Montana Department of
ENVIRONMENTAL QUALITY

Marc Racicot, Governor

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September 25, 2000

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Mail code 3201
1200 Pennsylvania Avenue NW
Washington DC 20460

Karen V. Brown
Small Business Ombudsman
United States Environmental Protection Agency
401 M Street, S.W.
Washington DC 20460

Re: Transmittal of *2000 National SBO/SBAP Conference and Training Event Summary Report*

Dear Karen:

Enclosed is one copy of the *2000 National SBO/SBAP Conference and Training Event Summary Report* as specified in Task 11 of our conference proposal. The report provides a brief summary of the activities occurring prior to, during, and after the conference in Missoula, Montana from June 20 through 22 of this year. I am also sending a copy to Kathy Rameriz, Host of the 2001 conference in Austin, Texas, for her use in preparing for that event. I have also transferred all my conference computer files to Kathy for her use.

I really enjoyed having the opportunity to plan and execute the 2000 Conference. It was a pleasure working with you, Bob Rose, and the other members of the Planning Committee. As a representative of the Montana Department of Environmental Quality, I am gratified that the conference was such a success and that it was executed far below budget expectations. It was wonderful to introduce the strengths of our state to a national audience. I certainly appreciate your support and the kind letters you and Alex Cristofaro wrote on my behalf.

As you know, I am leaving state government, as of September 29, to work for CDM-Federal Programs here in Helena. I hope that the new SBO for the Montana DEQ has the opportunity to build a working relationship with you and to get involved in the national aspects of the 507 program. I think that those networking and mentoring activities serve to strengthen the services we provide to our Montana small Businesses.

Again, it was a pleasure working with you and Bob, and I wish you health and happiness in the future.

Sincerely,

Karen L. Ekstrom
Small Business Ombudsman

Enclosure (1)

Cc (with enclosure): Kathy Rameriz, Team Leader, Small Business and Local Government Asst., P.O. Box 13087, Austin, TX 78711-3087

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Montana Department of
ENVIRONMENTAL QUALITY

2000 National SBO/SBAP Conference-Summary Report

Missoula, Montana, June 19-22, 2000

September 25, 2000

Prepared for:
U.S. Environmental Protection Agency

Prepared by:
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TABLE OF CONTENTS

Description		Page
1.0	Introduction	1
2.0	Work Plan	1
3.0	Project Responsibility	2
4.0	Planning Meeting	2
5.0	Facilities	3
6.0	Promotion – Conference Brochure, Tourism Package, and Web Site	3
7.0	Registration and Attendance	4
8.0	After Hours Events	4
9.0	Conference "Firsts"	4
10.0	Post-Conference Evaluations	5
11.0	Schedule	7
12.0	Budget	8
13.0	Recommendations	8

Attachments

A	Details of Work Plan Tasks
B	Planning Meeting Agenda
C	Planning Survey and Post-Survey Ballot and Results
D	Final Conference Agenda
E	Speaker Availability, Audio Visual Needs, and Assigned Planning Committee Member
F	Conference Brochure
G	List of Attendees with Personal Data, Registration Tracking Table, and Attendee List for Newcomer and CAP Training
H	After Hours Events Ballots and Results
I	Conference Evaluation Summary
J	Speaker Evaluation Summary
K	Diskette of Conference Materials

1.0 Introduction

The Montana Department of Environmental Quality (DEQ); Prevention, Planning, and Assistance Division (PPAD); Small Business Assistance Program (SBAP) planned, implemented, and completed all aspects of support for a Small Business Ombudsmen/Small Business Assistance Program (SBO/SBAP) National Conference and Training Event. The conference was held in Missoula, Montana and spanned two and one half days (June 20 through 22, 2000). A day of specialized training was held prior to the conference on June 19, 2000.

The purpose of the conference was to educate and train participants and to serve as a vehicle for information exchange between attendees. State SBO/SBAPs are required under Section 507 of the Clean Air Act Amendments of 1990.

The results and benefits of the 2000 conference are as follows:

- Education and Training. Provide updates on the latest regulatory information, SBO/SBAP activities, outreach tools, and similar subjects. Share innovative ideas, programs, designs, marketing materials, and success models. Explore problems and solutions with small business industry representatives knowledgeable in their respective fields.

- Information Sharing. Share methods that have proved successful in reaching and assisting small businesses, which are available from SBO/SBAPs. Display SBO/SBAP's general and marketing programs, including organizational structure, web pages, brochures, newsletters, and other materials. Obtain industry's input on SBO/SBAPs.

- Networking. Meet with other SBO/SBAP and EPA participants, discover resources, and become familiar with each other's programs.

The conference was very successful and was very well attended: Attendees commented favorably on all aspects of the event (web site, surveys, location, hotel, agenda, handouts, after hours activities, online registration, padfolio, and lunch choices. This Summary Report provides a synopsis of the activities prior to, during, and after the event.

2.0 Work Plan

The Host developed thirteen tasks for successfully planning and conducting the SBAP/SBO 2000 National Conference:

- Task 1 - Prepare Draft Planning Package
- Task 2 - Finalize Planning Package
- Task 3 – Secure Conference Facilities
- Task 4 – Speakers
- Task 5 - Develop an Information and Registration Package
- Task 6 - Pre-conference Announcements
- Task 7 - Confirmation
- Task 8 – Conference Logistical Support
- Task 9 – Handouts and Conference Materials
- Task 10 – Conference Evaluation Information
- Task 11 – Summary Report
- Task 12 – Conference Information Transfer
- Task 13 – Undefined Tasks

Details of these work plan tasks were provided in the grant application and are also provided in this report as Attachment A.

3.0 Project Responsibilities

Karen Ekstrom, Small Business Ombudsman for the MT DEQ, served as the Project Director/Project Manager for the conference. Her duties included overall responsibility of tasks and activities associated with the 2000 SBO/SBAP National Conference, including facilities contracting, organization and supervision of staff activities, collaboration of planning with the Planning Committee, facilities planning, speaker procurement, agenda planning, and preparation and tracking of project budgets and schedules. Additional support was provided, as needed, by administrative staff and on-site temporary hires. The Host had intended to hire a conference planner for the event, but none were available.

The Conference Planning Committee provided support in the confirmation of the agenda and other conference details. They also were responsible for identifying and securing the majority of the speakers and moderators.

4.0 Planning Meeting

As specified in the grant application, an on-site planning meeting was held in Missoula on November 5 and 6, 1999, at the Holiday Inn Parkside. Thirteen members of the planning committee attended the meeting:

- Karen Ekstrom — Planning Committee Chairperson
- Karen Brown — EPA SBO
- Bob Rose — EPA Deputy SBO
- Pam Christensen — Steering Committee Chairperson
- Elsa Bishop — Former Conference Representative
- Pam Annarummo — Region 1 Representative
- Maria Rivera — Region 2 Representative
- Olivia Achuko — Region 3 Representative
- Anita Dorsey-Word — Region 4 Representative
- Amelia Gooding — Region 5 Representative
- Somnath Dasgupta — Region 6 Representative
- Stephanie Bernkopf — Region 8 Representative
- Marcia Manley — Region 9 Representative

Planning committee representatives from Region 7 (Tamra Shae-Oatman) and Region 10 (Alex Viteri) resigned prior to the meeting and no replacement was named. EPA representative, Deb Elmore, was unable to attend, as was Vice-Chair of the Steering Committee, Rudy Cartier.

Using the agenda established by the Host (Attachment B), the planning committee accomplished the following:

- Toured and inspected the hotel facility and met the key hotel staff.
- Toured the downtown location.
- Approved the conference schedule and agenda prepared by the Host.
- Volunteered for speaker and moderator assignments to make sure that these roles were filled for the sessions planned on the agenda.
- Developed a list of conference milestones (speaker identification, brochure mailing, and web site activation deadlines).
- Planned for monthly telephone conference calls to ensure that planning was proceeding on schedule.

A draft conference agenda was prepared by the Host prior to the meeting, and the sessions were chosen based on the rankings from a preconference survey of over 100 potential attendees and a post-survey vote by the people who responded to the survey (Attachment C).

The draft agenda was approved and finalized by the committee during the meeting (Attachment D). It included 3 General Sessions, 39 Breakout Sessions, and 4 pre-conference Training Sessions. The task of finding speakers and moderators for each of the sessions was distributed among the planning committee members depending upon their interests. Speaker availability and audiovisual needs were tracked by the Host throughout the planning stage and during the conference (Attachment E).

5.0 Facilities

The 2000 SBO/SBAP National Conference was held at the Holiday Inn – Parkside in Missoula, Montana. The preconference planning meeting was also conducted at the hotel. The hotel is located in downtown Missoula, Montana, with a free shuttle service from the airport. The hotel has 200 sleeping rooms and conference space for over 500. The conference activities were held in meeting rooms that opened onto a central atrium.

Conference meeting rooms were separated by airwalls that could be closed to form four individual rooms with seating capacity (class room style) of approximately 80 people per room. This configuration was used for Breakout sessions. General Sessions were held in a room comprised of two (Thursday) or three (Tuesday and Wednesday) of the smaller rooms. This flexibility allowed the Host to tailor the room size to fit the crowd. The flexibility was enhanced by not having to dedicate a large seating area to banquet seating, because sit-down lunches were not included in the agenda. The preconference reception and all breaks were held in the atrium. The atrium also contained a restaurant. The majority planning for the conference was performed at the offices of the DEQ in Helena, Montana.

Without a conference registration fee (not allowed by EPA) or a corporate sponsor, it would not have been possible to offer sit down lunches at the conference. Neither EPA nor the State of Montana allows the purchase of food with grant money. Previous Hosts have skirted this issue by having the hotel provide the food at no cost, presumably in exchange for the business the conference brings in. This works if using an older, less popular hotel in a less desirable location and/or in the off season. However, in the high season in Montana, hotels are generally booked to capacity with tourists who are paying the rack rate for rooms, not the government rate. There is no incentive for a quality hotel to provide free food. Given this situation and the comments obtained during pre conference surveys reflecting a low interest in sit down lunches, the Host elected to have the conference in a quality hotel in an extremely people-friendly location.

6.0 Promotion – Brochure, Tourism Package, and Web Site

A trifold, three-color conference brochure (Attachment F) was prepared by the Host and distributed to approximately 550 individuals included on various mailing lists provided by EPA. Those individuals included SBO and SBAP representatives from the United States and its territories, industry and trade group representatives, SBDCs, and former conference attendees. The mailing lists have been provided to the 2001 Conference Host.

In addition to the brochure, a tourism package was prepared by the Governor's Office and sent to the smaller SBO/SBAP and EPA mailing list (approximately 200 individuals). The tourism package included a letter of welcome from the Governor and various maps and travel brochures.

Finally, a conference web site was designed and put online in March 2000. The web site included information on the purpose of the conference, the agenda, speakers, accommodations, and travel. It contained links to Montana tourism, hotels, Delta airlines, and weather. The web page also had a

comments page and an online registration page. Information on the web site was updated weekly. The address for the web site was provided in the brochure and in numerous bulk email messages sent to prospective conference goers prior to the conference.

7.0 Registration and Attendance

Potential attendees were encouraged to use the online registration page on the web site. This allowed for the electronic transfer of their information and eliminated errors in spelling of names and transcription of email addresses. The electronically captured data were used to compile a master list of attendees for posting on the EPA web site after the conference.

A total of 210 people pre-registered for the 2000 SBO/SBAP National Conference. All but three of those people registered using the online registration page on the web site. Of the 210, 191 people showed up and collected their badges. Nine registrants were "no shows". Ten others canceled prior to the conference for various reasons (new baby, health problems, auto accident, quit, lack of travel money, etc.).

Conference attendees came from 44 states plus Puerto Rico, the Virgin Islands, and the District of Columbia. States that were not represented were: Alabama, Alaska, Connecticut, Maine, North Dakota, and Tennessee. The list of conference attendees was posted on the EPA web site and is included as Attachment G, along with the table used to track conference registration and the registration lists for the CAP and Newcomer Training sessions.

8.0 After Hours Events

The online registration form included a box to check if the registrant was interested in after hours events. The Host emailed a ballot to those who indicated an interest. The ballot included eight potential choices for after hours events (Attachment H):

- Whitewater rafting in Alberton Gorge,
- Indian Heritage and Wildlife Tour,
- Environmental tour of Anaconda and Butte (including the nationally acclaimed Jack Nicklous-designed golf course remediation of a former mine site),
- No-host bar reception at the hotel,
- Evening float through Hellgate canyon to hotel,
- Cowboy cookout and entertainment,
- Afternoon float of the Blackfoot River, and
- Visit to the resort town of Bigfork (with or without attendance at the Bigfork Summer Playhouse.

Respondents were asked to vote for any activities that they believed they would attend, if offered. After the votes were tallied, the only events with enough interest (at least 20 people) were the evening raft trip, the no-host bar reception, and the cowboy cookout (Attachment H). Approximate attendance at these events when they were offered at the conference was: no-host bar reception, 120 people; evening raft trip, 45 people; and cowboy cookout, 100 people.

9.0 SBO/SBAP Conference "Firsts"

The 2000 SBO/SBAP National Conference in Missoula, Montana included a number of things that had not been done at previous conferences:

- We had a website and online registration. The site was a great success and allowed us to post a wide variety of information that would have been prohibitively expensive to mail and would have become

outdated before the event. This information included: conference schedule, list of speakers, hotel information and links, airline information and links, tourist information on Missoula and Montana and links, weather, training opportunities, and comments. Over 98 percent of the conference attendees registered online. People really liked the links to hotels and tourist information.

- We used the Governor's Tourism Office to send invitations and tourism materials to prospective conference attendees on various mailing lists.

- We shared our meeting space with another group, in the hopes of encouraging communication and building links. That group was P2RX, who met in adjoining conference space. They attended a number of our sessions and provided speakers for several sessions.

- In the spirit of Pollution Prevention, we did away with the ubiquitous three-ring binder. As in Tampa, the proceedings of this conference are available online on the OAQPS website and the access information was provided in the handouts. In place of the binder, we provided a padfolio for note taking. It was made of 40% post-consumer recycled rubber, from truck inner tubes.

- We eliminated organized lunches. Because of the presence of a hotel dining room and the proximity of the site to the river and numerous local restaurants, people were able to make their own choices for lunch. This included an event at the park next door called "Out to Lunch" where local restaurants sell a variety of food from restaurant stands. Conference goers were able to sit on the grass, listen to a band, network, and watch the river.

- In order to keep session moving on schedule, we used a chuck wagon triangle that was rung at the start and end of each session. It was very effective in ending sessions that were running over their allotted time slot and in gathering up people who had wandered away from the conference.

10.0 Post-Conference Evaluations

Post-conference evaluations were filled out and returned by approximately 37 percent of the attendees. The evaluations indicated that people were very pleased with the conference. The majority of respondents liked everything we questioned them about. We did get some valuable suggestions for improvement, which are included in the complete summary of the evaluations (Attachment I). Our recommendations for future conference Hosts, based on these suggestions and our experience, are included in Section 13, Recommendations.

- **Web site.** The overwhelming majority the respondents were extremely pleased with the web site (excellent, 88% and good, 12%). People were very pleased with the convenience it offered. No one had anything negative to say about it.

- **Online registration.** The overwhelming majority the respondents were also extremely pleased with the online registration (excellent, 90% and great, 10%). Convenience was the most common comment.

- **Lunch Choices.** The majority of the respondents were very pleased with the lunch choices (excellent, 69%; good, 26%; fair, 2%; and poor, 2%). People generally liked having the opportunity to choose and the Missoula area offered a large variety of choices.

- **Hotel.** The majority of people were pleased with the hotel (excellent, 26%; good, 60%; fair, 12%; and poor, 1%). There were numerous complaints about the lack of hot water in the morning and the air conditioning (too cold) in the meeting rooms. However, people also thought that the hotel staff was very friendly and courteous.

- **Downtown Location.** The downtown location proved to be very popular (excellent+, 3%; excellent, 74%; good, 20%; and fair, 3%. People were VERY happy about being able to walk to a variety of after hours entertainment, including: restaurants, shopping, bars, a riverwalk, and various hiking opportunities. These opportunities were extremely limited in the previous conference location.

- **Padfolio.** The padfolio was a popular alternative to a conference notebook for the majority of respondents (excellent+, 2%; excellent, 68%; good, 21%; fair, 5%; poor, 3%). There were many comments appreciative of the recycled aspect of the padfolio. Those who did not like the padfolio were generally unhappy by the feel or smell of the rubber.

- **Agenda.** The majority of the respondents were very happy with the agenda for the conference (excellent+, 2%; excellent, 59%; good, 33%; fair, 6%). There were some comments about wanting fewer sessions and starting later. However, the number of sessions was based on the results of the pre-conference polling. Also, the starting time is governed by the number of conference hours required by EPA.

- **Handouts.** The majority of respondents were happy with the handouts (excellent, 33%; good, 61%; and fair, 6%). People were glad to have access to the materials on the Internet and enjoyed the guides on restaurants, shopping, nightlife, etc. that were included in the packet.

- **Montana.** Montana received high praise as a conference location from the majority of the conference respondents (excellent+, 7%; excellent. 71%; and good, 12%). Although there were a couple of comments on the difficulty of getting to Montana, the majority of comments extolled the beauty and recreation opportunities. Many people took advantage of being in Montana and extended their travel to include a vacation, by themselves or with family. One couple even got married.

- **Pre-Conference Survey.** Most people were very happy with the use of the pre-conference survey (excellent, 50%; good, 48%; fair, 2%). This survey was used to determine interest in specific topics and to choose which would be selected for breakout or general sessions.

- **After Hours Events.** Roughly 90 people attended the after hours events and the majority were happy with them (excellent, 60%; good, 34%; fair, 4%; and poor, 2%). The events were chosen through a survey that was emailed to every registrant who expressed an interest in after hours events. The original list of six events was narrowed down to two, based on the responses.

The conference had 58 speakers in both general and breakout sessions, with four Breakout Sessions running concurrently. Attendance was counted at approximately 60 percent of the sessions and ranged from 8 to 40 people at the breakout sessions and from 89 to 160 people at the General Sessions. For both types of sessions, the lowest attendance was on the last day. Speaker evaluations were scored and tabulated to find the most popular speakers and topics. The complete list of speaker scores is provided as Attachment J.

The top 10 ranking of speakers (including the positions that tied) are:

Rank	*Speaker*	*Topic*
1	Paul Rossi, ITW	HVLP Sprayers – What's Available?
2	Pam Christenson, WI-SBA	Improving the Visibility and Understanding of our Programs
3	J. Chisolm, FL DEM	Liability and Technical Assistance
4	Charlie Kennedy, MNSBO	Financial Help for Small Business Programs
5	Christenson, Rose, Cartier	Newcomers Orientation
6	Gary Dawson, DL drycleaner	Carbon Dioxide Technology in Dry Cleaning
6	Joe Antonio, RI DEM	Auto Body Shop certification–P2 Training New Employees
7	Elsa Bishop, SBO, FL DEP	General Permits
8	Mark Shanahan, OH SBO	Influencing Nat. & State Legislation/Rulemaking
9	Janet Neff, KS SBO	SBAP/SBDC Partnerships--Success Stories and How Tos

9	Patrick Hoermann, King Co, WA	Financial Help for Small Business Programs
9	Edythe McKinney, NC SBO	The P2 Multi-Media Approach.
10	Erin Hart, The Nixon Group	Planning a Successful Workshop
10	Dan Nickey, IWRC	Estimating Emissions

The most common negative complaint involved EPA's use of a single person to present sessions on a variety of topics that are important to the 507 programs. The speaker had been put in the uncomfortable position of being touted as the "expert", when in fact she had had little exposure to the topics. She was obviously in over her head, and people felt that this reflected poorly on EPA's commitment to the 507 programs.

11.0 Schedule

The schedule for the planning, implementation, and evaluation of the 2000 SBO/SBAP National Conference ran from August 1999 to September 2000. The grant was extended for a 90-day period to November 30, 2000, to allow the final budget information to be processed. However, the final report was completed and submitted to EPA in September. The schedule for the 13 completed tasks included in the work plan is presented below.

Task Description	Deadline
Task 1 - Draft Planning Package	*August 1999*
Task 2 - Final Planning Package	*September 1999*
Task 3 - Conference Facilities	
Booked / Guaranteed	*May 1999/July 1999*
Task 4 – Speakers	
Identified	*October 1999/*
Secured	*March 2000*
Task 5 - Information and Registration Package	
Draft/ Final	*Sept. 1999/March 2000*
Task 6 - Pre-conference Announcements	
Initial	*June 1999*
Follow-up Email reminders	*Monthly thereafter*
Task 7 – Registration Confirmation	*Within 5 days of reg.*
Task 8 – Conference Logistical Support	
Daily at conference	*June 2000*
Task 9 – Handouts and Conference Materials	
Initial Drafts	*Dec. 1, 1999*
Revisions	*March 1, 2000*
Speakers Final Call	*May 1, 2000*
Final Package	*May 15, 2000*
Task 10 – Conference Evaluation Information	
Data Collection	*June 2000*
Task 11 – Summary Report	
Data Collection	*June 2000*
Final Report	*September 2000*

Task 12 – Conference Information Transfer
Final Report *September 2000*

Task 13 – Undefined Tasks
Ongoing *June 1999 to Sept 2000*

12.0 Budget

The total budget for this project was $71,000. This is $9,000 lower than the proposed budget for the 1999 SBO/SBAP National Conference in Tampa, Florida. The conference budget did not include costs for meals, because the State of Montana does not allow the use of grant money for the purchase of food or drink.

As of July 1, 2000, all expenditures to be charged to the grant had been made, however, at the date of this report there may still be a few outstanding charges yet to clear the system. These are expected to be less than $3,000. Actual expenditures (approximately $38K) were significantly less (46%) than budgeted, primarily in the categories of Personnel and Contractual. A plan to have a mobile paint spray demonstration was shelved early in the process, saving approximately $8,000 in contractor expenses. Additionally, the Conference Host was unable to hire a professional conference planner and took on those duties ($4,500) at no cost to the budget.

13.0 Recommendations

Hosting the 2000 National SBO/SBAP Conference was a major learning event, and the Montana SBAP has a number of recommendations to offer the EPA and subsequent conference Hosts. These recommendations are based on the conference planning and execution and on the results of the post-conference evaluations (Section 10.0).

- **Hotel Selection.** Hotel selections need to be made very early, preferably soon after the Host city is confirmed. Emphasis should be placed on finding a hotel that allows the meeting rooms to be in one location, rather than in separate wings or floors. Also, the conference needs to be in a location that allows people to safely walk to entertainment, dining, etc. Being on government per diem, very few of the conference attendees have rental cars, and a hotel in a walker-hostile location is a detriment.

- **Conference Planner.** If the future Host wants to have a professional conference planner handle the details of the conference, a planner should be hired well in advance of the event. The Montana Host was unable to find a planner as early as nine months before the event.

- **Pre-Conference Planning Surveys.** Pre-conference planning surveys are useful tools for setting the conference agenda. They should be implemented prior to the planning meeting and the results should be available at the meeting. The Host should have a draft agenda prepared for modification at the planning meeting, to make the most of the participant's time. The multimedia sessions were very popular in the planning surveys.

- **Planning Committee.** The Planning Committee should be used to approve the agenda, provide a sounding board for ideas, and obtain speakers and moderators for the planned agenda. Using the Planning Committee to plan the individual details of the conference is extremely time consuming.

- **Room Size.** The room sizes for breakout sessions can be smaller than what might be expected, based on the number of attendees. Many of the attendees will be speakers who do not participate in the sessions or who arrive after the first day. Many people also leave early, and some appear to skip a large number of sessions to do extracurricular activities. Adequate seating can be calculated by

dividing the total attendance by the number of breakout sessions and multiplying the result by 70 to 80 percent. Attendance drops off significantly on the last day of the conference.

- **Web Site.** The use of a conference web site should be continued, as it was an overwhelming success. Based on conference input, the next site might include information about the "dress code", as that seemed to worry a number of people.

- **Online Registration.** The use of online registration should be continued, as it was very popular and greatly simplified the Host's data input responsibilities. It is important to follow-up each registration with a confirmation and to make it clear to registrants that if they do NOT receive confirmation, they need to reregister or call the Host. In 2000, the Host's registration page had a box to check for interest in CAP training and the Host forwarded the information for people who checked that box to the CAP training providers at the end of each week.

- **Pre-Conference Training.** With the exception of the CAP Training and Newcomer session, attendance at the preconference training events was less than half of that indicated on the registration forms. The sessions, Audit Training and CCAR training, were both suggested by the presenters, rather than the preconference survey. They were added after a planned Mediation session was canceled because a presenter could not be found. If the future, it would be better to not have training sessions, UNLESS there is a strong preference for a particular session in the planning survey results. It is possible that the people who preregistered for these sessions and didn't attend were taking advantage of cheaper airfare on early arrivals and justifying their per diem by signing up for Monday training events. If multiple training events are offered in the future, the pre registration numbers should be scrutinized to determine if the training should be canceled.

- **Air Conditioning.** The Host should pay particular attention to the air conditioning in the rooms. Although it will NEVER be possible to please everybody, a good number of people appear to be sensitive to the cold.

- **EPA Speakers.** EPA should not send one speaker to discuss a number of topics. If the 507 programs are important to EPA, the speakers sent should be experts in their topic. The attendees are prepared to ask detailed and pointed questions and need more than a little information on a wide variety of topics.

- **Speaker/Topic Coordination.** The Planning Committee member assigned to a given topic should make sure that the speaker does indeed provide a speech that closely adheres to the advertised topic. Speakers who give presentations that are significantly different than what is advertised annoy and frustrate the audience. Additionally the committee members should also ensure that their speakers and moderators are aware of the type of session and time allowed.

- **Email Record.** The Host should try to do as much communication possible via email and should keep a running file of all emails received relating to the conference. The Montana Host dealt with up to 75 Emails a day during the conference planning and the email file was invaluable in resolving disputes over what was expected.

- **Three-Ring Binder.** The majority of people seemed to agree that doing away with the three-ring binder and replacing it with a padfolio was a useful change. People do not like to tote home a binder.

- **Pollution Prevention.** Montana tried to incorporate P2 in sessions, conference planning, sharing of space with P2RX, and selection of the padfolio handout. These efforts seemed to be appreciated by the majority, as most of us are incorporating P2 into our outreach.

- **Badges.** A common complaint was that the names on the badges were too small. The badges were 3 x 4 inches and the conference info occupied the top half, while the attendees info occupied the bottom half. People indicated that they would like to see the attendee's name be at least 0.5 to 1 inch high.

- **Maps of Things to Do in the Area.** The Host procured a series of maps on Shopping, Restaurants, Cultural Activities, and Nightlife in the area which were included in the conference handouts. People were very appreciative of having this information.

- **Dinner Partner Service.** Several people suggested having a sign up board so that people who were interested in getting together for dinner or other after hours activities could find people with similar desires.

- **Computer Room.** Only one person commented about the lack of a Computer Room at this year's conference, and they just wanted to check email.

- **Audiovisual Needs.** Find out early what audiovisual needs people have and hire a person to be onsite for the entire conference to solve problems associated with the different formatting of different people's disks. Limit the number of programs that you will support (e.g. PowerPoint). Plan on having a compute projector, overhead projector, podium and lapel microphone, laser pointer, and phone line in each meeting room. No one at the 2000 conference needed a slide projector. A VCR was needed in a few sessions and could be moved as needed.

- **Technical Sessions.** Technical sessions are very popular and should represent a higher proportion of the sessions offered. People want hands on information. More of this type of information was planned for the 2000 conference, but problems developed with the speakers.

There were a number of comments that were not easily resolved, due to conflicts with the needs of other attendees or with the grant. For example:

- Some people wanted longer sessions or repeated sessions, but this would require reducing the number of sessions and that would make other people unhappy.

- Some people wanted the conference day to start later or end earlier, however, the grant specifies a minimum number of hours that must be included in the conference.

- Some people wanted paper handouts of the presentations to take notes, while others appreciated the fact that they didn't have to lug home those materials.

It is likely that these issues will never be resolved and the goal should be to please the majority.

ATTACHMENT A
Details of Work Plan Tasks

ATTACHMENT A
DETAILS OF WORK PLAN TASKS

The Montana DEQ has developed the following thirteen (13) tasks for successfully planning and conducting the SBAP/SBO 2000 National Conference:

- Task 1 - Prepare Draft Planning Package. Draft a pre-conference planning package based on input from the Ad Hoc Multi-State Conference Oversight Planning Committee. This pre-conference package will include issues relevant to the implementation of Section 507 State Programs. It will be mailed to all state and territorial programs, along with a request for their input.

- Task 2 - Finalize Planning Package. The Montana DEQ will evaluate and incorporate state and territorial responses to the draft planning package. We will facilitate conference calls with the Ad Hoc Committee to finalize the conference agenda and to discuss other issues that may arise during the year leading up to the event. This task includes a site visit at the conference location in Missoula, Montana by members of the Ad Hoc Committee (up to twelve state members and an unspecified number of EPA members).

- Task 3 – Secure Conference Facilities. The Montana DEQ will secure the facilities, limited catering, and equipment needed for the conference. The chosen facility has space for 200 participants and has secured 185 rooms for the 2000 conference. Previous conferences have averaged approximately 150 rooms per night. The facility selected has the capacity for five concurrent breakout sessions, ample area for display of informational materials and demonstration, security for valuables, and accompanying space for breaks and lunches.

- Task 4 – Speakers. The Montana DEQ, in cooperation with the Ad Hoc Committee, will identify, invite, and secure speakers for the conference. We intend to use speakers from industry, as well as speakers from SBO/SBAPs, EPA, and other sources. We also do a call for speakers within the National SBO/SBAP.

- Task 5 - Develop an Information and Registration Package. The Montana DEQ will develop an information and registration package announcing the conference, in collaboration with the Ad Hoc Committee. We propose to maintain an Internet website for this purpose. Using the website, information can be displayed and updated regularly by the Montana DEQ and viewed and downloaded by prospective participants. The website has many advantages over traditional mailings, specifically the website:

  - minimizes paper waste and conserves resources;
  - allows conference and area information to be updated, as needed;
  - provides substantially more information than could be included in a printed mailing;
  - allows errors to be corrected without a subsequent mailing;
  - allows pre-conference interest to be gauged by monitoring website traffic; and
  - allows for interactive polling of potential attendees conference preferences.

  In addition to the website, a general mailing announcing the conference will also be made to all SBO/SBAPs, Compliance Advisory Panel (CAP) leaders, affiliated EPA personnel, and other targeted individuals. The mailing will include a package of tourist information prepared by Travel Montana, highlighting the attractions of Missoula and Western Montana.

- Task 6 - Pre-conference Announcements. Pre-conference announcements will be made via Email at various times throughout the year leading up to the conference. The Emails will direct the addressee to visit the Conference Website for the most up-to-date information on the conference, as it develops. This will allow potential participants ample time to plan for anticipated travel costs and scheduling difficulties. Montana DEQ believes this will also serve to build excitement about the conference.

- Task 7 - Confirmation. The Montana DEQ will ensure that all participants receive a confirmatory Email upon registration. The Email will outline their obligations (cancellation windows, etc.) and will guarantee their room and place in their requested general and breakout sessions, meals, etc. A conference-planning contractor will provide this service.

- Task 8 – Conference Logistical Support. Montana DEQ will arrange for conference registration and logistical support. to include dissemination of information, emergency typing, copying, distribution of telephone messages, etc. A conference-planning coordinator will provide this support.

- Task 9 – Handouts and Conference Materials. Montana DEQ will coordinate the appropriate handouts and assemble conference materials. Notebooks will contain the agenda, speaker's materials and handouts, and other agenda-oriented program information. Participants will also be provided with name tags, name tents, and conference evaluation forms. A conference-planning coordinator will assist the Montana DEQ in this task.

- Task 10 – Conference Evaluation Information. The Montana DEQ will provide a final list of participants, completed evaluation forms, and an evaluation form summary to the Grantor.

- Task 11 – Summary Report. The Montana DEQ will provide the Grantor and Ad Hoc Committee with a short summary report on the conference (e.g. names and number of attendees, list of presentations, etc.) and the evaluations completed by the attendees.

- Task 12 – Conference Information Transfer. The Montana DEQ will provide the Grantor with a 3.5-inch, DOS-formatted computer disk (in Microsoft Word) with all informational materials and a hard copy of all other supporting grantee-prepared data and documentation from the conference.

- Task 13 – Undefined Tasks. The Montana DEQ will perform any other undefined tasks or duties that may be needed to carry out a successful conference.

ATTACHMENT B
Planning Meeting Agenda and Handouts

ATTACHMENT B
Planning Meeting Agenda
November 5 and 6, 2000
Holiday Inn-Parkside, Missoula, Montana

Friday - November 5

9:00-9:30 Welcome, Introduction, Review of Agenda
9:30-10:30 Meet Hotel Conference Staff/Tour Hotel Meeting Rooms/Facilities
10:30:10:45 Break
10:45-12:00 Review and Discussion of Survey and Ballot Results and Highlights
12:00-1:00 Lunch (Hotel)
1:00 - 2:30 Walking Tour of Downtown Area (Weather Permitting)
2:30-5:00 Review and Modification of Draft Conference Schedule

- Session Topics/ Types
- Timing
- Training and Work Groups
- Meals and Breaks
- After Hours Events
- Other

Saturday - November 6

9:00-10:30 Conference Schedule: Finalization
10:30-10:45 Break
10:45-12:00 Identification and Allocation of Responsibilities:

- Assignment of People/Groups to Sessions for the Purpose of Securing Speakers and Moderators, Identifying AV Needs, Etc.
- Allocation of Other Responsibilities

12:00-1:30 Lunch (Downtown)
1:30-4:00 Identification and Allocation of Responsibilities (continued):

- Identification of Milestones for Next Seven Months
- Tentative Scheduling of Conference Calls
- Other

ATTACHMENT C
Planning Survey and Post-Survey Ballot and Results

SBO/SBAP 2000 Conference Survey

(or It's YOUR Conference - What Do You Want to Do?)

Respond to Karen Ekstrom, kekstrom@mt.state.us, fax: 406-444-6836

Your volunteer Planning Committee is currently hard at work on the 2000 National SBO/SBAP Conference, which will be held June 19 through 22, in Missoula, Montana. We want the conference to be as relevant and beneficial as possible (as well as being fun). We know **survey's are a pain**, but it's the only way to get your input, and your input is **VITAL!** If you don't respond, we will have to make all the conference decisions for you.

