets and resources (typically with the SBAP and SBO components) function. For example, what types of cooperative efforts are in place with personnel from other departments, agencies, or organizations?

SBTCP COMPONENT	BRIEF DESCRIPTION OF COOPERATIVE EFFORTS
SBO	The SBO has a gentlemen's agreement with the Hazardous Waste Program on providing multimedia technical assistance to dry-cleaners.
SBAP	
CAP	

3.9 How does your program avoid duplication of efforts with SBTCPs in other states or territories?

We want to find out to what extent programs share or exchange information with SBTCPs in other states and territories. For example, did other programs develop factsheets or information packets that your SBTCP used (with minimal editing)?

Strategy to Avoid Duplication of Efforts	Please check appropriate boxes
Communication/networking within own SBTCP and state agency personnel via phone, e-mail, mailing lists, etc.	X
Meetings, conference calls, and other contacts with SBO/SBAP personnel within EPA region	X
Networking through state or regional air group meetings (such as WESTAR-Western States Air Resources)	X
Review of EPA documents/contacts with EPA	X
Review of documents from other public, private, and/or university sources	X
Information gathering from electronic sources	X
Subscribe to SBO listserve or government ombudsman listserve	
Other (please list)	

3.10 Please indicate what actions were initiated by your SBTCP/CAP to follow the intent of the provisions of the Paperwork Reduction Act, the Regulatory Flexibility Act, and the Equal Access to Justice Act.

The CAP is responsible for critiquing how well the SBTCP follows the intent of the provisions of these three federal acts. To make it easy to complete this question, various possibilities for each Act are listed in the tables below. Please add additional items as appropriate.

PAPERWORK REDUCTION ACT	Please check appropriate boxes
Routine review of information collection activities conducted by SBAP to ensure the information request is not duplicative or unnecessarily burdensome	X
Routine review of SBTCP documents for compliance	X
Receiving/providing information electronically	X
Simplified/consolidated permits or forms	X
Eliminating unnecessary permits by increasing exemptions for insignificant actions	
General permits for certain types of industries	X
Other (please list)	

REGULATORY FLEXIBILITY ACT	Please check appropriate boxes
Ensure that small businesses are allowed to participate in rulemakings that have an effect on them	X
Ensure that all existing rules periodically are reviewed to determine their impact on small businesses and changed as necessary	X
Routine review of SBTCP documents for compliance	X
Amnesty program	
Other (please list)	

EQUAL ACCESS TO JUSTICE ACT	Please check appropriate boxes
Routine compliance review of SBTCP documents	X
Review of instances where state actions against small businesses appear unjustified	X
Pro bono legal services	
Funding/technical assistance for groups aggrieved by regulatory actions	
Other (please list)	

SECTION 4 PROGRAM EFFECTIVENESS

These questions are designed to collect information about program goals, measurement of effectiveness, and results.

4.1 What are your program's goals?

Please indicate up to 3 choices, but number in terms of priority.

RANK	PROGRAM GOAL
1	To increase the regulated community's understanding of their environmental obligations.
	To increase the regulated community's understanding of the permitting process.
	To increase the regulated community's understanding of the CAA.
3	To provide site-specific compliance assistance.
	To encourage self-auditing.
2	To improve the compliance rates of the regulated community.
	Other (please explain).

4.2 How are you evaluating whether your above-stated goals are or are not being met?

For example, you may use questionnaires, statistics on the number of businesses helped in a certain manner, the number of new permits issued, etc. Ideally, your goals and assessment strategies will be stated in quantifiable terms (e.g., The SBTCP will target 2 business sectors through mailings, seminars, and on-site assistance to increase their rate of permit filings by 50%). Your program may still be at the stage where your goals are of a more general nature (e.g., The SBTCP will provide services to small businesses through a hotline, on-site visits, seminars, etc.).

The SBAP prepared measurable objectives to help us achieve our 1998 Goals. Those objectives were grouped under Education, and Technical Assistance. See below:

Education

Publish a quarterly newsletter

Develop a working relationship with four trade associations that results in the preparation of educational materials for distribution.

Sponsor an exhibit at one trade association exposition.

Make 8 informational presentations to professional and civic organizations.

Establish and maintain a web page for small business owners to use for distributing relevant information in a timely manner.

Establish a repository of pollution prevention and SBAP resources.

To provide effective staff development and training in current methodologies and practice, ensure that each staff member attends at least one training course or small business assistance conference.

Establish a combined data base of small businesses by SIC codes.

Technical Assistance

Establish a toll-free telephone assistance line.

Prioritize small business technical assistance needs by industrial classification and prepare two technical information assistance brochures.

Make 12 site assessment visits.

Assist 12 businesses with permitting.

Respond to 300 technical assistance requests via telephone within 24 hours and complete any required on site follow-up at the client's convenience.

Establish a liaison with at least one other state agency and work cooperatively on a joint consumer assistance project to foster better interagency cooperation.

4.3 What are the results of this measurement process?

Did your SBTCP meet its program goals? Did the measurement system work? What statistics or comments did your SBTCP gather to indicate that your goals have or have not been met?

The SBAP far exceeded our program goals for 1998. We gathered comments from the businesses assisted via a customer survey form. Additionally, we identified measurable objectives that allowed us to readily determine that our goals had been met.

4.4 Please feel free to include any information about your program that you would like to highlight (i.e., significant accomplishments, awards, recognitions, move to multimedia, etc.).

In 1998 we received the Director's commitment to provide multimedia assistance to small businesses.

