

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

**ANNUAL REPORTING FORM  
FOR THE PERIOD 1/1/99 TO 12/31/99**

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

**\*\*\* Completed forms are due by February 15, 2000 \*\*\***

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 1999 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
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**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
<b>Name</b>	Marvin M. Lowry	Anita Dorsey-Word
<b>Title</b>	Ombudsman	Coordinator
<b>Relationship to SBTCP</b>	SBO	SBAP Coordinator
<b>Organization</b>	DNR/EPD/Air Protection/SBAP	DNR/EPD/Air Protection/SBAP
<b>Address</b>	4244 International Parkway	4244 International Parkway
<b>Address</b>	Suite 120	Suite 120
<b>City, State, Zip</b>	Atlanta, GA 30354	Atlanta, GA 30354
<b>Telephone Number</b>	404/362-2656	404/362-4842
<b>Facsimile Number</b>	404/363-7100	404/363-7100
<b>E-mail</b>	marvin_lowry@mail.dnr.state.ga.us	adword@mail.dnr.state.ga.us or anita_dorsey-Word@mail.dnr.state.ga.us
<b>Hotline (national? state? toll free?)</b>	1-888-373-5947 (state) 1-877-427-6255 (national)	1-888-373-5947 (state) 1-877-427-6255 (national)
<b>Internet home page</b>	www.gasmallbiz.org	www.gasmallbiz.org

**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.*

<b>SBTCP Component</b>	<b>Month and Year of Establishment</b>
<b>SBO</b>	February 1992
<b>SBAP</b>	November 1992
<b>CAP</b>	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.*

<b>SBTCP Component</b>	<b>Month and Year Operations Began</b>
<b>SBO</b>	July 1992
<b>SBAP</b>	July 1993
<b>CAP</b>	November 1994

**BUDGETS**

**2.3 Please provide summary information on the funding for each component of your SBTCP (for the period January through December 1999). 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.*

	1999 BUDGET (\$)	SOURCE OF FUNDING (please describe)
<b>SBO</b>	50000	Title V fees
<b>SBAP</b>	125000	Title V Fees
<b>CAP</b>	5000	Title V Fees
<b>TOTAL</b>	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 1999, please indicate. Also, please indicate if any program budgets are combined.*

	1998 BUDGET (\$)	2000 PROJECTED BUDGET (\$)
<b>SBO</b>	50000	50000
<b>SBAP</b>	125000	150000
<b>CAP</b>	5000	5000
<b>TOTAL</b>	180000	215000

**2.5 Briefly describe any significant changes of more than 10% in the level of funding between the 1998, 1999, and 2000 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.*

Our goal is to add an additional position in FY 2000

**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 1999. 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
<b>SBO</b>	0.5
<b>Other staff</b>	0
<b>TOTAL STAFF</b>	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 1999. 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.*

<b>SBAP Staff</b>	<b>Number of FTEs (including retired engineers, paid or unpaid)</b>
<b>Paid</b>	2
<b>Unpaid Volunteers</b>	0
<b>TOTAL STAFF</b>	2

<b>Retired Engineers</b>	<b>Number of FTEs</b>
<b>Paid</b>	0
<b>Unpaid Volunteers</b>	0
<b>TOTAL RETIRED ENGINEERS</b>	0

**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 1999. 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 1999.*

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

<b>AFFILIATION</b>	<b>NUMBER OF PEOPLE ON CAP</b>
<b>Owner (or representative) of small business</b>	4
<b>State regulatory agency</b>	1
<b>General public</b>	2
<b>Not yet appointed</b>	0
<b>Other (please specify)</b>	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.*

<b>SBTCP COMPONENT</b>	<b>BRIEF DESCRIPTION OF ADMINISTRATIVE LOCATION</b>	<b>REGULATORY OR NONREGULATORY?</b>
<b>SBO</b>	EPD/Air Protection Branch/Planning & Support Program	Nonregulatory
<b>SBAP</b>	EPD/Air Protection Branch/Planning & Support Program	Nonregulatory
<b>CAP</b>	One CAP member is the program manager of the 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.	

