

RHODE ISLAND DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
I. FY2000 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 application review process for projects that require more than one environmental permit such as the permitting of large facilities that involve air emissions as well as construction that involves more than five acres (which requires a stormwater permit). Part of this 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 with health care sector to reduce mercury in hospitals by encouraging participation in the EPA Mercury Challenge. Assistance is being offered to conduct baseline audits and develop waste reduction/management plans through our partnership with the URI Center for Pollution Prevention.

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; collaboration with EPA/NBC/URI on Metal Finishing 2000, Clean P2 and Strategic Goals projects; and process engineering (e.g., ultra-filtration/reverse osmosis membrane separation technology, biological process systems, laboratory pilot testing/analytical work) at local manufacturing sites.

Two new major initiatives include: 1) the development of an auto body certification program requiring compliance with environmental and occupational health standards (partnerships with the Rhode Island Department of Health and the Davies Vocational Technical High School will be established through a signing of an MOU to develop standards, provide training and implement the program), and 2) the establishment of a process to integrate pollution prevention into permitting and enforcement programs. The permit integration and enforcement initiative will include the development of a permit writers training program, a process for referrals from compliance office, further use of supplemental environmental projects, and establishing additional contacts and partnerships with Rhode Island businesses.

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 2000.

Major problems that could be addressed, but do not have the resources to support the effort:

- Persistent, Bioaccumulative, and Toxic Pollutants. Working with Air, Water, Waste programs and DOH identify and inventory sources of all PBT's (e.g., lead, dioxin, BaP, mercury) that are of concern in Rhode Island. Develop engineering/scientific expertise for each pollutant source. Develop outreach materials and perform on-site assessment work to eliminate or reduce PBT's to maximum extent feasible. Collect baseline data at participating facilities and track results. Communicate findings through Departmental publications and peer-reviewed literature.

- Municipal Wastewater Treatment Facilities. Using the Narragansett Bay Commission as a model, select municipalities and integrate pollution prevention into industrial pretreatment programs. Regulatory/non-regulatory approach will vary among municipalities depending upon types of industrial discharge, facility operations and resources available at the local level. DEM's pilot project with the NBC's Pollution Prevention Program has grown into a model national program. DEM's experience and demonstrated success in this start-up project can be transferred to other municipal partners, thereby leveraging resources and dramatically increasing our ability to prevent pollution at its source. This initiative would also include partnering with NBC's water audit program staff to identify potential savings in facility sewer, water and heating bills.

- Community Risk Profile Pilot Project. Establish partnership with Brown University School of Medicine's Community Health program to select a pilot community, perform baseline assessment and establish pollution prevention priorities. This would include the identification of multimedia, multipathway environmental health risks and environmental justice concerns. The URI Center for Pollution Prevention would assist in reducing pollution through the application of state of the art chemical engineering technology.

- Children's Health. In conjunction with EPA's Office of Children's Health Protection, identify and evaluate potential environmental threats to children's health including lead, take-home-toxics, and pesticides. Examples of areas currently being addressed by EPA include: asthma and other respiratory effects, childhood cancer, developmental and neurological toxicity, health effects of pesticides, potential risks from contaminated water and environmental education related to children's health. Develop partnership with Division of Agriculture and others to implement a pilot program in Woonasquatucket and Pawcatuck watersheds.

- **Climate Change Initiative.** Work with state agencies to reduce greenhouse gas emissions through energy efficiency measures such as EPA's Green Lights Program. Make educational materials on global warming available, work with the Strategic Planning and Air Resources to generate state greenhouse gas inventory and reduction plan. Continue to promote alternative fuel vehicles amongst state agency fleets.

*Coordinate strategy development for each initiative with the Office of Strategic Planning & Policy

- **Resources Required:**
- 1) One experienced, self-starter at the Principal/Supervising level with appropriate staff to champion each initiative
 - 2) One URI Center for Pollution Prevention Research Associate
 - 3) Contract funds to partner with Brown University for Community Risk Profile Pilot Project
- **Identify outside sources of funding including public-private partnerships, EDC, legislative grants and foundations**

IV Objectives in Order of Priority:

- 1) Provide fast & consistent regulatory information and assistance in a professional, customer-friendly manner.
- 2) Develop a model multi-media, occupational and environmental health autobody self-certification program by 2002.
- 3) Provide Assistance to RI State Agencies, City/Town Municipal Facilities, Colleges, and Universities by 2001.
- 4) 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.
- 5) To eliminate or reduce the creation of pollutants at their source.
- 6) Establish a process to integrate pollution prevention into permitting and enforcement programs.
- 7) 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.

OBJECTIVE 1: Provide fast & consistent regulatory information and assistance in a professional, customer-friendly manner	Environmental Indicators: Increased efficiency of customer assistance	
STRATEGIES*	ACTIVITIES	Performance Measures*
Work to streamline the permitting process	Establish customer assistance call center utilizing permit streamlining technology	Percentage increase of number of customers served Number of customers served
	Conduct pre-application meetings for projects that require DEM permits	Number of pre-app meetings % increase of pre-app meetings
	Coordinate file review requests for DEM programs	Number of file review appointments % increase of appointments
	Continue to improve Department's www site	New information added % increase in www hits
	Continue Public Works Liaison Program	Number of Contacts with Public Works Departments % increase

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.		
Provide assistance to the permitting programs for public education and outreach services to be paid for on a contract basis by the permitting program.		
Provide assistance in permit streamlining initiative, development of permit assistance guidebook		

