

Illinois Compliance Advisory Panel (CAP) Meeting Minutes December 13, 2018 1P.M.- 3 P.M.

Illinois State Chamber Offices
300 South Wacker
8th Floor Conference Room
Chicago, IL

Present: Alex Davis, Bharat Mathur, Mark Grant, John Lee, Karen May (via teleconference), Ted Wysocki, Annette Fulgenzi, Michelle Haberstroh, Rick Fiddymment

Absent: Julie Armitage

Welcome & Introductions

The group welcomed new CAP members John Lee and Bharat Mathur to the group. John Lee is the Safety, Health & Environmental Services Director for the Illinois Feed & Grain Association. Bharat Mathur Mather is the retired USEPA Region 5 Deputy Administrator and also served as the Illinois EPA Bureau of Air Chief for 10 years.

Presentation of Awards to Outgoing Members

Chairman Mark Grant and Annette Fulgenzi presented outgoing CAP member Ted Wysocki with an award recognizing him for 7 years of service to the program, Illinois small businesses and the environment. Outgoing CAP member, Roz Iasillo was not able to attend due to a recent surgery but Annette Fulgenzi read a letter to the group from Roz in appreciation of her time served on the CAP.

Approval of Meeting Minutes

Ted Wysocki moved to approve the meeting minutes
Alec Davis seconded the approval

Old Business

No old business

Program Status/Updates

Program Measures & Coordination:

Annette Fulgenzi discussed the program's implementation of new helpline tracking in order to provide better statistical breakout regarding the nature of the calls. It is difficult to figure out an appropriate level of detail to assure the data is useful. Annette explained that this is a work in process and we are open to suggestions and ideas.

Rick Fiddymment, SBEAP Client Services Coordinator shared that the new form will allow the program to better analyze the issues and see where we can do more and helps us to see what issues we need to be more familiar with.

Michelle Haberstroh, SBEAP Graduate Public Service Intern explained some differences between the analyzations of helpline calls with the update and the pie charts

Mark Grant noted that the previous pie charts are more detailed; Michelle explained that the subcategories individually represented within the charts are combined into larger categories within the new. For example, 6H autobody and other NESHAPS were all categorized under NESHAPS now. Michelle has this specific data broken down in excel spreadsheets and create further depictions/analyzations as requested, she did not break down the information further for pie charts due to formatting issues within excel.

Annette explained that the data is being used for new quarterly reports to Illinois EPA that include the breakdown regarding the nature of the calls, sample questions received, as well as a section to proposed new compliance assistance initiatives or projects to the IEPA Bureau of Air.

For example, the SBEAP had received several requests from industry for assistance regarding fugitive dust plans and the Illinois Association of Aggregate Producers requested training regarding fugitive dust plans and a template to follow in submitting a plan to the agency. The SBEAP sent a request to IEPA 8-29-18 regarding developing this initiative and included it in the quarterly report to the IEPA BOA.

Google Analytics & Customer Surveys

Annette explained that the program wants to capture the clients that are coming to the SBEAP website and finding the information that they need to get the answers to their questions. New generations are very tech savvy and prefer to research and find answers online. The better job we do of providing information, the fewer calls we may receive so measuring our self service clients is very important. For example the first quarter had 202 helpline calls but google analytics showed the SBEAP website had 2571 unique page views for the same time period.

The program also began utilizing a client satisfaction survey via the online Survey Monkey tool. Many of the questions were modeled after the MN SBEAP program's survey. The SBEAP has had about a 10% response rate. All responses have been very positive and the one negative response was regarding frustrations with the Illinois EPA rather than SBEAP.

Annette asked if anyone had experience with client surveys and if CAP members had suggestions to increase the response rate. Bharat Mathur suggested sending the link directly after the interaction with the client asking them to respond. Annette mentioned she was planning to add the link to staff email signatures as well. Alec Davis suggested asking clients if they would be willing to fill out a survey before ending the call.

Program Marketing Materials

Annette shared that the SBEAP has a new display to utilize at conferences and trade shows. The display is designed to be non-intimidating and lessen businesses fears of seeking assistance. The CAP will see the display at the next CAP meeting in Springfield. The program uses the same theme on the program palm card and the WI SBEAP liked the Illinois palm card so well they copied it almost identically, which the SBEAP considers a very nice professional compliment.

Dry Cleaner Compliance Calendars

The 2019 Dry cleaning Calendar were completed and orders for approximately 900 copies were filled. The 2019 Calendar included bold notices in the front of the calendar that reminding the industry that the federal NESHAP for perc dry cleaners requires that perc machines in a residential building must be removed or moved to a nonresidential location by December 21st, 2020.

