

RHODE ISLAND DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
I. FY2002 WORK PLAN OFFICE OF TECHNICAL AND CUSTOMER ASSISTANCE

Program Name and Description: Office of Technical and Customer Assistance

The Office provides assistance to the general public, state and local governments, and the business community concerning compliance with rules, regulations, environmental standards, and the permitting process. One aspect of this service is to coordinate pre-application assistance to companies and to individuals seeking permits. Prospective applicants for environmental permits have a single point of contact who provides information on permits required, including permits for large facilities where more than one type of environmental permit is required. Another service is to coordinate the Department's review process of large, multi-program projects involving other agencies including, EPA, ACOE, CRMC, and/or EDC. Another coordination function is to track projects that the Economic Development Corporation's Board has determined to be of Critical Economic Concern.

The Office also serves as an information repository for the Department's regulations and policies so that the public can easily access them. The Department's web site (<http://www.state.ri.us/dem>) is coordinated and maintained by this Office. In addition, the Office will maintain user-friendly descriptions of the regulations so that the public can easily determine the requirements associated with the regulations.

The Office also provides small business compliance assistance and pollution prevention technical support to businesses, industry, and governmental agencies to help them prevent and minimize pollution at the source of generation. This outreach function includes: on-site technical assistance; training programs, conferences, and workshops; and both regulatory and economic incentives to prevent pollution and to minimize the generation of pollutant wastes associated with industrial processes. These programs work with businesses to reduce regulatory burdens and to develop cost-effective ways to reduce toxic and hazardous material use and waste in the workplace. DEM staff working with the pollution prevention program do not report regulatory violations nor do they issue enforcement actions with penalties for non-compliance. This separation of DEM's assistance and enforcement functions is designed to make the assistance program more attractive to industry.

II **Mission of Program, Office or Division:** To provide Rhode Islanders with guidance and technical assistance on regulatory issues, enhancing environmental management and sustainable economic development, while fostering sound customer service principles throughout the Department.

III **Program highlights (2-3 sentences on status; major successes, major problems, major initiatives)**

The Office will continue to provide pre-application assistance by coordinating with select staff from the permitting programs to respond to permitting questions, conduct preapplication meetings, and provide up-to-date information on the Department's regulations and policies. Pollution prevention opportunities will be discussed and promoted as part of the application process.

Working to reduce mercury throughout the state by promoting and supporting model legislation that requires phase outs of certain mercury products, labeling of many mercury containing products, and promotes outreach and education of mercury reduction strategies.

Continue core pollution prevention and partnership activities with the URI Center for Pollution Prevention including novel occupational and environmental health risk reduction work in automotive refinishing; the integration of pollution prevention into ISO 14000 Environmental Management Systems; and process engineering (e.g., ultra-filtration/reverse osmosis membrane separation technology, biological process systems, laboratory pilot testing/analytical work) at local manufacturing sites.

A major new initiative is to develop a *Business Certification and Assistance Program* to implement the autobody certification program, expand this program into other sectors, and strengthen the current efforts in Pollution Prevention and Small Business Assistance Programs.

The Small Business Assistance Program will develop a list of potential panel members for appointment to the Compliance Assistance Panel required under the Clean Air Act. Working with the Governor's Office and the Legislature, appoint final panel members and hold at least one meeting during 2002.

IV. **Objectives in Order of Priority:**

- 1) Provide fast & consistent regulatory information and assistance in a professional, customer-friendly manner.
- 2) Develop model multi-media, occupational and environmental health autobody self-certification program by 2002.
- 3) Develop outreach and educational programs in coordination with the Pollution Prevention Program and regulatory divisions to help small businesses understand and meet their regulatory responsibilities, and take advantage of opportunities to decrease pollution and regulatory burden.
- 4) To eliminate or reduce the creation of pollutants at their source.
- 5) Establish a process to integrate pollution prevention into permitting and enforcement programs.
- 6) To gauge the public's level of satisfaction with the Department and its various functions and offices, and to periodically reassess same and communicate results throughout the Department.
- 7) To evaluate the feasibility of establishing a RI Environmental Leadership program (ELP)

OTCA has received a low number of referrals for assistance with SEPs. SEPs, such as a mercury thermometer take-back program, can be used to promote pollution prevention opportunities. It is recommended that the Bureau proceed with the establishment of a SEP Bank to create more opportunities for SEPs. It is also suggested that SEPs be incorporated into the legal case conclusion document.