We want to know what sessions interest you, what training opportunities and extracurricular activities you'd like, and what ideas you have for putting on a great conference. The easiest way to complete this survey is to answer the questions on your computer. Take as much space as needed for each answer – just type away, save it, and email it back. If you are completing this survey on a hard copy and faxing it, please attach additional pages for any questions that require more space. **Return the survey to Karen Ekstrom at the above address (fax or email) by October 1.**

1. Now THAT Sounds Interesting!

The 2000 conference is on a **Tuesday, Wednesday, and (half day) Thursday. There will be CAP training and (possibly) other optional training on Monday. The conference will include a keynote speech and a variety of general and breakout sessions. We've come up with a draft list of session topics. Now is your chance to add additional topics to the list and make comments. Next month, you'll receive a ballot with all the session ideas listed, so you can vote on the ones that you want to see at the conference. We are using this survey to compile choices for people to vote on.** For the sake of organization, we've grouped the existing topics into "tracks" based on common themes. Make any modifications or suggestions you'd like.

Track 1: Regulatory Update and Guidance – What You Need to Know

- *Update on 112R*
- *Upcoming Coatings Regulations*
- *Upcoming Combustion Regulations*
- *Urban Area Toxics Strategy*
- *EPA's Revised Small Lab Guide*
- *EPA's Auditing Resource Guide*
- *General MACT Update*
- *The General Duty Clause.*

Suggestions and comments:

Track 2: Building Your Program – Tools, Tips, and Tricks

- *Increasing Your Program's Profile - Is Advertising the Answer?*
- *Funding and Administering a Small Business Loan Program – Includes Loan Success Stories*
- *Financial Help for Small Business Programs (Update on the Nat. Small Biz Financial Aid Working Group)*
- *Starting and Administering a Sector Recognition Program* (ex: CCAR)
- *Web Sites – A Look at Some of the Best Support Sites for Small Businesses*
- *The SBO/SBAP Web Page – What are Other States Doing?*
- *Outreach Materials for SBO/SBAPs – A look at Successful Newsletters, Brochures, and Other Materials.*
- *Using Trade Organizations to Spread the Word and Build Your Client Base.*
- *Small Business Owners Panel*

Suggestions and comments:

Track 3: Interfacing With Other Programs – P2, E2, Commerce, and Enforcement

- *P2 and the Printing Industry– Making Publications More User-Friendly and Less Wasteful.*
- *Using Energy Efficiency (E2) Programs to Benefit Small Businesses*
- *Economic Development and SBO/SBAPs - Helping Economic Development while Maintaining Env. Integrity*
- *SBAP/SBDC Partnerships –Success Stories and "How To"s.*
- *Working with Your State's Enforcement Program - How to Cooperate for the Benefit of Your Clients*
- *EPA's New Small Business Enforcement Guidance*
- *P2 Training for Permit Writers and Inspectors*

Suggestions and comments:

Track 4: Improving Your Skills

- *Plain English Writing.*
- *The SBO/SBAP as Mediator - Reaching Consensus in Disputes Where Voluntary Compliance is Needed.*
- *Training Overview – Finding the Best Training Opportunities.*
- *Site Visits – What to Look for and What to Avoid (Compliance and Health and Safety Issues).*
- *How Much Will it Cost - Typical Costs for P2 and Compliance and How to Help Develop Site-Specific Costs.*
- *Preparing Effective Educational Workshops for Small Businesses*
- *Effective Lobbying – Pros and Cons.*
- *ISO and EMS*
- *EPA Grant Writing Tutorial*

Suggestions and comments:

Track 5: 507 Programs – Administrative Issues and the SM Grant

- *The Future of the SBOs/SBAPs-Have We Lost Ground?*
- *Steering Committee: A Definitive Role*
- *Selecting the Compliance Advisory Panel (CAP) Members - Is There a Faster or Better Way?*
- *Liability and Technical Assistance-Can We be Held Liable by Our Clients?*
- *Conflict Resolution between Small Business and Your Agency - Can You Remain Neutral without Offending Either Your Boss or Your Client?*
- *Program Measurement Techniques*
- *Overview of the SM Grant Projects.*
- *Profiles and Status of Selected Grant Projects*
- *Compliance Assistance – Getting Credit Where Credit is Due.*
- *Strategic Planning*
- *Reporting and Recordkeeping*

Suggestions and comments:

Track 6: Emerging Issues

- *The Mercury Project.*
- *Redefining P2 Based on the Watershed Approach*
- *Watershed vs. Industry Specific Outreach.*
- *Shop Certification for Auto Body Shops – P2 Training for New Employees (blood metal levels)*
- *Multi Media and Self Audits - State and Federal Audit Policies*
- *New Source Review Permits and Options*
- *Acid Rain Requirements – Not Just for Big Business.*

Suggestions and comments:

Track 7: Technical Assistance

- *Asphalt and Concrete*
- *Sand, Gravel, & Construction*
- *Surface Coating*
- *Fiberglass and Reinforced Plastics*
- *HVLP sprayers in the Auto Body Industry*
- *Emission Estimates*

Suggestions and comments:

2. *How About Test-Driving Some Shiny New Equipment?*

In addition to the sessions listed above, we are exploring the option of having a hands-on training opportunity during the conference. This training is different from the Working Sessions or Training Sessions offered in the conference meeting rooms. It is a hands-on technical experience, rather than classroom training or problem solving.

One option we are exploring is the possibility of having the mobile display from the Iowa Waste Reduction Center on site to let people experience the HVLP spray technology. The display would be set up in the parking lot and hands-on demonstrations would take place throughout the day. Instead of going to an indoor session, you would sign up to

participate in a demo in the parking area. There would also be an indoor session that would address the HVLP technology during the conference. We need to gauge interest, so please select the statement that best fits you

__ I'm very interested __ I'm somewhat interested __ I'm not interested

If you have another idea for hands-on training, please describe it here.

3. *What's For Lunch?*

Some previous conferences have had catered lunches, and some have not. Montana policy does not allow food to be purchased with grant funds; so, if we arrange a lunch, we **MUST** charge a **mandatory, non-refundable** fee of $20 per lunch (just like the *Air Toxics Meeting*) to cover the cost of food, beverage, and service. The fee for catered or box lunches has to be non-refundable because the provider needs advance notice and will charge us for the number of lunches *made*, not lunches *consumed*.

We leave the question of lunch to the majority vote. **Only one option will be offered per day,** as it would be logistically impossible to provide box lunches for some, catered lunch for others, and no lunch for the remainder on the same day. Please choose the statement(s) that best represent your feelings on this subject. Catered lunches would be an option on Tuesday and Wednesday. The other options ("on your own" or "box lunch") would be available Monday through Thursday.

Note: The conference hotel in Missoula is located in an historic downtown area that has many places to eat, including a cool summer event called "Out to Lunch" (Every Wednesdays selected restaurants sell their food outdoors at a nearby performance park on the river. The park has a hand-carved carousel and is a 5-minute walk from the hotel). The weather is likely to be beautiful, and going out for lunch will get you out of the hotel for some fresh air and sunshine. Box lunches would also let people sit outdoors or go to their rooms

__I'd like to have a catered lunch on Tuesday, Wednesday, or both days **(underline as many as relevant)** and would be willing to pay a **mandatory, non-refundable** fee of $20 per day.

__I'd like to have a box lunch on Monday, Tuesday, Wednesday, Thursday **(underline as many as relevant)**. I'd be willing to pay a **mandatory, non-refundable** fee of $8 to 10 per day.

__I'd like to make my own choice for lunch (e.g. explore downtown Missoula, attend *Out to Lunch* in the park, or do something else).

4. *I Don't Know... What Do YOU Want To Do Tonight?*

People have suggested that we organize an after hour's event during the conference. We'd love to, but we need your input to make sure that we do something that interests as many people as possible. We'd like to get 50 to 100 people interested in an event. Please mark as many of the following statements as needed to express your preferences - *be truthful.* The temperature *should* be in the mid 70's and it stays light till roughly 10 or 10:30. Remember, grant money cannot be used to finance these trips.

_I am interested in attending some sort of organized event one evening during the conference.
_I would be likely to bring someone else with me (friend, spouse, family member, etc.).

Please mark which of the following you would prefer to attend (mark more, if you'd be interested in more, this just assesses interest without obligation):

__ ***Fort Missoula Dinner Theater Event*** - Charlie Russell's Montana is a musical outdoor drama, full of action and pageantry, that captures the life of the Montana cowboy and Native American during the late 1880s. The show includes gunfights, chorus line, Native American dances, campfire singing, and the use of real horses and a covered wagon. Experience a piece of Montana, through the character of Charlie Russell, as you enjoy an authentic pitchfork fondue (steaks cooked on a pitchfork) from 6:30 to 7:45pm, Lewis and Clark pre-show starting at 7:30pm, and the play from 8:30 to 10:30pm." ($23, inc. transport).

__ ***Sunset Raft Trip*** (non-cancelable if bad weather). Raft trip on the adjacent Clark Fork River. About 2 hrs long + dinner. THIS IS NOT A WHITEWATER TRIP!

__ *Scenic Drive.* Board a bus and drive to one or more of Southwest Montana's scenic spots. Possible choices are: Garnet Ghost Town (no dinner or "box" dinner), Lolo Hot Springs (hot pools, bar, etc.), etc. The price for this would vary, but would be under $30.

__ *SBAP/SBO Summer Picnic* - What better way to let off steam after a day inside listening to speeches and presentations than drinking beer, cooking out, and playing dumb adult games. If we charge an admission fee ($10 to $15), we could have a catered picnic/pig roast type thing outside somewhere, with beer, soda, food and games. We could have a volleyball tournament, three-legged race, water balloon tosses, etc. These events are corny, but fun. Plus, this is a good way for folks to get to know each other better.

__ *Happy Hour at a Local Pub*. How about a walk to a sports bar or brewpub that would be willing to wheel and deal to host an event? We might be able to coerce a bar into doing something with us. Perhaps hors d'oeurvres, reduced drink prices, entertainment like a pool tournament, dart tourney, pinball contest, dance contest, stuff like that? Some thing to pull folks together after the long day of sessions and have fun!

__I am not interested in any after hours, organized events. I plan to recreate on my own.

Please feel free to suggest an alternative event:

Please comment on lessons learned from previous after-hours events, so we learn from past mistakes/successes.

Would you like a reception with a no-host bar on Monday evening? Yes? No? Comments?

5. Should We Keep the Light on For You?

Please give us some idea of the likelihood that you will attend this conference:

__Absolutely
__Very Likely
__Possibly
__Not Likely (OK. Why not?)

6. It's Déjà vu All Over Again....

Many people who commented on last year's event said that the conference survey form did not provide enough space to adequately comment on conference-related items (hotel, trips, gifts, food, etc.). Here's your chance to get those comments off your chest and influence the 2000 conference. Please share things you really liked and/or disliked about previous SBO/SBAP conferences you attended. For things you disliked, please tell us what would have made it better. Use as much space as needed (if faxing, attach a separate sheet, if necessary).

Liked and would like to see again:

Disliked and would do differently:

Which conference(s) did you attend?

7. How About a Trip to Cyberspace?

We plan to get a Web site up and running on the conference. Please indicate which of the following apply to you:

__ I would use a web site
__ I am not interested in a web site

If you would use a web site, what do you want on the site?

__ MT travel links
__ Conference registration
__ Suggestion box
__ Draft agenda
__ Hotel web site link
__ Other (please list)....

8. Other Tech Stuff

Please give us some comments on the following technology-related items.

*Do you prefer presentations using (**underline one**) overheads, slides, computer slides (ex: PowerPoint), or no preference.*

Any comments on the use of these technologies at previous conferences or hints for their future use?

Did you use the computer room at the 1999 conference? If not, why?

Do you have any comments on the setup, schedule, or other aspect of a computer room at the 2000 conference?

Do you think you will be bringing anything to display in the exhibit space?

9. Getting Personal....

Please provide us with the following information. **No salesman will call!**

Name: *Organization:*

Title: *State:*

THANKS!!! THANKS!!! THANKS!!! THANKS!!! THANKS!!! THANKS!!! THANKS!!!

Written Comments received on the Planning Survey. The numerical analysis of the comments is in an accompanying table.

1. Now THAT Sounds Interesting!

Track 1: Regulatory Update and Guidance – What You Need to Know

- New NESHAPs and how to target outreach
- Keep MACT Update, Coating Regulations, 112R, Small Lab Guide. Delete the rest.
- 112(r) and general duty clause should be combined
- Small Lab guide has been presented in the last two conferences, do we need to address it again unless there is a revision?
- EPA's cumulative exposure study and how states are responding,
- General NSR permits and Title-V deferred sources,
- State auditing policies and use of EPA's 'voluntary disclosure' policy
- Title III/Title V Interface
- Ozone and PM Implementation
- Small Business Assistance in Indian Country
- Title III and Title V Integration – What does this mean for small businesses
- Consolidated permitting – Does it work?
- What's going on with these "new" Air Standards? New Ozone and PM 2.5 status, NOx SIP call status and updates
- The auditing resource guide section – hopefully that session or another session discusses the changes that will have been made to the Small Business Policy!
- EPA's Cumulative Exposure Project
- Would like to see something on the upcoming NESHAPs for reinforced plastics and boat manufacturers. Very interested in air toxic issues. i.e., are regulatory permits really getting to/helping with air toxics. If not, where do we need to go?
- Add MACT Outreach + Impacts of Title III Risk Assessment on Small Biz already subject to control tech MACTs
- All look good. I would also add composites and boat building MACT.

Track 2: Building Your Program – Tools, Tips, and Tricks

- Emphasize Small Business Owners Panel over everything else. Use this panel to get the customer's perspective on "Increasing Your Program's Profile" and "Outreach Materials". In other words, have the small business people tell us why the brochures were/were not good and how to increase program profiles.
- These items are better suited for 'newcomers orientation' session and/or addressed by having interested programs use display booth to promote materials developed by the programs. Web Sites - A Look at Some of the Best Support Sites for Small Businesses, The SBO/SBAP Web Page - What are Other States Doing, Outreach Materials for SBO/SBAPs - A look at Successful Newsletters, Brochures, and Other Materials, Using Trade Organizations to Spread the Word and Build Your Client Base.
- How to get good SBAP/SBO staff members - Interviewing tips and hiring suggestions (possibly get a HR specialist? Could be from a public or private sector human resources department)
- I am especially interested in funding/financial loan programs that serve as incentives for businesses to change.
- Small Business Owner's Panel is always very interesting.
- Increasing program performance by moving to multi-media.
- YES to both of the financial assistance program items!
- Participation from small businesss and associations is vital. We have a sector recognition program in Maine for gasoline stations and I would be willing to speak on it. (Brian Kavanagh)

Track 3: Interfacing With Other Programs – P2, E2, Commerce, and Enforcement

- Don't see this track as that useful unless the focus is narrowed to interfacing with only ONE other program that small businesses actually use. This program could be some program within SBA, for example, which is highly utilized by small businesses.
- These are good ideas, may want to include individual program success stories.
- OSHA issues and regulations facing small businesses
- Why would we have a session on P2 training for permit writers?
- NO MORE PRINTING SESSIONS!
- "Where Other Media 'Meet' the Clean Air Act"

Track 4: Improving Your Skills

- Plain English Writing is most important! Other topics are OK. Grant writing would be useful.
- These items are better suited for 'newcomers orientation' session and/or addressed by having interested programs use display booth to promote materials developed by the programs: Plain English Writing, The SBO/SBAP as Mediator - Reaching Consensus in Disputes Where Voluntary Compliance is Needed, Training Overview - Finding the Best Training Opportunities, EPA Grant Writing Tutorial
- Suggest including topics on hands-on-tools; emission estimation methods/programs, emission inventory development for area sources, expanding technical assistance services, models on tracking client activities and measurement of program performance
- Environmental Chemistry Refresher
- This track contains some items that might transcend personal development (ISO and EMS)
- General P2 and Sustainability Training
- "Why You'll Do Better Partnering"
- Consider contacting United States Ombudsman Association for suggestions or coordination on SBO training.

Track 5: 507 Programs – Administrative Issues and the $M Grant

- Keep: Future of SBAPs, Program Measurement, Strategic Planning, Status of Grant Projects. Pitch the rest.
- Selecting the Compliance Advisory Panel (CAP) Members - Is There a Faster or Better Way? - may not be very useful as the situation varies from state to state.
- 'Getting credit.....' should be combined with 'Program Measurement Techniques.'
- I would be very interested in heavy EPA participation in this track.
- Multi-Media SBAPs: Who is doing this? What assistance activities are being conducted? How are they targeted.
- Maine received a grant and would be willing to present on it.

Track 6: Emerging Issues

- Good: Acid Rain Requirements, anything Multi Media. Don't know much about other topics.
- Cumulative Exposure Study from EPA
- Title-V and area sources,
- Area source state inventory.
- Future of revised NAAQS.
- Suggest moving New Source Review Permits and Options to Track 7.
- What about OECA's Task Force on Innovation concerning compliance assistance or the results of the compliance assistance forum of stakeholders?
- I'd like to see a session on the new carbon dioxide technology being used in the drycleaning industry. The buzz on the street is that this could eliminate the use of perc. in the industry.
- Integration of P2 and Sustainability into assistance activities
- *Watershed vs. Industry Specific Outreach* vs. POLLUTANT TARGETING.
- **How to deal with air toxics.**
- **The Natural Step - sustainability**
- **Concrete products manufacturing has problems in Maine (ie acids, waste, air etc)**

Track 7: Technical Assistance

- All topics are good!
- 112(r)-RMP-general duty and more
- Update on PTE Calculations
- General permits
- Small Combustion Sources
- A necessary part of any conference.
- Control and/or mitigation Techniques.
- I'd like to see a session on the new microbial parts-cleaning equipment which may eliminate the use of certain solvent cleaners. This technology may also be featured in the hands-on session.
- I would like to see more programs devoted to building the strengh of SBO's/ SBAP's in states
- Multi media issues (ie Stormwater, septic tanks, printing,
- I like them all!!! We need more of these kinds of presentations at the conference to help us do our work.
- All of your tracks sound really interesting, making it extremely hard for people to choose which sessions to go to. Good luck with the scheduling!! I can't think of any other sessions to add except sustainability.
- Petroleum drycleaners.

Hands-on Demonstration

- Great Idea!
- Illinois Waste Management and Research Center (affiliated with IL Dept of Natural Resources and the Univ. of IL) has a technical lab which is used to help assist companies with alternatives to solvent cleaning (degreasing) using water and detergents, reverse osmosis, etc. I do not know if they are available, but if you are interested, their number is 217/333-8940 – could ask for Ken Barnes.
- I'd like to see a demonstration on the new microbial parts-cleaning technology cleaning that's out and which may replace certain solvent cleaners.
- Compliance Assessment

What's For Lunch?

- If there are any interesting sites in a relatively short distance from the hotel, I would love to get outside the hotel during the day and enjoy the fresh air and sunshine. Would the lunch fees be incorporated into a registration fee or would they be split out just for food payment? If I had to chose between box lunch or catered lunch then I would definitely go cheaper because our perdiem only supports $10 for lunch. If the majority wants boxed lunch I would prefer they be incorporated in the registration fee. A box lunch one of the busiest days might be quick and easy, but again I always prefer choosing my own food because most box lunches don't provide something low-fat and healthy.
- I assume you'll be accommodating vegetarians either way you go?
- One big lunch together is usually a good idea. Also the comment was made that with off-site and on-your-own lunches you need at least 1.5 hours and still you will loose people.
- Definitely not mandatory. There's not enough $ for everyday mandatory lunch. Besides, I'd prefer to have a break between the morning and afternoon sessions.
- Note: I am a vegetarian, the "no choice" option isn't an option for me.

I Don't Know... What Do YOU Want To Do Tonight?

Event Comments:

- I would rank the picnic and happy hour first, and the other two events second. -- I REALLY like the picnic idea.
- I was in Missoula many years ago and we had a picnic at the National Bison Range. It was great! It also gave us a chance to see the countryside and do a bit of hiking - a nice divergence from meetings all day and many people had never seen bison before.
- Although I was looking forward to the Ybor city thing last year, most of the shops were closed, or not yet in business. I felt like it was kind of a waste of time. While many people enjoy sitting in a smoky bar and that's ok for them, I do not.
- Golf.
- Maybe one group might do an organized bus trip and another has a picnic or happy hour.
- Shopping excursion for a few hours to pick up souvenirs other the high priced items found in hotel gift shops.
- If there are buses, make sure they leave at a certain hour (regardless of # of passengers) and if you aren't there-tough. We had to wait 2 hours for the bus to fill up one evening when a bunch of us wanted to leave downtown early. I still regret not getting a taxi.
- A picnic/informal dinner sounds fun. Maybe at a gym with coed volleyball. Might not need other games.
- Long trips take off some of the fun.
- I prefer to go and explore the local surroundings when not at home. I love the idea of doing things together like we did in Arizona with the group dinner trip. We danced and socialized the night away while getting out of the Hotel grounds. Conferences can be so intense that a little separation goes a long way. :)

Reception Comments:

- This has always been fun in the past.
- This is a great way for us to get reacquainted with folks we haven't seen all year, BEFORE the meeting.
- A reception would be nice if someone would fund it (or we could pay for it ourselves), but I'm not much of a drinker so I don't care about the bar part. Networking opportunities are always great.
- All of the social events above sound fun – perhaps one of them in place of the "typical" reception?

- Reception is a nice kick-off event. We need to find a way to make the new people to the program feel more welcome at the reception. (or how do we encourage them to attend? It's hard to walk into a roomful of people you don't know – so I think many of the newcomers probably do not attend the reception.
- Buying tickets for drinks is a pain – I'd rather pay cash at the bar.
- This is a good idea for the first night to get people together at the beginning of the conference. PA held a particularly successful one. They used some of their funding to reserve a room at a large brew pub/pool hall. It was catered by the restaurant with basic hors d'oeuvres and various types of pizza. There was plenty of food so people didn't need to go out for dinner unless they wanted a big dinner. Beer was cash bar.
- Florida reception worked well with hotel staff carrying around trays of food.
- SURE! These are always a good time to re-group and make dinner plans with those who have arrived.
- I think this would be a good time to go to Happy Hour
- If you do a reception, do not have tables and chairs set up – it completely discourages mixing and mingling.
- Yes, with snacks. The food really gets folks to come and get together
- Everyone just sat and ate in Phoenix. (Maybe high tables people can stand around to set their food?)

It's Déjà vu All Over Again....

Liked and would like to see again:

- Inspirational keynote speakers do a lot to help set the tone for the meetings.
- Having more trade reps and material supplier reps attend!
- Getting USEPA people from RTP to attend is very good.
- Half-hour breaks between sessions would be preferable.
- Include SBAP/SBO success stories AND failure stories for topics.
- A 'web room' for viewing web sites of different programs.
- Thursday's session should end by ½ pm allowing enough time for people to return home same day.
- Next June will be the "eve" of the elections, so politics will be on a lot of minds. In the past Tom McCully has given an update on legislative activities, and I think you may want to include something like that. Similarly, you may want to invite a political pundit to give an overview of what the upcoming election might mean to the states, the environment, and small business.
- Newcomers orientation – good opportunity to introduce the new staff members to the world of SBAPs/SBOs beyond their state.
- Regional meetings over lunch.
- The regional lunch is a good idea. Or as an alternate, have a regional meeting as an optional breakout session.
- A designated time for regional meetings – not enough time was set aside in Tampa.
- I definitely liked the Region breakout session during lunch. A box lunch with our Regions would work nice, but please allow for more time and some type of coordinated participation activity for the groups to interact. A Regional roundtable to hear what other Regions are focusing on would be interesting and hopefully helpful.
- Working sessions.
- Keynote speakers that are inspirational.
- Snacks/cookies at break – even if we have to pay for them.
- Loved the computer room in Tampa. The field trip to Cape Canaveral was also good.
- Any after-hours social event, which gives the "flavor" of the local area, is great!
- Working Session – "Rethinking Regulating Small Business".
- Small boxes and Fed Ex. Forms
- The tour of Cape Canaveral was interesting. Seeing new and innovative technologies in action is interesting.
- Site visits were great! I really enjoyed both the Busch Gardens and Cape Canaveral tours. The Thursday tour really helped keep people around through the entire conference.
- The trip to Busch Gardens was fun and interesting.
- Liked the offsite evening events at both meeting I attended along with the opportunity to walk around Scottsdale and fend for ourselves.
- I enjoy seeing the countryside or local attractions in the host city. Since we're at a hotel and I don't rent a car, it's nice to get out. I especially enjoyed the dinner in the desert by Scottsdale. I would like at least one evening event as it gives me an opportunity to visit with people in a social setting, and to experience something new.
- I like the fact that the cities were large enough to handle a group of our size without a lot of inconvenience in securing flights and lodging.
- I always like the small business panels.
- After hours group activities.
- Real breakfast – like in Charleston (fruit, eggs, sausage, etc.)

Disliked and would do differently:

- Too many breakout sessions with not enough depth at each. Maybe less, more intense sessions would provide more "usable" material to take home.
- Need to have a MUCH BETTER BREAKFAST than Tampa! -- although their afternoon breaks were pretty good. (This is under the assumption that you will be able to "hide" the costs of the breakfast and breaks in the hotel costs -- i.e., the hotel is "throwing that in" with the fees for rooms, etc. ????) If you can NOT provide for breakfasts and breaks, then let people know in advance that they will be fending for themselves.
- I can see a very small, cheap, momento from the conference, especially if you come up with a neat logo, BUT, it should only be purchased if there is money left over and NOTHING that it could be used for elsewhere. Everyone is sick of notebooks, and if all the presentations are going to be on the web, we don't need them. So, instead of providing notebook, get some of those "folios" (nice folder, with a notepad on one side, and a pocket on the other) -- you can get these fairly cheap. Get the conference logo printed on the front, and it is a useful momento for folks to take home and use for taking notes, etc., at meetings at home. The pocket is enough for all the "required" pieces of paper that you need to hand out, like the agenda and site map.
- The gift. Save the money or give something we can use. The planners last year were a nice gesture but I would assume that most people like myself have purchased a planner and carry it daily. I would recommend maybe a nice pen, sports bag, note pad holder with logo, or gift certificate to Blockbuster video for a free video rental to unwind at home after the sessions.
- I think that often times the breaks are too short or too long. I think you need to base break length on the number of attendees. If you think you'll have 100 people, a 10-minute break is good - for 250 I think you need 15-20 minute breaks. Lots of exhibits - then 30 minutes are ok. Don't ask me for data to support this - just my personal observations.
- *Not enough time to view exhibits. Set aside some time (15-20 minute each day) for people to visit display areas and talk to participants from other states. Encourage programs to present their 'stuff' in this format.*
- Tom Kelley taking too much time on the agenda and cutting into other speakers/session times.
- LONG buffet lines. If a buffet lunch is planned – need more than one food line for 200+ people.
- Untrained moderators – not starting or stopping sessions on time – or allowing one speaker to go on FOREVER and then the rest of the speakers only getting five minutes each.
- Talking heads sessions – sessions with 5 or 6 speakers – too many! Not enough time for them to get into detail.
- For people who have been attending for several years, it is important to offer new topics or new speakers on repeat topics. Also think people who are newer to the program should be given opportunity to speak.
- Hotels far away from any other civilized beings and buildings.
- Dirty/dingy hotels!
- Need dinner places closer to hotel!
- We need a decent hotel.
- The Tampa conference was in a really icky location...not close (within walking distance) to anything of interest. It sounds like you have already taken care of this problem.
- The hotel in Tampa sucked!
- The hotel needs to be near the city center.
- I had issues with hotels. I liked the Scottsdale location, there was a lot within walking distance and it seemed relatively safe, but it was very expensive to get a cab into the city and there was no public transportation. How is it in Missoula? The Tampa area we were in was not close to anything (one or two restaurants and a mall that I never found) again no public transportation and not a good place to walk at night. However, they compensated for this with great off site events. The actual hotel was amazingly incompetent (clueless) and the antithesis of customer friendly (some times bordering on rude). We need the ability to get good recommendations for food and nightlife from these folks and they should be prepared for a large group with rooms when we arrive. We as a committee should make sure there are arrangements for people to mail home conference materials.
- Would like to see more small businesses present at the conference. In Tampa the panels seemed to be from big businesses. It would be great if we could get some of our "partners" to show up at a conference so we could share info about our programs with them. I often feel that we are just preaching to the choir at these things. Getting some outside entities to attend would go a long way towards marketing our programs. How about those folks who are always looking at getting us lumped up with the SBA? Or really getting some of our respective upper management people to attend to really see what we do?

- Look at the possibility of repeating some of the sessions on two days or times if there appears to be a large number of people interested. There were a couple of sessions scheduled at the same time and I would have loved to have attended both but had to pick one over the other.
- I dislike big binders full of stuff; we take home enough on our own.
- Not enough session time for interaction
- In the future, I think the states opting to host the national conference should meet established criteria before they threw their names in the ring.
- The Cape Canaveral thing was a long ride to see a water treatment plant!!!
- We need more time for the CAP training - let's allow them some time "alone" to put together some ideas

How About a Trip to Cyberspace?

- Sign up for training on line
- List of extra events at night.
- Very helpful for meeting agendas, registration, and planning the trip.
- I think it is too much trouble for you, and you most likely have better things to do with your time. Just keep us informed as progress is made or changes occur. You're doing enough already.
- Rental car info
- Area maps
- Restaurant info
- Planning Committee members
- What about a map of the areas surrounding the hotel?
- GREAT IDEA!!

Other Tech Stuff

Comments on the use of presentation technologies:

- Have the presentations on the web site or on CD to take back with us—not those big binders
- Allow speakers an opportunity to test their computer with the projector system to insure compatibility.
- Warn against making slides too busy to be seen clearly.
- I liked that the presentations were available on the Internet after the last conference. I suggest they be available immediately following the meeting on the Internet website again. Also I would like a brief description and lecture agenda on a handout passed out during the meetings
- I prefer slides - computers crash and then there are delays (not worth it for the "look" of PowerPoint, etc.).
- Make sure slides, overheads, etc. are visible. I am quite annoyed to hear a speaker say "You probably can't see this but..." Then don't show it if I "probably can't see it anyway" but that's not entirely your problem as a conference planner. All you can do is suggest to speakers that they use large fonts/few words that can be seen in a large room. Also, use an oversized screen, sometimes that helps.
- Power Point is the way to go. Far superior to overheads or slides. Just don't make the fonts too small or pack in too much info. Use a Pentium II loaded w/NT for best results!
- There always seem to be problems with computer slides.
- Some of the overheads were poor.
- Speakers must make hard copies (or some) available to write on as they speak. It helps to be able to write notes on sides of copies of the slides, etc.
- Please have materials from presentations available electronically only, no paper. I thought this was a really good idea but some people still brought paper copies.
- I'm a techno geek, so it will not bother me if all presentations are in some electronic media! I just don't want to force anybody to have to do it this way.
- Power point was OK, but slides and overheads seemed clearer.

Why didn't you use the computer room at the 1999 conference?

- Didn't know it was there.
- Wasn't interested.
- What was the commuter room used for?
- I had no reason to (4).
- I don't get too excited about anything related to computers.
- Not enough time.
- Too busy on other stuff.

- I wanted to do other things more, i.e. network.
- Didn't have a reason to. It was also small, and not friendly (cramped, dark, cluttered with conference stuff).
- I'm not sure. I guess I didn't think about it when I had time to use it.
- I use it too much here.
- I thought I could surf web areas when I got home and took paper info on other products.
- Time and opportunity did not coincide
- Seriously, I was so busy with everything else going on that I didn't get there... I tried!
- I had my laptop with me.

Comments on computer room at 2000 conference:

- If there will be one, select a more visible or high-traffic area for its location.
- Set aside some time in the agenda.
- Needs to be better "advertised" -- especially as to what is there, and try not to have it too far away from the main conference areas -- preferably really near the display area, to draw folks in. In some hotels, they can have the computer displays right in with the display area, IF it is in a very large room that can be locked.
- I'm sure many people would appreciate it, but don't count on me to use it.
- I think people appreciated the availability of connected computers at the conference. My recommendation would be to think about having the room as part of, or with easy access from, the exhibit room. People tended only to visit the computer room when they had their own email/computer needs, and that the web sites arranged for viewing did not get as much traffic the year before when the room was easily seen from the exhibit area. Another option would be for a few computers to be set up online in the exhibit space to showcase some of the home pages, e.g., the Small Business Environmental Home Page.
- Try to get all presenters to bring a digital file of their presentation to the conference. This will speed up loading these materials on a central web site after the conference.
- Designate 1 or 2 machines for storing conference presentations.
- It should be readily accessible and in a high traffic area.
- More hook-up to support sites.
- Someone should be there to assist. Early or late hours (when sessions are not ongoing) would be helpful.
- Security! And if possible, you can include a burned CD of all the conference's materials! Just joking, but it is an idea that is coming!
- If possible, I would like to see a fax setup. Normally, hotel fax rates are too high. In Tampa, $1 per page.
- I think you could benefit form talking to Lee Tate, GA SBAP or Audrey Zelanko on computer room.

Bringing anything to display in the exhibit space:

- Not a massive amount of stuff.
- A table top display
- We will need a table for handouts for the EPA SBO. About 12-15 documents/brochures/general info.
- A very limited amount.
- No. I've mailed, and lugged stuff (there and home again) too many times. I really think it's just as effective for people to bring display copies of their materials with a sign-up sheet. Although this is a bit of postage, then people care enough to really use it when they get it. Otherwise, it often goes in the recycle bin or trash (not very efficient). Lately the quality of exhibits has not been very good, although I have picked up a few useful ideas. Why not just have 5-6 tables set up and anyone who wants to display samples has the opportunity?
- Maybe some publications.
- Some of our brochures and hopefully, a poster. It might be nice to have a table for "program" literature. All the states could put their things there. Individual companies or businesses could be separate. Be advised that there might be quite a bit of literature from the various programs.
- We usually bring products to display but this has been getting smaller each year with the ability to get info on the web. We hope to have our website up by June so folks could just go there for info and copies.
- Table top display

Other Comments:

- Thanks for the opportunity to provide input.
- I want to thank you for your hard work. I am in charge of our annual environmental conference and I KNOW how much work goes into planning a conference. I'm looking forward to Missoula (love Montana anyway) and appreciate your efforts. Thanks again!