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

*If YES, please complete Question 2.11.*

<b>YES</b>	<input type="checkbox"/>
<b>NO</b>	<input checked="" type="checkbox"/>

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

<b>SBAP Contractor</b>	
<b>Address</b>	
<b>City, State, Zip</b>	
<b>Telephone Number</b>	
<b>Facsimile Number</b>	
<b>Project Manager (or principal point of contact)</b>	
<b>1999 Budget</b>	
<b>Term of Contract</b>	
<b>Portion of Program Under Contract</b>	

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

<b>Air only</b>	<input type="checkbox"/>
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<b>Multimedia</b>	X
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## **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 1999?**

*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)	1	2							3
Airports/Air Transportation (45)	1	2							3
Analytical/Medical Instruments (38)									
Asbestos/Remediation (17, 32)	2			4					6
Asphalt (295)									
Attorney/Consultant/ Engineer (81, 87)	25								25
Auto/Motor Vehicle Dealers & Equipment (55, 501)	5								5
Auto/Body Maintenance, Repair, Refinishing (75)	9	1		2/9					19
Bakeries (546)									
Boat Manufacturing (373)									
Boilers (34, 50)									
Business Services (73)	10								10

**TABLE A**

<b>Industry Sector (SIC)</b>	<b>Hotline</b>	<b>Onsite Visit</b>	<b>Seminars/ Workshops</b>	<b>Publications</b>	<b>Home Page</b>	<b>Teleconference</b>	<b>Mailings</b>	<b>Other</b>	<b>TOTAL BUSINESSES REACHED</b>
Chemicals/Products (28)	8								8
Communications (48)		19						19	38
Concrete/Aggregate (32)									
Construction/ Contractor (15, 16, 17)									
Cotton Gins (072)									
Crushed Stone Products/Sand & Gravel (14)									
Dairy/Feedlots/ Livestock (02)									
Degreasers	3								3
Dry Cleaners/Laundry Services (721)	256	11	6/64	2/4,342			1754		6, 427
Electronics/Electric Equipment/Repair (36, 762)									1
Electroplating/Chrome Plating (347)	1								
Engines & Turbines (351)									
Food/Beverage Products & Processing (20, 514)									
Foundry/Smelter, Forging, Casting (33)									

**TABLE A**

<b>Industry Sector (SIC)</b>	<b>Hotline</b>	<b>Onsite Visit</b>	<b>Seminars/ Workshops</b>	<b>Publications</b>	<b>Home Page</b>	<b>Teleconference</b>	<b>Mailings</b>	<b>Other</b>	<b>TOTAL BUSINESSES REACHED</b>
Furniture Manufacture/ Repair/Wood Finishing (25, 764)	14	4		2/4					22
Gasoline Distribution (wholesale/retail) (517, 554)	5			1/1					6
Government (91, 95)	159			6/467					626
Grains/Grain Elevators (011, 422)									
Hospitals/Medical Health Services (80)	1								1
Hotels/Motels (70)									
Incinerators									
Landfills/Landfill Gas (495)									
Leather/Fur (31, 237)									
Machine Shop (359)									
Machine/Equipment Manufacturing & Repair (35)									
Manufacturing, Misc.	2	1							3
Metal Fabrication/ Finishing (34)	1								1
Mining (Metal & Coal) (10, 12)									
Organizations/ Associations (86)	2		2/50						52

**TABLE A**

<b>Industry Sector (SIC)</b>	<b>Hotline</b>	<b>Onsite Visit</b>	<b>Seminars/ Workshops</b>	<b>Publications</b>	<b>Home Page</b>	<b>Teleconference</b>	<b>Mailings</b>	<b>Other</b>	<b>TOTAL BUSINESSES REACHED</b>
Paints & Painting/Coatings (172, 285)	7								7
Paper Manufacturing & Products (26)		1							1
Personal Services (72)									
Petroleum Products, Storage, Pipelines (29, 46)									
Pharmaceuticals (283)									
Plastic Manufacturing/ Products (308)		1							1
Plumbing/HVAC (171)	7			2					9
Printing/Graphic Arts (27)	3								3
Private Citizen	13								13
Real Estate (65)									
Recreation Services (79)									
Recycling (509)	2	2		2					6
Repair, Misc. (76)									
Research & Testing Facilities/Laboratories (873)									
Restaurants (581)									
Retail/Wholesale Trade (50, 51, 59)									