OBJECTIVE 1: Develop outreach, assistance and educational programs to help individuals and small businesses understand, meet, and exceed their regulatory responsibilities.		Environmental Indicators: Increased efficiency of customer assistance
STRATEGIES*	ACTIVITIES	Performance Measures*
Provide fast & consistent regulatory information and assistance in a professional, customer-friendly manner.	Establish customer assistance call center utilizing permit streamlining technology	Percentage increase of number of customers served , goal is 10% increase
	Coordinate file review requests for DEM programs	% increase of appointments, goal is 10% increase
	Continue to improve Department's www site	New information added Add tracking feature by Dec. 2001
	Continue Public Works Liaison Program, provide similar assistance to colleges/universities and other state agencies	Number of Contacts with Public Works Departments, goal of 5 communities
Assist Office of Waste Management with human health risk assessment reviews of site remediation plans.	1) Number of plans reviewed	
Continue coordination with selected staff from permitting programs for pre-application assistance and customer assistance requests.	Conduct pre-application meetings for projects that require DEM permits	% increase of pre-app meetings, goal is 10% increase

OBJECTIVE 2: Develop a <i>Business Certification and Assistance Program</i> to implement and expand certification program and strengthen other assistance programs.		Environmental Indicators Functional model of program developed.
STRATEGIES*	ACTIVITIES	Performance Measures*
Complete autobody certification program. elements	Complete checklists, OSHA/recycling Ch., and workbook.	Final draft completed by Dec. 2001
	Review with stakeholder groups.	1) Number of meetings and stakeholder participation, 2 expected
	Meet w/ MADEP to select program measures.	Draft measures by Dec. 2001
	Design tracking database and conduct baseline audits.	1) Database developed by Dec. 2001 2) No. of audits performed, 20 – 60 expected
	Industry workshop on self-certification program.	1) Number of individuals attending workshop, goal is 200
Implement program on a bi-annual basis.	File workbook and checklists with Secretary of State's office	1) Statistical evaluation of pre-certification performance, April 2002
	Statewide implementation; approx. 350-400 facilities	2) Number of companies self-certified, 75% by August 2002 3) Number of referrals to OC&I 4) Post-certification statistical analysis, August 2003
Expand program into other sectors.	Develop program elemnts for Dry Cleaning Sector and Injection Molding Sector	Dry Cleaning by June 2002 Organize stakeholder group by Dec 2002 Injection Molding stakeholder group by July 2002

OBJECTIVE 3: - Small Business Assistance Program - Develop outreach and educational programs in coordination with the Pollution Prevention Program and regulatory divisions to help small businesses understand and meet their regulatory responsibilities, and take advantage of opportunities to decrease pollution and regulatory burden.		Environmental Indicators
STRATEGIES*	ACTIVITIES	Performance Measures
Assist small businesses through outreach activities	Provide regulatory assistance through written correspondence (letters, factsheets, workbooks).	1) Materials produced 2) Number of businesses and customers reached.
	Provide regulatory assistance through in-house meetings and with regulatory programs; provide assistance through on-site visits.	1) Number of businesses assisted
	Production of Pollution Prevention Newsletter	1) Issues produced (each issue to 3200 businesses)
	Work with Tufts engineering students on developing a Compliance Manual for Rhode Island Perchloroethylene Drycleaners	1) Completion of Compliance Manual, July 2001
	Promote applicable EPA programs to help businesses attain regulatory compliance through emission reductions (ex. Greenlights)	1) Number of RI businesses participating, goal 100 by July 2001 2) Pounds of pollution reduced
Assist small businesses with pollution prevention	Design a pollution prevention and Small Business Assistance Program area on the DEM web page.	Dependent upon hiring of Environmental Scientist position, March 2002
	Partner with EPA, DEM P2 Program, Office of Air Resources & Office of Compliance and Inspection to identify and address business sectors and compliance issues in the Woonasquatucket and Wood/Pawcatuck Watersheds (ex., HAP Emission Coating Rules Satellite Broadcast, Boiler Factsheet).	1) Number of businesses assisted, goal of 75% 2) Number of businesses brought into compliance, goal of 100% of business found with compliance problems 3) Number of participants 4) Pounds of pollution reduced 5) Target Date Sept. 2001
	Organize OTCA Technical Library and Catalog resources; make OTCA-produced materials available on the web.	Dependent upon hiring of Environmental Scientist position, Dec. 2001