- I heard a lot of reports about Charleston and attended the conferences in Scottsdale and Tampa. Your survey does a lot to ease concerns I have heard that "if you have attended one SBAP Conference, you have attended them all". I am impressed with what you are proposing, and it looks like it will invite new presenters and panel convenors. New blood is often refreshing. So your outline has a new and refreshing look to me.
- Thank you for all of your hard work!
- Karen - Great survey! I hope that some of my comments will be helpful. I am looking forward to the conference in June. Good luck with the planning.
- Karen: What an outstanding beginning! I am impressed with how well organized and complete your survey is.
- Nice job with the survey! Looking forward to visiting Montana next spring!
- The topics were amazingly complete. There really isn't much to comment on .
- Thank-You!
- Well Done!

Survey Respondents (in order received):

1. Linda King, Small Business Liaison for Air Quality, IA Department of Economic Development, Iowa (W)
2. Blake Roper, Ombudsman, Alabama Department of Environmental Management, Alabama (W)
3. Rick Carleski, Supervisor, SBAP, Ohio EPA, Division of Air Pollution Control, Ohio (WP)
4. **Somnath Dasgupta, Manager (Air Program), IWRC, Iowa (WP)**
5. **Deborah M. Elmore, Small Business Coordinator, EPA/OAQPS (WP)**
6. Karla McCorkle, 404-562-9043, US EPA Region 4 -- Env. Scientist, SBAP 507 contact, Atlanta GA (WP)
7. Janet Neff, Public Advocate, KS. Dept. of Health and Environment, Kansas (WP)
8. **Pam Christenson, Technical Assistance Director, Small Business Clean Air Assistance Program, WI (W)**
9. Jacquelyn Neuber, (EPE III) Coordinate Small Bus. Activities in Air and SBAP. Illinois EPA, Illinois
10. Steve Dubyk. Env,. Specialist, NMED/Air Quality, New Mexico (fax)
11. Anthony Ching. Env. Ombudsman, Hawaii Dept of Health, Hawaii (fax)
12. Rose Marie Wilmoth, Air Quality Representative for Small Business, Ky. Dept for Env Protection, Ky
13. Audrey G. Zelanko, Senior Environmental Specialist, CTC, Pennsylvania (WP)
14. Angel Martin Diaz, CTC, Pennsylvania (fax)
15. Curt Deveraux. EPA, Info. Transfer Group, RTP, North Carolina (fax)
16. **Bob Rose, EPA SBO (fax)**
17. Joe Antonio. Senior Environmental Planner, RI Department of Environmental Management, RI (WP)
18. Thomas McCully, Senior Policy Analyst, EPA, Washington DC (WP)
19. Troy Johnson. SBAP Coordinator, MPCA, MN (W)
20. Andrew Gosden. Program Coordinator, Maryland Department of the Environment, MD (W)
21. Chuck McCarty. NJ Dept of Env. Protection, SBAP, NJ (fax)
22. Anne-Marie Patrie, EPA Reg. VIII, SBAP Contact, EPA Region VIII (fax)
23. **Amelia Gooding, Env. Specialist, SBAP, IL (fax)**
24. Bruna Cima, Helpline Coordinator, SBAP, IL (fax)
25. Byron F. Shaw. Jr., Business Assistance Unit Chief, Dept. of Natural Resources/TAP, Missouri (W)
26. Charlie Kennedy, SBO, MPCA, MN (W)
27. Richard Segrave-Daly, Manager Business Assistance Center, EPA III
28. Dick Lehr, SBAP, Engineer Manager Staff, Louisiana (W)
29. Phyllis Copeland, SBO, SC Dept of Health & Environmental Control, SC (WP)
30. Scott Alquist, Associate Director, Truckee Meadows Community College, (fax)
31. Chuck Raffelson, WY (phone)
32. Jill Inahara, Business Assistance Program Coordinator, Oregon DEQ, OR (W)
33. **Marcia Manley, Ombudsman, Small Business Assistance Program, Nevada Div. of Env. Protection (WP)**
34. Randy S. Wolfe, Technical Assistance Director, DEQ, Mississippi (W)
35. **Stephanie Bernkopf, Utah Small Business Ombudsman, DEQ, Utah (WP)**
36. **Pam Annarummo, Principal Environmental Planner, RI DEM, Rhode Island**
37. Richard Rasmussen, Manager, SBAP, VA DEQ, Virginia (fax)
38. Robert Tam, EHS III/SBAP, Clean Air Branch, Hawaii (fax)
39. Sheri Storms, Sr. Environmental Manager, Indiana Dept. of Environmental Mgmt., Indiana (WP)
40. **Anita Dorsey-Word, SBAP Coordinator, Small Business Assistance Program, Georgia (WP)**
41. **Maria L. Rivera, SBAP Coordinator, SPTAP, Puerto Rico (WP)**
42. Warren Norton, SBAP, Montana DEQ, Montana (W)
43. Dan Clark, SBO, Wyoming DEQ. Wyoming (WP)
44. Jerry Burgess. Ombudsman, ND Dept of Health, North Dakota (W)
45. Ron Reece, Environmental Engineer, Utah Division of Air Quality, Utah (WP)

46. **Alex Viteri, Jr., Small Business Assistance Program Coordinator, Depart. of Env. Conservation, AK (W)**
47. Ron Dyer, Ombudsman, Maine DEP, Maine (W)
48. Judy Mirro, Compliance Assistance Engineer, VT DEC's SBCAP, Vermont (WP)
49. Brian Kavanah, Manager Small Biz Assistance/Pollution Prevention Progams, Maine Dep-Sbtap (E)
50. Doug Ryder, Env Protection Specialist, Colorado Dept. of Public Health & Env. (WP)
51. Frances Gilliland, Business Assistance Representative, Santa Barbara County Air Pollution, CA (W)
52. Andrea Kreiner, DNREC, DE (F)
53. Kathleen Tschogl, SBO, CA (O)
54. Bruce Oulrey, SBAP, CA (O)
55. Mark Lambrecht, MT (W)
56. Mark Shanahan, OH
57. David Fielder, MI
58. Greg Czarnecki, PA
59. Marian Mudar, NY
60. Jeff Burgess, ND
61. Patrick Hoermann, WA

Written Comments received on the Planning Survey. The numerical analysis of the comments is in an accompanying table.

1. Now THAT Sounds Interesting!

Track 1: Regulatory Update and Guidance – What You Need to Know

- New NESHAPs and how to target outreach
- Keep MACT Update, Coating Regulations, 112R, Small Lab Guide. Delete the rest.
- 112(r) and general duty clause should be combined
- Small Lab guide has been presented in the last two conferences, do we need to address it again unless there is a revision?
- EPA's cumulative exposure study and how states are responding,
- General NSR permits and Title-V deferred sources,
- State auditing policies and use of EPA's 'voluntary disclosure' policy
- Title III/Title V Interface
- Ozone and PM Implementation
- Small Business Assistance in Indian Country
- Title III and Title V Integration – What does this mean for small businesses
- Consolidated permitting – Does it work?
- What's going on with these "new" Air Standards? New Ozone and PM 2.5 status, NOx SIP call status and updates
- The auditing resource guide section – hopefully that session or another session discusses the changes that will have been made to the Small Business Policy!
- EPA's Cumulative Exposure Project
- Would like to see something on the upcoming NESHAPs for reinforced plastics and boat manufacturers. Very interested in air toxic issues. i.e., are regulatory permits really getting to/helping with air toxics. If not, where do we need to go?
- Add MACT Outreach + Impacts of Title III Risk Assessment on Small Biz already subject to control tech MACTs
- All look good. I would also add composites and boat building MACT.

Track 2: Building Your Program – Tools, Tips, and Tricks

- Emphasize Small Business Owners Panel over everything else. Use this panel to get the customer's perspective on "Increasing Your Program's Profile" and "Outreach Materials". In other words, have the small business people tell us why the brochures were/were not good and how to increase program profiles.
- These items are better suited for 'newcomers orientation' session and/or addressed by having interested programs use display booth to promote materials developed by the programs. Web Sites - A Look at Some of the Best Support Sites for Small Businesses, The SBO/SBAP Web Page - What are Other States Doing, Outreach Materials for SBO/SBAPs - A look at Successful Newsletters, Brochures, and Other Materials, Using Trade Organizations to Spread the Word and Build Your Client Base.
- How to get good SBAP/SBO staff members - Interviewing tips and hiring suggestions (possibly get a HR specialist? Could be from a public or private sector human resources department)
- I am especially interested in funding/financial loan programs that serve as incentives for businesses to change.
- Small Business Owner's Panel is always very interesting.
- Increasing program performance by moving to multi-media.
- YES to both of the financial assistance program items!
- Participation from small businesss and associations is vital. We have a sector recognition program in Maine for gasoline stations and I would be willing to speak on it. (Brian Kavanagh)

Track 3: Interfacing With Other Programs – P2, E2, Commerce, and Enforcement

- Don't see this track as that useful unless the focus is narrowed to interfacing with only ONE other program that small businesses actually use. This program could be some program within SBA, for example, which is highly utilized by small businesses.
- These are good ideas, may want to include individual program success stories.
- OSHA issues and regulations facing small businesses
- Why would we have a session on P2 training for permit writers?
- NO MORE PRINTING SESSIONS!
- "Where Other Media 'Meet' the Clean Air Act"

Track 4: Improving Your Skills

- Plain English Writing is most important! Other topics are OK. Grant writing would be useful.
- These items are better suited for 'newcomers orientation' session and/or addressed by having interested programs use display booth to promote materials developed by the programs: Plain English Writing, The SBO/SBAP as Mediator - Reaching Consensus in Disputes Where Voluntary Compliance is Needed, Training Overview - Finding the Best Training Opportunities, EPA Grant Writing Tutorial
- Suggest including topics on hands-on-tools; emission estimation methods/programs, emission inventory development for area sources, expanding technical assistance services, models on tracking client activities and measurement of program performance
- Environmental Chemistry Refresher
- This track contains some items that might transcend personal development (ISO and EMS)
- General P2 and Sustainability Training
- "Why You'll Do Better Partnering"
- Consider contacting United States Ombudsman Association for suggestions or coordination on SBO training.

Track 5: 507 Programs – Administrative Issues and the $M Grant

- Keep: Future of SBAPs, Program Measurement, Strategic Planning, Status of Grant Projects. Pitch the rest.
- Selecting the Compliance Advisory Panel (CAP) Members - Is There a Faster or Better Way? - may not be very useful as the situation varies from state to state.
- 'Getting credit.....' should be combined with 'Program Measurement Techniques.'
- I would be very interested in heavy EPA participation in this track.
- Multi-Media SBAPs: Who is doing this? What assistance activities are being conducted? How are they targeted.
- Maine received a grant and would be willing to present on it.

Track 6: Emerging Issues

- Good: Acid Rain Requirements, anything Multi Media. Don't know much about other topics.
- Cumulative Exposure Study from EPA
- Title-V and area sources.
- Area source state inventory.
- Future of revised NAAQS.
- Suggest moving New Source Review Permits and Options to Track 7.
- What about OECA's Task Force on Innovation concerning compliance assistance or the results of the compliance assistance forum of stakeholders?
- I'd like to see a session on the new carbon dioxide technology being used in the drycleaning industry. The buzz on the street is that this could eliminate the use of perc. in the industry.
- Integration of P2 and Sustainability into assistance activities
- *Watershed vs. Industry Specific Outreach* vs. POLLUTANT TARGETING.
- **How to deal with air toxics.**
- **The Natural Step - sustainability**
- **Concrete products manufacturing has problems in Maine (ie acids, waste, air etc)**

Track 7: Technical Assistance

- All topics are good!
- 112(r)-RMP-general duty and more
- Update on PTE Calculations
- General permits
- Small Combustion Sources
- A necessary part of any conference.
- Control and/or mitigation Techniques.
- I'd like to see a session on the new microbial parts-cleaning equipment which may eliminate the use of certain solvent cleaners. This technology may also be featured in the hands-on session.
- I would like to see more programs devoted to building the strengh of SBO's/ SBAP's in states
- Multi media issues (ie Stormwater, septic tanks, printing,
- I like them all!!! We need more of these kinds of presentations at the conference to help us do our work.
- All of your tracks sound really interesting, making it extremely hard for people to choose which sessions to go to. Good luck with the scheduling!! I can't think of any other sessions to add except sustainability.
- Petroleum drycleaners.

Hands-on Demonstration

- Great Idea!
- Illinois Waste Management and Research Center (affiliated with IL Dept of Natural Resources and the Univ. of IL) has a technical lab which is used to help assist companies with alternatives to solvent cleaning (degreasing) using water and detergents, reverse osmosis, etc. I do not know if they are available, but if you are interested, their number is 217/333-8940 – could ask for Ken Barnes.
- I'd like to see a demonstration on the new microbial parts-cleaning technology cleaning that's out and which may replace certain solvent cleaners.
- Compliance Assessment

What's For Lunch?

- If there are any interesting sites in a relatively short distance from the hotel, I would love to get outside the hotel during the day and enjoy the fresh air and sunshine. Would the lunch fees be incorporated into a registration fee or would they be split out just for food payment? If I had to chose between box lunch or catered lunch then I would definitely go cheaper because our perdiem only supports $10 for lunch. If the majority wants boxed lunch I would prefer they be incorporated in the registration fee. A box lunch one of the busiest days might be quick and easy, but again I always prefer choosing my own food because most box lunches don't provide something low-fat and healthy.
- I assume you'll be accommodating vegetarians either way you go?
- One big lunch together is usually a good idea. Also the comment was made that with off-site and on-your-own lunches you need at least 1.5 hours and still you will loose people.
- Definitely not mandatory. There's not enough $ for everyday mandatory lunch. Besides, I'd prefer to have a break between the morning and afternoon sessions.
- Note: I am a vegetarian, the "no choice" option isn't an option for me.

I Don't Know... What Do YOU Want To Do Tonight?

Event Comments:

- I would rank the picnic and happy hour first, and the other two events second. -- I REALLY like the picnic idea.
- I was in Missoula many years ago and we had a picnic at the National Bison Range. It was great! It also gave us a chance to see the countryside and do a bit of hiking - a nice divergence from meetings all day and many people had never seen bison before.
- Although I was looking forward to the Ybor city thing last year, most of the shops were closed, or not yet in business. I felt like it was kind of a waste of time. While many people enjoy sitting in a smoky bar and that's ok for them, I do not.
- Golf.
- Maybe one group might do an organized bus trip and another has a picnic or happy hour.
- Shopping excursion for a few hours to pick up souvenirs other the high priced items found in hotel gift shops.
- If there are buses, make sure they leave at a certain hour (regardless of # of passengers) and if you aren't there-tough. We had to wait 2 hours for the bus to fill up one evening when a bunch of us wanted to leave downtown early. I still regret not getting a taxi.
- A picnic/informal dinner sounds fun. Maybe at a gym with coed volleyball. Might not need other games.
- Long trips take off some of the fun.
- I prefer to go and explore the local surroundings when not at home. I love the idea of doing things together like we did in Arizona with the group dinner trip. We danced and socialized the night away while getting out of the Hotel grounds. Conferences can be so intense that a little separation goes a long way. :)

Reception Comments:

- This has always been fun in the past.
- This is a great way for us to get reacquainted with folks we haven't seen all year, BEFORE the meeting.
- A reception would be nice if someone would fund it (or we could pay for it ourselves), but I'm not much of a drinker so I don't care about the bar part. Networking opportunities are always great.
- All of the social events above sound fun – perhaps one of them in place of the "typical" reception?

- Reception is a nice kick-off event. We need to find a way to make the new people to the program feel more welcome at the reception. (or how do we encourage them to attend? It's hard to walk into a roomful of people you don't know – so I think many of the newcomers probably do not attend the reception.
- Buying tickets for drinks is a pain – I'd rather pay cash at the bar.
- This is a good idea for the first night to get people together at the beginning of the conference. PA held a particularly successful one. They used some of their funding to reserve a room at a large brew pub/pool hall. It was catered by the restaurant with basic hors d'oeuvres and various types of pizza. There was plenty of food so people didn't need to go out for dinner unless they wanted a big dinner. Beer was cash bar.
- Florida reception worked well with hotel staff carrying around trays of food.
- SURE! These are always a good time to re-group and make dinner plans with those who have arrived.
- I think this would be a good time to go to Happy Hour
- If you do a reception, do not have tables and chairs set up – it completely discourages mixing and mingling.
- Yes, with snacks. The food really gets folks to come and get together
- Everyone just sat and ate in Phoenix. (Maybe high tables people can stand around to set their food?)

It's Déjà vu All Over Again....

Liked and would like to see again:

- Inspirational keynote speakers do a lot to help set the tone for the meetings.
- Having more trade reps and material supplier reps attend!
- Getting USEPA people from RTP to attend is very good.
- Half-hour breaks between sessions would be preferable.
- Include SBAP/SBO success stories AND failure stories for topics.
- A 'web room' for viewing web sites of different programs.
- Thursday's session should end by ½ pm allowing enough time for people to return home same day.
- Next June will be the "eve" of the elections, so politics will be on a lot of minds. In the past Tom McCully has given an update on legislative activities, and I think you may want to include something like that. Similarly, you may want to invite a political pundit to give an overview of what the upcoming election might mean to the states, the environment, and small business.
- Newcomers orientation – good opportunity to introduce the new staff members to the world of SBAPs/SBOs beyond their state.
- Regional meetings over lunch.
- The regional lunch is a good idea. Or as an alternate, have a regional meeting as an optional breakout session.
- A designated time for regional meetings – not enough time was set aside in Tampa.
- I definitely liked the Region breakout session during lunch. A box lunch with our Regions would work nice, but please allow for more time and some type of coordinated participation activity for the groups to interact. A Regional roundtable to hear what other Regions are focusing on would be interesting and hopefully helpful.
- Working sessions.
- Keynote speakers that are inspirational.
- Snacks/cookies at break – even if we have to pay for them.
- Loved the computer room in Tampa. The field trip to Cape Canaveral was also good.
- Any after-hours social event, which gives the "flavor" of the local area, is great!
- Working Session – "Rethinking Regulating Small Business".
- Small boxes and Fed Ex. Forms
- The tour of Cape Canaveral was interesting. Seeing new and innovative technologies in action is interesting.
- Site visits were great! I really enjoyed both the Busch Gardens and Cape Canaveral tours. The Thursday tour really helped keep people around through the entire conference.
- The trip to Busch Gardens was fun and interesting.
- Liked the offsite evening events at both meeting I attended along with the opportunity to walk around Scottsdale and fend for ourselves.
- I enjoy seeing the countryside or local attractions in the host city. Since we're at a hotel and I don't rent a car, it's nice to get out. I especially enjoyed the dinner in the desert by Scottsdale. I would like at least one evening event as it gives me an opportunity to visit with people in a social setting, and to experience something new.
- I like the fact that the cities were large enough to handle a group of our size without a lot of inconvenience in securing flights and lodging.
- I always like the small business panels.
- After hours group activities.
- Real breakfast – like in Charleston (fruit, eggs, sausage, etc.)

Disliked and would do differently:

- Too many breakout sessions with not enough depth at each. Maybe less, more intense sessions would provide more "usable" material to take home.
- Need to have a MUCH BETTER BREAKFAST than Tampa! -- although their afternoon breaks were pretty good. (This is under the assumption that you will be able to "hide" the costs of the breakfast and breaks in the hotel costs -- i.e., the hotel is "throwing that in" with the fees for rooms, etc. ????) If you can NOT provide for breakfasts and breaks, then let people know in advance that they will be fending for themselves.
- I can see a very small, cheap, momento from the conference, especially if you come up with a neat logo, BUT, it should only be purchased if there is money left over and NOTHING that it could be used for elsewhere. Everyone is sick of notebooks, and if all the presentations are going to be on the web, we don't need them. So, instead of providing notebook, get some of those "folios" (nice folder, with a notepad on one side, and a pocket on the other) -- you can get these fairly cheap. Get the conference logo printed on the front, and it is a useful momento for folks to take home and use for taking notes, etc., at meetings at home. The pocket is enough for all the "required" pieces of paper that you need to hand out, like the agenda and site map.
- The gift. Save the money or give something we can use. The planners last year were a nice gesture but I would assume that most people like myself have purchased a planner and carry it daily. I would recommend maybe a nice pen, sports bag, note pad holder with logo, or gift certificate to Blockbuster video for a free video rental to unwind at home after the sessions.
- I think that often times the breaks are too short or too long. I think you need to base break length on the number of attendees. If you think you'll have 100 people, a 10-minute break is good - for 250 I think you need 15-20 minute breaks. Lots of exhibits - then 30 minutes are ok. Don't ask me for data to support this - just my personal observations.
- *Not enough time to view exhibits. Set aside some time (15-20 minute each day) for people to visit display areas and talk to participants from other states. Encourage programs to present their 'stuff' in this format.*
- Tom Kelley taking too much time on the agenda and cutting into other speakers/session times.
- LONG buffet lines. If a buffet lunch is planned – need more than one food line for 200+ people.
- Untrained moderators – not starting or stopping sessions on time – or allowing one speaker to go on FOREVER and then the rest of the speakers only getting five minutes each.
- Talking heads sessions – sessions with 5 or 6 speakers – too many! Not enough time for them to get into detail.
- For people who have been attending for several years, it is important to offer new topics or new speakers on repeat topics. Also think people who are newer to the program should be given opportunity to speak.
- Hotels far away from any other civilized beings and buildings.
- Dirty/dingy hotels!
- Need dinner places closer to hotel!
- We need a decent hotel.
- The Tampa conference was in a really icky location...not close (within walking distance) to anything of interest. It sounds like you have already taken care of this problem.
- The hotel in Tampa sucked!
- The hotel needs to be near the city center.
- I had issues with hotels. I liked the Scottsdale location, there was a lot within walking distance and it seemed relatively safe, but it was very expensive to get a cab into the city and there was no public transportation. How is it in Missoula? The Tampa area we were in was not close to anything (one or two restaurants and a mall that I never found) again no public transportation and not a good place to walk at night. However, they compensated for this with great off site events. The actual hotel was amazingly incompetent (clueless) and the antithesis of customer friendly (some times bordering on rude). We need the ability to get good recommendations for food and nightlife from these folks and they should be prepared for a large group with rooms when we arrive. We as a committee should make sure there are arrangements for people to mail home conference materials.
- Would like to see more small businesses present at the conference. In Tampa the panels seemed to be from big businesses. It would be great if we could get some of our "partners" to show up at a conference so we could share info about our programs with them. I often feel that we are just preaching to the choir at these things. Getting some outside entities to attend would go a long way towards marketing our programs. How about those folks who are always looking at getting us lumped up with the SBA? Or really getting some of our respective upper management people to attend to really see what we do?

- Look at the possibility of repeating some of the sessions on two days or times if there appears to be a large number of people interested. There were a couple of sessions scheduled at the same time and I would have loved to have attended both but had to pick one over the other.
- I dislike big binders full of stuff; we take home enough on our own.
- Not enough session time for interaction
- In the future, I think the states opting to host the national conference should meet established criteria before they threw their names in the ring.
- The Cape Canaveral thing was a long ride to see a water treatment plant!!!
- We need more time for the CAP training - let's allow them some time "alone" to put together some ideas

How About a Trip to Cyberspace?

- Sign up for training on line
- List of extra events at night.
- Very helpful for meeting agendas, registration, and planning the trip.
- I think it is too much trouble for you, and you most likely have better things to do with your time. Just keep us informed as progress is made or changes occur. You're doing enough already.
- Rental car info
- Area maps
- Restaurant info
- Planning Committee members
- What about a map of the areas surrounding the hotel?
- GREAT IDEA!!

Other Tech Stuff

Comments on the use of presentation technologies:

- Have the presentations on the web site or on CD to take back with us—not those big binders
- Allow speakers an opportunity to test their computer with the projector system to insure compatibility.
- Warn against making slides too busy to be seen clearly.
- I liked that the presentations were available on the Internet after the last conference. I suggest they be available immediately following the meeting on the Internet website again. Also I would like a brief description and lecture agenda on a handout passed out during the meetings
- I prefer slides - computers crash and then there are delays (not worth it for the "look" of PowerPoint, etc.).
- Make sure slides, overheads, etc. are visible. I am quite annoyed to hear a speaker say "You probably can't see this but..." Then don't show it if I "probably can't see it anyway" but that's not entirely your problem as a conference planner. All you can do is suggest to speakers that they use large fonts/few words that can be seen in a large room. Also, use an oversized screen, sometimes that helps.
- Power Point is the way to go. Far superior to overheads or slides. Just don't make the fonts too small or pack in too much info. Use a Pentium II loaded w/NT for best results!
- There always seem to be problems with computer slides.
- Some of the overheads were poor.
- Speakers must make hard copies (or some) available to write on as they speak. It helps to be able to write notes on sides of copies of the slides, etc.
- Please have materials from presentations available electronically only, no paper. I thought this was a really good idea but some people still brought paper copies.
- I'm a techno geek, so it will not bother me if all presentations are in some electronic media! I just don't want to force anybody to have to do it this way.
- Power point was OK, but slides and overheads seemed clearer.

Why didn't you use the computer room at the 1999 conference?

- Didn't know it was there.
- Wasn't interested.
- What was the commuter room used for?
- I had no reason to (4).
- I don't get too excited about anything related to computers.
- Not enough time.
- Too busy on other stuff.

- I wanted to do other things more, i.e. network.
- Didn't have a reason to. It was also small, and not friendly (cramped, dark, cluttered with conference stuff).
- I'm not sure. I guess I didn't think about it when I had time to use it.
- I use it too much here.
- I thought I could surf web areas when I got home and took paper info on other products.
- Time and opportunity did not coincide
- Seriously, I was so busy with everything else going on that I didn't get there... I tried!
- I had my laptop with me.

Comments on computer room at 2000 conference:

- If there will be one, select a more visible or high-traffic area for its location.
- Set aside some time in the agenda.
- Needs to be better "advertised" -- especially as to what is there, and try not to have it too far away from the main conference areas -- preferably really near the display area, to draw folks in. In some hotels, they can have the computer displays right in with the display area, IF it is in a very large room that can be locked.
- I'm sure many people would appreciate it, but don't count on me to use it.
- I think people appreciated the availability of connected computers at the conference. My recommendation would be to think about having the room as part of, or with easy access from, the exhibit room. People tended only to visit the computer room when they had their own email/computer needs, and that the web sites arranged for viewing did not get as much traffic the year before when the room was easily seen from the exhibit area. Another option would be for a few computers to be set up online in the exhibit space to showcase some of the home pages, e.g., the Small Business Environmental Home Page.
- Try to get all presenters to bring a digital file of their presentation to the conference. This will speed up loading these materials on a central web site after the conference.
- Designate 1 or 2 machines for storing conference presentations.
- It should be readily accessible and in a high traffic area.
- More hook-up to support sites.
- Someone should be there to assist. Early or late hours (when sessions are not ongoing) would be helpful.
- Security! And if possible, you can include a burned CD of all the conference's materials! Just joking, but it is an idea that is coming!
- If possible, I would like to see a fax setup. Normally, hotel fax rates are too high. In Tampa, $1 per page.
- I think you could benefit form talking to Lee Tate, GA SBAP or Audrey Zelanko on computer room.

Bringing anything to display in the exhibit space:

- Not a massive amount of stuff.
- A table top display
- We will need a table for handouts for the EPA SBO. About 12-15 documents/brochures/general info.
- A very limited amount.
- No. I've mailed, and lugged stuff (there and home again) too many times. I really think it's just as effective for people to bring display copies of their materials with a sign-up sheet. Although this is a bit of postage, then people care enough to really use it when they get it. Otherwise, it often goes in the recycle bin or trash (not very efficient). Lately the quality of exhibits has not been very good, although I have picked up a few useful ideas. Why not just have 5-6 tables set up and anyone who wants to display samples has the opportunity?
- Maybe some publications.
- Some of our brochures and hopefully, a poster. It might be nice to have a table for "program" literature. All the states could put their things there. Individual companies or businesses could be separate. Be advised that there might be quite a bit of literature from the various programs.
- We usually bring products to display but this has been getting smaller each year with the ability to get info on the web. We hope to have our website up by June so folks could just go there for info and copies.
- Table top display

Other Comments:

- Thanks for the opportunity to provide input.
- I want to thank you for your hard work. I am in charge of our annual environmental conference and I KNOW how much work goes into planning a conference. I'm looking forward to Missoula (love Montana anyway) and appreciate your efforts. Thanks again!

- I heard a lot of reports about Charleston and attended the conferences in Scottsdale and Tampa. Your survey does a lot to ease concerns I have heard that "if you have attended one SBAP Conference, you have attended them all". I am impressed with what you are proposing, and it looks like it will invite new presenters and panel convenors. New blood is often refreshing. So your outline has a new and refreshing look to me.
- Thank you for all of your hard work!
- Karen - Great survey! I hope that some of my comments will be helpful. I am looking forward to the conference in June. Good luck with the planning.
- Karen: What an outstanding beginning! I am impressed with how well organized and complete your survey is.
- Nice job with the survey! Looking forward to visiting Montana next spring!
- The topics were amazingly complete. There really isn't much to comment on .
- Thank-You!
- Well Done!

Survey Respondents (in order received):

1. Linda King, Small Business Liaison for Air Quality, IA Department of Economic Development, Iowa (W)
2. Blake Roper, Ombudsman, Alabama Department of Environmental Management, Alabama (W)
3. Rick Carleski, Supervisor, SBAP, Ohio EPA, Division of Air Pollution Control, Ohio (WP)
4. **Somnath Dasgupta, Manager (Air Program), IWRC, Iowa (WP)**
5. **Deborah M. Elmore, Small Business Coordinator, EPA/OAQPS (WP)**
6. Karla McCorkle, 404-562-9043, US EPA Region 4 – Env. Scientist, SBAP 507 contact, Atlanta GA (WP)
7. Janet Neff, Public Advocate, KS. Dept. of Health and Environment, Kansas (WP)
8. **Pam Christenson, Technical Assistance Director, Small Business Clean Air Assistance Program, WI (W)**
9. Jacquelyn Neuber, (EPE III) Coordinate Small Bus. Activities in Air and SBAP. Illinois EPA, Illinois
10. Steve Dubyk. Env,. Specialist, NMED/Air Quality, New Mexico (fax)
11. Anthony Ching. Env. Ombudsman, Hawaii Dept of Health, Hawaii (fax)
12. Rose Marie Wilmoth, Air Quality Representative for Small Business, Ky. Dept for Env Protection, Ky
13. Audrey G. Zelanko, Senior Environmental Specialist, CTC, Pennsylvania (WP)
14. Angel Martin Diaz, CTC, Pennsylvania (fax)
15. Curt Deveraux. EPA, Info. Transfer Group, RTP, North Carolina (fax)
16. **Bob Rose, EPA SBO (fax)**
17. Joe Antonio. Senior Environmental Planner, RI Department of Environmental Management, RI (WP)
18. Thomas McCully, Senior Policy Analyst, EPA, Washington DC (WP)
19. Troy Johnson. SBAP Coordinator, MPCA, MN (W)
20. Andrew Gosden. Program Coordinator, Maryland Department of the Environment, MD (W)
21. Chuck McCarty. NJ Dept of Env. Protection, SBAP, NJ (fax)
22. Anne-Marie Patrie, EPA Reg. VIII, SBAP Contact, EPA Region VIII (fax)
23. **Amelia Gooding, Env. Specialist, SBAP, IL (fax)**
24. Bruna Cima, Helpline Coordinator, SBAP, IL (fax)
25. Byron F. Shaw. Jr., Business Assistance Unit Chief, Dept. of Natural Resources/TAP, Missouri (W)
26. Charlie Kennedy, SBO, MPCA, MN (W)
27. Richard Segrave-Daly, Manager Business Assistance Center, EPA III
28. Dick Lehr, SBAP, Engineer Manager Staff, Louisiana (W)
29. Phyllis Copeland, SBO, SC Dept of Health & Environmental Control, SC (WP)
30. Scott Alquist, Associate Director, Truckee Meadows Community College, (fax)
31. Chuck Raffelson, WY (phone)
32. Jill Inahara, Business Assistance Program Coordinator, Oregon DEQ, OR (W)
33. **Marcia Manley, Ombudsman, Small Business Assistance Program, Nevada Div. of Env. Protection (WP)**
34. Randy S. Wolfe, Technical Assistance Director, DEQ, Mississippi (W)
35. **Stephanie Bernkopf, Utah Small Business Ombudsman, DEQ, Utah (WP)**
36. **Pam Annarummo, Principal Environmental Planner, RI DEM, Rhode Island**
37. Richard Rasmussen, Manager, SBAP, VA DEQ, Virginia (fax)
38. Robert Tam, EHS III/SBAP, Clean Air Branch, Hawaii (fax)
39. Sheri Storms, Sr. Environmental Manager, Indiana Dept. of Environmental Mgmt., Indiana (WP)
40. **Anita Dorsey-Word, SBAP Coordinator, Small Business Assistance Program, Georgia (WP)**
41. **Maria L. Rivera, SBAP Coordinator, SPTAP, Puerto Rico (WP)**
42. Warren Norton, SBAP, Montana DEQ, Montana (W)
43. Dan Clark, SBO, Wyoming DEQ, Wyoming (WP)
44. Jerry Burgess. Ombudsman, ND Dept of Health, North Dakota (W)
45. Ron Reece, Environmental Engineer, Utah Division of Air Quality, Utah (WP)

46. **Alex Viteri, Jr., Small Business Assistance Program Coordinator, Depart. of Env. Conservation, AK (W)**
47. Ron Dyer, Ombudsman, Maine DEP, Maine (W)
48. Judy Mirro, Compliance Assistance Engineer, VT DEC's SBCAP, Vermont (WP)
49. Brian Kavanah, Manager Small Biz Assistance/Pollution Prevention Progams, Maine Dep-Sbtap (E)
50. Doug Ryder, Env Protection Specialist, Colorado Dept. of Public Health & Env. (WP)
51. Frances Gilliland, Business Assistance Representative, Santa Barbara County Air Pollution, CA (W)
52. Andrea Kreiner, DNREC, DE (F)
53. Kathleen Tschogl, SBO, CA (O)
54. Bruce Oulrey, SBAP, CA (O)
55. Mark Lambrecht, MT (W)
56. Mark Shanahan, OH
57. David Fielder, MI
58. Greg Czarnecki, PA
59. Marian Mudar, NY
60. Jeff Burgess, ND
61. Patrick Hoermann, WA

OFFICIAL BALLOT

SBO/SBAP 2000 Conference

Respond to Karen Ekstrom, kekstrom@state.mt.us, fax: 406-444-6836

HELP US PUT TOGETHER A GREAT SBO/SBAP CONFERENCE IN 2000!!!!!!!!!

