

Accomplishment Summary – ENFORCEMENT AND COMPLIANCE ACTIVITIES Federal Fiscal Year 1999 – RIDEM Bureau of Environmental Protection

This report incorporates enforcement and compliance activities carried out by RIDEM's Bureau of Environmental Protection for federal fiscal year 1999 (October 1, 1998 – September 30, 1999). These actions were completed by the Office of Air Resources ("OAR"), Office of Compliance & Inspection ("OC&I"), Office of Waste Management ("OWM"), Office of Water Resources ("OWR") and Office of Technical and Customer Assistance ("OTCA").

OFFICE OF COMPLIANCE & INSPECTION - COMPLIANCE AND ENFORCEMENT RELATED ACTIVITIES

The OC&I has nine (9) general compliance programs broken into two (2) main compliance units. The two main units are air/waste compliance and water compliance. The 9 separate programs consist of air, emergency response (including aboveground storage tanks), hazardous waste (RCRA), solid waste (including medical waste and tires), underground/leaking underground storage tanks (UST/LUST), water pollution, wetlands, failed septic systems and dams safety. OC&I is generally responsible for all incoming complaints to the department of regulatory violations except for complaints closely related to the internal operations of permitted facilities. OC&I coordinates closely with other RIDEM regulatory offices including the OWR, OWM and OAR regarding referrals of formal enforcement actions. OC&I develops formal enforcement actions for the DEM regulatory offices. This includes the issuance of Notices of Violations with administrative orders and assessments of penalties. OC&I coordinates the development of these cases with the Office of Legal Services. OC&I also facilitates negotiated settlements, prepares consent agreements, testifies in support of the administrative enforcement action at RIDEM's Administrative Adjudication Division and tracks compliance. Where necessary, OC&I will work with the Office of Legal Services to refer cases to superior court and will assist DEM's Office of Criminal Investigation regarding sampling and testifying as expert witnesses.

OC&I generally tracks a number of compliance related activities carried out by the 9 compliance programs. **These activities are provided in the attached chart.** This chart, however, only provides a snapshot of the totals in each category without providing an explanation of how each category may or may not relate. Some of the highlights and explanations follow.

Complaint Response and Inspections

In FFY1999, OC&I received 4,007 complaints. A bulk of these complaints (1,866) relate to air compliance and most of the air complaints relate to odors (>85%). In FFY1999, OC&I air inspectors spent a significant amount of time responding to odor complaints related to the Central Landfill (572 complaints) and New England Ecological Development Corporation (97 complaints) facility off Green Hill Road and Shun Pike, Johnston, R.I. Another significant amount of complaints relates to emergency response. OC&I's emergency response staff responded to 732 calls in FFY1999. These complaints relate to spills or releases of hazardous materials or petroleum (oil and gas). OC&I's emergency response staff routinely assists municipalities, the state police and the department of transportation in handling these types of spills. They provide advice, monitor clean-up contractors and supervise operations as needed.