OBJECTIVE 4: To eliminate or reduce the creation of pollutants at their source.		Environmental Indicators
STRATEGIES*	ACTIVITIES	Performance Measures
Provide guidelines and options for pollution prevention and reduction	Respond to business and industry requests for pollution prevention technical assistance.	1) Number of on-site visits performed, 20 expected 2) Percent reduction in multimedia pollutants/waste streams in ISO 14000 certified companies 3) Estimated percent reduction in greenhouse gas emissions for each entity participating in EPA Green Lights program
	Assist businesses in their efforts to incorporate P2 into ISO 14000 EMS Plans	1) Number of companies assisted, 3 expected 2) Number of ISO 14000 Roundtable monthly meetings attended
	Coordinate Chamber of Commerce workshop for P2 Week and Governor's Awards	No. of attendees Send 3,000 brochures Choose Recipients by Aug. 2001
	Speak at conferences/workshops on pollution prevention opportunities for businesses	1) Number of presentations made 2) Number of people in attendance
	Continue to support the URI Center for Pollution Prevention's laboratory, pilot testing, technology transfer, international trade mission and graduate course work on pollution prevention and risk management.	Contractual support provided; Negotiate contract for 5-year renewal.
	Continue to support Narragansett Bay Commissions pollution prevention initiatives through technical support activities.	1) Number of initiatives supported 2) EMS Program for metal finishers
	Continue to participate in the quarterly Business Roundtable meetings.	Meeting attended
	Provide guidelines and options for pollution prevention and reduction.	Prepare report on use of P2 innovative technologies, SEPs and other non-traditional approaches to advance EE
Continue to explore new P2/compliance assistance initiatives such as Groundwork Providence, injection molding, diesel school bus exhaust study		No. of initiatives involved, 2 –4 expected
Participate in EPA Marina Project		No. of on-site audits, goal of 5
P2/compliance audit/assistance to DEM laboratories on Prudence Island		Site visit(s), training, audit, document development, Schedule by Oct. 2001
Continue to support SPP risk initiatives		No. of initiatives/meetings
Implement Mercury Task Force voluntary strategies to reduce exposure to mercury.	Participate in US EPA Mercury Challenge Initiative	Aim for mercury-free emissions by 2003 Proposed mercury legislation in 2001 Implementation by June 2002

OBJECTIVE 5: Establish a process to integrate pollution prevention into permitting and enforcement programs.		Environmental Indicators*
STRATEGIES*	ACTIVITIES	Performance Measures
Enable permitting and enforcement staff to recognize increase or decrease of pollutant generation	Work with Office of Air Resources to recommend P2 activities to facilities needing to comply with air toxic regs.	Goal of 2-6 facilities assisted.
	Work with Office of Air General Permitting Section to determine how to integrate P2 strategies within this program.	2) Assistance offered/material produced 3) Pounds of pollution reduced