You've had your chance to add session ideas to the ballot, and over 50 of you responded and made some great suggestions. We now have 74 (!!!!) topic ideas. Unfortunately, we can't use all the ideas in our allotted time frame. So, **NOW** is your chance to make a big impact on the conference. **WE NEED YOU TO VOTE ON WHAT TOPICS YOU'D LIKE TO SEE COVERED AND AS WHAT TYPE OF SESSIONS**. Fill out the ballot on your computer or on hard copy - whichever is easier. Then, fax or Email it back **to Karen Ekstrom (above address) by October 22**.

The 2000 conference is on a **Tuesday, Wednesday, and (half day) Thursday**. There will be CAP training and (possibly) other optional training on Monday. There will also be a short hands-on training running throughout the session. The conference will include a keynote speech and a variety of general and breakout sessions. We need you to do **FOUR** things on this ballot:

- **Breakout Sessions.** Put a **"B" or a "BB"** in front of the topics you would most like to have at the conference. We have four session rooms; so, depending on how many General Sessions we have and how long the Breakout Sessions are, we may have from 15 to 40 Breakout Sessions. Please pick **up to 25** topics as Breakout Sessions. The "BB" designation should be used for those topics you think are a MUST for the conference.

- **General Session.** If you are interested in a topic, but don't want to see it as a breakout session, consider it as part of a General Session. These sessions are a few hours long and cover several topics. Put a **"G"** in front of the topics you would like to see covered in a General Session. If you want more than one General Session, indicate which of your "G" choices should be in each session by adding a number. We could have as many as three General Sessions (one each day), so your choices may include "G1", "G2", and "G3". If you want only one General Session, you would have only "G1"s. Get it?

- **Newcomer Session.** If you think some of the topics would be best grouped in a Newcomer Session, please put a **"N"** in front of those topics. Chose up **to four** topics for the Newcomer Session.

- **Poster displays.** If you think some of these topics are worthwhile, but would be better as poster displays rather than sessions, please indicate by putting a **"P"** in front of the topic. Choose up to 5 topics for poster displays.

Track 1: Regulatory Update and Guidance - What You Need to Know (11)

Update on 112R and the General Duty Clause
Upcoming Regulations (Coating and Combustion)
Urban Area Toxics Strategy
EPA's Revised Small Lab Guide
EPA's Auditing Resource Guide
General MACT Update
"New" Air Standards (Ozone, PM2.5, NOx, Sip Status)
Title III/Title V Interface
BB Small Business Assistance in Indian Country
B Targeting Outreach for new NESHAPs
Update on Legislative Activities

Track 2: Building Your Program - Tools, Tips, and Tricks (14)

B Increasing Your Program's Profile - Is Advertising the Answer?
Funding and Administering a Small Business Loan Program - Includes Loan Success Stories.
Financial Help for Small Business Programs (Update on the Nat. Small Biz Financial Aid Working Group).
Funding and Implementing a Multi-Media Program.
Increasing Program Performance by Moving to Multimedia (Where Other Media "Meet" the Clean Air Act).
B Expanding Your Technical Services to Include Multimedia - How and Why.

B Starting and Administering a Sector Recognition Program (ex: CCAR).
B Web Sites - A Look at Some of the Best Support Sites for Small Businesses.
Improving Your SBO/SBAP Program's Web Page - What are Other States Doing?
P Outreach Materials for SBO/SBAPs - A look at Successful Newsletters, Brochures, and Other Materials.
Using Trade Organizations to Spread the Word and Build Your Client Base.
Human Resources Tips - How to Identify, Interview, Hire, and Retain High Quality SBAP Personnel.
B Influencing National and State Legislation/Rulemaking.
B Small Business Owners Panel.

Track 3: Interfacing With Other Programs B P2, E2, Commerce, and Enforcement (10)
Integrating P2 into Small Business Outreach
P2 and the Printing Industry - Making Publications More User-Friendly and Less Wasteful.
Using Energy Efficiency Programs to Benefit Small Businesses
Economic Development and SBO/SBAPs - Helping Economic Development while Maintaining Env. Integrity
SBAP/SBDC Partnerships -Success Stories and How To's.
Working with Your State's Enforcement Program - How to Cooperate for the Benefit of Your Clients
EPA's New Small Business Enforcement Guidance
P2 Training for Permit Writers and Inspectors
OSHA Issues and Regulations Facing Small Businesses
Why You'll Do Better Partnering....

maybe not all of these topics in a general session

Track 4: Improving Your Skills (9)
Plain English Writing.
Good Mediation Skills - How to Reach Consensus in Disputes Where Voluntary Compliance is Needed.
How to Find the Best Training Opportunities for Your Personnel.
B Site Visit Pointers - (Compliance and Health and Safety Issues).
P How Much Will it Cost? - Typical Costs for P2 and Compliance and How to Help Develop Site-Specific Costs.
BB Preparing Effective Educational Workshops for Small Businesses
Effective Lobbying - Pros and Cons.
B EPA Grant Writing Tutorial
Environmental Chemistry Refresher

Track 5: 507 Programs - Administrative Issues (7)
The Future of the SBOs/SBAPs-Have We Lost Ground?
Steering Committee: A Definitive Role
Selecting the Compliance Advisory Panel Members - Is There a Faster/Better Way?
BB Liability and Technical Assistance-Can We be Held Liable by Our Clients?
Conflict Resolution between Small Business and Your Agency - Remaining Neutral without Offending Your Boss or Client?
Program Planning, Measurement, Recordkeeping, and Reporting Techniques.
Overview of the $M Grant Projects, including Profiles and Status of Selected Grant Projects.

Track 6: Emerging Issues (13)
B The Mercury Project
Watershed vs Industry Approaches - Redefining P2 and Conducting Outreach.
Shop Certification for Auto Body Shops - P2 Training for New Employees (including monitoring blood metal levels).
B Multi Media and Self Audits - State/Federal Audit Policies.
New Source Review Permits and Options.
Acid Rain Requirements - Not Just for Big Business.
EPA's Cumulative Exposure Study (Risk Assessment vs MACT).
Area Source State Inventory.
The Future of the NAAQS.
What's New with ISO and Environmental Management Systems (EMS)?
B The Natural Step - Sustainability.
P Carbon Dioxide Technology in Drycleaning - A Replacement for Perc?
B OECA's Task Force on Innovation - Compliance Assistance.

Track 7: Technical Assistance (10)
Asphalt, Concrete, Sand, Gravel, & Construction
Fiberglass and Reinforced Plastics

- B HVLP Sprayers, Auto Body Shops, and Surface Coating
- Estimating Emissions
- Small Combustion Sources
- General Permits
- P Microbial Parts Washing Equipment
- B Petroleum Drycleaners
- B Printers
- B Multimedia Issues (Stormwater, Septic Tanks, Etc.)

Some extra questions (please mark your preference):

- **Breakout sessions** should be: X 45 min __ 60 min __ 90 min
- **Breaks** should be: __ 10 min X 15 min __ 20 min
- **Conference day** should be: __ 7 to 4 X 8 to 5 __ 9 to 6
- Should **Breakout Sessions** have more than one presenter, or does this dilute the material? Whatever works!
- I am interested in a **half-day Training Session** on Monday that would focus on "classroom-style" learning for a particular topic:
  __ yes __ no

  It should be: __ concurrent with CAP training __ following CAP training

  Suggestions for the topic are:

  I want a **Regional meeting:** X Yes __ No

  It should be: __ During one lunch period X As a Session __ No preference
- Any **speaker ideas** for the topics you selected as General or Breakout Sessions? Any speakers to avoid?
- **Working Groups** are 2 to 4 hours long and are "roll up your sleeves" opportunity's to focus on a specific topic and accomplish a goal, as opposed to a Training Session where the object is to learn about a subject. In Arizona, the working groups resulted in the formation of a Performance and Measurement Group and a subcomunittee which addressed the "Rethinking Regulating Small Business".

  Would you attend a Working Group? X yes __ no
  Would you attend both a Working Group AND a Training Session? X yes __ no
  If not, which would you prefer? __ Working Group __ Training Session
  When should the Working Group be held? X Monday __ during the conference.
  What topic would you like to see covered?

SBO 2000 Conference - Survey and Ballot Results to Conference Questions

LUNCH:

Type	Monday	Tuesday	Wednesday	Thursday
Catered	0	15	2	0
Box	5	15	10	1
Own	**48**	**29**	**47**	**54**

AFTER HOURS ENTERTAINMENT:

Interested	56
Bringing a Guest	13
Dinner Theater	30
Picnic	30
Raft Trip	28
Happy Hour	26
Scenic Drive	15

MONDAY NIGHT, NO-HOST BAR, RECEPTION:

Yes	29
No	5
No Choice	24

2000 ATTENDANCE:

Absolutely	19
Very Likely	33
Possibly	4
Not Likely	5

PREVIOUS ATTENDANCE:

New Orleans	9
Phoenix	21
San Diego	11
Chaleston	16
Tampa	26

WEB SITE:

Would Use	48
Wouldn't Use	7

Registration	45
Agenda	41
MT Travel	33
Hotel	30
Suggestions	22

PRESENTATION PREFERENCE:

Overhead	2
Film Slides	1
Computer Slides	24
No Preference	26

USED 99 COMPUTER ROOM:

Yes	13
No	34

NEED DISPLAY SPACE:

Yes	10
No	36
Maybe	4

SESSION LENGTH (Minutes):

45	20
60	31
90	9

BREAK LENGTH (Minutes):

10	12
15	41
20	12

CONFERENCE DAY:

7-4	9
8-5	52
9-6	1

TRAINING OPPORTUNITIES:

HALF-DAY MONDAY TRAINING -

Interested	28	*Concurrent w/CAP*	8
Not Interested	34	*After CAP*	19

WORK GROUP -

Interested	41	*Monday*	10
Not Interested	17	*During Conference*	30

REGIONAL MEETING -

Interested	49	*Lunch*	22
Not Interested	14	*Session*	12
		No Preference	17

HANDS-ON DEMO -

Very Interested	32
Somewhat Interested	15
Not Interested	10

Responses to Date: 61

G	B	BB	P	N		Score (BB=1.5)	Score G=1
ck 1: Regulatory Update and Guidance - What You Need to Know (11)							
9	17	5	1	1	Update on 112R and the General Duty Clause	24.5	33.5
14	16	12	1	1	**Upcoming Regulations (Coating and Combustion)**	34	48
6	17	3		1	Urban Area Toxics Strategy	21.5	27.5
1	5	1	4		EPA's Revised Small Lab Guide	6.5	7.5
1	14	3	5	1	EPA's Auditing Resource Guide	18.5	19.5
20	12	7	1	1	**General MACT Update**	22.5	42.5
11	8	7	1	1	New Air Standards (Ozone, PM2.5, NOx, Sip Status)	18.5	29.5
4	18	5	1	2	**Title III/Title V Interface**	25.5	29.5
1	8	5	3		Small Business Assistance in Indian Country	15.5	16.5
4	16	9	1	2	**Targeting Outreach for new NESHAPs**	29.5	33.5
24	12	3			**Update on Legislative Activities**	16.5	40.5
Track 2: Building Your Program - Tools, Tips, and Tricks (14)							
3	22	11	1	1	**Increasing Your Program's Profile - Is Advertising the Answer?**	38.5	41.5
	19	8			**Funding and Administering a Small Business Loan Program - Includes Loan Success Storie**	31	31
3	22	9	2	1	**Financial Help for Small Business Programs (Update on Nat. SB Financial Aid Work Grou**	35.5	38.5
1	16	14		1	**Funding and Implementing a Multi-Media Program.**	37	38
2	21	11	1	2	**Increasing Program Perform. by Moving to Multimedia (Where Other Media Meet the CA**	37.5	39.5
3	18	12		3	**Expanding Your Technical Services to Include Multimedia - How and Why.**	36	39
1	8	3	3		Starting and Administering a Sector Recognition Program (ex: CCAR).	12.5	13.5
	19	7	17	4	**Web Sites - A Look at Some of the Best Support Sites for Small Businesses.**	29.5	29.5
1	17	7	9	1	**Improving Your SBO/SBAP Program's Web Page - What are Other States Doing?**	27.5	28.5
	14	8	8	5	Outreach Materials for SBO/SBAPs - A look at Successful Newsletters, Brochures, Etc.	26	26
4	20	3	2	6	Using Trade Organizations to Spread the Word and Build Your Client Base.	24.5	28.5
	7	1	2	1	Human Resources Tips - How to Identify, Interview, Hire, and Retain High Quality Personnel.	8.5	8.5
4	16	9			**Influencing National and State Legislation/Rulemaking.**	29.5	33.5
12	16	12		2	**Small Business Owners Panel.**	34	46
Track 3: Interfacing With Other Programs B P2, E2, Commerce, and Enforcement (10)							
5	24	8		2	**Integrating P2 into Small Business Outreach**	36	41
1	11	2	3		P2 and the Printing Industry - Making Publications More User-Friendly and Less Wasteful.	14	15
1	18	3	2		Using Energy Efficiency Programs to Benefit Small Businesses	22.5	23.5
4	19	5		1	**Econ.Development and SBO/SBAPs - Helping Econ. Devel. while Maintaining Env. Integrit**	26.5	30.5
4	19	8	3		**SBAP/SBDC Partnerships -Success Stories and How To's.**	31	35
4	15	11		3	**Working with Your State's Enforce. Program - How to Cooperate for the Benefit of Your**	31.5	35.5
14	14	6	3	1	EPA's New Small Business Enforcement Guidance	23	37
	11	5			P2 Training for Permit Writers and Inspectors	18.5	18.5
4	21	8	1		**OSHA Issues and Regulations Facing Small Businesses**	33	37
4	10	2		2	Why You'll Do Better Partnering....	13	17
Track 4: Improving Your Skills (9)							
1	9	5		6	Plain English Writing.	16.5	17.5
1	15	14		3	**Good Mediation Skills-Reaching Consensus in Disputes Where Voluntary Comp.is Needed.**	36	37
	5		2	6	How to Find the Best Training Opportunities for Your Personnel.	5	5
	23	7	1	4	**Site Visit Pointers - (Compliance and Health and Safety Issues).**	33.5	33.5
1	22	7	2		**How Much Will it Cost? - Typical Costs for P2/Compliance + How to Help Develop Costs.**	32.5	33.5
1	30	8		4	**Preparing Effective Educational Workshops for Small Businesses**	42	43
2	13	1	3		Effective Lobbying - Pros and Cons.	14.5	16.5
	17	8		1	**EPA Grant Writing Tutorial**	29	29
	15	3		6	Environmental Chemistry Refresher	19.5	19.5

Track 5: 507 Programs - Administrative Issues (7)

30	6	2		1	**The Future of the SBOs/SBAPs-Have We Lost Ground?**	9	39
8	7	1	1	2	Steering Committee: A Definitive Role	8.5	6.5
7	7	6		4	Selecting the Compliance Advisory Panel Members - Is There a Faster/Better Way?	16	23
7	21	5		1	**Liability and Technical Assistance-Can We be Held Liable by Our Clients?**	28.5	35.5
3	17	12		1	**Conflict Resolution between Small Businesses and Your Agency**	35	38
3	22	14	1	2	**Program Planning, Measurement, Recordkeeping, and Reporting Techniques.**	43	46
13	13	7	6		**Overview of the SM Grant Projects, including Profiles and Status of Selected Grant Projec**	23.5	36.5

Track 6: Emerging Issues (13)

1	10	2	3		The Mercury Project	13	14
3	13	6	3		Watershed vs Industry Approaches - Redefining P2 and Conducting Outreach.	22	25
1	15	6	2		**Certification for Auto Body Shops - P2 Training for New Employees (inc. blood metal level**	24	25
1	21	7	2		**Multi Media and Self Audits - State/Federal Audit Policies.**	31.5	32.5
1	20	2			New Source Review Permits and Options.	23	24
	8	2	2		Acid Rain Requirements - Not Just for Big Business.	11	11
2	16	4	3		**EPA's Cumulative Exposure Study (Risk Assessment vs MACT).**	22	24
1	6		1		Area Source State Inventory.	6	7
5	13	2	1		The Future of the NAAQS.	16	21
3	12	2	1		Wha's New with ISO and Environmental Management Systems (EMS)?	15	18
2	21	4	2	1	**The Natural Step - Sustainability.**	27	29
	19	6	8		**Carbon Dioxide Technology in Drycleaning - A Replacement for Perc?**	28	28
8	12	5			OECA's Task Force on Innovation - Compliance Assistance	19.5	27.5

Track 7: Technical Assistance (10)

	22	6			**Asphalt, Concrete, Sand, Gravel, & Construction**	31	31
	23	4			**Fiberglass and Reinforced Plastics**	29	29
	27	6	2		**HVLP Sprayers, Auto Body Shops, and Surface Coating**	36	36
	16	10		1	**Estimating Emissions**	31	31
	12	8	1		**Small Combustion Sources**	24	24
	12	9			**General Permits**	25.5	25.5
	11	1	3		Microbial Parts Washing Equipment	12.5	12.5
	17	4	1		**Petroleum Drycleaners**	23	23
	14				Printers	14	14
2	27	7	1		**Multimedia Issues (Stormwater, Septic Tanks, Etc.)**	37.5	39.5

a	b	c	
20	31	9	Breakout sessions should be (1=45, b=60, c=90)
12	41	12	Breaks should be (a=10, b=15, c=20)
9	52	1	Conference day should be (a=7-4, b=8=5, c=9-6)
4	48	11	a=onespeaker, b=more)
28	34		I am interested in a half-day Training Session on Monday (a=yes, b=no)
8	19		(a=concurrent w/CAP), b=followng CAP)
			"Estimating Emissions and PTE" "Basic Env. Chemistry""HR""HVLP"
			"small group facilitation", conflict resolution, partnership development, performance outcomes
			507 Programs - Administrative Issues
			Technical Assistance - Microbial Parts Washing Equipment
			Technical Assistance - HVLP Sprayers, Auto Body Shops, and Surface Coating
			Effective Lobbying and Influencing National and State Legislation/Rulemaking
			Good Mediation Skills and Conflict Resolution
49	14		I want a Regional meeting (a=yes, b=no)
22	12	17	It should be: (a= lunch, b=session, c=no preference)
41	17		Would you attend a Working Group (a=yes, b=no)
24	16		Would you attend both a Working Group AND a Training Session (a=yes, b=no)

14	4	If not, which would you prefer? (a=working group, b=training session)
10	30	When should the Working Group be held? (a=Monday, b=during conference)

Other suggestions

-Performance Measurement (3)
-Rethinking regulating small business (3) but bring EPA policymakers
-Marketing.Promoting Our Programs on a State/National Level (4)
-Working with Enforcement (2)
-sucessful mediation techniques/conflict resolution. What role should mediator play? (2)
-Communications between /within government agencies - How to Improve them.
-Air Toxic strategy
-Nationwide SBO/SBAP brochure
-Improving Technical Ability of the SBAP
-Creating a national push for multi-media assitance.
-Developing EMS for Small Businesses
-Discuss changes made to the Small Business Policy
-Identify subcommittees working on issues common to SBO/SBAP programs
-Increasing EPA/Congress awaremess of SBAP's and success. Develop group that puts something together to give to Congress other than the mass of worthless paper we now distribute..(Annual report)...
Improving Your SBO/SBAP Program's Web Page - What are Other States Doing
National Small Business Financial Assistance Workgroup
Compliance assistance, working with enforcement. Preferable to have OECA/state enforcement staff at session. Also someone from ECOS.

Speaker Suggestions

MI and MN have been working on multimedia and OSHA handbook- Dave Fielder MI
Annette Fulgenzi, Il SBAP - Working with Enforcement
Pat Hoermann for the National Small Business Financial Assistance Group

ATTACHMENT D
Final Conference Agenda

AGENDA

SBO/SBAP National Conference and Training Event

Missoula, MT *June 19-22, 2000*

Helping Small Businesses and the Environment through Education and Assistance

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MONDAY, June 19, 2000 (Pre-conference Training Day)

8:00-12:00 CAP Training (Stan Lynde Ballroom, Room A)

Angel Martin-Dias and Audrey Zelanko, CTC. This training helps CAP members to understand their roles and responsibilities as part of an effective small business technical assistance program. This is the perfect opportunity to network with other CAP members from around the country to share ideas, develop strategies, and map out a proactive approach to working with their SBO and SBAP. For more information on the CAP training go to http://www.smallbiz-enviroweb.org/captrain.html

11:30-1:00 LUNCH

1:00-4:00 CAP Training (continued) (Stan Lynde Ballroom, Room A)

1:00-3:00 Audit Training (Stan Lynde Ballroom, Room B)

Frank J. Priznar, CPEA, President, PRIZIM Inc. Environmental auditing is an acknowledged method for catalyzing the development and improvement of an internal environmental management system. Today, hundreds of articles, books, and presentations are available on the subject. However, very little seems appropriate for small businesses leaving auditors and small businesses with the difficult task of trying to adapt big business references. This session will present the fundamentals of environmental auditing, sources of useful information on auditing, and appropriate audit tools.....all with a small business focus. Frank has conducted over 100 audits and helped government and commercial clients nationwide develop and improve environmental auditing programs.

3:30-5:00 CCAR-Greenlink Training (Atrium Meeting Room, Hook and Autio Rooms)

Sherman Titens, Executive Director, CCAR-GreenLink. The US Small Business Administration selected CCAR-GreenLink(R) as a "Model of Excellence" in providing compliance assistance to the regulated automotive service and collision repair community. Sherman will show you how to use the dynamic innovations that have been recently added to dramatically expand the capabilities of this Compliance Assistance Center. He will also review the P2 collaborations in which CCAR-GreenLink(R) is now engaged. You don't want to miss this hands on learning session where you will learn how you can increase your assistance knowledge and skills.

4:00-5:30 Newcomers Orientation (Stan Lynde Ballroom, Room B)

Pam Christenson, Rudy Cartier, and Bob Rose. If you are a new SBAP/SBO representative, please join us for this brief introduction to the world of the 507 programs. Learn about SBAP/SBO program operations and structure on the state, regional and national level; common acronyms used; and where to get helpful information for your own program. This orientation may be especially beneficial for individuals working with an SBAP/SBO program for less than a year or for those who have not attended a national conference in the past.

2:00-5:30 Early Registration (Lobby Area)

Get your materials now and avoid the morning rush!

5:30-6:30 RECEPTION (Atrium)

No host bar with appetizers. A great chance to mingle with your peers and renew old friendships.

TUESDAY, June 20, 2000

7:30-12:00 Registration (Lobby Area)

8:00-8:30 Welcome, Introductions, and Conference Updates
Karen Ekstrom, MT SBO (Conference Host)
Alex Christofaro, Director, EPA Office of Business and Community Innovation
Mike Vogel, P2 Program Director, Montana State University

8:30-9:30 Keynote Speech - Small Business: What's On Their Minds and How Do We Reach Them?
Hattie Bryant, host of Small Business 2000 on PBS

9:30-9:45 BREAK (Atrium)

9:45-11:30 General Session 1 - Regulatory Updates and Guidance
Moderator: Karen Brown, EPA SBO
An update on regulations important to small businesses:

- *MACT Update.* Amanda Aldridge, OAQPS, EPA. Upcoming MACT standards for coatings, combustion, and reinforced plastics manufacturing will be addressed, including types and sizes of businesses expected to be impacted by these rules.

- *112(r) Update.* David Speights, Associate Director, CEPPO, EPA. An update on the existing 112(r) regulations, including a discussion of the public notice requirements and the definition of small business.

(10 minute stretch @ 10:30)

11:30-1:00 LUNCH *(on your own)*

1:00-2:00 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 1 - Update on the Million-Dollar Grant (Room A)
Charlie Kennedy, MN SBO and Larry Kolczak, SCAQMD
Moderator: Ken Smith, The Boardman River Group
In late 1999, EPA awarded grants totaling $1M to ten state SBO/SBAP programs for projects that would benefit their individual programs and the 507 programs as a whole. This session will provide you with information on the history and goals of the grant, the scope and status of the ten projects, and EPA's expectations for the results. The work being done on these projects is likely to be very useful to you in the near future, and this is your chance to find out what's going on.

Track 2 - Using Trade Organizations to Spread the Word and Build Your Client Base (Room B)
Gary Dawson, Belle Aire Cleaners and Tracy Mattson, Institute of Scrap Recycling Industries
Moderator: Karen Brown, EPA SBO
Hear trade organization representatives discuss how you can tap into the resources of the national and state affiliates spread your message of small business assistance. These are important relationships that are often ignored. Potential small business clients who don't know you personally are more likely to trust you if their trade organization is behind you. Learn how to make the most of every opportunity to leverage your message.

Track 2 - Increasing Your Program's Performance - Is Advertising the Answer? (Room C)

Erin Hart, Managing Director, The Nixon Group

Moderator: Elsa Bishop, FL SBO

The biggest challenge faced by SBO/SBAP Programs is that of visibility or awareness. While we have made strides in getting name recognition, evidence shows that we have a long way to go and that the majority of small businesses do not know we exist. Most states have undertaken various initiatives or measures to increase program visibility with varying degrees of success. In this current age of limited personal time, "visual and audio education" is often the easiest and most effective way to reach a target audience. In this session, attendees will hear the pros and cons of mounting an advertising campaign and how to do so if that course of action is selected.

Track 3 - Using Energy Efficiency Programs to Benefit Small Businesses (Room D)

John King, Aspen Systems Corporation

Moderator : Jim Olsen,

Learn about ENERGY STAR Small Business - a free, voluntary service now working with nearly 2,700 small firms. No reports or inspections and all information and services are free of charge. Energy Star helps small businesses cut their energy costs with information and tech support, calculations, success stories, a finance directory, a free guide, access to free software and publications, and an online business-to-business directory for buying competitively priced energy efficiency products and services. The program also operates a national annual award program for small business energy efficiency upgrades. Small businesses can call toll-free at 1-888 STAR YES for info and support, or visit www.epa.gov/smallbiz, to download free materials and e-mail their questions.

2:10-3:10 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 1 - Targeting Outreach for new Environmental Standards (Room A)

Dan Clark, SBO, WY SBO

Moderator: Bob Rose, EPA Office of the SBO

This session will provide information on ways to focus compliance assistance outreach efforts on businesses likely to be affected by new environmental standards. The session will include assessing new environmental standards to determine potential impacts on the small business sectors likely to be affected, locating specific businesses within those sectors, communicating with them to explain how they may be affected, soliciting inputs from them related to the rule making process, and helping them identify ways to comply with the new standards while maintaining a profitable operation.

Track 2 - Building and Improving Your SBO/SBAP Program's Webpage (Room B)

Mike Miller, Web Coordinator, University of Montana, College of Arts and Science

Gwen Landquist, Wendy Foltz, and Dacia Klosson, University of Montana

Mike and his student design team will discuss website development and design discussion, including team design concepts, web jargon such as HTML, JAVA (what are they?) and design software available. Find out where to look for graphics, backgrounds, fonts and other "cool" stuff. Be ready for lots of interactive discussion and tips on improving an existing site. Gain a web user's perspective and how your design can impact their experience so that they will want to come back. Find out what makes a good site good and a bad site bad?

Track 3 - Economic Development and SBO/SBAPs - Maintaining Environmental Integrity (Room C)

Pam Annarummo, RI DEM and Linda King, IA SBO

Too often economic development and environmental protection are pitted against each other; we know this is not the case. Pam Annarummo (environmental agency) and Linda King (economic development) will give you examples of collaborative efforts that benefit everyone. Pam will highlight the working relationship with Economic Development on projects of Critical Economic Concern, a collaboration between the Korean economic officials and RI P2 Center to form the URI KIITech Center for Cleaner Production, and demo a web based referral and coordination tool, *BusinessFirst*, created by Economic Development. Linda will discuss the concept of "virtual teams", integrating all regulatory agency's permitting with Iowa's new businesses and resolving conflicts with regulatory agencies through mediation. Here is an opportunity for you to learn how others have created or strengthened beneficial working relationships.

Track 5 - Carbon Dioxide (CO2) Technology in Dry Cleaning (Room D)

Jeff Dunn, Global Technologies and Gary Dawson, Belle Aire Cleaners

Moderator: Elsa Bishop, FL SBO

Chances are you've heard about CO2 technology in dry cleaning, but needed more information. Now's your chance to learn more about this fundamental change in technology with potential benefits to industry, government, and consumers. Federal EPA funding in CO2 research at Raytheon and Los Alamos National Laboratory has been commercialized and has resulted in a commercially viable process developed by Alliance Laundry Systems (LLC), the largest commercial laundry company in North America. The DryWash Cleaning Process has no environmental or health impact, performs equally to conventional systems, and its operational cost is equivalent to existing systems. Alliance will describe the system and how it is being targeted to a variety of small-business dry cleaners nationwide

CAP Meeting - Additional opportunity for CAP members to meet

3:10-3:30 BREAK (Atrium)

3:30-4:30 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 1 - OECA's Compliance Assistance Plan (Room A)

Gina Bushong, OECA, EPA

Moderator: Pam Christenson, WI SBCAAP

Shaping EPA's Future Compliance Assistance Activities. The EPA Office of Enforcement and Compliance Assurance (OECA) is looking for guidance and input as they create an agency-wide compliance assistance plan. This is your chance to offer suggestions and voice your opinions on the direction the agency should consider when planning compliance assistance activities and creating compliance assistance tools.

Track 2 - Outreach Materials for SBO/SBAPs (Room B)

You can't visit each potential client individually, so you need to develop and distribute appropriate outreach materials. This session will help by providing information on various types of outreach materials and how they might fit into your program goals. The session has two speakers:

- Richard Polito, Maricopa County SBEAP. Maricopa has explored several methods of outreach, including a website, tri-fold brochures, and newsletters. The web site is very comprehensive and includes daily air quality and weather info, all rules & regulations, public workshops, SBEAP workshops, as well as links to other agencies, pollution prevention and dust control information. Online applications satisfy a customer need while saving time and money. Businesses like the ability to download rules and applications while speaking to the SBEAP on the phone. Hear about successes and failures and learn how you can apply these results to your program.

- Alwin Ning, Oklahoma SBAP. Development of successful brochures, newsletters, fact sheets, etc. What works and what doesn't, identifying your target audience, methods of distribution, etc.

Track 5 - How Much will it Cost? - Typical Costs and How Tos for P2 *(Room C)*

Isao Kobashi, WRPPN and David Hartley, California P2 Clearinghouse

Moderator: Bissi DiCenso, IL SBAP

This session will provide attendees with real examples of how small business environmental assistance providers work with other programs to better serve their business client's environmental needs. Hear about peer-to-peer mentoring, technical assistance programs from national laboratories, and other collaborative efforts. Case studies that illustrate partnerships and P2 accomplishments/costs savings will be presented. You'll leave this session with new ideas and contacts to better serve your business clients' environmental needs.

Track 6 - Multimedia Issues (Room D)

Would you like to expand your program to include multimedia issues, or find out how other programs are providing this type of service? Check out this session for tips and experience. It includes two speakers:

- Kathy Ramirez, TX SBAP. Kathy will speak about the effective use of a site consultation program as a compliance measurement tool. This will include discussion on various tools such as background surveys, checklists, and follow-up consultations to establish an accurate record of compliance improvements due to small business assistance and outreach for multimedia issues.

- Anthony Ching, HI Deputy Director of Health. Tony will share his experiences in establishing a multi-media program under the hospice of a Small Business Stationary Source Technical and Environmental Compliance Assistance Program (SBTCP). Techniques to be discussed include: 1) focus group meetings with community business input; 2) establishing an accountable system for reimbursements to the SBTCP; and 3) necessary community and industry follow-up.

After Hours Event - Hellgate Canyon Float (Meet outside front door at 6:00) Pre-registration required. See list at registration desk.

WEDNESDAY, June 21, 2000

8:00-8:15 *Conference Updates and General Questions and Answers*
Karen Ekstrom, MT DEQ, Host

8:15-10:15 *General Session 2* - Multimedia Topics: *Expansion to Multimedia and Environmental Auditing*
Moderator: Marian J. Mudar, PhD., NY SBAP

- ***Expanding to Multimedia and Improving Overall Program Performance.*** Sherry Davis, Kansas SBAP. Sherry will discuss why multimedia expansion is important and how it can be done. She will share related experience with the Kansas program

- ***Multimedia Environmental Audits for Small Businesses.*** Jim Olson, Iowa SBAP. Jim will discuss how expansion to multimedia can improve the overall effectiveness of the technical assistance program and help gain trust of the small business community. He will share 10+ years of multimedia experience with the Iowa program.

- ***Multimedia and Audit Policies- State and Federal.*** Richard Daly, EPA Region III. Richard will discuss recent changes to the federal disclosure policies and how they can impact small businesses. He will also give an overview of state audit policies.

(10 minute stretch at 9:30)

10:15-10:30 BREAK (Atrium)

10:30-11:30 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 3 - SBAP/SBDC Partnerships--Success Stories and How Tos (Room A)
Janet Neff, KS SBO and Phyllis Copeland, SC SBO
Partnership can be the key to making the most of resources that are restricted by budget, time, or personnel constraints. However, partnership is not always easy. Here's an opportunity to discuss the issue with representatives who understand the challenges associated with partnering in the universe of compliance assistance. The representatives will discuss why, when and how to achieve successful partnerships.

Track 4 - Planning a Successful Workshop (Room B)

Erin Hart, the Nixon Group and Alwin Ning, OK DEQ

Moderator: Pam Christenson, WI SBCAAP

Learn what it takes to put on a workshop that works! This training session will provide tips, tools and techniques to help you improve various aspects of your workshops, seminars and conferences.

Track 5 - EPA's Small Business Strategy (Room C)

Andrew Teplitzky, EPA Office of the Small Business Ombudsman

Moderator: Frank Priznar, PRIZIM, Inc.

EPA needs to hear from you! The Agency is revising its 1984 Small Business Strategy to raise Agency-wide awareness of current small business issues and to highlight policies and innovative approaches that can address these issues. This session will begin with a brief presentation regarding the Strategy revision, while the remainder of the session will be reserved for your thoughts on current small business issues and your ideas for resolution. Your input is imperative to the development of a revised Strategy that ultimately will make a difference for small businesses.

Track 6 - Technical Session: HVLP Sprayers - What's Available for Auto Body Shops and Surface Coaters? (Room D)

Paul Rossi, ITW Industrial Finishing-Binks-DeVillbiss

High Volume Low Pressure (HVLP) spray systems reduce emissions and waste and can save your clients money! Learn the technical aspects of HVLP technology from an expert, so you'll feel comfortable providing advice and assistance to body shops and spray coaters. Paul is a Marketing /Product Support Specialist with ITW Industrial Finishing-Binks-DeVillbiss. He is an entertaining speaker with YEARS of experience in this area. He'll explain equipment types, application methods, and questions frequently asked by shop owner's considering a switch to HVLP.