OFFICE OF COMPLIANCE AND INSPECTION
ENFORCEMENT ACTIVITIES FY 98/1999 - OCTOBER 1, 1998 TO SEPTEMBER 30, 1999

	AIR	EMER RESP	ISDS	RCRA	SOLID WASTE	UST/LUST	WATER	WETLANDS	TOTAL
Complaints Received (see explanation note)	1866	732	371	26	191	NA	208	613	4,007
Complaint Investigations (see explanation note)	717	732	342	27	167	NA	196	549	2,730
Complaints Unfounded	628	25	179	2	87	NA	136	139	1,196
Inspections Completed	941	714	626	26	119	NA	319	925	3,670
PERMITTED FACILITIES*									
Inspections	NA	NA	NA	66	7	NA	NA	NA	73
Re-Inspections	NA	NA	NA	33	0	NA	NA	NA	33
ENFORCEMENT ACTIONS									
Warning letters (informal enforcement)	57	11	145	18	32	6	15	97	381
Notice of Violation (formal enforcement)	15	NA	12	21	6	25	2	4	85
Referrals to Mediation (Program not in place for FFY 1999)	--	--	--	--	--	--	--	--	--
Referrals to Criminal Investigation	0	0	0	1	0	0	0	0	1
Penalties Assessed	309,742	NA	76,200	1,622,338	68,916	1,013,776	143,500	9,750	3,244,222
Penalties Collected	184,217.60	NA	12,300	54,704.03	14,000	54,464	0	1,800	321,485.63
Consent Agreements Entered	6	NA	5	4	1	15	1	4	36
Consent Agreements Resolved	4	NA	9	2	0	9	2	3	29
AAD Hearings	0	NA	1	0	0	9	0	2	12
Cases Referred to Superior Court	0	0	2	0	0	1	1	1	5
No Action Warranted	0	0	2	0	0	0	10	74	86
Release of Violation	0	NA	0	6	4	12	0	0	22
Closed Case	44	619	68	54	1	15	39	134	974
Cost Recovery (Outstanding)	0	132,021.56	0	0	0	0	0	0	132,021.56
Cost Recovered	0	64,360.72	0	0	0	99,608	0	0	163,968.72

NA = Not Applicable for this Program. Warning Letters = Letters of Deficiency, Letters of Warning, Letters of Intent to Enforce, Letters of Non-Compliance. *Permitted Facilities include RCRA Generators.

Explanation Note: "Complaints Received" represents the total number of complaints received including multiple complaints per location or alleged violation. "Complaint Investigations" are counted only once even though one investigation may address multiple complaints received.

This staff also handles sampling for criminal investigation cases. The emergency response program often must call in clean up contractors to remediate spills and releases. Payment of these contractors comes out of the state's environmental response fund. OC&I has a cost recovery program that assesses the costs to the party responsible for the release and clean up. In FFY1999, the emergency response program recovered \$163,968.72 in clean up costs. The third largest area of complaints handled by OC&I relate to freshwater wetlands (613) followed by septic systems (ISDS) (371), water pollution (208), solid waste (191) and RCRA hazardous waste (26). OC&I's UST/LUST program handles only formal enforcement referrals from the OWM and does not deal with individual complaints.

OC&I carried out 2,730 complaint investigations in FFY1999 and carried out over 3,670 inspections. One should not compare the 4,007 complaints received with the 2,730 complaints investigated. The reason for this is many complaints received are multiple complaints for the same facility. This is especially true for odor complaints where OC&I may receive 20 or more complaints in one hour for one facility while we would normally only conduct one investigation.

OC&I's inspection and compliance monitoring program for **RCRA hazardous waste generators** resulted in 66 inspections with 33 re-inspections of these facilities. Of these, 57 inspections were full compliance evaluation inspections with 22 involving Large Quantity Generators (an 18% improvement over FFY1998) and 35 involving Small Quantity Generators (a 43% improvement over FFY1998) of hazardous waste. OC&I's solid waste staff carried out inspections of 7 permitted facilities above and beyond the complaint investigations carried out.

Enforcement Actions

The bulk of OC&I's enforcement actions are issued in 2 forms, informal or formal enforcement. Informal enforcement actions (non-penalty) are indicated as warning letters on the attached activity sheet. In FFY1999, OC&I issued 381 informal enforcement actions. Most of these cases are resolved between OC&I and the owner/operator without resorting to formal enforcement. Formal enforcement actions are represented by the number of Notices of Violation issued. These generally include administrative orders and an assessment of penalties. All formal enforcement actions are subject to appeal and the respondent has the right to a hearing before the DEM's Administrative Adjudication Division ("AAD"). In FFY1999, OC&I issued 85 formal enforcement actions and assessed a total of \$3,244,222.00 in penalties. Over FFY1999, OC&I also collected \$321,485.63 in penalties. There is generally some lag time between the assessment of penalties and the collection of penalties so comparison of the two cannot be accomplished on an annual basis. Negotiations, hearings and assessment versus collection times all need to be factored into the equation. For example, OC&I may be collecting penalties in FFY1999 that were assessed in FFY1998. The same will occur for FFY2000; (i.e. we will collect much of the \$3,244,222.00 assessed in FFY1999 in the following year(s) or later on very complex cases).