**TABLE A**

<b>Industry Sector (SIC)</b>	<b>Hotline</b>	<b>Onsite Visit</b>	<b>Seminars/ Workshops</b>	<b>Publications</b>	<b>Home Page</b>	<b>Teleconference</b>	<b>Mailings</b>	<b>Other</b>	<b>TOTAL BUSINESSES REACHED</b>
Rubber Manufacturing/ Products (30)									
Sawmills/Logging/ Wood Products (24)	9	3		4					16
Schools (82)	2			1					3
Stone/Clay/Glass (32)									
Textiles & Apparel (22, 23)									
Transit (Passenger) (41)									
Transportation Equipment (37)									
Transportation Services (42, 44, 47)	3								3
Utilities (49)	2								2
Veterinarians (074)									
Waste/Waste Hauling (495)	8								8
Wastewater Treatment (495)	2								2
Cross Sector	67		1/7	4/40,262				1/249	40,585
Other	89	6							95
<b>TOTAL</b>	719	53	9	29			1754	249	48,015

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

<b>TABLE B</b>		
<b>TYPE OF ASSISTANCE REQUESTED</b>	<b>TOTAL # OF REQUESTS</b>	
	<b>CAA Requests</b>	<b>Non-air/Multimedia Requests</b>
<b>Compliance/Regulatory Information</b>	175	67
<b>Monitoring</b>		
<b>Recordkeeping</b>	158	
<b>Financial/Funding Information</b>	12	12
<b>Permitting</b>	56	
<b>General CAA Information</b>	224	
<b>Add to General Mailing List</b>	10	
<b>P2 Assistance</b>	7	
<b>Other</b>		
<b>TOTAL</b>	640	79

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

We targeted dry cleaners that use Perc during 1999.

**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 mailed more than 700 calendars in December 1998. The SBAP started receiving requests for the 2000 calendars in November. We sponsored a series of workshops entitled "I am from the Government and I am Here to Help" in 6 cities. We added two workshops after being flooded with calls requesting that we hold the workshop in their cities.

We were requested by the Southern States Dry cleaner show to do a modified, 4-state, version of our workshop at their annual dry cleaner show in 2000. The Southern Dry Cleaner show is the largest one in the southeast.

**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.**

*Environmental Protection Division's Inspection Guide*  
*2000 Dry Cleaner Compliance Calendar (with hazardous waste tips)*  
 1999 SBAP brochure

**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	
Guidance documents, fact sheets, etc.	X
Information on P2 options	X
Multimedia	X
List of available publications	X
CAP information	X
Calendar of events	
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?**

When we received our new cite address (www.gasmallbiz.org) we requested feedback from EPD personnel. Some of the associates have provided very valuable and encouraging comments. The most common ones are that the info is easy to read and easy to access.

**How many times was your electronic bulletin board or home page accessed during the 1999 reporting period)?**

We are not able to track the number of times the home page was accessed.

### 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
<b>SBO</b>	The SBAP has a gentleman's agreement with the Hazardous Waste Program on providing multimedia technical assistance to Dry-cleaners.
<b>SBAP</b>	The SBAP partnered with the Small Business Development Center, The Atlanta Gas Light Company, and the South Eastern Fabricare Association on a series of workshops entitled "I am From the Government and I am Here to Help". The workshop was held in six locations.
<b>CAP</b>	

**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 listserv or government ombudsman listserv	
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.*

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

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

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

## 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 1999 Goals. Those objectives were grouped under Education, and Technical Assistance. See below:

### **Education**

1. Publish 4 newsletters during CY 99.
2. Maintain a combined data base of small businesses by SIC codes for targeted sector outreach.
3. Sponsor an exhibit at one trade association conference.
4. Make 12 informational presentations to professional groups and civic associations.
5. Maintain a web page for small business owners to use for distributing relevant information in a timely manner.
6. 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.
7. Maintain a repository of pollution prevention and SBAP resources.
8. Market the program via radio, television, and press releases to inform small business owners of the multi-media assistance services now available to them.

### **Technical Assistance**

1. Publicize the toll-free telephone assistance line.
2. Prioritize small business technical assistance needs by industrial classification and prepare two compliance assistance documents.
3. Make 12 site assessment audits.
4. Assist 12 small businesses in permitting assistance.
5. Respond to 500 requests for assistance via telephone within 24 hours and complete any required on-site follow-up visits at the client's convenience.
6. Make 6 joint inspections with compliance inspectors from other Air Branch Programs to maintain familiarity with small business technologies.
7. Make 6 joint "white hat" compliance assistance visits with inspectors from the DNR Hazardous Waste Programs to dry cleaning establishments.