11:30-1:15 LUNCH (try Out to Lunch, in Caras Park next door) (It gets crowded at noon, so we suggest that you make your phone calls, etc AFTER you eat!)

1:15-2:15 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 1 - Title III/Title V Interface (Room A)

Jimmy Johnston, Georgia EPD and SBAP CAP

Moderator: Lee Tate

This session will discuss the relationships between the Federal Title III Air Toxics Program and the Title V Permitting Program and how they affect small business. This is a follow up of last year's Title III/Title V Interface session. Topics will include: area source deferrals, synthetic minor permitting, the once-in-always-in policy, retroactive application of 112(g), level of detail of permit conditions, multiple compliance options, the identification of emission units. Discussion of U.S. EPA's latest positions on these topics will be covered.

Track 2 - Financial Help for Small Business Programs (Room B)

Charlie Kennedy, MNSBO and Patrick Hoermann, King County, WA

Moderator: Anita Dorsey-Word, GA SBAP

Charlie and Patrick are back by request. These gentlemen will provide an update on the National Small Business Financial Assistance Work Group and provide insight on funding and administering a financial program. Learn what works and what doesn't from people who have survived the battle.

Track 3 - Working with your State's Enforcement Agency (Room C)

Annette Fulgenzi, Illinois SBAP and Randy Wolfe, Mississippi SBAP

This session will provide attendees with insight as to how Programs of various structures coordinate with the enforcement agency to operate most efficiently. Fulgenzi will discuss how coordinating outreach efforts before or directly with enforcement efforts has increased compliance rates and utilized compliance assistance efforts. Wolfe will give examples of successful cooperative efforts.

Track 6 - Technical Session - Asphalt, Sand and Gravel, and Concrete (Room D)

Tom Franklin, Montana DEQ

Moderator: Karen Ekstrom, MT SBO

Confused about how to boost compliance and help these clients? This session will provide guidelines and tips for doing outreach to these small businesses, including a summary of the state and federal regulations that apply to them. Learn how to head off problems before they start and how to be a real asset to these businesses. Tom will use his years of practical experience to give you the information you need to feel comfortable and useful at these sites.

2:25-3:25 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 1 - Integrated Urban Air Toxics Strategy (Room A)

Amanda Aldridge, OAQPS, EPA

Moderator: Nick Melliadis, CO SBAP

This session will discuss EPA's Integrated Urban Air Toxics Strategy. This strategy complements the existing national air toxics program activities by focusing on achieving further reductions in air toxics emissions in urban areas. Included in the strategy is a list of 33 air toxics that pose the greatest potential health threat in urban areas and also a list of area sources responsible for a substantial portion of the emissions of these air toxics. This session will discuss which categories of small businesses are expected to be regulated so far and examples of businesses in these categories, as well as which States are likely to be most affected.

Track 2 - Using the Web and Standards to Get the News Out (Room B)

Scott Butner, ChemAlliance

Moderator: Laura Estes, MSU

As the business assistance community moves into the information age, the need to work together and collaboratively create tools and information products for widespread use suggests that a formalized process to set standards could enhance and simplify these efforts. This presentation will present a brief introduction to a standard setting process created within the P2 community. It will trace the evolution of the process and examine how it was applied in the real-life development of a document mark-up standard which encourages the exchange of news and calendar event information between partnering web sites. The presentation will discuss how the standards process might be applied to information needs of the business assistance community, and how harmonization with broader standards setting efforts such as the Resource Description Framework (RDF) proposals may greatly enhance the accessibility and usefulness of online P2 and business assistance information.

Track 6 - Technical Session - Estimating Emissions (Room C)

Dan Nickey, Iowa Waste Reduction Center

This session will provide hands-on training for estimating emissions from paint booths and combustion sources. Methods that will be used will be mass balance and emission factors, including a discussion on resources for locating emission factors.

3:25-3:45 BREAK (Atrium)

3:45-4:45 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 2 - Influencing National and State Legislation/Rulemaking (Room A)

Mark Shanahan, OH SBO

Moderator: Richard Rasmussen, VA SBAP

All small businesses and programs that help them live with the results of the work of elected officials and rulemakers. Yet both groups can seem distant and unapproachable. For elected officials, our programs may seem "small potatoes" in terms of total state or national budgets. Most of our program staff do not have the ability to "lobby" state or federal legislators. Rulemakers are frequently stationed on the "other side" of the agency and may identify with the compliance/enforcement view. This session will explore how different programs have tackled this problem. Discussion will center on how our programs can use both elected officials and rulemakers to help our constituents.

Track 4 - Small Business Owners Panel (Room B)

Carl Komassa, Beck Carton, WI CAP Chair
Suzanne Somers, Owner of Somers-Jaramillo & Company, UT CAP
Bruce Morrison, Green, Hennings, & Henry, MO CAP
Ken Legler, Houston Wire, TX CAP
Moderator: Karen Brown, EPA SBO

They are our clients. What were some of their experiences with the 507 programs? What do they really think about our programs, and what would they like to see from our services? Are we serving their needs? Hear a panel of small business owners discuss how 507 programs can make a positive impact in their business lives.

Track 5 - Environmental Mentoring (Room C)

Walt Tunnessen, National Environmental Education & Training Foundation

Environmental mentoring is an effective vehicle for engaging businesses and leveraging additional resources to transfer best practices in environmental management. Peer-to-peer mentoring programs are currently being developing and used by a wide variety of business organizations, government agencies, and non-profits as a cost-effective tool for promoting better environmental performance. This session will examine how mentoring has been used in compliance assistance programs, examples of successful program design, opportunities for using mentoring, and important considerations for developing mentoring programs. Handbooks and case study materials on environmental mentoring will be provided.

Track 6 - Technical Session - Fiberglass and Reinforced Plastics (Room D)

Charlie Kennedy, SBO and Lowell Miles, Miles Fiberglass and Composts
Moderator: Amelia Gooding, IL SBAP

This session will provide the basics of what you need to know when doing outreach to a fiberglass or reinforced plastics facility. Additionally, Minnesota will provide an update on the status of their current fiberglass project and share what they are learning about performance measures as a result of their outreach activities. An association representative will update us on the business aspects as well as current events in the industry.

After Hours Event - Fort Missoula Cowboy Cookout & Entertainment (Meet outside the hotel's front doors at 6:00. The bus leaves at 6:10 - NO EXCEPTIONS) Pre-registration required, see list at registration desk.

THURSDAY, June 22, 2000

8:00-8:55 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 3 - OSHA Issues and Regulations Facing Small Businesses (Room A)

Moderator: Olivia Achuko, DC SBO

This area of technical assistance is often overlooked. Hear representatives from Michigan and the District of Columbia discuss how their jurisdictions deal with important OSHA issues facing small business clients.

- ***Michigan Manufacturers' Guide to Environmental and Safety and Health Regulations*** - Jim Ostrowski, Michigan DEQ. The Michigan DEQ and Consumer and Industry Services teamed up to develop this first-of-its-kind publication. The guidebook contains 34 chapters, 5 appendices, and over 400 pages. It is packed with easy-to-read discussions about state and federal environmental regulations, as well as Michigan OSHA programs that affect manufactures of all sizes. This presentation will highlight the unique features of the guidebook and how cooperation between state agencies opened up new doors in compliance assistance.

- ***DC's Office of Occupational Safety and Health Occupational Health Checklist*** - Sandra Handon, DC Department of Health. Industrial Hygienists in the DC OSHA office designed an instructional IH checklist for use during an IH field inspection. It is used as a quick reference guide to inspect public and private facilities for occupational health hazards. This has served as a valuable screening tool to accomplish numerous inspections primarily found in the local facilities. Only major OSHA and District regulations are highlighted.

Track 4 - Liability and Technical Assistance - Can We Be Held Liable by Our Clients? (Room B)

Jack Chisolm, FL Deputy General Counsel

Moderator: Maria Rivera, PR SBTAP

We provide assistance nation-wide to over one million small businesses per year, based on the 1998 SBO/SBAP National Report to Congress. The potential exists for a certain percentage of those receiving assistance to experience compliance-related actions. A certain percentage of that group might be tempted to believe that such enforcement actions resulted from inappropriate or inaccurate "advise" or assistance provided by our programs and initiate lawsuits for alleged damages. This session will address the legal issues associated with this potential liability and how such actions would likely be handled at the state level.

Track 5 - Certification for Auto Body Shops-P2 Training for New Employees (Room C)

Joe Antonio and Pam Annarummo, RI DEM

Your car gets in a fender bender, you get it fixed, you pay the bill, end of story. But did you know that fixing your car involves people who work in one of small business's most hazardous professions--refinishing cars? Here's your chance to find out what's being done to minimize worker exposure to VOCs and toxic metals in the autobody shop. Get a sneak preview of Rhode Island's PowerPoint course on "Pollution Prevention in the Autobody Shop." Find out how this course will be incorporated into RI's Autobody Certification Program for shops and vocational schools, and learn how Rhode Island has become a pioneer by discovering startling information which has "driven" their P2 program to take necessary preventative action in this highly volatile occupation.

Track 6 - Technical Session: General Permits (Room D)

Elsa Bishop, SBO, FL DEP

Moderator: Lee Tate

Small sources may sometimes trigger permitting requirements, because of the nature of emissions. To alleviate the regulatory burden on those sources, some state environmental regulatory agencies have created "air general permits" for certain specific industry types. These general permits are part of actual rules and include all air pollution requirements applicable to each respective industry type. This approach avoids the traditional permitting process, significantly reducing the paperwork and processing burden on small sources. Transitioning to this approach includes major outreach to inform the affected industries of the new simpler process, so awareness of requirements is highlighted and encouraged, thus resulting in increased compliance. Florida has implemented air general permits for both Title V and non-Title V sources. During this session, you will hear how these general permits were developed, how they are managed and compliance results achieved to date.

9:05-10:00 Breakout Sessions (Stan Lynde Ballroom, rooms A, B, C, or D)

Track 3 - Integrating P2 into Small Business Outreach (Room A)

Moderator: Andrew Gosden, MD SBAP

- ***Mining for Intellectual Gold: Knowledge Nuggets of the Information Age*** - Andy Bray and Rick Yoder. This subsession will help you help businesses find and improve the information needed to build profits, maintain competitiveness, and sustain a quality work environment.

- ***The P2 Multi-Media Approach.*** Edythe McKinney, NC SBO. Integrating P2 into our assistance program has helped us move more quickly to provide multi-media assistance. We have found that this message is particularly well received by small business operators who may be able to reduce the regulatory burden by switching to a less toxic or low VOC paint or chemical. This session will focus on opportunities for integration and expanded technical assistance.

- ***Small Business Pollution Prevention - It's the Little Things.*** Greg Copely, KY BEAP. We often look for the big bang P2 effort. However, instituting one or more modest P2 efforts at a small business can be easier and just as successful. Unfortunately, with our focus on emission reductions and "tangible" documentation that we

can use for our bean count, we often ignore the small gems of P2. This session focuses on keeping P2 accessible to our clients.

Track 4 - EPA Grant Writing Tutorial Software Demonstration (Room B)

Glynis M. Zywicki, EPA Region V

Moderator: Maria Rivera, PR SBTAP

Need help preparing a successful grant application? EPA has a tool that may work for you. Their *Grant Writing Tutorial* software program is an interactive software tool that walks the user through the grant-writing process and helps them learn to write more competitive grants. The program includes: detailed information and tips on writing a grant proposal; how to complete a grant application package; program-specific sections on EPA's Environmental Justice, Environmental Justice Through Pollution Prevention, and Environmental Education grant programs; examples of good, complete grant packages; a mock grant-writing activity where the user is able to compare their results to a successful grant application; and much more. The program is available on CD-ROM, and is also being distributed via the Internet, where it has become EPA's most utilized and downloaded program since it was released in July 1998.

Track 5 - EPA's National Air Toxics Assessment (Room C)

Amanda Aldridge, Emission Standards Division, USEPA and Somnath Dasgupta, SBAP, IWRC

Moderator: Sally Tarowsky, ID SBO

This session will discuss EPA's National Air Toxics Assessment activities with a focus on the outreach and communications activities planned for the release and use of the data. A State perspective will also be provided, including concerns resulting from experiences with the release of data from previous air toxics inventory projects.

Track 6 - Technical Assistance: Convincing Auto Repair Shops to Switch to Water-Based Cleaning Systems *(Room D)*

Larry Kolczak, SC AQMD

More than 14,000 automotive repair shops in Southern California have made the switch from petroleum-based to water based systems for cleaning auto parts. They have reduced emissions and saved money in the process. Although the change was mandatory in Southern California, it has created a pollution prevention opportunity that could be used throughout the country. Larry Kolczak, who headed the outreach effort for this program, will describe the types of water-based equipment that are available, costs, advantages and disadvantages of each.

10:00-10:15 BREAK (Atrium)

10:15-12:30 *General Session 3 - The Future of 507 Programs*

Moderator: Karen Brown, EPA SBO

We saved the best (or at least the most boisterous) for last. Those of you who are interested in the latest issues facing our programs will not want to miss this final session. Why are we here and where are we going? This session is so current that it is still being revised! Now's your chance to give input, voice concerns, and express your hopes and needs.

- ***EPA's Small Business Strategy*** – Karen Brown, EPA, SBO, Director, Small Business Division; and Andy Teplitzky, EPA Small Business Division. EPA will discuss upcoming revisions to its 1984 Small Business Strategy. The intent of the revised Strategy is to raise Agency-wide awareness of small business issues and to highlight policies and approaches that can help us achieve our goals in ways that are relevant to the small business community. EPA needs feedback from SBAPs on this issue - definitely something that will affect the future of the 507 programs. See a related session on Wednesday, 10:45-11.

- ***Improving the Visibility and Understanding of our Programs.*** Pam Christenson, WI-SBA and Linda King, IASBO SBAP/SBO Promotional Subcommittee has been looking at ways to better market our programs nationwide. The session will provide a forum for new ideas to be discussed and explored. We are looking for feedback and comments on current work in the areas of: National Marketing Tools (brochures, ads, public service ads); Trade Association Outreach; Legislative Outreach/Education; Marketing to Other Environmental Assistance Providers; and Working with Non-Typical Partners. Now is your chance to provide input!

- ***Hot Topics.*** Rudy Cartier, Incoming Steering Committee Chair; Pam Christenson, Steering Committee Chair; Karen Brown, EPA SBO; and Bob Rose, EPA Deputy SBO. A review of the most pressing issues facing 507 programs (including "Partnership Issues") and what you can do about them. Here's an opportunity for lively debate about recently occurring events that may impact our programs. Feel free to get involved in the action, or just sit back and learn.

(10 minute stretch at 11:15)

The End!

We hope you had fun and learned something, too.

Thanks for coming!

Remember to visit EPA's web site (http://www.epa.gov/ttn/sbap) to download any of the sessions listed in this agenda (please wait until mid-July).

For questions on this year's conference, call:
Karen Ekstrom
Small Business Ombudsman
Montana DEQ, Pollution Prevention Bureau
Helena, Montana
800-433-8773

Thanks to all the speakers and moderators who volunteered their time and talents and thanks to the Planning Committee for finding them!

Your willingness to volunteer makes these conferences possible.

See you next year in Austin, Texas.

ATTACHMENT E
Speaker Availability, Audio Visual Needs, and Assigned Planning Committee Member

List of Sessions, Speakers, and Moderators
2000 National Conference and Training Event
Updated 5/3/00

Responsible PCM and Session Topic	Time	Slot	Speaker 1	Speaker 2	Speaker 3	Moderator	Notes
Achuko							
Integrating P2 into Small Business Outreach	55	Th,9:05-10:00	McKinney	Copely	Bray/Yoder	Gosden	Confirmed
OSHA Issues and Regulations Facing Small Businesses	55	Th,8:00-8:55	J. Ostrowski	Handon		Achuko	Confirmed
Annarummo, Pam							
Economic Development and SBO/SBAPs - Maintaining Env. Integrity	60	T, 2:10-3:10	King	Annarummo		Annarummo	Confirmed.
Certification for Auto Body Shops - P2 Training for New Employees	55	Th,8:00-8:55	Annarummo	J. Antonio		Annarummo	Confirmed.
Bishop, Elsa							
Increasing Your Program's Profile - Is Advertising the Answer?	60	T,1:00-2:00	E. Hart			Bishop	Confirmed.
Liability and Technical Assistance-Can We be Held Liable by Our Clients?	55	Th,8:00-8:55	?			Rivera	
Carbon Dioxide Technology in Drycleaning	60	T, 2:10-3:10	G. Dawson	J. Dunn		Bishop	Confirmed.
General Permits	55	Th,8:00-8:55	E. Bishop			Bishop	Confirmed.
Brown, Karen							
Update on Legislative Activities	GS1	T, 9:45-11:30	B. Cooper			Brown	Confirmed
Small Business Owners Panel.	60	W, 3:35-4:45	G. Dawson	S. Hathcock		Brown	Confirmed
Title III/Title V Interface	60	W, 1:15-2:15	J. Johnson			M. Lowry	Confirmed
Small Combustion Sources	55	Th,9:05-10:00	L. Kolzak			Rose	
Using Trade Organizations to Spread the Word and Build Your Client Base.	60	T, 1:00-2:00	B. Cooper	T. Matteson	D. Greenhaus	Brown	Confirmed
EPA's Small Business Strategy	60	W, 10:45-11:45	Teplitsky	Priznar		Need	Confirmed
Christenson, Pam							
OECA's Task Force on Innovation - Compliance Assistance	60	T, 3:30-4:30	J. Berman			Christenson	Confirmed.
Influencing National and State Legislation/Rulemaking.	60	W, 3:35-4:35	M. Shanahan			Need	Confirmed.
Preparing Effective Educational Workshops for Small Businesses	60	W, 10:45-11:45	Christenson	Ning		Christenson	Confirmed.
Newcomer Training	60	M, 4:00-5:30	Christenson	Rose	Cartier	N/A	Confirmed.
Advertising Subcommittee	GS3	Th, 10:15-12:30	Christenson	King		N/A	Confirmed.
Dasgupta, Somnath							
Increasing Program Performance by Moving to Multimedia (inc funding)	GS2	W, 8:30-10:30	S. Davis, KS			Mudar	Confirmed
Expanding Your Technical Services to Include Multimedia - How and Why.	GS2	W, 8:30-10:30	J. Olsen, IA			Mudar	Confirmed
Multi Media and Self Audits - State/Federal Audit Policies.	GS2	W, 8:30-10:30	R. Daly			Mudar	Confirmed
Dorsey-Word, Anita							
Financial Help for SB Programs (NSBFAWG update)+Funding/Admin a Loan Program	60	W, 1:15-2:15	P. Hoerman	C. Kennedy		?	Confirmed.
SBAP/SBDC Partnerships -Success Stories and How To's.	60	W, 10:45-11:45	Copeland	J. Neff		?	Confirmed.

Ekstrom, Karen						
HVLP Sprayers, Auto Body Shops, and Surface Coating	60	W, 10:45-11:45	P. Rossi		Ekstrom	Confirmed
Web Sites - A Look at Some of the Best Support Sites for Small Businesses.	PS	NA	NA	NA	NA	NA
Asphalt, Concrete, Sand, Gravel, & Construction	60	W, 1:15-2:15	Franklin		Ekstrom	Confirmed
NEETF - Environmental Mentoring	60	W, 3:35-4:35	W. Tennessen		Need	Confirmed
Using the Web and Standards to Get the P2 News Out	60	W, 2:15-3:15	Butner		Estes	Confirmed
Elmore, Deb						
Update on Upcoming Regulations (Coating and Combustion) and MACTs	GS1	T, 9:45-11:30	S. Shaver		Brown	Confirmed.
Update on 112R and the General Duty Clause	GS1	T, 9:45-11:30	D. Speights		Brown	Confirmed.
New Air Standards (Ozone, PM2.5, NOx, Sip Status)	GS1	T, 9:45-11:30	S. Shaver		Brown	Confirmed.
Urban Area Toxics Strategy	60	W, 2:15-3:15	S. Shaver		Melliadis	Confirmed.
EPA's National Air Toxics Assessment	55	Th,9:05-10:00	S. Shaver		D. Nickey	Confirmed.
Gooding, Amelia						
Working with Your State's Enforce. Program - Cooperating to Benefit Your Clients	60	W, 1:15-2:15	A. Fulgenzi	R. Wolf	Gooding	Confirmed.
How Much Will it Cost? - Typical Costs and Cost How Tos for P2.	60	T, 3:30-4:30	I. Kobashi		Gooding	Confirmed.
Fiberglass and Reinforced Plastics	60	W, 3:35-4:35	C. Kennedy		Gooding	Confirmed.
Manley, Marcia						
Building and Improving Your SBO/SBAP Program's Web Page	60	T, 2:10-3:10	M. Miller			Confirmed
Outreach Materials for SBO/SBAPs - A look at Successful Newsletters, Brochures, Etc.	60	T, 3:30-4:30	Rich Polito			Confirmed
Multimedia Issues (Stormwater, Septic Tanks, Etc.)	60	T, 3:30-4:30	T. Oatman	M. Manley	Manly	Confirmed
Estimating Emissions	60	W, 2:15-3:15	D. Nickey			Confirmed
Rivera, Maria						
EPA Grant Writing Tutorial	55	Th,9:05-10:00	G. Zywicki		Rivera	Confirmed
Rose, Bob						
Hot Breaking Issues	GS3	Th, 10:15-12:30	K. Brown	R. Cartier	NA	
Targeting Outreach for new Standards	60	T, 2:10-3:10	D. Clark		Rose	Confirmed
Using Energy Efficiency Programs to Benefit Small Businesses	60	T, 1:00-2:00	J. Lawson		J. Olsen	Confirmed
EPA's Sbiz Strategy	GS3	Th, 10:15-12:30	F. Priznar	C. Horan	NA	Confirmed
Overview of the $M Grant Projects (inc. Profiles/Status of Selected Grant Projects.)	60	T, 1:00-2:00	J. Scanlon		Brown	
EPA's Revised Small Lab Guide	NA		NA	NA	NA	

Last	First	ST	Survey Sent	Survey Rcvd	Mod Bio Sent	Pres. Sent EPA	Over head	PP Comp	Hand Outs #	Hand Outs copy	Lap top	PCM	Day	Time	A	B	C	D	ABC	Session	Mod	Notes
Dias	Angel	PA	x	x		y	y	y	y	0	y	-	1-Mon	8:00-12:00	pp/o					CAP	NA	Trng
Dias	Angel	PA	x	x		y	y		y	0	y	-	1-Mon	1:00-5:00	o					CAP	NA	Trng
Priznar	Frank	PA	x	x			y	y	n	0		BR	1-Mon	1:00-3:00		pp/o				Audits	NA	Trng
Titens	Sherman	KS	x	x				y			y	KE	1-Mon	3:30-5:00		pp				CCAR	NA	Trng
Christenson	Pam	WI	x	x		y	y	y	y	?	y	PJC	1-Mon	4:00-5:30			pp/o			Newcom	NA	Trng
Aldridge	Amanda	NC	x	x	y	y		y	n	0		DE	-Tues	9:45-11:30					pp	Gen Ses	Brown	Panel
Speights	David	DC	x	x	y	y	y					DE	-Tues	9:45-11:30					o	Gen Ses	Brown	Panel
Hart	Erin	FL	x			y						EB	-Tues	1:00-2:00	x					Advertisi	Bishop	Panel
Dawson	Gary	FL	x				y					KB	-Tues	1:00-2:00		o				Trade Or	Brown	Panel
Mattson	Tracy	DC	x	x		y		y	m	?	y	KB	-Tues	1:00-2:00		pp				Trade Or	Brown	Panel
King	John		x	x	y			x		n	y	BR	-Tues	1:00-2:00			pp			Energy	Olson	
Kennedy	Charlie	MN	x	x				y	n	0		BR	-Tues	1:00-2:00				x		$M Grant	Smith	Panel
Kolczak	Larry	CA	x	x	NA	y	y		n			BR	-Tues	1:00-2:00				x		$M Grant	Smith	Panel
Mudar	Marian																					
Annarummo	Pam	RI	x	x	NA			y				PA	-Tues	2:10-3:10	pp					Econ De	Annarummo	
King	Linda	IA	x	x	y			x	0	n	y	PA	-Tues	2:10-3:10	pp					Econ De	Annarummo	
Dawson	Gary	FL	x									EB	-Tues	2:10-3:10		x				CO2	Bishop	
Dunn	Jeffery	WI	x	x		y		y	y	n	o	EB	-Tues	2:10-3:10		pp				CO2	Bishop	
Clark	Dan	WY	x	x	y	y		x	y	n	y	BR	-Tues	2:10-3:10			pp			Targeting	Rose	
Miller	Mike	MT		x	na			y			o	MM	-Tues	2:10-3:10	mon 2:30			pp/l		Web Pag	none	
Bushong	Gina		x	x				y			y	PJC	-Tues	3:30-4:30	pp					OECA	Christenson	
Ching	Tony	HI	x	x		y						MM	-Tues	3:30-4:30		charts				Multimed	Manley	
Ramierez	Kathy	TX	x	x			y		n	0		MM	-Tues	3:30-4:30		o				Multimed	Manley	
Kobashi	Isao	CA	x	x	y		y					AG	-Tues	3:30-4:30			o			How Muc	DiCenso	
Hartley	David	CA																				
Polito	Rich	AZ	x	x	na	y	y		n			MM	-Tues	3:30-4:30				o		Outreach	None	
Daly	Richard	DC	x	x			y		n			SD	3-Wed	8:30-10:30					o	Gen Ses	Mudar	Panel
Davis	Sherry	KS	x	x	y	y		x	x	n	y	SD	3-Wed	8:30-10:30					pp	Gen Ses	Mudar	Panel

Olson	Jimmy	IA	x	x	y	y		y	n		y	SD	3-Wed 8:30-10:30					pp	Gen Ses	[illegible]ar	Panel
Hart	Erin	FL	x	x	y	y		y				PJC	3-Wed 10:45-11:45	pp					Worksho	Christenson	
Ning	Alwin	OK	x	x		y		y	n		y	PJC	3-Wed 10:45-11:45	pp					Worksho	Christenson	
Copeland	**Phyliss**	SC	x	x	y		y	y	n			ADW	3-Wed 10:45-11:45		pp/o				Partnership		Panel
Neff	Janet	KS	x	x	y	y		x	x	0		ADW	3-Wed 10:45-11:45		pp				Partnership		Panel
Rossi	Paul	IL			na	na						KE	3-Wed 10:45-11:45			o			HVLP	Ekstrom	
Teplitzky	**Andy**	DC	x	x	y		y	y	y	?		KB	3-Wed 10:45-11:45				pp/o		Small Biz	Priznar	
Franklin	Tom	MT	x	x		y		x	0	n	y	KE	3-Wed 1:15-2:15	pp					Asphalt	Ekstrom	
Fulgenzi	Annette	IL	x	x	na	y	y	y				AG	3-Wed 1:15-2:15		pp/o				Enforcement		
Wolfe	Randy	MI	x	x	na	y		x	240	y	o	AG	3-Wed 1:15-2:15		pp				Enforcement		
Hoerman	**Patrick**	WA	x	x	y			x	x	0	y	ADW	3-Wed 1:15-2:15			pp			Financial	Word	
Kennedy	**Charlie**	MN	x	x	y			y	n	0		ADW	3-Wed 1:15-2:15			pp			Financial	Word	
Johnston	Jimmy	GA	x	x	y	y		x	0	n	y	ADW	3-Wed 1:15-2:15				pp		Title III/V	Tate	
Aldridge	Amanda	NC	x	x	y	y		x	y	200		DE	3-Wed 2:25-3:25	pp					Urban Air	Melliadis	
Butner	**Scott**	WA	x	x	y			y				KE	3-Wed 2:25-3:25		pp				Web and	Estes	
Nickey	**Dan**	IA	x	x			y	y	n	0		MM	3-Wed 2:25-3:25			pp/o			Estimating		
		FL	x		NA							KB	3-Wed 3:45-4:45	x					Small Biz	Brown	
Strong	Phyllis	MN	x	x	y	y		y	n	0		AG	3-Wed 3:45-4:45		pp				Fiberglas	Gooding	
Shanahan	**Mark**	OH	x	x	y		y		n	0		PJC	3-Wed 3:45-4:45			o			InfluencinRasmussen		
Tunnessen	**Walt**	DC	x		na		b	y	y	0		KE	3-Wed 3:45-4:45				pp		Neetf	none	
Handon	Sandra	DC	x	x	y	na	y	y	y	?		OA	-Thurs 8:00-8:55	pp/o					OSHA	Achuko	Panel
Ostrowski	James	MI	x	x	y	y	x		n	0		OA	-Thurs 8:00-8:55	o					OSHA	Achuko	Panel
Annarummo	Pam	RI	x	x	na	cd		y				PA	-Thurs 8:00-8:55		pp				Auto Cert	Annarummo	
Antionio	Joe	RI	x	x	na	cd		x	0	n	y	PA	-Thurs 8:00-8:55		pp				Auto Cert	Annarummo	
Bishop	Elsa	FL	x	x	y	y	y	y	y	0	o	EB	-Thurs 8:00-8:55			pp/o			General	Bishop	
Chisolm	**Jack**	FL	x	x	m			y	m	?	o	EB	-Thurs 8:00-8:55				pp		Liability	Rivera	

Aldridge	Amanda	NC	x	x	y	y		y	y	200		DE	-Thurs 9:05-10:00	pp					NATA	Byrne	
Dasgupta	Somnath	IA				y		y				DE	-Thurs 9:05-10:00	pp					NATA	Byrne	
Bray	**Andy**	MA	x	x				x	n			OA	-Thurs 9:05-10:00		pp				Integ P2	Gosden	Panel
Copely	Greg	KY	x	x		y		x	n			OA	-Thurs 9:05-10:00		pp				Integ P2	Gosden	Panel
McKinney	**Edythe**	NC	x									OA	-Thurs 9:05-10:00		x				Integ P2	Gosden	Panel
Yoder	**Rick**	NE	x	x			y	y	y	?		OA	-Thurs 9:05-10:00		pp/o				Integ P2	Gosden	Panel
Kolczak	Larry	CA	x	x	NA	cd	y		n			KB	-Thurs 9:05-10:00			o			Combusti	None	
Zywicki	Glyniss	IL	x	x		na		y	y	0	o	MR	-Thurs 9:05-10:00				pp		Grant	Rivera	
Christenson	Pam	WI	x	x		y	x	x	y	?	y	PJC	-Thurs 10:15-12:30					pp/o/s/v	Gen Ses	Brown	Panel
Teplitzky	Andy	DC	x	x		na	y	y	n	0	y	KB	-Thurs 10:15-12:30					pp/o	Gen Ses	Brown	Panel
Brown	Karen	EPA	x	x		na						KB	-Thurs 10:15-12:30					na	Gen Ses	Brown	Panel
		66	**60**	**55**		**29**															
			91%	92%																	

ATTACHMENT F
Conference Brochure

Where

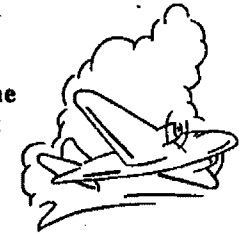
Nestled in the spectacular mountains of western Montana, Missoula is a charming college town with a lot to offer. *From June 19 to 22*, the Holiday Inn-Parkside hotel will be devoted solely to our needs. This riverfront property is located in the *heart* of beautiful downtown Missoula. It offers excellent conference facilities, and is within *EASY* walking distance of great shopping, dining, and recreation. For a great vacation, add extra days to your stay and visit Glacier or Yellowstone National Park! Rooms are $55/night. For reservations, call (406) 721-8550, and ask for SBO/SBAP conference rates.

When

- June 19 – Optional Training Events.
- June 20 through 22 – General and Breakout Sessions, Special Events, and Work Groups.

How

Registration is requested by May 15, 2000. Call Karen Ekstrom (406-444-3641) for a registration form and ***complete event schedule or visit our web site*** at www.deq.state.mt.us/SBOconference to ***register on-line, and get lots of great conference info.***



Make travel plans EARLY! This is peak season in a prime vacation spot. Enjoy it! But DON'T get caught without a plane ticket or a hotel room! The hotel is holding our rooms until May 18, thereafter space is not guaranteed to us. Don't procrastinate!

Early reservations with a ***Saturday night*** stay at ***either*** end of the event should reduce your ticket cost ***by at least 50%,*** and additional reductions are available from *Delta Airlines*, the *Official Carrier* of the event. ***See our website for details***, and check back often for updates! *If you'd rather talk to someone directly, give Karen Ekstrom a call at (406) 444-3641.*

National SBO/SBAP *Conference And Training Event*

June 19-22, 2000

Missoula, Montana

FEATURING:

- *EDUCATIONAL OPPORTUNITIES*
- *HOW TOs*
- *REGULATORY UPDATES*
- *PROGRAM DEVELOPMENT IDEAS*
- *CUSTOMER SERVICE HINTS*
- *POLLUTION PREVENTION TIPS*
- *TECHNICAL TRAINING*
- *NETWORKING WITH PEERS AND PARTNERS*
- *MARKETING ADVICE*

www.deq.state.mt.us/SBOconference

Join Us for the Best Conference EVER!

Attention Small Business Ombudsman (SBOs), Small Business Assistance Programs (SBAPs), and other small business service providers. The 2000 *SBO/SBAP National Conference and Training Event* in Missoula, Montana promises to be an exciting and information-packed experience. Your Montana host used a survey and ballot system to design a conference that truly meets your needs

All small businesses and small business providers are welcome. We've got something for everyone!