OBJECTIVE 2: Develop a model multi-media, occupational and environmental health autobody self-certification program by 2002	Environmental Indicators Functional model of program developed.	
STRATEGIES*	ACTIVITIES	Performance Measures*
Initiate self certification program activities	DEM-DOH MOU on autobody field investigation activities	1-5 Years Post Implementation 1)) Signed agency commitments 2) Percent decrease in methylene chloride usage 3) Percent decrease in gallons of lead based body filler used by industry
	Form industry stakeholder workgroup to inform and guide the process	1) Number of meetings and stakeholder participation
	Analyze MADEP self-certification approach; noting program success and implementation barriers	# of self certifications
	Draft autobody self-certification program materials	Materials completed
	Industry workshop on self-certification program	1) Number of individuals attending workshop

	Statewide implementation; approx. 350-400 facilities	1) Number of companies self-certified 2) Number of referrals to OC&I
--	--	---

Partners: DEM media divisions, William Davies Career and Technical High School, RI Department of Health, RI autobody industry

OBJECTIVE 3: Provide Assistance to RI State Agencies, City/Town Municipal Facilities, Colleges, and Universities by 2001	Environmental Indicators Partners identified and Working relationship developed.	
STRATEGIES	ACTIVITIES	Performance Measures
Identify and target entities in Woonasquatucket and Wood/Pawk. watersheds		
	Partner with EPA New England, DOA and the Rhode Island Public Works Association to develop informational conferences, brochures and outreach	1) Number of brochures developed 2) Number of conferences held 3) Number of conference attendees
	On-Site Pollution Prevention and Regulatory compliance assessments –DEM and EPA	1) Number of site visits
	Follow-up visits and assessment of changes	1) Number of visits 1) Percent increase in compliance 2) Percent reduction in waste/emissions

Partners: US EPA New England Region, The Rhode Island Public Works Association, Department of Administration

RHODE ISLAND DEPARTMENT OF ENVIRONMENTAL MANAGEMENT
FY2000 WORK PLAN - OFFICE OF TECHNICAL AND CUSTOMER ASSISTANCE - Small Business Assistance Program

OBJECTIVE 4: 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 thru outreach activities	Appointment of the SBAP Compliance Assistance Panel	1) Appointment of panel members 2) Meeting(s) held
	Production of Pollution Prevention Newsletter	1) Number of issues produced (each issue to 3200 businesses)
	Coordinate with Air Resources Risk Management Planning to prepare education and outreach materials on the General Duty Clause.	1) Number and type of products produced 2) Number of workshops/seminars held 3) Number of attendees
	Create Pollution Prevention and Small Business assistance guide and training for DEM media personnel and incorporate into permitting activities	1) Number of permits that include pollution prevention measures 2) Number of attendees
Assist small businesses with pollution prevention	Design a pollution prevention and Small Business Assistance Program area on the DEM web page.	1) Number of site "hits" 2) Number of referrals
	Partner with Pollution Prevention and Office of Compliance and Inspection to identify and address business sectors and compliance issues in the Woonasquatucket and Wood/Pawcatuck Watersheds.	1) Number of businesses assisted 2) Number of businesses brought into compliance 3) Number of conferences 4) Number of participants
	Partner with DOA to assist government agencies in developing EMS's that incorporate pollution prevention methods.	

Partners: Pollution Prevention Program and URI Center for P2, DEM Media Divisions, US EPA Region I, US EPA HQ SBAP Ombudsman and National Steering Committee, NEWMOA, William Davies Career and Technical High School, EDC, RIMES, SBDC, Industry Organizations,

OBJECTIVE 5: 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 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 2) Number of ISO 14000 Roundtable meetings attended
	Promote EPA Green Lights program to state government and Rhode Island businesses	Number of companies/agencies assisted
	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 provide
	Continue to support Narragansett Bay Commissions pollution prevention initiatives through technical support activities.	1) Number of initiatives supported
	Continue to participate in the quarterly Business Roundtable meetings.	Meeting attended
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

OBJECTIVE 6: 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	Develop a plan with key program elements for the integration of pollution prevention into media programs	Written work plan
	Develop training program for permit writers and inspectors	1) Produce training materials
	Schedule and conduct training	1) Number of work shops held 2) Number of attendees
	Provide pollution prevention technical assistance to media programs for SEP's and to businesses referred to OTCA from field inspectors	1) Percent decrease in pollutant generation resulting from on site visits 1) Number of referrals from field inspectors 2) Number of on site technical assistance visits resulting from referrals 3) Number of telephone assistance calls resulting from referrals 4) Number of media program requests to assist in development of SEP's

OBJECTIVE 7: 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.	Environmental Indicators*	
STRATEGIES		Performance Measures*

Develop a partnership with a third party (either URI, Brown U., Providence Journal, or Save the Bay) for the purpose of developing and distributing scientifically valid surveys to a representative cross-section of the public, and presenting the results in a useful form.		1) Completion of an agreement with selected partner.
	Develop a survey form. Develop specific statistics and reports will be determined as part of the project.	1) Completion of the survey form, and approval by all affected offices within the Department.
	Distribute results throughout Department	1) Percentage improvement (or degradation) in reported statistics.
OBJECTIVE 8: Improve accessibility and responsiveness	Environmental Indicators*	
STRATEGIES		Performance Measures*
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	Update brochure about OTCA services and contacts for customer assistance by December 1999, distribute to constituents and media by January 2000 Develop department-wide policy and system to solicit customer feedback by March 2000