OBJECTIVE 6: To gauge the public's level of satisfaction with the Department and it's various functions and offices, and to periodically reassess same and communicate results throughout the Department.		Environmental Indicators*
STRATEGIES	ACTIVITIES	Performance Measures*
Develop and distribute a survey to a representative cross-section of the public, and presenting the results in a useful form.	Develop a survey form. Develop specific statistics and reports will be determined as part of the project. Distribute results throughout Department	Work with one office (TBD) to develop a survey form by March 2002 Distribute form by April 2002 Distribute results by July 2002

OBJECTIVE 7: Improve accessibility and responsiveness		Environmental Indicators*
STRATEGIES	ACTIVITIES	Performance Measures
Single Point-of-Contact for coordination and review of major projects	Providence River Dredging Project Marina Dredging CRMC Summaries Quonset Point Master Plan Rhode Island Airport Corporation Master Plan Ladd Center Development	# of comment letters # of meetings attended # of deadlines met
Customer satisfaction	Promote and strengthen the Office of Technical and Customer Assistance (OTCA) as single point of contact for routine inquiries and requests for assistance	Develop department-wide policy and system to solicit customer feedback by March 2002

OBJECTIVE 8: To develop and support a self-sustaining, multidisciplinary “Center for Cleaner Production and Environmental Health” at the University of Rhode Island		Environmental Indicators*
STRATEGIES*	ACTIVITIES	Performance Measures
Work with the University to establish an official “Center for Cleaner Production and Environmental Health”	Provide pollution prevention staff support for planning activities and meetings	Integrated “Center “ established through interdepartmental partnerships at URI
Work with EDC and URI to secure funding, including exploration of legislative grants, philanthropic foundations and potential business partners.	Joint meetings with funding agencies	Apply for NSF grant in 2003 Seek international (Asia) funding by 2004
Develop joint, i.e. DEM-URI Center, grant proposals to NIH, NIOSH, NIEHS, OSHA and EPA to develop industry outreach initiatives with emphasis on environmental health; continuing work and using autobody project as a model	Grant funding research Proposal submissions	Number of interdisciplinary environmental health/cleaner production projects initiated
Expand cooperative efforts, technology transfer and contribute findings to national and international community; e.g., Mexico, Korea	Support and participate in URI-lead initiatives	1) No. of international partnerships formed, goal of 1-3 2) No. of technology transfer missions, 2-5 3) No. of publications in peer-reviewed literature, 2-6

OBJECTIVE 9: Evaluate feasibility of establishing a RI Environmental Leadership program (ELP)		Environmental Indicators*
STRATEGIES*	ACTIVITIES	Performance Measures
Identify existing state ELP programs and evaluate success/failures.	Contract with Tellus Institute and Brown University to provide background information	Summary document for informational purposes by June 2001
Survey RI industry and non-governmental organizations regarding their interest in developing a state program.	Conduct stakeholder focus group meetings, and assist in compiling information for recommendations regarding program implementation.	Summary document with process evaluation and recommendations Sept. 2001
Survey existing RI incentive programs and coordinate the implementation of a single program that will manage info related to all incentive-based programs.	Survey RIDEM, NBC, RIEDC, RI DOA (Taxation) in order to establish existing incentive programs	Production of an integrated document that will provide user-friendly information for industry by Dec. 2001
To use existing criteria for participants in a state ELP.	Evaluate criteria already required by other state/federal programs (i.e.: EMS, NBC, EPA/state Biennial Report, DOL, etc)	Number of companies expressing interest in participation, goal of 3 -6.
Develop new incentives which will initiate participation in a state ELP.	Survey, evaluate and make recommendations for ELP program elements	Number of companies expressing interest in participation
Secure funding to support ELP Program development	EPA Grant proposal submitted, pending funding	Grant application prepared and submitted within EPA time lines.
To facilitate a contractual relationship with local University students who will assist in the development of an ELP program.	Work with Office of Management Services, DOA and local university business offices to establish a mechanism to employ interns to assist in such projects.	Establishment of a tech/training contract with local universities, based on available EPA funding (see above)