3 General Sessions

Regulatory Updates and Guidance

- *Upcoming Regulations and MACT Update*
- *Update on Legislative Activities*
- *Update on 112R and General Duty Clause*
- *New Air Standards*

Multimedia Topics

- *Increasing Program Performance by Moving to Multimedia*
- *Expanding Your Technical Services to Include Multimedia (How and Why)*
- *Multimedia and Self Audits – State and Federal Audit Policies*

The Future of SBOs/SBAPs

- *Increasing Your Program's Performance – Is Advertising the Answer?*
- *Program Planning, Measurement, Recordkeeping, and Performance*
- *What's Next for SBOs/SBAPs?*
- *Small Business Owners Panel*

36 Breakout Sessions in 6 Tracks

Regulatory Updates and Guidance

- *Update on the National Compliance Advisory Panel (CAP)*
- *Targeting Outreach for new NESHAPs*
- *OECA's Task Force on Innovation - Compliance Assistance*
- *Title III/Title V Interface*
- *Urban Area Toxics Strategy*

Building Your Program–Tools, Tips, and Tricks

- *Influencing National and State Legislation/Rulemaking.*
- *Using Trade Organizations to Spread the Word and Build Your Client Base*
- *Outreach Materials for SBOs/SBAPs*
- *Financial Help for Small Business Programs*
- *Building and Improving Your Web Page*

Interfacing With Other Programs

- *Economic Development and SBOs/SBAPs*
- *Using Energy Efficiency Programs to Benefit Small Businesses*
- *SBAP/Small Business Development Center Partnerships*
- *Working with State Enforcement Programs*
- *OSHA Issues and Regulations Facing Clients*
- *Integrating Pollution Prevention (P2) into Small Business Outreach*

Improving Your Skills

- *Mediation Skills and Conflict Resolution*
- *Preparing Effective Educational Workshops*
- *Compliance and Health and Safety Issues for Site Visits*
- *Liability and Technical Assistance*
- *EPA Grant Writing Tutorial*

Emerging Issues

- *Carbon Dioxide Technology in Drycleaning*
- *How Much Will it Cost? - Typical Costs and How To's for P2 and Compliance*
- *Watershed vs. Industry Approaches - Redefining P2 and Conducting Outreach.*
- *The Natural Step - Sustainability*
- *Certification for Auto Body Shops - P2 Training for New Employees*
- *EPA's National Air Toxics Assessment*

Technical Assistance

- *Multimedia Issues*
- *HVLP Sprayers, Auto Body Shops, and Surface Coating*
- *Asphalt, Concrete, Sand, Gravel, and Construction*
- *Estimating Emissions*
- *Fiberglass and Reinforced Plastics*
- *General Permits*
- *Small Combustion Sources*

Session topics in a single track are scheduled to NOT conflict with each other!

Individual Training Workshops

- *CAP Training Workshop (7 hrs)*
- *Plus 2 others yet to be finalized (watch the web site).*

PLUS

- Newcomer Session
- *Increasing Visibility and Understanding of 507 Programs* Work Group
- Welcome Reception
- After Hours Event

Don't Miss This FREE Opportunity to Develop Your Skills and Enhance Your Small Business Program!

*Plan Early to Join Us in the Mountains of Montana * Learn, Share, Upgrade, Network, Improve, Relax, and Rejuvenate!*

ATTACHMENT G

List of Attendees with Personal Data, Registration Tracking Table, and Attendee List for Newcomer and CAP Training

SBO/SBAP 2000 National Conference Registrations

This list is arranged in the order registrations were received. To find a name, use the find function on your edit menu. It is very easy. If you don't have a name, try a state. It should be comprehensive, but may be missing a few late registrations. If you have a name to add, call Karen Ekstrom at 800-433-8773.

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Achuko	Olivia	DC	x	x	x	x	x	x	x	x			Mo/Pl		x	D	x	x			x	x
Aldridge	Amanda	NC	x	x			x	x	x	x	x	x	Sp	DE	x	N					x	x
Anderson	Catherine	DC	x	x		x	x	x	x						x	N	x			x	x	x
Anderson	Beth	EPA	x	x	x	x	x	x	x				P2RX		x	U						
Annarummo	*Pam*	*RI*	*x*	*x*	*x*	*x*	*x*	*x*	*x*	*x*			*Sp/Mo/Pl*	PA	*x*	U		*x*			*x*	*x*
Antionio	*Joe*	*RI*	*x*	*x*			*x*	*x*	*x*	*x*	*x*		*Sp*	PA	*x*	U					*x*	*x*
Arthur	Kyle	OK	x	x		x	x	x	x						x	U					x	x
Back	Tracy	DC	x	x			x	x	x						x	N						x
Bashel	Renee	WI	x	x	ex	x	x	x	x						x	N				x	x	
Bass	Thomas	MT	x	x			x	x					P2RX		x	Dr						
Bassage	Dave	WV	x	x	x	x	x	x	x						x	U	x			x	x	x
Beal	Ciciley	PA	x	x			x	x	x						x	U					x	x
Berhman	Wendy	CO	x												x	U						
Bishop	*Elsa*	*FL*	*x*	*x*	*x*	*x*	*x*	*x*	*x*	*x*			*Sp/Mo/Pl*	EB	*x*	D	*x*				*x*	*x*
Bray	*Andy*	*MA*	*x*	*x*		*x*	*x*	*x*	*x*				*Sp*	OA	*x*	U					*x*	*x*
Brennen	Eileen	UT	x	x		x	x	x	x						x	U		x		x	x	x
Brown	Karen	EPA	x	x	x	x	x	x	x	x			*Sp/Mo/Pl*	KB	x	N	x	x	x	x	x	x
Bushong	*Gina*	*EPA*	*x*	*x*	*x*	*x*	*x*	*x*	*x*	*x*	*x*		*Sp*	PJC	*x*	U						
Butner	Scott	WA	x	x			x	x					Sp	KE	x	Dr						
Byrne	Jess	ID	x	x		x	x	x	x						x	U		x	x	x	x	x
Capehart	Dianne	VI	x	x		x	x	x	x	x					x	D				x	x	
Cardwell	Kathy	NE	x	x		x	x						P2RX		x	U						
Carney	Jim	OH	x	x	x	x	x	x	x						x	U		x		x	x	x
Carroll	Kenya	KY	x	x	x	x	x	x	x	x					x	D			x	x	x	x
Cartier	*Rudy*	*NH*	*x*	*x*		*x*	*x*	*x*	*x*	*x*			*Sp*		*x*	U					*x*	*x*
Cheney	Erica	IN	x	x	x	x	x	x	x				CAP		x	U	x			x	x	x
Ching	*Tony*	*HI*	*x*	*x*		*x*	*x*	*x*	*x*	*x*			*Sp*		*x*	D		*x*				
Chisolm	*Jack*	*FL*	*x*	*x*				*x*	*x*	*x*	*x*		*Sp*		*x*	D						
Choinard	Vicki	MN	x	x	staying w/parents										x	D				x		
Christenson	*Pam*	*WI*	*x*	*x*	*x*	*x*	*x*	*x*	*x*	*x*			*Sp/Mo/Pl*	PJC	*x*	N				*x*	*x*	*x*
Christofero	*Alex*	*DC*	*x*	*x*		*ex*	*ex*	*ex*	*ex*	*ex*			*Sp*	KB	*x*	N					*x*	*x*
Clark	*Dan*	*WY*	*x*	*x*			*x*	*x*	*x*	*x*			*Sp*	BR	*x*	Dr					*x*	*x*
Coccari	Gene	WV	x	x	x	x	x	x	x						x	U	x	x	x	x	x	x
Compton	Art	MT	x	x		x	x	x							x	Dr					x	
Cook	Jini	IL	x	x	x	x	x	x	x				P2RX		x	N					x	x
Cooke	Gail	NM	x	x		x	x	x	x	x					x	U		x	x	x	x	x
Copeland	Phyliss	SC	x	x	x	x	x	x	x				Sp		x	D	x	x	x		x	x
Copely	*Greg*	*KY*	*x*	*x*	*x*	*x*	*x*	*x*	*x*				*Sp*	OA	*x*	D					*x*	*x*

Coughlin	Crissy	DC	x	x			x	x	x	x					x	N					x	x
Dasgupta	Somnath	IA	x	x	x	x	x	x	x	x			Sp/Pl		x	U		x				
Davis	Sherry	KS	x	x		x	x	x	x	x	x		Sp	SD	x	U				x	x	x
Dawson	*Gary*	*FL*	x	x	x	x	x	x	x				*Sp*	EB	x	D	x				x	x
Dias	*Angel Martin*	*PA*	x	x	x	x	x	x	x	x			*Sp*		x	U						x
Diaz	*Helly*	*NM*	x	x		x	x	x	x	x	Gail Cooke				x	U		x	x	x	x	x
Dicenso	Bissi	IL	x	x	x	x	x	x	x	x	x		Mo		x	N		x			x	x
Dillon	Dave	OK	x	x		x	x	x	x						x	U					x	x
Dubyk	Steve	NM	x	x		x	x	x	x	x	Gail Cooke				x	U		x			x	x
Dunn	Jeffery	WI	x	x			ex	ex					Sp	EB	x	U						x
Durham	Fred	WV	x	x	x	x	x	x	x						x	U					x	x
Eddinger	Dan	NE	x	x	x	x	x	x	x						x	N				x	x	x
Edward	James	DC	x	x			x	x	x						x	U						
Edwards	Mike	UT	x	x		x	x	x	x	x					x	U	x	x	x	x	x	x
Ekstrom	Karen	MT	x	x		x	x	x	x	x			Sp/Mo/Pl		x	Dr					x	x
Estes	*Laura*	*MT*	x	x			x	x					Mo/P2		x	Dr						
Felling	Patrick	HI	x	x		x	x	x	x	x					x	U						
Franklin	*Tom*	*MT*	x										*Sp*	KE	x	Dr						
Friloux	James	LA	x	x		x	x	x	x	x					x	D					x	x
Fulgenzi	*Annette*	*IL*	x	x	x	x	x	x	x	x	x	x	*Sp*	AG	x	N					x	x
Garner	Joe Bob	AR	x	x	x	x	x	x	x	x			CAP		x	D	x	x	x	x	x	x
Geyer	Greg	MA	x												x	U						x
Gilliland	Frances	CA	x	x			x	x	x	x					x	U						x
Gonzalez	Raul	TX	x	x		x	x	x					P2RX		x	U					x	
Gooding	Amelia	IL	x	x	x	x	x	x	x	x	x	x	Mo/Pl		x	N					x	x
Gosden	Andrew	MD	x	x	x	x	x	x	x	x			Mo		x	U		x			x	x
Gray	Robert	TX	x										P2RX		x	U					x	
Handon	*Sandra*	*DC*	x	x	x	x	x	x	x	x			*Sp*	OA	x	U	x					
Hart	*Erin*	*FL*	x	x			x	x	x	x	x	x	*Sp*	EB	x	U						x
Hartley	Dave	CA	x		rooming with Kobashi								Sp		x	U			x		x	x
Hellman	Glenn	PA	x	x	x	x	x						CAP		x	U	x				x	
Higgins	Paul	NY	x	x	ex	ex	ex	ex	ex						x	U				x	x	x
Hix	Chuck	CO	x	x		x	x	x	x						x	U		x		x		x
Hoerman	*Patrick*	*WA*	x	x	x	x	x	x					*Sp*	ADW	x	D	x	x			x	x
Holben	Susan	MI	x	x	x	x	x	x	x	x	x				x	N				x	x	x
Inihara	Jill	OR	x	x		x	x	x	x						x	H						
Jackson	Roslyn	IL	x	x	x	x	x	x	x	x					x	U	x	x		x	x	x
Jacobsen	Deb	IL	x	x		x	x	x	x	x	w/cooke		P2RX		x	N		x			x	x
Johnson	Troy	MN	x	x	x	x	x	x	x	x					x	N					x	x
Johnson	Cathy	MS	x	x	x	x	x	x	x	x					x	D					x	x
Johnston	*Jimmy*	*GA*	x	x			x	x	x				*Sp*	KB	x	U						x
Josey	Patrick	NM	x	x		x	x	x	x	x					x	U	x		x	x	x	x

Kaplan	Dale	PA	x	x	x	x	x	x	x	x	x	x			x	U	x	x		x	x	x
Kennedy	*Charlie*	*MN*	x	x	x	x	x	x	x				*Sp*	ADW	x	N	x				x	x
Kerby	Gorden	VA	x	x	x	x	x	x	x	Rasmussen					x	U		x		x		x
King	*Linda*	*IA*	x	x	x	x	x	x	x	x	x	x	*Sp*	PA	x	U					x	x
King	John		x	x	x	x	x	x					Sp	BR	x	U		x	x		x	x
Kirby	*Kimberly*	*NM*	x	x		x	x	x	x	x					x	U		x	x	x	x	x
Kobashi	*Isao*	*CA*	x	x			x	x	x	x	x	x	*Sp*	AG	x	U						
Kolczak	*Larry*	CA	x	x			x	x	x	x			*Sp*		x	U					x	x
Komassa	*Carl*	WI	x	x	x	x	x	x	x				*CAP*		x	U	x	x			x	x
Kreiner	Andrea	DE	x	x	x	x	x	x	x						x	U		x		x	x	x
Lambert	Jan	KS	x	x		x	x	x	x	x					x	D					x	x
Larson	Paul	WY	x	x		x	x	x	x	x			CAP		x	Dr	x				x	x
Leff	Karen	DC	x				c	c	c						x	U						
Legler	Ken	TX	x	x	x	x	x	x	x				CAP		x	U	x			x	x	x
Lehr	Dick	LA	x	x		x	x	x	x	x					x	U	x				x	x
Livingston	Juliann	MT	x			x	x	x	x						x	Dr		x			x	x
Loquist	Natalie	SC	x	x	x	x	x	x	x						x	D				x	x	x
MacIntyre	Mark	WA	x	x		x	x	x	x						x	H					x	x
Malmstrom	*Tom*	NE	x												x	U				x	x	x
Malone	Kathleen	NY	x	x			x	x	x	x					x	N					x	x
Manley	*Marcia*	*NV*	x	x	x	x	x	x	x	x			Mod/Pl	MM	x	Dr		x	x		x	x
Mattson	*Tracy*	*DC*	x	x		x	x	x					Sp	KB	x	U						
McCutcheon	Kim	WI	x	x				x	x						x	N						x
McGovern	Eileen	DC	x	x		x	x	x	x						x	U				x	x	x
McKinney	*Edythe*	*NC*	x	x			x	x	x				*Sp*	OA	x	U					x	x
Medbury	Arnold	EPA	x	x	x	x	x	x	x	x	x				x	N		x			x	
Melliadis	Nick	CO	x	x	x	x	x	x	x	x			Mo		x	U						
Miles	Lowell	OR	x	x		dt	dt						CAP		x	U	x					
MilesMcClean	Stuart	DC	x	x		x	x	x	x						x		x			x	x	x
Miller	Jackie	HI	x																			
Miro	Judy	VT	x	x			x	x	x	x	x	x			x	N	x				x	x
Mitchell	Terri	CA	x	x			x	x	x	x			CAP		x	U	x	x	x			x
Moore	Lou	MT	x	x		x	x	x							x	Dr						x
Moore	Lauren	NJ	x	x	x	x	x	x	x	x	x				x	U		x	x	x	x	x
Moravick	Phil	?	x										P2RX									
Morgan	Willie	SC	x	x	x	x	x	x	x	x	x	x			x	D		x			x	x
Morrison	Bruce	MO	x	x	x	x	x	x	x				CAP		x	U	x	x			x	x
Mudar	Marian	NY	x	x			x	x	x	x	x	x	Mod	SD	x	U					x	x
Nadenicek	Joe	SD	x	x			x	x	x						x	Dr		x			x	x
Nakely	Thomas	EPA	x	x	x	x	x	x	x	x					x	N					x	x
Neff	Janet	KS	x	x			x	x	x	x			Sp		x	N					x	x
Nelson	Mike	MN	x	x	x	x	x	x	x						x	N		x		x	x	x

Neuber	Jacquelyn	IL	x	x	x	x	x	x	x	x					x	U		x			x	
Nickey	*Dan*	*IA*	x		*Under Tim Trumble*								*Sp*	MM	x	U					x	x
Ning	Alwin	OK	x	x			x	x	x				*Sp*	PJC	x	U		x			x	x
Norton	Warren	MT	x	x		x	x	x							x	Dr					x	x
Olsen	*Jimmy*	*IA*	x	x	x	x	x	x	x				*Sp/Mo*	SD	x	U						
Ostrowski	*James*	*MI*	x	x	x	x	x	x					*Sp*	OA	x	*N*						x
Patrie	Ann-Marie	CO	x	x			x	x	x						x	D						x
Phillips	Dave	WI	x	x			ex	ex							x	U					x	x
Polito	*Rich*	*AZ*	x	x	x	x	x	x	x				*Sp*	MM	x	U						x
Preston	*Jack*	*SC*	x	x	*dt*	*dt*	*dt*	*dt*	*dt*	*dt*	*dt*	*dt*			x	D	x			x	x	
Priznar	*Frank*	*PA*	x	x	x	x	x	x	x	x			*Sp/Mo*	BR	x	U		x			x	
Ramierez	Kathy	TX	x	x		x	x	x	x	x	x		Sp		x	U	x					x
Rasmussen	*Richard*	*VA*	x	x	x	x	x	x	x	x	x		*Mo*	KB	x	D	x				x	x
Rest	Virginia	NY	x	x			x	x	x	x	x	x			x	D					x	x
Rivera	Maria	PR	x	x	x	x	x	x	x	x			Mo/Pl	MR	x	D		x	x		x	x
Rodreguiz	Antonio	NY	x	x	ex	ex	ex	ex	ex						x	U				x	x	x
Rose	Bob	EPA	x	x	x	x	x	x	x	x			Mo/PL	BR	x	N	x			x	x	x
Roseberry	Stephen	WY	x	x			x	x	x						x	Dr				x	x	
Rossi	*Paul*	*CA*	x	x				x	x				*Sp*	*KE*	x	*U*						x
Roth	Sharon	PA	x	x		x	x	x	x	x	x	x			x	D				x	x	x
Rothwell	Hampton	WI	x	x	x	x	x	x	x	x					x	N	x				x	x
Santo	*Robert*	*NJ*	x	x	ex	ex	ex	ex	ex	ex	ex		*CAP*		x	U	x	x	x	x	x	x
SeaGraveDaly	Richard	PA	x	x	x	x	x	x	x	x	x				x	N						x
Shanahan	*Mark*	*OH*	x	x				x					*Sp*	PJC	x	U						
Smith	*Ken*	*MI*	x										*Mo*		x	N					x	
Soltero	Conrad	TX	x	x		x	x	x					P2RX		x	U					x	
Somers	Suzanne	UT	x	x		x	x	x					CAP		x	U	x			x	x	x
Soyers	Darrel	NV	x	x			x	x	x	x					x	U					x	x
Speights	David	DC	x	x			x	x					*Sp*	*DE*	x	U						
Sten	Madeline	WA	x										P2RX		x	U						
Storms	Cheri	IN	x	x	x	x	x	x	x						x	U			x		x	x
Strong	Phyllis	MN	x	x			x	x	x						x	N			x		x	x
Stutzman	Crispin	WA	x	x	x	x	x	x					P2RX		x	D						
Suver	Mike	OH	x	x			x	x	x						x	U				x	x	x
Tam	Robert	HI	x	x		x	x	x	x	x					x	D						x
Tate	Lee	GA	x	x	x	x	x	x	x	x	x	x	Mo		x	D					x	x
Taylor	Ben	LA	x										CAP		x	D	x				x	
Teplitzky	Andy	DC	x	x		x	x	x	x	x	x	x	Sp		x	N	x	x		x	x	x
Terrill	Layli	MO	x	x	x	x	x	x	x						x	U		x	x	x	x	x
Tessler	Larry	DC	x	x	x	x	x	x	x	x					x	N					x	x
Thiele	Rhonda	UT	x	x		x	x	x							x	U		x		x	x	x
Thomas	Bruce	FL	x	x	x	x	x	x	x	x					x	D	x				x	x

Titens	*Sherman*	*KS*	x	x	x	x	x	x	x				*Sp*	KE	x	U			x		x	
Tober	Kim	FL	x	x	x	x	x	x	x	x	Reese				x	D				x	x	x
Trujillo	Rita	NM	x	sharing room w/gail cooke											x	U	x			x	x	x
Trumble	Tim	IA	x	x	x	x	x	x	x						x	U				x	x	x
Tschogl	Kathleen	CA	x			c	c	c	c						x	Dr	x			x		
Tunnessen	*Walt*	*DC*	x	x			x	x	x	x			*Sp*	KE	x	N	x	x			x	x
Vanderveide	George	IL	x	x	x	x	x	x	x						x	U						
Vernon	Jennifer	DC	x												x	N			x	x	x	x
Vogel	Mike	MT	x	x			x	x					P2RX		x	Dr						
Weaver	Susan	KY	x	x		x	x	x	x	x	x	x			x	D		x		x		x
Wellsevich	Will	NY	x		bw	bw	bw	bw	bw	bw	bw				x	U						
Williams	Debbie	MT	x																			
Wells	Larry	MA	x				ex	ex	ex						x	U				x	x	x
Wilmoth	Rose Marie	KY	x	x	x	x	x	x	x						x	D	x				x	x
Wilson	Karen	MT	x	x											x	Dr						
Wolfe	*Randy*	*MI*	x	x	x	x	x	x	x	x			*Sp*	AG	x	U					x	
Wood	*Bonnie*	*IL*	x	x	x	x	x						*CAP*		x	U	x				x	
Woosley	Julie	NC	x	x		x	x	x	x	x	x	x			x	U				x	x	x
Word	Anita	GA	x	x	x	x	x	x	x	x			Mo/PI	ADW	x	D					x	x
Yoder	*Rick*	*NE*	x	x		x	x	x	x	x			*Sp*	OA	x	U					x	x
Zamora	Danny	NM	x	x		x	x	x	x	x	Gail Cooke				x	U				x	x	x
Zelanko	Audrey	PA	x	x	x	x	x	x	x				Sp		x	N	x		x		x	x
Zywicki	Glyniss	IL	x	x				x	x				Sp	MR	x	U						x
Total w/reservations to date			**188**	**74**	**121**	**153**	**155**	**137**	**82**	**27**	**16**		**-**		**185**		**44**	**46**	**24**	**56**	**133**	**137**
					54	**32**	**30**	**48**	**58**								**24%**	**25%**	**13%**	**30%**	**72%**	**74%**

100% *of people expected have made room reservations.* 98% *of people expected have registered*

Total expected	**188**	-	1	2	2	2	-	-	-	**188**	
-											
Total Rooms Needed		**74**	**122**	**155**	**157**	**139**	**82**	**27**	**16**	***776***	
										3,880	
Contract Rooms		70	175	185	185	185	140	20	0		
Overflow Room Needs		4	(53)	(30)	(28)	(46)	(58)				
HI Express Rooms Made		5	5	8	8	6	3	2	1		

Carrier	
33	*Delta*
35	*Northwest*
2	*Horizon*
17	*Driving*
97	*Unknown*
184	

Registered no shows

Blydan	Jasmine	VI	x	x		x	x	x	x	x					x	D		x		x	x	
Kirk	Patti	KY	x												x	U	x					
Malcolm	James	DC	x	x	x	x	x	x	x	x					x	N	x		x	x	x	x

Miller	Jon	PA	x	x		x	x	x	x	x	x	x				x	U					
Obeid	Otham	JO	x													x	U	x	x			x	x
Quambush	Sue	NE	x	x		x	x						CAP			x	U	x					
Thompson	Jesse	MS	x	x	x	x	x	x	x	x				ADW		x	D					x	
Wheeler	Zetra	MT	x													x	Dr	x	x	x	x	x	
Stapleton	Marylyn	VI	x	x		x	x	x	x	x						x	D					x	

Canceled

Czarnecki	Greg	PA	Adoption
Krout	Roy	ME	Anuerysm
Tarowski	Sally	ID	Car accident
Lawson			quit
Enstrom	Mark	IL	quit
Torres	Larry		no money
Babbidge	Tracy		no money
Pendola	Tony		no money
Davis	John		wife sick
Loida	Barb		quit
Raffleson	Chuck		anniversary

Newcomer Registrations

1 Susan Holben
Business Ombudsman, Michigan Economic Development Corp
201 N. Washington Square
Lansing, MI 48913
517-335-2168 517-241-3689
holbens@michigan.org
6-17-00 6-24-00
Newcomer Reception After Hours

2 Bob Rose
Deputy Small Business Ombudsman
U.S. EPA
Office of Small Business Ombudsman(2131)
401 M Street, SW
Washington, DC 20460
202-260-1133 Fax: 202-401-2302
rose.bob@epa.gov
06/17/00 (pm) Depart: 06/23/00 (am) Northwest
CAP Newcomer Reception After Hours

3 Natalie Loquist
Small Business Technical Engineer
S.C. DHEC
2600 Bull Street
Columbia, SC 29201
(803)898-3981 Fax: (803)898-3939
loquisnm@columb30.dhec.state.sc.us
June 17 Depart: June 23 Delta
Newcomer Reception After Hours

4 Andy Teplitzky
Environmental Scientist, Small Business Division
U.S. Environmental Protection Agency
401 M St., SW, Mail Code 1802
Washington,DC 20460
Phone: 202-260-4088 Fax: 202-401-2474
Teplitzky.Andy@epa.gov
June 18-June 25 Uncertain
CAP Newcomer Reception After Hours

5 Sally Tarowsky
Small Business Advocate
Idaho Division of Environmental Quality
1410 North Hilton
Boise ID 83706
208/373-0472 Fax: 208/373-0342
starowsk@deq.state.id.us
Sunday June 18, 2000 Friday June 23, 2000 Airline: Driving
CAP Audit CCAR Newcomer Reception After Hours

6 Mark MacIntyre
Public Affairs Specialist
U.S. EPA Region 10
1200 Sixth Ave.
Seattle, WA 98101
Phone: 206-553-7302 Fax: 206-553-0149
macintyre.mark@epa.gov
6/18/00 Depart: 6/22/00 HORIZON
NewcomerSess: WelcomeRecep: AfterHours:

7 Michael Edwards
Small Business Assistance Program
Utah Division of Air Quality
12073 S. Pine Ridge Road
Sandy, UT 84094
801-536-4051 801-536-4099
medwards@deq.state.ut.us
6-19-00
CAPTng: AdtTng: CCAR Tng: NewcomerSess: WelcomeRecep: AfterHours:

8 Pam Christenson
WI SBCAAP
WI Dept. of Commerce
P.O. Box 7970
Madison, WI 53707-7970
Phone: 608-267-9214 Fax: 608-267-0436
Email: pchristenson@commerce.state.wi.us
June 15, 2000 Depart: June 25, 2000 Northwest
NewcomerSess: WelcomeRecep: AfterHours:

10 Jess Byrne
Analyst
Idaho Division of Environmental Quality
1410 N. Hilton
Boise ID 83706
Phone: 208-373-0114 Fax: 208-373-0342
jbyrne@deq.state.id.us
CAPTng: AdtTng: CCAR Tng: NewcomerSess: WelcomeRecep: AfterHours:

11 Eileen McGovern
EPA/SBO
U.S. Environ Protection Agency MC 2131
1200 Pennsylvania Ave., NW
Washington DC 20460
Phone: 202-260-5352 Fax: 202-401-2302 (corrected)
mcgovern.eileen@epa.gov
June 18 June 22 Northwest
NewcomerSess: WelcomeRecep: AfterHours:

12 Susan Weaver
Env Tech III/SBAP liaison to state reg program
Kentucky Division for Air Quality

803 Schenkel Lane
Frankfort KY 40601
502.573.3382 fax: 502.573.3787
susan.weaver@mail.state.ky.us
saturday - morning - june 17th sunday - noon - june 25th delta or northwest
AdtTng: NewcomerSess: AfterHours: Will Attend

13 Kenya K. Carroll
Environmental Assessment Specialist
KY Bus. Env. Assistance Program
227 Gatton College of B and E
University of Kentucky
Lexington KY 40506
800-562-2327 Fax: 606-323-1907
ckeny2@pop.uky.edu
Arrive: June 17, 2000 Depart: June 23, 2000 Airline: Delta
CCAR Tng: NewcomerSess: WelcomeRecep: AfterHours:

14 Sherry J. Davis, CHMM
Industrial P2 Specialist
Pollution Prevention Institute
133 Ward Hall
Manhattan KS 66506-2508
800-578-8898 Fax: 785-532-6952
Email: sbd@ksu.edu
Arrive: June 18th, 2000 Depart: June 23, 2000
Airline: not sure yet
NewcomerSess: WelcomeRecep: AfterHours:

15 Joe Bob Garner
Business Assistance
ADEQ
8001 National Drive
P. O. Box 8913
Little Rock, AR 72219-8913
Phone: 501-682-0866 Fax: 501-682-0880
garner@adeq.state.ar.us
Arrive: 6/17/00 Depart: 6/23/00 Airline: Delta
CAPTng: AdtTng: CCAR Tng: NewcomerSess: WelcomeRecep: AfterHours:

16 Patrick Josey
NMED/AQB
2048 Galisteo
Santa Fe NM 87505
505/827-1494 505/827-1523
Patrick_Josey@nmenv.state.nm.us
Arrive: 18 June Depart: 23 June Airline: ???
CCAR Tng: NewcomerSess: WelcomeRecep: AfterHours: Will Attend

17 Danny Zamora
Environmental Specialist
New Mexico Air Quality Bureau
PO Box 26110
1190 St. Francis Dr. Rm S-2100
Santa Fe NM 87502
Phone: 505-827-2938 Fax: 505-827-0045
Danny_Zamora@nmenv.state.nm.us
NewcomerSess: WelcomeRecep: AfterHours: Will Attend

18 Julie Woosley
Environmental Chemist
NC DPPEA
1639 Mail Service Center
Raleigh NC 27699-1639
Phone: (919) 715-6527 Fax: (919) 715-6794
julie.woosley@ncmail.net
NewcomerSess: WelcomeRecep: AfterHours: Will Attend

19 Rita Trujillo
Environmental Specialist
New Mexico Air Quality Bureau
1190 St. Francis Dr., #S-2100
Santa Fe NM 87502
Phone: 505-827-2339 Fax: 505-827-0045
rita_trujillo@nmenv.state.nm.us
CAPTng: NewcomerSess: WelcomeRecep: AfterHours: Will Attend

20 Mr. Robert Santo
Member of the CAP in the New Jersey DEP
NJ Dept. Environmental Protection
1004 South Avenue
Westfield NJ 07090
Phone: 908-232-2772 Fax: 908-232-2772
lkonjushok@dep.state.nj.us
Arrive: June 17, 2000 Depart: June 23, 2000
Continental Airlines
CAPTng: AdtTng: CCAR Tng: NewcomerSess: WelcomeRecep: AfterHours:

21 Tim Trumbull
Environmental Specialist
Iowa Waste Reduction Center
1005 Technology Pkwy
Cedar Falls IA 50613
Phone: 31-273-8905 Fax: 319-268-3733
tim.trumbull@uni.edu
Arrive: June 17, 2000 Depart: June 22, 2000 United Airlines
NewcomerSess: WelcomeRecep: AfterHours:

22 Helly F. Diaz
Environmental Scientist
New Mexico Environment Department
1001 N. Solano Street
Las Cruces NM 88001
Phone: (505) 524-6300 Fax: (505) 526-3891

helly_diaz@nmenv.state.nm.us
Arrive: June 18, 2000 Depart: June 23, 2000
AdtTng: CCAR: Newcomer: Welcome: AfterHours:

23 Kimberly Kirby-O'Neil
Environmental Scientist
New Mexico Air Quality Bureau
1190 St. Francis Drive, Rm-S2100
P.O. Box 26110
Santa Fe NM 87502
Phone: 505-827-0048 Fax: 505-827-0045
kimberly_kirby@nmenv.state.nm.us
Arrive: June 18, 2000 Depart: June 23, 2000
AdtTng: Newcomer: WelcomeRecep: AfterHours:

24 Gail Cooke
Environmental Scientist
NMED Air Quality Bureau
1190 St. Francis Dr. P.O. Box 26110
Santa Fe NM 87502-6110
Phone: 505-827-1032 Fax: 505-827-0045
gail_cooke@nmenv.state.nm.us
Arrive: June 18 Depart: June 23
AdtTng: CCAR Tng: NewcomerSess:
WelcomeRecep: AfterHours:

25 Karen V. Brown
EPA Small Business Ombudsman
Environmental Protection Agency
401 M Street, S.W.
Washington DC 20460
Phone: 202-260-1390 Fax: 202-401-2302
brown.karen@epa.gov
Arrive: June 17, 2000 Depart: June 23, 2000
Airline: Northwest Airlines
CAPTng: AdtTng: CCAR Tng: NewcomerSess:
WelcomeRecep: AfterHours:

26 Jasmine A. Blyden
SBTAP Assistant
Dept. of Planing & Natural Resources
Wheatley Shopping Center II
St. Thomas, VI 00802
Phone: 340-777-4577 Fax: 340-774-5416
jasiblyden@yahoo.com
Arrive: June 18,2000 Depart: June 23,2000 Airline: Delta
AdtTng: CCAR Tng: NewcomerSess:
WelcomeRecep:

27 Mike Suver
Project Manager
Clean Air Resource Center
50 W. Broad St., #1901
Columbus, OH 43215
Phone: 614-728-3540 Fax: 614-752-9188
mike.suver@AQDA.state.oh.us
Arrive: June 19 Depart: June 22
NewcomerSess: WelcomeRecep: AfterHours:

28 Larry Wells
Small Business Assistance
EPA New England
15 Canoe River Rd
Sharon, MA 02067
Phone: 781-784-4078
wells.larry@epa.gov
Arrive: 07/19/00 Depart: 07/22/00
NewcomerSess: WelcomeRecep: AfterHours:

29 Eileen Brennan
MACT Coordinator
Utah Dept of Environmental Quality
150 North 1950 West
Salt Lake City, UT 84116
Phone: (801) 536-4176 Fax: (801) 536-4099
ebrennan@deq.state.ut.us
Arrive: 6/18/00 Depart: 6/23/00
AdtTng: Newcomer: WelcomeRecep: AfterHours:

30 Vicki Chouinard
Student
University of Minnesota
3925 30th Avenue South
Minneapolis, MN 55406
Phone: 612-724-6009 Fax: 612-626-0650
l_chouinard@visi.com
Arrive: June 16 Depart: June 23 Airline: Delta
NewcomerSess:

31 Chuck Hix
Environmental Protection Specialist - SBAP
Colorado Dept of Public Health and Env.
4300 E. Cherry Creek Drive South
Denver, Co 80246
Phone: 303 692 3148 Fax: 303 782 0287
chuck.hix@state.co.us
AdtTng: NewcomerSess: AfterHours:

32 Julie Abcarian
Environmental Manager
Florida Dept of Environmental Protection
2600 Blair Stone Road
Tallahassee, FL 32399-2400
Phone: 850-921-9227 Fax: 850-921-8061
julie.abcarian@dep.state.fl.us
Arrive: June 17 Depart: June 22 Airline: Delta
CAPTng: Newcomer: WelcomeRecep: AfterHours:

33 Kathleen Tschogl
Ombudsman
California Air Resources Board
2020 L Street
P.O. Box 2815

Sacramento, CA 95812-2815
Phone: (916) 323-6791 Fax: (916) 322-4737
ktschogl@arb.ca.gov
June 18-22, 2000
CAPTng: NewcomerSess:

34 Erika Seydel Cheney
Director, Office of Bus & Legislative Relations
Indiana Dept of Environmental Management
100 N. Senate Avenue
IGCN Room 1301
Indianapolis, IN 46204
Phone: 317-232-8598 Fax: 317-233-6647
eseydel@dem.state.in.us
CAPTng: NewcomerSess: WelcomeRecep:
AfterHours

35 James E. Malcolm
Staff Assistant, EPA,
Office of the Small Business Ombudsman,
MC 2131, EPA 1200 Pa. Ave.
Washington, DC 20460
Phone: 202-260-1616 Fax: 202-401-2302
Malcolm.jim@epamail.epa.gov
17-23 June Northwest
CAPTng: CCARTng: NewcomerSess:
WelcomeRecep: AfterHours:

36 Gordon Kerby
Enironmental Engineer Consultant
VA Dept. of Environmental Quality
P.O. Box 10009
629 E. Main St.
Richmond, VA 23240-0009
Phone: (804)698-4305 Fax: (804)698-4264
egkerby@deq.state.va.us
AdtTng: NewcomerSess: AfterHours:

37 Andrea Kreiner
Manager, Business & Community Services
Delware Dept. of Nat. Res. & Envir. Cont
89 Kings Hwy
Dover, DE 19901
Phone: 302-739-3822 Fax: 302-739-6242
Email: akreiner@state.de.us
June17-22
AdtTng: Newcomer: Welcome: AfterHours:

38 Layli Terrill
Engineer
MO Dept. of Natural Resources
PO Box 176
Jefferson City, MO 65102
Phone: 573-526-6627 Fax: 573-526-5808
nrterrl@mail.dnr.state.mo.us
06/17-22
AdtTng: CCAR: Newcomer: Welcome: AfterHours:

39 Gene M. Coccari
Technical Specialist
WV Office of Air Quality
7012 MacCorkle Ave.
Charleston, WV 25304
Phone: (304) 926-3731 Fax: (304) 926-3637
Email: gcoccari@mail.dep.state.wv.us
June 17-22
CAPTng: AdtTng: CCAR Tng: Newcomer:
WelcomeRecep: AfterHours:

40 Fred Durham
SBAP Manager
WV Office of Air Quality
7012 MacCorkle Ave.
Charleston, WV 25304
Phone: (304) 926-3734 Fax: (304) 926-3637
fdurham@mail.dep.state.wv.us
June 17-22, 2000
CAPTng: AdtTng: CCAR Tng:
NewcomerSess: WelcomeRecep: AfterHours:

41 Tony Pendola
Environmental Engineer
North Carolina SBAP
DENR - Customer Service Center
1640 Mail Service Center
Raleigh, NC 27699-1640
Phone: 919-733-0824 Fax: 919-715-7468
pendola@mail.com
June 18-26 NorthWest ($300)
AdtTng: Newcomer: Welcome: AfterHours:

42 Dave Bassage
Small Business Ombudsman
WV Division of Environmental Protection
Rt. 1 Box 112
Bruceton Mills, WV 26525
Phone: 304-379-3141 Fax: 304-329-3622
dave@cheat.org
CAPTng: Newcomer: Welcome: AfterHours:

44 Diane Capehart
Small Business Assistant
Dept. of Planning & Natural Resources
P.O. Box 787, Kingshill
St. Croix, VI 00851
Phone: 340-773-0565 Fax: 340-692-9794
envprotj@viaccess.net
June 18-23 Delta
NewcomerSess: WelcomeRecep:

45 Bruce Thomas
Florida Small Business Assistance Progra
2600 Blair Stone Road MS #5500
Tallahassee, Fl 32312

850-488-0114 850-922-6979
thomas_bx@dep.state.fl.us
June 18-22
CAPT Newcomer WelcomeRecep AfterHours

46 othamn obeid
President
Jordan Environmental society-Rusaifa
BOX 644
Rusaifa, Jordan
Phone: 962 5374 6311 Fax: 962 5374 6311
jesr@firstnet.com
Arrive: as soon as
CAPTng: AdtTng: NewcomerSes: AfterHours:

47 Steve Roseberry
P2 Program Coordinator
Wyoming DEQ
Herschler Bldg- 4W
122 West 25th St.
Cheyenne, WY 82002
Phone: 307-777-6105 Fax: 307-777-3610
Sroseb@state.wy.us
6/19-22/00
NewcomerSess: WelcomeRecep:

48 Suzanne M. Somers
Owner
Somers-Jaramillo & Co.
453 11th Ave
Salt Lake City, UT 84103
Phone: 801-530-0933 Fax: 801-530-0942
jaramillo@aol.com
June 18-21, 2000
CAP Newcomer Welcome AfterHours:

49 Mike Nelson
Small Business Assistance Program
Minnesota Pollution Control Agency
520 Lafayette Road
Saint Paul, MN 55155
Phone: (651) 296-8577 Fax: (651) 282-6247
michael.nelson@pca.state.mn.us
June 18-23 Northwest Airlines
Adt: Newcomer Welcome AfterHours:

50 Catherine D. Anderson
Special Assistant
EPA/Washington
Ariel Rios Bldg.
1200 Pennsylvania Ave. NW
Washington, DC 20460
Phone: 202/260-8210 Fax: 202/260-0780
anderson.delane@epa.gov
June 18-22 Northwest
CAP: Newcomer: WelcomeRecep: AfterHours:

51 Jim Ostrowski
Environmental Quality Analyst
Michigan DEQ-Town Center
P.O. Box 30457
Lansing, MI 48909-7957
Phone: (517) 241-8057 Fax: (517) 335-4729
ostrowsj@state.mi.us
6/19-25 Northwest
AfterHours: Newcomers

52 Rhonda Thiele
Pollution Prevention Program Coordinator
Salt Lake City-County Health Department
788 East Woodoak Lane
Murray, UT 84107
Phone: (801) 313-6698 Fax: (801) 313-6734
rthiele@eh.co.slc.ut.us
June 18-June 22, 2000
AdtTng: Newcomer Recep: AfterHours:

53 Jim Carney
Staff Engineer
Ohio SBAP
122 S. Front Street
columbus, oh 43215
Phone: 614-728-1796 Fax: 614-644-3681
jim.carney@epa.state.oh.us
06/17-22/00
AdtTng: Newcomer Welcome AfterHours:

54 KEN J. LEGLER
Governor George W.Bush Appointee
TNRCC CAP MEMBER
527 Michigan
South Houston, TX 77587
Phone: 713-946-3967 Fax: 713-946-3579
info@houstonwire.com
CAP Newcomer Welcome AfterHours

55 Paul Larson
Member
Wyoming CAP
Box 187
Lovell, WY 82431
Phone: 307/548-6456
craffe@state.wy.us
June 18, 2000 Depart: unknown Airline: none
CAPTng: WelcomeRecep:

56 Daniel M. Eddinger
Public Advocate
NDEQ Nebraska
1040 North 34th Street
Lincoln, NE 68503
Phone: 402 467-2042 Fax: 402 471-2909
de21411@alltel.net
17-22 June Northwest

Newcomer Welcome AfterHours

57 Roslyn Jackson
Manager, Small Business Environmental Assistance
IL Dept. of Commerce & Community Affairs
620 East Adams
Springfield, IL 62701
Phone: 217/524-0169 Fax: 217/557-2853
rjackson@commerce.state.il.us
June 17-22
CAP Adt Newcomer Welcome AfterHours:

58 Roy Kraut
Small Business Assistance Program
State of Maine
Dept. of Environmental Protection
State House Station #17
Augusta, ME 04333
Phone: (207)-287-8550 Fax: (207)-287-2814
roy.t.krout@state.me.us
NewcomerSess: WelcomeRecep: AfterHours

59 Jack Preston
Senior Engineer - Section Leader
SCANA Services, Inc.
6248 Bush River Road
Columbia, SC 29218
Phone: 803-217-9849 Fax: 803-217-7349
jpreston@scana.com
June 17-29 Delta
CAPTng: NewcomerSess: WelcomeRecep:

60 Sharon Roth
Director, Regulatory Affairs
PA Chamber of Business and Industry
417 Walnut Street
Harrisburg, PA 17101
Phone: 717-720-5455 Fax: 717-230-8733
sroth@pachamber.org
June 19-22 Delta
NewcomerSess: WelcomeRecep: AfterHours:

61Lauren Moore, Jr.
Small Business Ombudsman
NJ Commerce and Economic Growth Commission
20 West State Street
PO BOX 820
Trenton, NJ 08620
Phone: 609.292.3863 Fax: 609.777.4097
ceamoor@commerce.state.nj.us
june17-22
AdtTng: CCAR: Newcomer: Welcome: AfterHours:

62 Antonio Rodriguez
Environmental Ombudsman
Empire State Development
633 Third Avenue
32nd Floor
New York, NY 10017
Phone: 212-803-2283 Fax: 212-803-2309
arodriguez@empire.state.ny.us
June 17-22
NewcomerSess: WelcomeRecep: AfterHours:

63 Paul Higgins
Environmental Ombudsman
Empire State Development
633 Third Avenue
32nd Floor
New York, NY 10017
Phone: 212-803-2285 Fax: 212-803-2309
phiggins@empire.state.ny.us
June 17-22
NewcomerSess: WelcomeRecep: AfterHours:

CAP Registrations – Updated 6/6/00 Send to :martindi@ctc.com

1 Bob Rose
Deputy Small Business Ombudsman, U.S. EPA
Office of Small Business Ombudsman (2131)
401 M Street, SW
Washington, DC 20460
202-260-1133 Fax, 202-401-2302
rose.bob@epa.gov
06/17/00 (pm) Depart, 06/23/00 (am)

2 Andy Teplitzky
Environmental Scientist, Small Business Division
U.S. Environmental Protection Agency
401 M St., SW, Mail Code 1802
Washington,DC 20460
Phone, 202-260-4088 Fax, 202-401-2474
Email, Teplitzky.Andy@epa.gov
June 18-June 25 Uncertain

3 Sally Tarowsky
Small Business Advocate
Idaho Division of Environmental Quality
1410 North Hilton
Boise ID 83706
208/373-0472 Fax, 208/373-0342
starowsk@deq.state.id.us
Sunday June 18, 2000 Friday June 23, 2000

4 Bruce Thomas
Florida Small Business Assistance Progra
2600 Blair Stone Road MS #5500
Tallahassee, Fl 32312
850-488-0114 850-922-6979
thomas_bx@dep.state.fl.us
6/18/00 6/22/00
CAPTng WelcomeRecep AfterHours

5 Elsa A. Bishop - Speaker
SBO & SBAP Env. Administrator
Florida Dept. of Env. Protection
2600 Blair Stone Road (MS 5500)
Tallahassee, FL 32399
850/414-8399 850/922-6979
Elsa.Bishop@dep.state.fl.us
Saturday, 6/17 Friday, 6/23
CAPTng,WelcomeRecep,AfterHours,

6 Michael Edwards
Small Business Assistance Program
Utah Division of Air Quality
12073 S. Pine Ridge Road
Sandy, UT 84094
801-536-4051 801-536-4099
medwards@deq.state.ut.us
6-19-00
CAP, Adt, CCAR, NewcomerSess, WelcomeRecep, AfterHours,

7 Rose Marie Wilmoth
Air Quality Representative for Small Business
Ky. Dept. for Environmental Protection
Commissioner's Office
Ky. Dept. for Environmental Protection
Frankfort Ky 40601
Phone, 502-564-2150 fax, 502-564-4245
rose marie.wilmoth@mail.state.ky.us
Arrive, June 17, 2000 Depart, June 22, 2000
CAPTng, WelcomeRecep, AfterHours:

8 Hampton Rothwell
Small Business Ombudsman
Wisconsin Department of Commerce
201 West Washington Avenue
P. O. Box 7970
Madison WI 53707
608-267-0313 Fax, 608-267-0436
hrothwell@commerce.state.wi.us
CAPTng, WelcomeRecep, AfterHours,

9 Judy Mirro
Environmental Assistance Engineer
VT DEC - SBCAP
103 South Main Street - Laundry Bldg.
Waterbury VT 05671-0411
802-241-3745 Fax, 802-241-3273
judy.mirro@anr.state.vt.us
Arrive, Sat - Jun 17 Depart, Thurs - June 22
CAPTng, WelcomeRecep, AfterHours,

10 Phyllis Copeland, SBO
SCDHEC - EQC Administration
2600 Bull Street
Columbia SC 29201
803-898-3997 Fax, 803-898-3939
copelapt@columb30.dhec.state.sc.us
Arrive, 6-17-00 Depart, 6-23-00 Delta
CAPTng (morning), AdtTng, CCAR Tng,
WelcomeRecep, AfterHours, Will Attend

11 Fred Rothaermel, Member
S.C. Small Business CAP
1532 Regimental Lane
Johns Island SC 29455
Phone, 843 559-2099 Fax, 843 559-2098
safecon2@aol.com
Arrive, 17 June 2000 Depart, 23 June 2000
CAPTng (morning), AdtTng, CCAR Tng,
WelcomeRecep, AfterHours:

12 Charlie Kennedy
Small Business Ombudsman
Minnesota Pollution Control Agency
520 Lafayette Road North
Policy and Planning Division
St. Paul MN 55155-4194
(651) 297-8615 Fax, (651) 297-8676
charlie.kennedy@pca.state.mn.us
June 17 Depart, June 22 Northwest
CAPTng, WelcomeRecep, AfterHours,

13 Joe Bob Garner
Business Assistance
ADEQ
8001 National Drive
P. O. Box 8913
Little Rock, AR 72219-8913
Phone, 501-682-0866 Fax, 501-682-0880
garner@adeq.state.ar.us
Arrive, 6/17/00 Depart, 6/23/00 Airline, Delta
CAPTng, AdtTng, CCAR Tng, NewcomerSess,
WelcomeRecep, AfterHours:

14 Rita Trujillo
Environmental Specialist
New Mexico Air Quality Bureau
1190 St. Francis Dr., #S-2100
Santa Fe NM 87502
Phone, 505-827-2339 Fax, 505-827-0045
rita_trujillo@nmenv.state.nm.us
CAPTng, NewcomerSess, WelcomeRecep,
AfterHours, Will Attend

15 Mr. Robert Santo
Member of the CAP in the New Jersey DEP
NJ Dept. Environmental Protection
1004 South Avenue
Westfield NJ 07090
Phone, 908-232-2772 Fax, 908-232-2772
lkonjushok@dep.state.nj.us
Arrive, June 17, 2000 Depart, June 23, 2000
CAPTng, AdtTng, CCAR Tng, NewcomerSess,
WelcomeRecep, AfterHours:

16 Patrick Josey
NMED/AQB
2048 Galisteo
Santa Fe NM 87505
505/827-1494 505/827-1523
Patrick_Josey@nmenv.state.nm.us
Arrive, 18 June Depart, 23 June
CAP Tng CCAR Tng, NewcomerSess,
WelcomeRecep, AfterHours,

17 Olivia Achuko
D.C. SBAP
District of Columbia Dept. of Health
51 N Street, 5th Fl. NE
Washington DC 20002
Phone, 202 535-2997 Fax, 202 535-1371
noa@mail.environ.state.dc.us
Arrive, June 17, 2000 Depart, June 23, 2000 Delta
CAPTng, AdtTng, WelcomeRecep, AfterHours:

18 Sandra Handon
Environmental Engineer
DOH Environmental Health Administration
51 N st. NE
Washington DC 20002
Phone, 202-535-1722 Fax, 202-535-1371
Email,. shandon@mail.environ.state.dc.us
Arrive, June 17, 2000 Depart, June 23, 2000
CAP training After Hours

21 Karen V. Brown
EPA Small Business Ombudsman
Environmental Protection Agency
401 M Street, S.W.
Washington DC 20460
Phone, 202-260-1390 Fax, 202-401-2302
brown.karen@epa.gov
Arrive, June 17, 2000 Depart, June 23, 2000
CAPTng, AdtTng, CCAR Tng, NewcomerSess,
WelcomeRecep, AfterHours,

22 Dick Lehr
Engineer Manager
Louisiana SBAP
7290 Bluebonnet
Baton rouge, LA
richard_l@deq.state.la.us
Arrive, June17, 2000 Depart, June 24, 2000
CAP, After Hours, Reception

23 Richard G. Rasmussen
Director, Small Business Assistance Program
Virginia Dept. Environmental Quality
629 E. Main St.
Richmond, VA 23240
Phone, (804) 698-4394 Fax, (804) 698-4264
rgrasmusse@deq.state.va.us
Arrive, 6/17/00 Depart, 6/23/00 Airline, Delta
CAPTng, Welcome Recep, After Hours

24 Glenn Heilman, Chairman
Pennsylvania CAP
290 N. Pike Road
Sarver, PA 16055
Phone: (724) 353-2700 Fax: (724) 353-2888
mheilman@salsgiver.com
Arrive: Sat., June 17 Depart: Tue., June 20
CAPTng: WelcomeRecep:

25 Julie Abcarian

Environmental Manager
Florida Dept of Environmental Protection
2600 Blair Stone Road
Tallahassee, FL 32399-2400
Phone: 850-921-9227 Fax: 850-921-8061
julie.abcarian@dep.state.fl.us
Arrive: June 17 Depart: June 22 Airline: Delta
CAP: Newcomer: WelcomeRecep: AfterHours:

24 Kathleen Tschogl
Ombudsman
California Air Resources Board
2020 L Street
P.O. Box 2815
Sacramento, CA 95812-2815
Phone: (916) 323-6791 Fax: (916) 322-4737
ktschogl@arb.ca.gov
June 18-22, 2000
CAPTng: NewcomerSess:

25 Carl T. Komassa
Chair
Wisconsin SBEC/SBAP
141 North Water Street #67
Milwaukee, WI 53202
Phone: 414.273.2552 Fax: 414.273.4709
carl@beckcarton.com
CAPTng: AdtTng: WelcomeRecep: AfterHours:

26 Paul Larson
Member
Wyoming CAP
Box 187
Lovell, WY 82431
Phone: 307/548-6456
craffe@state.wy.us
June 18, 2000 Depart: unknown Airline: none
CAPTng: WelcomeRecep:

27 Erika Seydel Cheney
Director, Office of Bus & Legislative Relations
Indiana Dept of Environmental Management
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IGCN Room 1301
Indianapolis, IN 46204
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28 Audrey G. Zelanko
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29 Kathy Ramirez
Team Leader
Small Business and Local Government Asst
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kramirez@tnrcc.state.tx.us
CAPTng: AfterHours:

Angel– Please note that I have deleted Paula Smith (Indiana) and John Daniels (Vireginia). They will not be coming.

30 Gary Dawson - Speaker
Chairman Florida CAP
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Belleair Bluffs FL 33770-2649
Phone: 727.585.1101 Fax: 727.585.0278
garydaws@aol.com
6/17-21/00 Airline: Delta Flt 3939
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31. James E. Malcolm
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Malcolm.jim@epamail.epa.gov
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AfterHours:

33. Bruce A. Morrison
Member, Small Business CAP
MO DNR TAP
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Phone: 314-231-4181 Fax: 314-231-4184
6/18-22/00
CAPTng: AdtTng: WelcomeRecep: AfterHours:
Email: greenhh@tetranet.net

34. Lowell H Miles
C.E.O.
Miles Fiberglass And Composites
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lmiles@milesfiberglass.com
6/18
CAPTng AfterHours

35 Gene M. Coccari
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37 Dave Bassage
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38 Sue Quambusch
CAP Chairperson
Nebraska
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squam@atozprint.com
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39 Walt Tunnessen
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tunnessen@neetf.org
6/19-23 Northwest
CAPTng: AdtTng: WelcomeRecep: AfterHours:

40 othamn obeid
President
Jordan Environmental society-Rusaifa
BOX 644
Rusaifa, Jordan
Phone: 962 5374 6311 Fax: 962 5374 6311
jesr@firstnet.com
Arrive: as soon as
CAPTng: AdtTng: NewcomerSes: AfterHours:

41 Reimar von Kalben
VP, Allied Refrigeration and Electric
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42 Suzanne M. Somers
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43 Catherine D. Anderson
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44 Jim Carney
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06/17-22/00
AdtTng: Newcomer Welcome AfterHours:

45 KEN J. LEGLER
Governor George W.Bush Appointee
TNRCC CAP MEMBER

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info@houstonwire.com
CAP Newcomer Welcome AfterHours

46 Bonnie Wood
Illinois CAP Chair
East West Corporate Corridor Association
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June 16-20
Special Needs: Will need CAP Reimbursement materials sent
CAPTng: WelcomeRecep:

47 Patrick Hoermann
VIP Manager
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Water and Land Resources Division
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patrick.hoermann@metrokc.gov
18-22 June Delta (maybe)
CAPTng AdtTng: WelcomeRecep: AfterHours

48 Roslyn Jackson
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June 17-22
CAP Adt Newcomer Welcome AfterHours:

49 Jack Preston
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jpreston@scana.com
June 17-29 Delta
CAPTng: NewcomerSess: WelcomeRecep:

50 Wendy M. Berhman
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National Park Service Concessions Progra
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wendy_berhman@nps.gov
June 18-23, 2000
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51 Zetra Wheeler
NW PETE Program coordinator
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Salish Kootenai College
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CAPTng: AdtTng: CCAR Tng: NewcomerSess: WelcomeRecep:

52 Dale Kaplan
President, Dale I. Kaplan Inc.
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Kaplans1@aol.com
June 17-22
CAP Audit CCAR Reception After Hours

53 BEN TAYLOR
PRESIDENT/CHAIRMAN
TAYLORTEC/LADEQ SBAP CAP
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HAMMOND,LA 70403
Phone: 504 542-6266 Fax: 504 542-6371
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6/18-20/00 DELTA
Special Needs: PILLOW & BOURBON
CAPTng: Will Attend

54 194 Stuart Miles-McLean
Team Leader for RFA/SBREFA
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miles-mclean.stuart@epa.gov
06/18-22/00 Northwest
CAP NewcomerSess: Welcome AfterHours:

ATTACHMENT H
After Hours Information

SBO/SBAP Conference -After Hours Survey

Howdy! On your registration form, you indicated an interest in after-hours events. There are scads of interesting things to do within walking distance of the hotel, but many folks like organized events, and I have prepared a number of possibilities. . **I need your help in gauging the interest in different activities.** If I get about 40 people interested in a given activity, I will make it available during the conference. *The exception to this is the whitewater and afternoon raft trips. The raft company will take any number of people because they have other customers to fill the gaps. If you would rather do another activity on the day scheduled here, you can go on the raft trip on any day you choose.*

I have provided a ballot below for your input, and descriptions of the activities follow. PLEASE READ THE DESCRIPTIONS CAREFULLY before deciding and get back to me ASAP on your preferences. I am not kidding on the ASAP part! Kekstrom@state.mt.us or fax at 406-444-6836. Mark the most appropriate choice for each day. Be as accurate as possible. If you are bringing a guest, make two x's or write the number so I'll know. Thanks.

Sunday — **Pre-conference day**

I am interested in one of the following (check if interested):

__ Whitewater rafting in Alberton Gorge ~$65
__ Indian Heritage and Wildlife Tour ~$25
__ Environmental tour of Anaconda and Butte ~$25.
__ I would golf
__ I would not golf

Monday — **Optional Training Day**

I am interested in the following (check if interested):

__ No-host bar reception at the hotel (5:30-6:30)

Tuesday — **Conference day (8 to 5)**

I am interested in the following (check if interested):

__ Evening float through Hellgate canyon to hotel (6:00 to 8:00) ~$39

Wednesday — **Conference day (8 to 5)**

I am interested in the following (check if interested):

__ Cowboy Cookout and Entertainment ~$30

Thursday — **Conference day (8 to 12:30)**

I am interested in one of the following (check if interested):

__ Afternoon float of Blackfoot River ~$45
__ Bigfork Trip ~$25 (11pm return to hotel)
__ Bigfork Trip ~$25 (1am return to hotel)

Friday — **Post-conference day**

I am interested in one of the following (check if interested):

__ Whitewater rafting in Alberton Gorge ~$65
__ Indian Heritage and Wildlife Tour ~$25
__ Environmental tour of Anaconda and Butte ~$25.
__ I would golf __ I would not golf

Description of Potential Events

ANACONDA/BUTTE SUPERFUND TOUR – Either Sunday or Friday $25

Approximate Driving Time: 4 hours (3 hours for golfers) *Leave: 10am* *Return: ~6pm*

The town of Anaconda sprang up when the giant Anaconda Copper Company needed a smelter for its vast amounts of copper ore. The idle smokestack, a state monument, stands more than 585 feet high and measures 86 feet in diameter at the base - the tallest freestanding masonry structure in the world. The old smelter works were heavily contaminated with

metals and became a Superfund site, part of the largest in the nation. ARCO, the current owner, became the responsible party. They characterized the site and came up with a plan for remediation. The innovative solution was to turn the site into a golf course. Jack Nicolas was hired to design a championship course, and ARCO worked to make it safe. Finished in 1998, the Old Works Golf Course is a spectacular public course in a unique setting. Emerald greens are set off by bright blue sky and the country's only black sand traps (made of ground smelter slag). We'll ride to Anaconda, through the spectacular Pintler Range. At the golf course, we'll get a brief environmental tour (the cap, the water collection system, and the slag traps). You may then golf nine holes (2.5 hours) or see the sights of Anaconda and Butte. Anaconda's historic districts have good examples of turn-of-the-century western architecture, including the Courthouse and the ornate Washoe Theater, ranked fifth in the nation by the Smithsonian. There is a visitor's center in a replica of an old train depot, and a Museum and Art Center, which houses a history museum, archives, an art gallery, and shops. In Butte, we'll see the Berkely Pit, a HUGE former open pit copper mine that is filling with contaminated groundwater (pH of 2.8) and threatening the city's water supply. No answer has been found yet to the remediation puzzle. *Optional Green/Cart fees $35.*

INDIAN HERITAGE AND WILDLIFE BUS TOUR – Either Sunday or Friday $25

Approximate Driving Time: 2 hours *Leave: noon* *Return: 4:30pm*

This tour is an excellent way to unwind after traveling. It's a chance to see western history and wildlife, less than an hour from Missoula. Rich in history and Native American culture, our first stop is St. Ignatius, a small town on the Flathead Indian Reservation offering spectacular views of the stunning Mission Valley and range. We'll visit the beautiful Saint Ignatius Mission, founded in 1854 by Jesuits. Built with local materials. it contains 58 striking interior murals painted on the walls and ceiling, including 2 special murals of the Salish Lord and Lord's mother (in Native American form). The adjacent Flathead Indian Museum offers an opportunity for you to see an extensive collection of authentic Native American crafts, art and artifacts, and the Historic Village is a sampling of how this region was established and settled. It includes an 1862 Indian Agency Building, an 1870 home and trading post, and an antique train and toy museum in a former train depot.

Our next stop will be the National Bison Range, administered by the US Fish and Wildlife Service. Established in 1908, it is one of the oldest wildlife refuges in the nation. A large portion of the 18.500-acre Range consists of native Palouse Prairie (remember *Dances With Wolves?)*. Forests, wetlands and streams are also found here providing a wide range of habitats for wildlife. Elk. deer, pronghorn, black bear. coyote, and ground squirrels are just some of the mammals that share the area with 350 to 500 bison. More than 200 species of birds also call this home and include eagles, hawks, meadowlarks, bluebirds. ducks, and geese. The nearby Ninepipe Wildlife Refuge also presents excellent opportunities to view waterfowl, bald eagles, herons, cormorants, and a wide variety of songbirds. We'll have a naturalist on board who can narrate the trip and answer your questions.

ALBERTON GORGE WHITEWATER TRIP – Sunday or Friday $65

Approximate Driving Time: 1.75 hours

Interested in Whitewater? For a pre- or post-conference float (perhaps Sunday or Friday) depending on your schedule. Western Montana's best whitewater is the Alberton Gorge, of the Clark Fork River. Your heart rate will increase with the flow of the Clark Fork as it picks up speed into the Alberton Gorge. Hidden deep within the spectacular gorge is the finest whitewater in western Montana, with breathtaking rapids such as Tumbleweed, Boat Eater, and Fang, to name just a few. For sheer fun and adventure, nothing beats a paddle raft trip through the Gorge's Class II and III rapids. The canyon scenery is stunning. In between rapids, you'll enjoy the spectacular surroundings and might see eagles. osprey, kingfishers, moose, deer, or bear. Our June weather is unpredictable, so bring raingear and a warm jacket or fleece. *You can do this with the SBO/SBAPs or individually on any day you'd like.*

HELLGATE CANYON FLOAT – Tuesday Night $39

Approximate Driving Time: 0.5 hours

What a great way to unwind after a day listening to stimulating lectures! This float starts a mere 5miles east of Missoula and ends up at the back door of the hotel! The Clark Fork River carries the stories of Glacial Lake Missoula and ancient floods and ambushes at Hellgate Canyon. We'll leave the hotel around 6pm. float leisurely along looking at the scenery and having a few snacks and enjoying whatever BYOB cocktail you might care to bring! We'll be back to the hotel by 8pm, ready to hit the town for a fantastic meal, movie, dancing, drinking, or whatever. It won't be dark until 10pm. Our June weather is unpredictable. Bring raingear and a warm jacket or fleece.

FORT MISSOULA COWBOY COOKOUT AND SHOW - Wednesday Night $30

Approximate Driving Time: 0.5 hours

Hankering for a taste of the west? How about a steak barbecued to perfection on a pitchfork over a roaring campfire, followed by a vaudeville-type production of the Lewis and Clark expedition through Montana? There's vegetarian and non-red meat options for the tenderfeet. Fort Missoula has been a fixture of the area since the 1880's and has a colorful history. The bus will take us roundtrip, leaving at 6:15 and returning at 11:00. It won't be dark until 10pm. The production is in an outdoor amphitheater and our June weather is unpredictable, so bring a warm jacket or fleece.

BLACKFOOT FLOAT – Thursday Afternoon $45

Approximate Driving Time: 1.5 hours

This float combines business with pleasure. Explore the beauty of a classic Montana river, discuss small business issues with local small business owners, network with your peers, and listen to your guide discuss environmental issues. Build trust and teamwork and learn what small business people from other parts of the country are thinking. We'll provide a description of the educational merits of the float for your Management. The Blackfoot River offers a perfect mix of scenery and excitement. Made famous by the movie, "A River Runs Through It," it has deep clear pools for swimming, calm scenic stretches, and some fast running whitewater. Scenic flatwater stretches combine with mild whitewater for a trip that's fun for all ages. Our June weather is unpredictable. Bring raingear and a warm jacket or fleece. *You can do this with the SBO/SBAPs or individually on any day you'd like.*

BIGFORK TRIP - Thursday Afternoon/Evening $20 Optional theater tickets: $20

Approximate Driving Time: 3 hours

For those looking for an alternative of a more cultural nature that is not weather-dependent, we offer Bigfork! We leave the hotel at 1:30pm. Bigfork is 1.5 hours north of Missoula– and contains ONLY small businesses. Voted "one of the 50 Great Towns of the West", it is a small village resort situated on the Northeast corner of Flathead Lake and surrounded by mountains. The blue lake is dotted with sailboats and the mountain air is crisp and clean. We'll drive along the beautiful eastern shoreline of Flathead Lake, the largest natural freshwater lake west of the Mississippi River, past cherry orchards, blue sky, and ospreys. When we get to Bigfork (about 3:00) you will be free to explore. Artists and galleries abound, and the area features a full spectrum of art ranging from painters, sculptors and potters to chainsaw artists, furniture makers, and jewelers. Small businesses that can be toured include the *Rocky Mountain Chocolate Factory*, *Eva Gates Homemade Preserves*, and Eric Thorsen's studio, one of the country's best wild life sculptors. We will have dinner reservations for as many people as are interested at a great restaurant, *ShowThyme*. If you'd rather strike out on your own, Bigfork has some of the best restaurants in the Northwest, featuring a full range of atmosphere and food to please any appetite. Restaurants serve wares from several local breweries and a local winery.

There are two options after dinner, depending on interest:

- Leave Bigfork (~8:00) and return to Missoula (arrive ~11pm), **OR**
- Stay in Bigfork to attend a play. Considered one of the Northwest's finest repertory theatres, the Bigfork Summer Playhouse is located in a modern, air-conditioned theatre seating 450 people. Broadway musicals feature some of the finest young talent in the country. Those who don't want to attend can amuse themselves at one or more of the local saloons. At 11pm, we'll start back to Missoula (arrive ~12:30-1am).