In other activities, OC&I executed 36 consent agreements to resolve formal enforcement actions, resolved 29 consent agreements, participated in 12 hearings at AAD and referred 5 cases to Superior Court. In closing out cases, OC&I found 86 cases to warrant no additional action, released 22 formal enforcement actions that were resolved and closed 974 enforcement actions.

Other OC&I Highlights

OC&I accomplished the following:

- Met or exceeded all of EPA's performance measures regarding the **RCRA hazardous waste program**. RIDEM improved its enforcement-related performance by issuing 18 informal actions and 21 formal enforcement actions in FFY 1999 and assessing \$1,622,338.00 in penalties. The 21 formal enforcement actions represent a 90% improvement over FFY1998. In addition, OC&I addressed a backlog of 265 outstanding enforcement cases still open in the RCRIS national database. Many of these cases went back to the 1980's. Of the 265 open cases, all but 45 have been closed in the RCRIS database. Of the 45 remaining cases, RIDEM has inspected 15 with further action to follow and 30 are on RIDEM's inspection target list for FFY2000. OC&I anticipates full resolution of the backlog in FFY 2000.
- Increased its formal enforcement output in the Air compliance program by 94%. In FFY1999, OC&I issued 15 formal enforcement actions. 3 of these were for major sources of air pollution.
- Increased its formal enforcement output in the UST/LUST compliance program by 60%. In FFY1999, OC&I issued 25 formal enforcement actions. 20 of these cases related to UST's while 5 of the cases related to LUST's.
- Carried out 5 **multi-media inspections** in cooperation with the EPA, the OWR and the OAR. The idea behind such inspections is to undertake compliance monitoring one time for all media. Notice of inspection was given to the facility less than 24 hours beforehand, along with a list of documents and records that were to be available for review. The multi-media inspections related to EPA's Chemical Industry Audit Project.
- Prevented or corrected **water pollution** discharges to waters of the state from 2 industrial sites, 7 commercial operations, 2 construction sites, 2 public sewage overflows, 13 residential properties, 1 farm and 1 museum.
- Ensured the repair of **failed septic systems** involving 58 individual residences, 2 commercial buildings, 1 shopping complex and 4 multi-unit residence buildings (hotel, condominium, apartment).
- Enforcement and compliance activity related to **freshwater wetlands** resulted in overall wetland restoration of 40,900 square feet of pond; 300,805 square feet of swamp (shrub or forested); 10,000 square feet of marsh; 14,584 feet of intermittent stream; and 555,300 square feet of regulated perimeter wetland.
- In the area of **Dams Safety**, OC&I completed dam safety inspections of 20 of the 41 significant hazard dams in the state and inspected 7 low hazard dams on the Woonasquatucket River as a result of concerns raised by the legislature over dioxin in sediment behind the dams. Dams Safety completed inspections of 12 other low hazard dams and finalized reports on the 14 high hazard dams inspected in 1998.
- Provided continuous on-site monitoring of the **removal of tires** from the Davis tire dump and liquid hazardous waste disposal area in Smithfield, R.I. OC&I staff member Don Squires works daily with the contractor to ensure a smooth removal operation to reduce the potential of significant threat to health and the environment should this massive tire pile ignite. From March 1999 through September 1999, 1,120,827 tires were removed from the site.
- In **Emergency Response**, OC&I supervised clean up at 3 major sites in 1999 that threatened the release of petroleum. These included abandoned sites at the former Mulcahey Pump, Smithfield, Kerns Oil, Woonsocket and Royal Mills, West Warwick. The cleanup of Royal Mills removed a significant oil pollution threat to the Pawtuxet River and helped to facilitate overall remediation of the site. In each case, Emergency Response