CAP Mission and Goals Discussion

The Illinois Compliance Advisory Panel discussed the role of the CAP to advise and reporting on the federally mandated Small Business Environmental Assistance Program and activities the CAP would like to pursue in the coming year.

Bharat Mathur said his impression is that SBEAP is not a high priority for IEPA and the agency could be doing a lot more with the small businesses because they are not unimportant. He said it is important for the panel to become more vibrant and effective in assisting the program help small businesses. Bharat Mathur suggested the CAP talk to the new IEPA Director, John Kim about various pertinent issues

Karen May suggested drafting a one page document from the CAP to the Governor and IEPA & DCEO directors regarding support for the program and small business needs.

Mark Grant commented on statistics comparing other Region V state programs showed that Illinois invests approximately 35 cents per small business in key regulated industries versus investments ranging from \$2.74 to \$1.03 per small business in neighboring states.

Bharat stated that contributions of small sources is a lot larger than they were a few years ago, we cannot ignore small business, while individually they may be small, combined they make up a larger portion and are of more concern.

Alec Davis suggested the CAP plan at next steps to encourage more support for the program.

Mark Grant state that it has been some years since a letter was sent from the entire CAP but we can do it.

Karen May expressed the need for someone to write a first draft then all can work together on a final product.

Annette said the program provides staff support for the CAP and can help coordinate the document but the CAP needs to drive the content and the presentation of the information would need to come from the CAP not the program.

Mark Grant expressed the need for the CAP to serve and advocate for the program. He would like to see the CAP focus their energy on the advocacy side at least for the near term, today and

into the next quarter and moving on. He felt it is important to do something for Governor Pritzker and administration's transition.

The group discussed the following key points for inclusion in the CAP transition document.

- The number of regulated small sources,
- federal EPA came out with new area source NESHAP and regulations impacting these small sources,
- environmental justice concerns to address problems within communities that are neglected, emphasis on community and the aspects of communities.
- the goal of improving the relationship between the DCEO & IEPA and how they can be more effective,
- focus on resources, support resources for the agency as well as SBEAP as staffing has been very low
- encourage the agency to incorporate compliance assistance and coordination with the SBEAP in an environmental strategy. How can we better help and work with the environmental agency- obviously the agency wants compliance however the agency has not focused on smaller source compliance in recent years, as they are focusing resources on the large companies,
- keep to one page and treat this as an introductory- opportunity for improvement- ways for the agency to be more efficient
- include data and statistics to support the need in charts and graphs are helpful to present the data

Other items discussed during the strategic planning session included:

- The CAP recommended the staff do an introductory letter about the program to new incoming state legislators similar to what was done in 2015. 40 + new faces in the capital. It might be a good idea to send to all legislators as a reminder about the program as a resource for constituents.
- Is there a way for the CAP to get input from state business groups not included on the CAP? Annette provided that some other state CAP's have invited other business groups to participate in CAP meetings but only appointees have voting rights on issues. Some state CAPs actively seek input from the business community by hosting regulatory roundtables and speaking on event agendas.
- Some suggested ideas to explore were development of mentor programs and a retired engineer program to assist small businesses
- Idea for an upcoming meeting- invite all these small business associations to a CAP meeting- ask them to talk about their top three issues/concerns
- Reach out to local chambers of commerce with a similar introductory letter as was sent to the legislators. The program has not done this in a very long time. Alec Davis will see if he can track down a mailing list for local chambers.

Next Meeting Dates & Locations:

- The SBEAP is required to post a schedule of tentative meetings dates but we can move them a bit when the dates coming closer. Tentative dates: March 21, June 20th, Sept 19th, December 19th. 1:00 pm – 3:00 pm
- Do we want to alternate our meetings from Chicago to Springfield? – Feeling was to base it upon needs. The group felt it is important to have IEPA at these meetings. Bharat Mathur suggested having the next meeting at IEPA.
- Next meeting in Springfield.

CAP Training Session:

CAP Training was also offered to both existing and new members of the panel from 9:00-11:30 a.m. Those in attendance were Mark Grant, Alec Davis, Bharat Mathur, and John Lee as well as Annette Fulgenzi, Michelle Haberstroh, Rick Fiddymont, Alan Walts and Carrie Zalewski. SBEAP presentations covered the CAA 507 Program Mandates, and the Role and History of the CAP. Alan Walts with USEPA also presented on USEPA's National Compliance Assurance/Assistance Approach and Carrie Zalewski presented an overview of the Illinois Pollution Control Board.