The SBAP published 4 newsletters during 1998. *The Small Business Advocate* has a circulation of 13,000.

The SBAP updated the Program's brochure; the brochure was last updated in 1994.

The SBAP published articles in the *The Georgia Outreach*, *Management Update*, and *Shared Services*.

We developed an informal mechanism for the regional office and the enforcement programs to refer small businesses to us for assistance.

The SBAP revamped our web page and placed it in a more prominent location.

The Governor's appointees to the CAP were sworn-in at the state Capital in August.

The SBAP, CAP and the SBO met four times in 1998.

For the first time, the SBO, the SBAP Coordinator, and a member of the CAP attended the annual SBO/SBAP conference.

The SBAP Coordinator represented the Region IV States at the 4th annual Small Business Liaison Conference in Washington, D.C.

The SBAP presented to the Air Branch's new employees during orientation on the SBAP, CAA, and Pollution Prevention.

The SBAP's staff attended the Region IV Conference in Biloxi, Mississippi.

4.5 Please share any tips/hints/barriers first developed or recognized by your program (e.g., Tips: Performance based reporting ideas, Hints: Ways to optimize program delivery, Barriers: Legislative mandate for appointing CAP and potential conflict with reporting process).

In 1998 the SBAP adopted the rules of Customer Service, prepared by USEPA, after tweaking them to meet our needs. We also assigned activities to a specific person and listed backups for each activity. We did this when we prepared our annual work plan.

This allowed the program to run more effectively, while the Agency was undergoing major changes.

4.6 Success stories/case studies are strong examples of a program's effectiveness. Please share any success stories/case studies, including type of business(es) helped, existing problems, outreach methods used, improvements in compliance, etc.

N/A

SECTION 5 COMPLIANCE ASSISTANCE

5.1 What are the most common compliance problems identified by the facilities?

In the course of providing technical assistance, what have been the most common compliance issues addressed? Examples of compliance problems may include incomplete reports, lack of permits for new equipment or changes in processes, operating outside of Maximum Achievable Control Technology (MACT) or New Source Performance Standards (NSPS), or unpermitted emissions. Please indicate if certain problems are prevalent in any particular industry sector. A number of possible answers are listed below. Please check all those appropriate.

Common Compliance Problems	Any specific industry sector?	Please check appropriate boxes
Not understanding regulatory requirements		X
Operating without a permit		X
Incomplete recordkeeping	Drycleaners	X
Uncertain of permitting requirements/need for multiple permits		X
Uncertain how to determine emission inventories/general lack of technical experience		X
Uncertain how to complete forms/complicated paperwork		X
Lack of financing for pollution control equipment/technologies		
Operating outside NSPS or MACT		X
Improper storage/disposal of hazardous waste		
Fear of regulatory agency/arbitrary regulatory enforcement		
Failure to use or find the right equipment to comply with applicable standards	Gasoline Stations	X
Other (please list)		

Please list any specific regulations, monitoring, or recordkeeping requirements that are particular problems.

The Enforcement Program inspected the Perc drycleaners several times during 1998. Most of the drycleaners inspected were noncompliant for record keeping.

Please add any additional comments you have regarding common compliance problems.

We feel the biggest problem is the lack of awareness of the programs that provide compliance assistance. We also feel that the Permitting and Enforcement Programs are remiss in referring small businesses for assistance. If compliance assistance is a priority of Carol Browner's, ECOS, and STAAPA-ALAPCO; 507 programs would have the resources available to improve compliance.

5.2 What changes would you recommend, at either the state or federal level, to assist small businesses to comply with the CAA?

Please list any suggestions you have. We intend to compile the list of recommendations and highlight these in the report to Congress.

Georgia thinks that all of the 507 programs need to be multimedia. We also think that Karen Brown's office should do a public service announcement (PSA) about the 507 programs. The PSA should run in every state with the local number listed at the bottom of the screen. This would make businesses aware of the programs and would ultimately increase compliance.

5.3 Briefly describe how the SBTCP avoids internal or external conflicts of interest (COI) or perception that this program may not be confidential. Briefly describe any issues that may have developed and how they were resolved.

In early 1995, EPA's SBO worked with the SBTCPs and EPA's Office of Enforcement and Compliance Assurance to reach an agreement regarding the confidentiality of assistance provided to businesses via the SBTCP.

With this question we want to know how programs avoid COI and maintain confidentiality -- particularly in those cases where the SBAP is in the regulatory agency.

The SBAP avoids the discussion of confidential material with enforcement personnel unless enforcement makes a referral. When discussions are unavoidable, the business names are not used; or, circumstances are presented and assurances are secured before any sensitive materials are discussed.

5.4 Has your program used EPA's Policy on Compliance Incentives for Small Businesses (Small Business Policy) or a comparable state policy for small businesses/small communities? If so, please provide narrative details on your activities in the boxes below, and then complete the table for the period January through December 1998.

SMALL BUSINESS POLICY ACTIVITIES

Georgia has not used EPA's Policy on Compliance Incentives for Small Businesses or Small Communities.

SMALL COMMUNITY POLICY ACTIVITIES

	# Small Entities Qualifying Under the Policy	# Small Entities Attempting to Use Policy, Still Under Consideration	# Small Entities Attempting to Use Policy, But Not Qualifying	Total \$ Amount of Penalties Reduced
Small Business Policy				
Small Communities Policy				

This is the end of the 1998 SBTCP Annual Reporting Form. Thank you, and all contributors, for the completeness and accuracy of your Report. A copy of the EPA 1998 Report to Congress will be provided upon its submittal.