coordinated with EPA and the city or town in these major cleanup operations. In total, the Emergency Response staff were responsible for removing 487,950 gallons of petroleum and 299 tons of contaminated soil from these 3 sites. OC&I's coordination with the EPA will result in reimbursement of all costs associated with these cleanups from the Oil Pollution Liability Trust Fund. In addition, along with other OC&I programs, the **Emergency Response** program is measuring its success by tracking clean up amounts. For FFY1999, the Emergency Response program remediated spills, releases or threats from abandoned hazardous materials or petroleum to the environment that resulted in removal of 47,742 gallons of oil, 13 lbs. of mercury, 49,011 gallons of hazardous waste, 35 tons of hazardous waste and 346 tons of oil contaminated soil. 20,000 gallons of this hazardous waste resulted from the clean up of the abandoned Chase Paint facility in Scituate and 22,000 gallons resulted from a clean up of the New England Container facility in Smithfield following a fire. Both RIDEM and EPA's efforts facilitated the clean up of the Chase Paint facility in Scituate.

- In administrative services as part of DEM's efforts to improve electronic communications, staff member Barbara Raddatz worked with Kyran Associates to coordinate the development of a database system to receive and track OC&I's complaints, inspections and enforcement data. This computer database system is scheduled to go on line in 2000 and will be accessible by other DEM offices to facilitate information transfer on compliance related activities.
- In the area of **lead paint**, OC&I's air compliance staff monitored and ensured the clean up of 55 residential properties where exterior lead paint removal operations caused the improper disposal of lead paint chips and dust onto the ground surface.
- **Solid Waste** compliance activities have resulted in approximately 42.56 tons of solid waste removed from the environment.

OFFICE OF AIR RESOURCES – COMPLIANCE RELATED ACTIVITIES

State Inspections – The OAR conducted 134 inspections of stationary sources of air pollution in FFY1999. Of the 134 inspections, at least 40 inspections were at major sources and at least 45 were at synthetic minor sources.

Newly Identified Significant Violators – 11 new significant violators were identified by RIDEM in FFY1999. RIDEM has already issued formal enforcement actions against 4 of the significant violators and 2 of these are resolved. Resolution of the other 2 enforcement actions is anticipated soon through consent agreement. 2 other new significant violators were referred to the EPA for enforcement.

Letters of Non-compliance (“LNC”) (informal enforcement) – For FFY1999 RIDEM issued a total of 110 LNC's. OC&I issued 57 LNC's and the OAR issued 53. This does not include Stage I/II enforcement.

Stack Testing – For FFY1999 the OAR conducted the following number of stack test observations, Relative Accuracy Test Audits (“RATA”), and cylinder gas audits (“CGA”): 33 stack test observations, 6 RATAs and 11 CGAs.

Stage I and Stage II Inspections – For FFY1999, the OAR completed a total of 312 Stage I and 312 Stage II inspections. In addition, the OAR conducted 89 stage II test observations. The OAR issued 69 LNCs for stage I/II violations.

AFS Inputting/Reconciliation – The OAR is working to enter any missing AFS – reportable data into the AFS database for FFY1999.

OFFICE OF WASTE MANAGEMENT – COMPLIANCE RELATED ACTIVITIES

OWM Underground Storage Tank Compliance

Compliance activity prior to the Corrosion Protection Deadline (December 22, 1998) – The OWM undertook considerable outreach efforts by sending informational mailings to non-compliant facility owners in the months prior to the deadline. These mailings informed them of the upcoming deadline and RIDEM's planned inspections, of temporary closure requirements and other requirements. Outreach efforts prior to the corrosion protection deadline included the following:

- November 18, 1998 – 60 facilities were advised that their piping systems were non-compliant and what was necessary to reach compliance.
- November 25, 1998 – all facilities with non-compliant USTs were warned regarding enforcement of the deadline. Owners that did not respond to the UST program's survey in August 1998 were sent a more ominous warning with potential penalties mentioned.
- December 8, 1998 – a mailing was sent as a final warning and included a facility summary report for each non-compliant facility.