#### **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 exceeded our work plan goals. Our system of measurement worked.

#### **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.).**

During 1999 the SBAP produced and distributed 19 public service announcements to television stations in Macon, Savannah, Columbus and Augusta.

The Seventh CAP member was appointed. The position had been vacant for 2 years.

The Director of EPD sent a letter to managers in EPD. The letter explained the history of the SBAP and the types of services provided. The letter was designed to show support of the program at the highest levels.

The SBAP help prepare an overview of the NESHAP requirements for inclusion in a multimedia guide for dry cleaners.

The Ombudsman and the SBAP Coordinator appeared on a talk show in Columbus, GA. They discussed the merits of a business using the SBAP.

The SBAP requested to be listed in the next Government "blue" pages of the phone book.

With the aid of our CAP the SBAP received a dedicated toll-free number in October, 1999. The previous number was shared by three programs. The SBAP received 120 calls on the toll free number from October 15-December 31, 1999.

The SBAP prepared a multimedia inspection guide for the Division. This compliance assistance tool explains EPD's inspection process.

The SBAP was visited by Karen V. Brown, USEPA National Ombudsman, in May. Her visit increased our visibility within EPD.

The SBAP reached out and touched more than 48, 000 businesses in 1999. We provided onsite assistance to 53 businesses.

The SBAP sponsored a series of workshops entitled "I am from the Government and I am Here to Help" in 6 cities. We added two workshops after being flooded with calls requesting that we hold the workshop in additional cities.

We were requested by the Southern States Dry cleaner show to do a modified, 4-state, version of our workshop at their biannual dry cleaner show in Spring 2000. The Southern Dry Cleaner show is the largest one in the southeast.

**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).**

Tip: In 1999 we used local dry cleaners to host our workshops. We selected dry cleaners that were prominent in their communities and members of the South Eastern Fabricare Association. This worked very well for us in some of the cities visited. The dry cleaners received a call from their local hosts inviting them to attend the workshops.

We also dressed casually instead of jackets and ties. We intentionally created a non-threatening, relaxed atmosphere.

**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.**

During 1999, a dry-cleaner was referred to us for assistance by one of the enforcement programs. We visited the cleaners and determined that his compliance problems centered around his lack of familiarity with the dry-to-dry machine and record keeping. We assisted him with the record keeping requirements and brought in a Union retailer to train him in the proper use of the dry cleaning machine. Union provided their assistance at no charge to us or the dry cleaner. The facility was reinspected several months later by the enforcement program and was found to be in compliance.

**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
<b>Not understanding regulatory requirements</b>		X
<b>Operating without a permit</b>		X
<b>Incomplete recordkeeping</b>	Dry cleaners	X
<b>Uncertain of permitting requirements/need for multiple permits</b>		X
<b>Uncertain how to determine emission inventories/general lack of technical experience</b>		X
<b>Uncertain how to complete forms/complicated paperwork</b>		X
<b>Lack of financing for pollution control equipment/technologies</b>		
<b>Operating outside NSPS or MACT</b>		
<b>Improper storage/disposal of hazardous waste</b>		
<b>Fear of regulatory agency/arbitrary regulatory enforcement</b>		X
<b>Failure to use or find the right equipment to comply with applicable standards</b>		X
<b>Other (please list)</b>		

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

N/A

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

We have found that a large percentage of businesses are not aware of the record keeping requirements and are very frightened of the liability surrounding hazardous waste contamination.

**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.*

None

**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 confidentiality issue was discussed at the workshops for dry cleaners in 1999. We explained that by statute the information received in our office is confidential. To date we have not had any conflicts develop as a result of the SBAP's confidentiality policy.

**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 1999.**

**SMALL BUSINESS POLICY ACTIVITIES**

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

**SMALL COMMUNITY POLICY ACTIVITIES**

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

**This is the end of the 1999 SBTCP Annual Reporting Form. Thank you, and all contributors, for the completeness and accuracy of your Report. A copy of the EPA 1999 Report to Congress will be provided upon its submittal.**