Compliance activity following the Corrosion Protection Deadline

- January 4, 1999 – OWM issued a Notice of Intent to Enforce to 75 non-compliant gas stations.
- January 14, 1999 – OWM issued a Notice of Intent to Enforce to 160 non-compliant non-gas station facilities.
- Late January – 54 non-compliant gas stations inspected by OWM. All but 3 were in some stage of temporary closure.
- February 9, 1999 – OWM referred the 3 non-compliant facilities to OC&I for formal enforcement.
- April 28, 1999 – OWM referred 9 non-gas station facilities that continued to operate non-compliant USTs to OC&I for enforcement.
- April 1999 – OWM continued outreach efforts by informing all facilities regarding RIDEM's Temporary Closure Fact Sheet. All tanks had to be permanently closed or upgraded by June 22, 1999.
- August 24, 1999 – OWM referred 9 gas station facilities and 17 non-gas station facilities to the OC&I for formal enforcement.

As a result of RIDEM's strategy of combining outreach and on-site inspections, only 38 facilities were referred for enforcement due to corrosion protection non-compliance. This represents a 98% rate of compliance with corrosion protection requirements at active registered facilities.

OTHER OWM UST/LUST compliance related activities

- Conducted 67 facility inspections to ensure compliance with the 12/22/98 corrosion protection deadline
- Inspected 10 facilities for abandoned tanks
- From October 1998 – March 1999, inspected 28 facilities for general UST compliance
- Reviewed 65 facilities for a compliance determination for UST fund eligibility. 25 negative compliance determination referrals and 21 positive referrals were sent to the UST Fund eligibility board

- Referred 31 UST Fund cases, 38 Corrosion Deadline cases, 6 Other UST cases and 9 LUST cases to OC&I for formal enforcement
- Reviewed 650 closure applications, completed closures on 450 facilities, closed 850 tanks.

OWM RCRA hazardous waste compliance related activities

The OWM conducted 11 facility inspections. Six of these were full inspections (CEI) covering 4 Hazardous Waste Transfer Stations (HWTF) and 2 Hazardous Waste Treatment, Storage and Disposal Facilities (TSDF). Five were partial inspections (PEI) of which 2 covered HWTSSs and 3 covered TSDFs. Two Letters of Non-compliance were issued along with 2 referrals to OC&I for formal enforcement. One case is still being evaluated for referral related to formal enforcement. One TSDF is in the process of closing and 1 HWTS is in the process of closing. OWM inspected 12 hazardous waste transporters. Six (6) Letters of Non-compliance were issued to transporters during this period.

OWM SITE REMEDIATION compliance related activities

The OWM issued 26 Letters of Responsibility for site clean up related matters and completed 28 closures. The OWM issued 5 Notices of Intent to Enforce for non-compliance with Letters of Responsibility issued to the property owner for failing to move forward to clean up contaminated sites. Three sites were closed under the Brownfields Site Assessment Program and Brownfields Pilot Program. The Site Remediation program issued 11 voluntary procedure letters, 19 Letters of Compliance, 1 no further action letter and 1 no further remediation planned letter. Related to oil pollution site clean up, Site Remediation issued 7 no further action letters.

OWM SOLID WASTE compliance related activities

In FFY 1999, the OWM carried out 291 solid waste facility inspections. Waste facility management staff issued 1 Letter of Compliance, 2 Letters of Non-compliance and referred 2 cases to OC&I for formal enforcement.

OFFICE OF WATER RESOURCES compliance related activities

In FFY 1999, the OWR carried out the following compliance related activities:

- **Waste Water Treatment Facilities:** 37 facility inspections; 25 annual compliance inspections; investigated 6 sewage overflows/bypasses; issued 1 deficiency notice relating to Operations and Maintenance; and referred 2 facilities for formal enforcement action to the OC&I. OWR also completed 22 sludge facility inspections; issued 2 sludge facility deficiency notices; suspended 1 sludge facility approval and entered 1 sludge facility Consent Agreement.
- **RIPDES Permit Program:** The RIPDES Permit Program issued 1 non-compliance letter relating to a compliance order; issued 3 non-compliance letters relating to a consent agreement for 1 facility; issued 1 non-compliance letter, 2 significant non-compliance letters and a completion letter relating to **Major Industrial** facilities; issued 3 non-compliance letters, 6 significant non-compliance letters and 1 completion letter relating to **Major Municipal** facilities; issued 1 significant non-compliance letter related to a **Minor Industrial** facility; issued 1 non-compliance letter related to **Storm Water Construction** and 1 non-compliance letter for a **Storm Water – Individual** along with 1 letter of completion for a Storm Water – Individual facility.
- **Pretreatment Program:** The Pretreatment Program issued 6 deficiency letters involving Major Municipal facilities; issued 2 deficiency letters involving Minor Industrial facilities; and issued 1 deficiency letter to a Significant Industrial User.
- **Freshwater Wetlands Permitting Program:** The Freshwater Wetlands Permitting Program carried out 40 compliance inspections related to permitted projects.

OFFICE OF TECHNICAL & CUSTOMER ASSISTANCE – COMPLIANCE ASSISTANCE ACTIVITIES

P2 accomplishments

- *Studio Smarts--providing an ongoing forum to educate and assist artists to prevent, reduce or eliminate environmental, health and safety hazards in their workplaces.*

The Department joined with the Rhode Island School of Design, the Health Department's OSHA consulting program, AS220 and independent artists to begin a program, Studio Smarts—Environmental, Health and Safety Assistance for Artists, to determine what problems local artists have with hazardous wastes and provide needed information.

Studio Smarts will begin in 2000 with a need assessment of artists in three media—ceramics, photography and glass and neon sculpture—based on focus groups or individual interviews. Once they've learned what the artists' concerns are, they will research the issues and then offer workshops to the same three groups of artists with the best answers on how to handle chemicals, and how to recycle materials without violating sewer regulations or damaging septic systems, and also establish a mechanism for ongoing availability and updating of the information. Later in 2001 the group will go on to look at other artistic media such as printmaking, painting, and sculpture. The research will be challenging because no one in this country has systematically looked at these issues, but the results will show people across the country how to protect the environment and the artists themselves when artists are working in their studios.

- Completed lead characteristic testing of sanding dust in auto refinishing. Also found other metals, including arsenic, cadmium and chromium.

The Department's study of environmental health and safety showed that lead is present in hazardous amounts (15 parts per million) in a commercial body filler compound widely used in RI. To protect the health and safety of Rhode Island autobody workers and of the neighborhoods where autobody shops are sited, the Director has written to the manufacturer, providing the test data and asking that the company voluntarily remove lead from their products. The Director explained the value of pollution prevention in protecting the environment and the support pollution prevention in Rhode Island has received from industry, and pointed out the value to the company in making such a voluntary change.

- DEM continues to work with the URI Center for Pollution Prevention and the local seafood processing industry to reduce BOD (biochemical oxygen demand) loadings of organic materials into local sewers. Organic materials nourish microorganisms which use up the oxygen in the water, either making less oxygen available for fish if the wastes are released into surface waters or upsetting the balance necessary for efficient operation of a wastewater treatment facility.
- The Department worked with two companies seeking ISO 14000 certification for environmental management systems to promote integrating pollution prevention into their environmental management systems. Companies earn ISO certification by meeting rigorous international standards.

- The Department completed planning mercury audits of the state's hospitals, and audited the Zambarano Hospital. The audits will be used to help hospitals reduce their use of mercury by material substitution to prevent mercury being released into the environment by hospital incinerators. Mercury that is released can fall into surface waters and be eaten by microorganisms which in turn are eaten by fish which accumulate the mercury in their flesh, becoming a health hazard to people who eat fish.
- The Department negotiated a Memorandum of Understanding with the Department of Health to perform joint assessments of autobody shops for health, safety and environmental concerns. Among concerns are protecting workers from spray paints and solvents particularly from polyisocyanates, which are used as hardeners in paints and which may cause asthma. The aim of the program, which will take two years to complete, is for all of Rhode Island's approximately 400 autobody shops to self-certify themselves for safety and health and for multimedia environmental concerns. Blood lead tests have already been performed on workers at three autobody shops.
- The Pollution Prevention Newsletter was distributed to 3,200 businesses.
- The Department continued to promote pollution prevention. In the last quarter of 1999 the Department performed 24 onsite pollution prevention assessments and offered 16 pollution prevention workshops and presentations to 700 people.
- The Department is beginning to integrate pollution prevention into SEPs in enforcement actions and is planning to offer Department-wide to further integrate pollution prevention into all Department activities.
- The Department and USEPA performed three joint assessments for multimedia pollution prevention of three municipal Departments of Public Works.
- Helped businesses with risk management planning under the Clean Air Act.
- The Department continued to partner with USEPA's Green Light program to promote the use of low-mercury efficient light bulbs.
- The Department continued to collaborate with the Narragansett Bay Commission in their initiative with the USEPA to improve industrial pretreatment through pollution prevention.
- The Department worked with the URI Center for Pollution Prevention in research and lab pilot testing on such techniques as reverse osmosis, biological process systems, ultrafiltration, and membrane separation.
- The Department made plans for a delegation from South Korea to spend a week with the Department learning about pollution prevention. The Department also continues to work with a Korean university to transfer of technology from Rhode Island environmental businesses, promoting a strong local economy as well as a cleaner environment around the world.

Other OTCA accomplishments

- The Department answered over thirty thousand general information calls and helped over three thousand people who came to the Department with general information questions.

- The Department held 72 pre-application meetings to inform developers and others what permits they would need for their proposed projects and how to apply for them.
- The department responded to 260 other requests for customer assistance.
- The department arranged for 979 reviews of files.
- Joined with the Economic Development Corporation and many other state agencies in BusinessFirst, a voluntary partnership to simplify state procedures for businesses. Business First aims to provide just-in-time service, reduce red tape, promote interagency teamwork, provide conveniently located, up-to-date information and create a hospitable, friendly climate for business. Immediate aims of the partnership are to set establish a data base, provide timely responses to inquiries or referrals and to set up a single website to provide needed information for businesses.
- Permit streamlining continued, as consultants met with all regulatory programs to look at computer needs and develop detailed design specifications, investigated other one-stop state systems throughout the country and other RI large state agency computerization projects. Once the Department has obtained the hardware and software in 2000, the system will be tested and early 2001 will phase in the regulatory programs. The new system will allow precise tracking of permit applications to locate where in the process they are, determining where they are being slowed down so the Department can refine processes and procedures to give better service. For the convenience of customers, application forms will be downloadable from the web.
- A chart indicating overall compliance assistance efforts by the Office of Technical & Customer Assistance is attached.

Compliance Assistance Efforts/Office of Technical and Customer Assistance

10/1/98 to 9/30/99

Assistance Type	General	Regulatory	Permit	On Site/Poll. Prev.	Fact Sheet/Report Sent	Meeting	Other
Subject							
Wetland	3	5	33	0	0	2	2
ISDS	1	2	1	0	0	0	0
Industrial Discharge to Water	2	3	2	0	1	0	0
Stormwater Discharge	2	3	3	1	0	0	0
Sewer Discharge	6	9	3	7	4	0	0
Air Emissions	5	15	7	8	7	1	0
Solid Waste	1	1	2	0	1	0	0
Hazardous Waste	9	25	5	14	8	1	0
Medical Waste	0	0	0	0	0	0	0
Superfund	2	0	0	0	0	0	0
Brownfield	0	0	0	0	0	0	0
Underground Storage Tank	0	6	1	0	1	1	0
Leaking UST	0	0	0	0	0	0	0
Underground Injection Control	1	0	1	0	0	0	0
Groundwater Certification	0	1	1	1	0	0	0
Multi-Media	5	33	35	7	12	1	11
Other	5	9	11	0	2	0	14
Total Assistance Efforts	42	112	105	38	36	6	27

965 file reviews

15 presentations for 651 people
(total)