	Name			Sent	Rcvd	Sun			Mon	Tues	Wed	Thurs			
						Raft	Ngolf	Moiese	Recep	Float	Cowboy	River	Bigfork	Bigfork*	Raft
1	Abcarian	Julie	FL	x	x				x						
2	Achuko	Olivia	DC	x	x				x		x				
3	Aldridge	Amanda	NC	x	x				x		x				
4	Annarummo	Pam	RI	x	x		x	x	x	x	x		x		
5	Antonio	Joe	RI	x	x				x	x					
6	Bassage	Dave	WV	x	x	x				x		x			
7	Brennen	Eileen	UT	x	x			x	x	x	x	x			
8	Brown	Karen	DC	x	x				x		x				
9	Carroll	Kenya	KY	x	x			x	x	x	x	x			
10	Cheney	Erica	IN	x	x		x		x	x	x				
11	Christenson	Pam	WI	x	x		x		x	x	x		x		x
12	Clark	Dan	WY	x	x				x	x	x				
13	Coccari	Gene	WV	x	x	x			x						
14	Cooke	Gail	NM	x	x				x	x				x	
15	Cooke	Jini	IL	x	x			x	x	x	x				
16	Copeland	Phyliss	SC	x	x			x	x	x	x				
17	Coughlin	Crissy	DC	x	x				x	x	x				
18	Czarnecki	Greg	PA	x	x			x	x	x	x				
19	Daley	Richard		x	x				x	x	x				
20	Davis	Sherry	KS	x	x	x			x						
21	Davis	Sherry	KS	x	x	x			x						
22	Davis	Sherry	KS	x	x	x			x						
23	Dawson	Gary	FL	x	x				x		x				
24	Diaz	Helly	NM	x	x				x						
25	Dubyk	Steve	NM	x	x				x		x				
26	Durham	Fred	WV	x	x	x			x	x					
27	Friloux	Ethelyn	LA	x	x				x	x	x				
28	Friloux	Jim	LA	x	x				x	x	x				x
29	Fulgenzi	Annette	IL	x	x		x		x	x	x				
30	Gilliland	Frances	CA	x	x					x					
31	Gilliland	Frances	CA	x	x					x					x
32	Gooding	Amelia	IL	x	x		x		x	x	x				
33	Gosden	Andrew	MD	x	x			x	x	x					
34	Gosden	Andrew	MD	x	x			x	x	x					
35	Handon	Sandra	DC	x	x						x				
36	Hartley	Dave	CA	x	x				x	x					
37	Hoermann	Patrick	WA	x	x				x	x	x				
38	Holben	Susan	MI	x	x				x						
39	Inahara	Jill	OR	x	x										
40	Jacobsen	Deb	IL	x	x			x	x	x	x				
41	Johnson	Troy	MN	x	x				x	x	x				
42	Josey	Patrick	NM	x	x				x		x		x		
43	Kavanaugh	Brian	ME	x	x		x		x	x	x		x		x
44	Kennedy	Charlie	MN	x	x		x		x	x	x	x			
45	Kerby	Gordon	WV	x	x						x				
46	Kerby	Gordon	WV	x	x						x				
47	King	Linda	IA	x	x			x	x	x	x		x		
48	King	John		x	x				x	x					
49	Kirby	Kimberly	NM	x	x				x		x				
50	Komassa	Carl	WI	x	x	x			x	x	x			x	
51	Kriener	Andrea	DE	x	x	x			x	x	x				
52	Lehr	Dick	LA	x	x		x		x	x	x				
53	Lehr	Mrs.	LA	x	x		x		x	x	x				
54	Loquist	Natalie	SC	x	x	x			x	x	x				

55	Malcolm	James	DC	x	x			x						
56	Malone	Kathy	NY	x	x			x	x	x		x		
57	McGovern	Eileene	DC	x	x				x	x				
58	McKinney	Edythe	NC	x	x	not interested		x						
59	Medbery	Arnold	DC	x	x			x			x			x
60	Mirro	Judy	VT	x	x	x		x	x	x	x			
61	Mitchell	Terry		x	x	x		x	x	x				
62	Morrison	Bruce		x	x	x		x	x					
63	Mudar	Marianne	NY	x	x			x	x			x		
64	Nadenicek	Joe	SD	x	x			x						
65	Nakely	Tom	DC	x	x					x			x	
66	Neff	Janet	KS	x	x			x	x	x			x	
67	Norton	Warren	MT	x	x					x				
68	Patrie	Ann-Marie	CO	x	x									
69	Ramierez	Kathy	TX	x	x			x	x	x		x		
70	Rasmussen	Richard	VA	x	x			x	x	x			x	
71	Rivera	Maria	PR	x	x	x		x	x	x				
72	Rose	Bob	DC	x	x			x		x			x	
73	Rothwell	Hampton	WI	x	x			x	x	x				
74	Seagrave Dal	Richard	PA	x	x			x	x	x				x
75	Shanahan	Mark	OH	x	x					x				
76	Storms	Cheri	IN	x	x	x		x	x			x		
77	Strong	Phyllis		x	x			x	x	x				x
78	Suver	Mike	OH	x	x			x	x	x	x			
79	Tarowsky	Sally	ID	x	x						x			
80	Teplitzky	Andy	DC	x	x			x	x	x				
81	Trujillo	Rita	NM	x	x			x	x				x	
82	Weaver	Susan	KY	x	x		x		x	x			x	
83	Wilmoth	Rose Marie	KY	x	x			x	x	x				
84	Wolfe	Randy	MS	x	x			x		x		x		
85	Woosley	Julie	NC	x	x			x	x	x				
86	Word	Anita	GA	x	x		x	x		x				
87	Zelanko	Audrey	PA	x	x			x	x	x				
88	Zywicki	Glynis	IL	x	x				x	x				
89	Arthur	Kyle	OK	x										
90	Bishop	Elsa	FL	x	x			x		x				
91	Byrne	Jess	ID	x				x						
92	Cartier	Rudy	NH	x				x						
93	Copely	Greg	KY	x				x						
94	Dillon	Dave	OK	x										
95	Dunn	John	WI	x				x						
96	Edwards	Michael	UT	x				x						
97	Garner	Joe Bob	AR	x				x						
98	Geyer	Greg	MA	x										
99	*Hix*	*Chuck*	CO	x				x						
100	*Johnson*	*Cathy*	MS	x				x						
101	Johnson	Jimmy	GA	x										
102	Kolczak	Larry	CA	x				x						
103	MacIntyre	Mark	WA	x				x						
104	Manley	Marcia	NV	x				x						
105	McCutcheon	Kim	WI	x										
106	Melliadis	Nick	CO	x										
107	Morgan	Willie	SC	x				x						
108	Nickey	Dan	IA	x				x						
109	Ning	Alwin	OK	x				x						
110	Ostrowski	James	MI	x										
111	Pendola	Tony	NC	x				x						
112	Phillips	Dave	WI	x				x						

113	Polito	Rich	AZ	x											
114	Rothaermel	Fred	SC	x					x						
115	Santo	Robert	NJ	x					x						
116	Soyers	Darrell	NV	x					x						
117	Tam	Robert	HI	x											
118	Tate	Lee	GA	x					x						
119	Thomas	Bruce	FL	x					x						
120	Torres	Larry	PR	x											
121	Trumble	Tim	IA	x					x						
122	Tunneson	Walt	DC	x					x						
123	Wells	Larry	MA	x					x						
124	Yoder	Rick	NE	x											
125	Zamora	Danny	NM	x					x						
				125	89	14	9	12	99	58	61	8	10	8	7
					71%	16%	10%	13%	79%	65%	69%	9%	11%	9%	8%
			missing	36											
						-	40	40	-	-	40	-	35	35	-
						100%	23%	30%	100%	100%	153%	100%	29%	23%	100%

*=no play

Reception only

1	Neuber	Jacquelyn	IL
2	Bashel	Renee	WI
3	Gonzalez	Raul	TX
4	Gray	Robert	TX
5	Heilman	Glen	PA
6	Priznar	Frank	MD
7	Soltero	Conrad	TX
8	Thompson	Jesse	MS
9	Capehart	Dianne	VI

ATTENTION RAFTERS

I am sending you this message because you indicated an interest in one or more of the following after-hours events on the *After Hours Survey*:

- Sunday Alberton Gorge
- Tuesday Hellgate Canyon
- Thursday Blackfoot River
- Friday Alberton Gorge

HELLGATE CANYON FLOAT – Tuesday Night, June 20 $39

As of May 3, 2000, we had 48 people interested in this float (see description below). So, we will be doing it as a group event. It should be a big party and a fun way to relax after a day of sessions.

The booking for this float will be handled by the raft company, *Montana River Guides*. To participate, you need to contact them at (800) 381-RAFT or (406) 273-4718. Tell them you are with the SBO/SBAP Conference and you are interested in the Tuesday night float of Hellgate Canyon. In order for them to plan adequately, you MUST make your reservation by June 1, 2000!

> *What a great way to unwind after a day listening to stimulating lectures! This float starts a mere 5miles east of Missoula and ends up at the back door of the hotel! The Clark Fork River carries the stories of Glacial Lake Missoula and ancient floods and ambushes at Hellgate Canyon. We'll leave the hotel around 6pm, float leisurely along looking at the scenery and having a few snacks and enjoying whatever BYOB cocktail you might care to bring! We'll be back to the hotel by 8pm, ready to hit the town for a fantastic meal, movie, dancing, drinking, or whatever. It won't be dark until 10pm. Our June weather is unpredictable. Bring raingear and a warm jacket or fleece.*

ALBERTON GORGE (whitewater) and BLACKFOOT RIVER (scenic) FLOATS

Interest in these raft options was too low (13) to have them as a group event. However, *Montana River Guides* makes daily raft trips down both rivers, as well as the Bitterroot River. They will be happy to take you and any friends or family on one of these trips before or after the conference. Call them for information and reservations. If you want to get together with the other Alberton Gorge or Blackfoot River fanatics, email me, and I'll send you their names.

Thanks For Your Participation in the After Hours Survey
I Look Forward to Seeing You in Montana!
Karen

FYI (to plan your finances) – The only non-rafting event that had enough interest to be an event was the Cowboy Cookout and Entertainment, Wednesday Night, $30.

ATTENTION BUCKEROOS

I am sending you this message because you indicated an interest in the Wednesday night **Fort Missoula Cowboy Cookout and Show** on the *After Hours Survey (see below)*:

> *Hankering for a taste of the west? How about a steak barbecued to perfection on a pitchfork over a roaring campfire, followed by a performance by a genuine Cowboy Poet? There's vegetarian and non-red meat options for the tenderfeet. Fort Missoula has been a fixture of the area since the 1880's and has a colorful history. The bus will take us roundtrip, leaving at 6:15 and returning around 10:30 or 11:00. It won't be dark until 10 pm. The production is in an outdoor amphitheater and our June weather is unpredictable, so bring a warm jacket or fleece.*

As of May 3, 2000, we had 48 people interested in this event, so we'll be offering it as a group event at the conference. It should be lots of fun and definitely won't be something you'll see anywhere else!

To participate in this event, you must send a $30/person check to me by June 1, 2000. $25 covers the dinner and entertainment and $5 covers the bus ride. If you have your own transportation, you can just send $25. My address is:

Karen Ekstrom
PPAD/PPD
Montana DEQ
PO Box 200901
Helena, MT 59620

Make the check payable to Jim Betty.
Please call (800-433-8773) or email (kekstrom@state.mt.us) me so I know that I am looking for your check.

Also, please tell me if you will be eating steak, or if you need chicken or a vegetarian option! Friends, family, and snuggle bunnies are welcome.

Thanks For Your Participation in the After Hours Survey
I Look Forward to Seeing You in Montana!
Karen

FYI (for your financial planning) – This is the only non-rafting event that got enough interest to be offered as an event at the conference.

ATTACHMENT I
Conference Evaluation Summary

Summary of Conference Evaluation Form
SBO/SBAP Missoula Conference
67 responses (roughly 36%)
(includes all written comments)

JUNE 19, MONDAY (Optional, Pre-conference Training Day)

CAP Training	Speaker:		Fair (2)	Good (5)	Great (9)
	Materials:		Fair (2)	Good (4)	Great (9)

- CAP Training well organized and effective.

Audit Training	Speaker:		Fair (1)	Good (7)	Great (1)
	Materials:		Fair (2)	Good (3)	

- Basic. Would have liked more info, more time, more specifics.

CCAR – Greenlink Training	Speaker:		Fair (2)	Good (4)	
	Materials:		Fair (3)	Good (1)	

Newcomers Orientation	Speaker:		Fair (1)	Good (5)	Great (25)
	Materials:	Poor (1)	Fair (1)	Good (8)	Great (11)

- Fun and unique
- How about an acronym glossary? Overview key themes. Bob Rose looked disinterested
- Very warm welcome.
- Very well organized and made people feel at home. It was very funny for people to say something unusual about themselves.
- Spend less time on introductions.
- Provide basic information – acronyms, descriptions, definitions. Assign mentors in advance – allows for emails, phone introductions, etc. "Gifts" didn't add much.

RECEPTION:
- Very good. Should have been longer. Everyone left.
- Great!
- Great networking.
- Could have been longer.
- Great get together for the first day.
- Great eats!
- Food was excellent!
- Good reception, food, and drink.
- Great idea!
- Great reception. I think we should lengthen the time. One hour is too short.
- Excellent reception!
- Nicely done. Food whisked away at exactly 6:30, people commented on that.
- The reception was very good.

JUNE 20, TUESDAY

Keynote Speech - Hattie Bryant:	Speaker:	Poor (4)	Fair (5)	Good (19)	Great (33)	Great+ (3)

- Refreshing change from previous keynotes.
- Awesome!
- The "best".
- Very energetic speaker!
- Great speaker. I wish she had done some breakout sessions.
- Inspirational keynote!
- Dynamic.
- She should be invited to EPA & Enforcement offices as a SB speaker.
- Very dynamic. Great.
- Great opportunity for us. Even if we don't agree with everything she said – you had to admire her energy level. I thought it was a great message for us to hear.
- We ought to have more speakers like this.
- I thought Hattie Bryant was one of the most valuable aspects of the conference. It was sad though, to see that many of the speakers simply exchanged their normal words with hers but didn't seem to understand the message. I would rather have a speaker that people *feel strongly* about (both ways) than one they don't even remember! I still think many don't want to hear the message - although it is the way the world is going so we need to get with the program.
- She was entertaining, but offensive comments about how stupid government officials are got a bit old real fast.

- Too much. Too fast. Lasted too long.
- Too long – 30 minutes would have been good. Mixed feelings on message. Too much like an "infomercial". Reference to politicians inappropriate. Video of show (selected businesses) would be good. I'm sure she's good on the TV program.
- Too long.
- Although I agree with her thesis, I didn't care for her flip generalities about immigrants, nor her attitude regarding the need to provide access for persons with physical disabilities. I found that behind her high-test wall of words was little substance or useful information.
- Too fast – distracting. Seemed biased against males. Videos were distracting.
- Enthusiastic. However, no information on how to help small businesses. She doesn't understand that we are here to help her – now we don't know how.
- Keynote speaker went on much too long.
- She was too full of herself. Arrogant – insulted just about everybody in the room, including our host 2x. And she was gone as quick as she came.
- She didn't like government – and it shows (very good cheerleader).
- She seemed to be unaware that we provide FREE services to HELP small businesses. We appear to be the enemy in her eyes.

General Session 1 - Regulatory Updates and Guidance

MACT Update.	Speaker:	Poor (3	Fair (28)	Good (23)	Great (5)
Amanda Aldridge, EPA.	Materials:	Poor (3)	Fair (15)	Good (18)	Great (5)

- Amanda was not a good presenter. Poor communications. She appeared to know less than the audience. Disorganized.
- Her Q/A can be improved.
- Not enough data for non-air regulatory specialists – support materials didn't help either.
- History of promulgation and proposal would be great.
- We needed someone that knew the rules better so our specific questions could be answered.
- SHAME on EPA headquarters for not sending speakers for specific topics. Amanda Aldridge can not and should not have to carry it all. At a minimum, HQ EPA subject experts should have been on standby on speakerphone for answering questions during the sessions.
- Key information lacking.
- Amanda did not appear to know her subject very well.
- EPA should have sent specific experts for their talks or better prepared Amanda.

112(r) Update.	Speaker:	Poor (2)	Fair (19)	Good (29)	Great (4)
David Speights. CEPPO	Materials:	Poor (4)	Fair (18)	Good (12)	Great (1)

- Materials have already been issued in print form.
- Introduction too long. Not enough time for topic. Didn't control time.
- Zzzzzzzz.
- This speaker wasted much time talking about Montana, and he is from Mississippi! Ran late just before lunch because of his long and unnecessary comments about Montana wildlife.
- Would like to hear more about the general duty clause.
- Nothing new. Too peripheral.
- Too general. I like to have the speech as a handout to take notes on.
- Way too long of an introduction of himself – get to the materials!

Breakout Sessions (1:00-2:00)

Update on the $M Grant (19 attendees)	Speaker:			Good (9)	Great (2)
Kennedy, Mudar, Kolzac, Smith	Materials:		Fair (2)	Good (5)	Great (1)

- Covered too quickly. Lacked time management.
- Handouts not necessary.
- Presentations on boilers and Phase II gas stations were Great.
- Too much info for the short amount of time.

Using Trade Organizations to Spread the Word (32 attendees)

	Speaker:		Fair (1)	Good (9)	Great (14)
	Materials:		Fair (2)	Good (9)	Great (7)

- Tracy was excellent.

Is Advertising the Answer?	Speaker:		Fair (3)	Good (4)	Great (9)
Erin Hart	Materials:	Poor (1)	Fair (5)	Good (2	Great (6)

- Good practical advice based on classic marketing advice.
- Knowledgeable. Good topic for Texas = media relations or how to write a press release.

- I like to have the speech as a handout to write notes on. Also, too general a topic. Speaker very knowledgeable, just needed a more focused topic (i.e. how to build media relations).
- A little too broad, but good.
- Next year's session ideas: Developing Multimedia Relationships and Writing Effective News Releases.
- Include more media relations training sessions at next conference (Erin's presentation was excellent).
- Erin was great. Worth the $ to get her here.

Using Energy Efficiency Programs (22 attendees)	Speaker:			Good (6)	Great (2)
John King	Materials:		Fair (1)	Good (4)	Great (2)

- Should have been longer to allow reviewing individual case studies.

Breakout Sessions (2:10-3:10)					
Targeting Outreach for New Standards (32 attendees)	Speaker:		Fair (2)	Good (9)	Great (9
Dan Clark	Materials:	Poor (1)	Fair (2)	Good (5)	Great (5

- Well organized and clear.
- Good use of databases.
- Great speaker.
- Could have printed his materials on 3 sheets instead of 8.

Building/ Improving Your Webpage (40 attendees)	Speaker:	Poor (2)	Fair (1)	Good (12)	Great (2)
Mike Miller	Materials:	Poor (1)	Fair (3)	Good (6)	Great (3)

- They had problems with their display, which was bad for a presentation about computers.
- Complex topic and not enough time to give much detail. Break technical sessions down into parts.
- This session was great. It provided info that I can take back and use. In fact, I think it was too short. It should have been longer.
- New session ideas: Web Page Basics and Advanced Web Page Issues.
- Very distracting to have website presentation when computer projector not lined up.
- Too technical.
- Too much jargon.
- Staff was better.

Economic Development and SBO/SBAPs (29 attendees)					
Pam Annarummo	Speaker:		Fair (2)	Good (8)	Great (4)
	Materials:	Poor (1)	Fair (1)	Good (7)	Great (2)
Linda King	Speaker:		Fair (1)	Good (7)	Great (5)
	Materials:		Fair (2)	Good (7)	Great (1)
Carbon Dioxide Technology in Dry Cleaning (26 attendees)					
Jeff Dunn, Global Technologies	Speaker:			Good (4)	Great (5)
	Materials:		Fair (1)	Good (2)	Great (2)
Gary Dawson, Belle Aire Cleaners	Speaker:			Good (2)	Great (6)
	Materials:			Good (1)	Great (1)

- I wish there had been more time for the panelists to present all their information and have time to answer questions/concerns.
- Choice of speakers was very good.
- I would have liked more technical info as a newcomer.
- Good info – a little too much company promotion instead of the technology. We needed more details on CO2, not his specific machine.

Breakout Sessions (3:30-4:30)					
OECA's Compliance Assistance Plan	Speaker:	Poor (1)	Fair (7	Good (10)	Great (2)
Gina Bushong	Materials:		Fair (3)	Good (7)	Great (2)

- Nothing new!
- Too much info. Too little time. Good topic.
- Not enough discussion, too much presentation.
- Didn't allow time for states to comment on "the plan".
- If you want input, you have to shut up and listen.

Outreach Materials for SBO/SBAP					
Richard Polito, Maricopa County SBEAP	Speaker:		Fair (4)	Good (8)	Great (4)
	Materials:		Fair (4)	Good (5)	Great (3)

Alwin Ning, Oklahoma SBAP	Speaker: Poor (4)	Fair (8)	Good (4)	Great (2)
	Materials: Poor (1)	Fair (7)	Good (2)	Great (5)

- Ning is a poor speaker. Topic not at all as advertised.
- This was not what I expected. I thought it would be more about what methods worked. Next year, you should pick a sector and h SBAPs talk about how they reached that sector. I think it would be more beneficial that a general outreach session.
- Definitely need moderators for all breakout sessions, otherwise they take too much time.
- Teaching how to mailmerge not useful for this format. I left after 5 minutes.
- Alwin has a good idea, clear presentation, just went on too long in too much detail.
- Enjoyed Mr. Ning's presentation – imagine cost savings for government!
- Took 40 minutes on mail.

How Much Will It Cost?* - Typical Costs and How Tos for P2 *(no attendance data available)

Isao Kobashi, P2RX	Speaker:	Fair (1)	Good (5)	Great (5)
	Materials:	Fair (2)	Good (5)	
David Hartley	Speaker:		Good (6)	Great (5)
	Materials:	Fair (2)	Good (6)	

- Good session, but was really about aqueous cleaning cost benefits.
- Good presentation and use of case studies.

Multimedia Issues (21 attendees)

Kathy Rameriz, Texas SBAP	Speaker:		Good (6)	Great (4)
	Materials:	Fair (1)	Good (4)	Great (3)
Anthony Ching, Hawaii SBAP	Speaker:		Good (6)	Great (3)
	Materials: Poor (2)	Fair (2)	Good (2)	Great (1)

- Interesting speakers.

JUNE 21, WEDNESDAY

General Session 2* - Multimedia Topics: *Expansion to Multimedia and Environmental Auditing (120+ attendees)

Expanding to Multimedia/Improving Performance	Speaker: Poor (1)	Fair (14)	Good (25)	Great (7)
S. Davis	Materials: Poor (1)	Fair (13)	Good (12)	Great (4)
Multimedia Environmental Audits for Small Biz.	Speaker:	Fair (5)	Good (24)	Great (19)
J. Olson	Materials:	Fair (9)	Good (12)	Great (12)
Multimedia and Audit Policies- State and Federal.	Speaker: Poor (1)	Fair (13)	Good (24)	Great (7)
R. Daly	Materials: Poor (1)	Fair (13)	Good (10)	Great (4)

- Overall, pretty good.
- Speakers should be required to stick to their topic. If they don't like it, they shouldn't volunteer to speak.
- Iowa presentation was very good. If only we all had $200,000!
- Davis should have reviewed how to use the computer-gen. Presentation prior to program time. Speakers have a responsibility to be prepared.
- Not a good general session.
- Should load slide presentations before session.
- I wish Richard Daly could have covered more on policies, but did like hearing about 3rd party audit pilot.
- Olson had a good case study.
- Moderator did not control time well.
- Allow more discussion time in the general session environment.

Breakout Sessions (10:45-11:45)

SBAP/SBDC Partnerships--Success Stories and How Tos

Janet Neff, KS SBO	Speaker:		Good (3)	Great
	Materials:	Fair (2)	Good (1)	Great (5)
Phyllis Copeland, SC SBO.	Speaker:		Good (5)	Great (6)
	Materials:	Fair (1)	Good (2)	Great (3)

- Good pointers and ideas for who to invite to the table.

Planning a Successful Workshop

Erin Hart, The Nixon Group	Speaker:			Good (4)	Great (7)
	Materials:		Fair (3)	Good (2)	Great (6)

- Very thorough. Perhaps too much. Great speaker.
- I would have liked more from Erin.

Alwin Ning, OK DEQ	Speaker:	Poor (1)	Fair (5)	Good (3)	
	Materials:	Poor (3)		Good (2)	

- Alwin spoke on an ALMOST unrelated topic.
- This presentation could have been done in 5 minutes.
- Avoid in the future.

EPA's Small Business Strategy

Andrew Teplitzky, EPA	Speaker:		Fair (1)	Good (11)	Great (5)
	Materials:		Fair (3)	Good (5)	Great (3)

- A lot of government hot air that will result in meaningless paperwork and use of time by others that could be more effectively spent.
- Discussion too much on additional resources. Xxx is not in the future. Need to decide if this will be a priority for the agency and if resources will be shifted accordingly.

HVLP Sprayers – What's Available? (24 attendees)

Paul Rossi, ITW.	Speaker:			Good (1)	Great (14)
	Materials:				Great (15)

- Great energy. Great personal experience. Great, knowledgeable, and informative.
- Best talk of the conference. Great speaker.
- This should have been expanded. We need more of this!!! Should be repeated!
- Best session!
- Very knowledgeable. Great resource.
- Need more technology (like this and others) sessions next year.
- Very good. Very informative. Highest rating!

Breakout Sessions (1:15-2:15)

Title III/Title V Interface (22 attendees)	Speaker:			Good (11)	Great (6)
Jimmy Johnston, Georgia EPD	Materials:			Good (5)	Great (8)

- Very meaty talk. Well-presented.

Financial Help for Small Business Programs (28 attendees)

Charlie Kennedy, MNSBO	Speaker:			Good (2)	Great (7)
	Materials:		Fair (1)	Good (1)	Great (4)
Patrick Hoermann, King County, WA	Speaker:			Good (3)	Great (7)
	Materials:			Good (3)	Great (4)

- Good individual talks. Had quality and substance.
- Great info!

Working with your State's Enforcement Agency (26 attendees)

Annette Fulgenzi, Illinois SBAP	Speaker:			Good (6)	Great (6)
	Materials:		Fair (2)	Good (3)	Great (3)
Randy Wolfe, Mississippi SBAP	Speaker:		Fair (2)	Good (8)	Great (4)
	Materials:		Fair (3)	Good (3)	Great (3)

- Great info and state model for all of us.
- Great session.

Asphalt, Sand and Gravel, and Concrete (23 attendees)

Tom Franklin, MT DEQ	Speaker:			Good (7)	Great (6)
	Materials:	Poor (1)		Good (7)	Great (4)

- Very knowledgeable. Great to get a regulatory perspective on P2. Valuable information.
- Good material. Interesting.
- Very good.
- Good to hear real examples (encourage story telling in the speakers to stress their points).
- OK. A little too general.

Breakout Sessions (2:25-3:25)
Integrated Urban Air Toxics Strategy (28 attendees)

Amanda Aldridge, EPA	Speaker: Poor (1)	Fair (11)	Good (8)	Great (4)
	Materials: Poor (2)	Fair (8)	Good (7)	Great (1)

- Speaker not familiar with the subject matter!!
- Q/A showed lack of understanding of the topic.
- Need more technical in-depth information.
- Not very informative. Would have liked to know a little more about the sectors that are going to be hit by strategy.
- Could have had more detail.
- Doesn't appear to be knowledgeable about what we do or what she does.
- The speaker did not seem to have info on the topic. She kept on saying "It's not my office"...

Using the Web and Standards to Get the News Out (30 attendees)

Scott Butner	Speaker: Poor (1)	Fair (2)	Good (5)	Great (6)
	Materials:	Fair (3)	Good (5)	Great (2)

- Difficult for me to understand. Good information and presentation, just above my head.
- Not what I expected or needed.

Estimating Emissions (27 attendees)

Dan Nickey, IWRC	Speaker:	Fair (1)	Good (2)	Great (8)
	Materials:	Fair (1)	Good (3)	Great (5)

Breakout Sessions (3:45-4:45)
Influencing Nat. & State Legislation/Rulemaking (14 attendees)

M. Shanahan	Speaker:		Good (2)	Great (5)
	Materials:		Good (1)	Great (5)

- Great session – more people need to hear Mark's message.

Small Business Owners Panel (32 attendees) Speaker: Fair (1) Good (3) Great (

- Lacked substance. Didn't discuss what they think needs to be done to help their state's SBO and/or SBAP...nationally also.
- Actually, more of a CAP member's panel; a significant difference.
- One of the best sessions. Great input! Need more input from those in small business community.
- A bit disjointed at times but good to hear from companies.
- Komassa, Legler, Morrison were excellent.

Environmental Mentoring (17 attendees)	Speaker:		Good (6)	Great (3)
Walt Tunnessen, NEETF	Materials:		Good (1)	Great (6)

- Good ideas for mentoring relationships.
- I will definitely take the material home to read. Gave great insights on what works in mentoring. Worth being asked back.

Fiberglass and Reinforced Plastics (27 attendees)

Phyllis Strong, SBO	Speaker:	Fair (3)	Good (10)	Great (4)
	Materials:	Fair (2)	Good (2)	Great (3)
Lowell Miles, Miles Fiberglass and Composites	Speaker:	Fair (2)	Good (7)	Great (6)
	Materials:	Fair (1)	Good (7)	

- I wanted more detail on fiberglass processes instead of just emissions. I would have liked to know what they are actually doing in the shops.
- Interesting, but information was not consistent.
- Phyllis did not provide much technical information or fiberglass or plastics. It was great that Lowell was from industry.
- We need more "hands on" company presentation it was good to have him here.

JUNE 22, THURSDAY
Breakout Sessions (8:00-8:55)
OSHA Issues and Regulations Facing Small Businesses (22 attendees)

MI Guide to Env. and Safety and Health Regs	Speaker:		Good (6)	Grea
J. Ostrowski	Materials:	Fair (1)	Good (1)	Great (9)
DC's Occupational Health Checklist	Speaker:	Fair (1)	Good (10)	Great (5)
Sandra Handon	Materials:	Fair (1)	Good (8)	

- Very good. Needed more time.

- Would like to have seen more of the "guide" he kept taking about.
- Nice binder for MI. Good idea to incorporate OSHA into SBAP audits!!

Liability and Technical Assistance (28 attendees)

J. Chisolm, FL DEM	Speaker:		Good (2)	Great (14)
	Materials:	Fair (1)	Good (3)	Great (8)

- Interesting discussion.
- Should be expanded and possibly done more than once.

Certification for Auto Body Shops – P2 Training for New Employees (13 attendees)

Joe Antonio, RI DEM	Speaker:		Good (2)	Great (5)
	Materials:		Good (3)	Great (4)
Pam Annarummo, RI DEM	Speaker:		Good (3)	Great (4)
	Materials:		Good (2)	Great (4)

- Very good. Factual, informative, good presentation.
- I learned something new about hazards in auto body shops and how to get word out – Great!

General Permits (20 attendees)	Speaker:		Good (2)	Great (8)
Elsa Bishop, SBO, FL DEP	Materials:		Good (2)	Great (8)

- Good substance.

Breakout Sessions (9:05-10:00)

Integrating P2 into Small Business Outreach (39 attendees)

Mining for Intellectual Gold.	Speaker: Poor (1)	Fair (2)	Good (10)	Great (10)
Andy Bray and Rick Yoder	Materials: Poor (1)	Fair (5)	Good (3)	Great (7)

- Definitely work towards providing all info available w/info on how to order documents.

The P2 Multi-Media Approach.	Speaker:		Good (7)	Great (16)
Edythe McKinney	Materials: Poor (1)	Fair (1)	Good (2)	Great (5)
Small Business Pollution Prevention.	Speaker:	Fair (2)	Good (9)	Great (11)
Greg Copely	Materials: Poor (1)		Good (8)	Great (6)

- Thanks for including P2 and letting others know why including P2 in their business assistance programs. Finally, P2 and business assistance together in one place. Let's do this more!!!
- Great – useful info provided in a succinct manner.

EPA Grant Writing Tutorial Software Demo (15 attendees)

G. Zywicki, EPA	Speaker:	Fair (4)	Good (4)	Great (1)
	Materials:	Fair (2)	Good (2)	Great (4)

- Too general, and not clearly defined.
- Just reviewed the software. Would have liked more specifics.

EPA's National Air Toxics Assessment (28 attendees)

Amanda Aldridge, OAQPS, EPA	Speaker: Poor (1)	Fair (4)	Good (2)	Great (2)
	Materials: Poor (2)		Good (5)	Great (1)

- Amanda couldn't answer any questions on the NATA.

Somnath Dasgupta, IA SBAP	Speaker:	Fair (3)	Good (3)	Great (1)
	Materials:	Fair (1)	Good (4)	Great (1)

Convincing Repair Shops to Switch to Water-Based (8 attendees)

L. Kolczak, SCAQMD	Speaker:		Good (2)	Great (2)
	Materials:		Good (1)	Great (3)

General Session 3 - The Future of 507 Programs (90+ attendees)

- Overall good session – worthwhile and good place on the agenda.

EPA's Small Business Strategy

Karen Brown, EPA, SBO	Speaker:	Fair (5)	Good (12)	Great (12)
Andy Teplitzky, EPA Small Business Division	Speaker: Poor (2)	Fair (4)	Good (18)	Great (13)

	Materials:	Fair (1)	Good (4)	Great (1)

- No answers.
- This should have been JUST a General session.

Improving the Visibility and Understanding of our Programs

Pam Christenson, WI-SBA	Speaker:	Good (4)	Great (34)	Great+ (1)
	Materials:	Fair (2)	Good (1)	Great (20)

- Very important issue. Needs priority over next few years.
- The Best.
- Some slides hard to see on screen. Light type on light background or dark type on dark background.
- Text background and color were the same.

Hot Topics

Rudy Cartier, Incoming Steering Committee Chair	Speaker:	Fair (1)	Good (9)	Great (15)
Karen Brown, EPA SBO	Speaker:		Good (9)	Great (13)

- Cartier sent a very negative message to the group. The chair must strive to be positive and be up to the challenges facing 507 programs.

General Conference Comments:

Website			**Good (7)**	**Great (48)**

- Good ideas. Good ways to get information.
- Very handy.
- Great and efficient.
- Great. Saved paper and very useful.
- Very handy. Used it quite often. Planned the remainder of the trip with it.
- Need an alternative for CAP registration.

Online registration			**Good (6)**	**Great (52)**

- So great for the hosts and convenient for us.
- Great. Saved paper and very useful.
- Great and efficient.
- Great.
- Allow registrants to make changes/edits before submitting.
- Helpful.

Lunch Choices	**Poor (1)**	**Fair (1)**	**Good (15)**	**Great (39)**

- Out to lunch was great. Lots of fun restaurants around.
- Loved the choices. So close to the hotel.
- Very good restaurants and location.
- Great. Missoula food was great!
- The park event on Wednesday was very nice.
- One group lunch with speaker would have been nice.
- Good variety.
- Good.
- I liked having lunch on our own Out to Lunch was great!
- Would liked to have lunch together one day.
- Would have like some way of being able to join others at meals (lunch and dinner). I was alone for some meals and would have liked sign-up sheet for different restaurants people were going to so I could join them.
- Regional lunch meeting should be part of agenda and I have always enjoyed the sit-down lunches.

Hotel	**Poor (1)**	**Fair (7)**	**Good (34)**	**Great (15)**

- Cold showers were exciting.
- Hot water?
- Cheap, but cold water was a bummer.
- They need a bigger boiler. Lukewarm showers suck!
- Cold water 2 days in a row. "Apology" breakfast was pitiful.
- Cool, not hot water
- Great location, friendly staff, hot water was an issue.
- No hot water all week!
- Too cold! Can we control the AC?
- Conference rooms were too cold.

- AC uncomfortably cold.
- Uncomfortably cold in the breakout sessions.
- Check room temp regularly ..many wore jackets because it was too cold.
- Walls too thin. Could hear snorers next door for an entire week! Staff friendly and helpful.
- Staff was nice and helpful.
- Very helpful staff.
- Good after a bad start with a very long van wait late Monday night.

Downtown Location **Fair (2) Good (12) Great (44) Great+ (1)**

- Worked good, particularly in a small city like Missoula.
- Love the park activities.
- Great! Loved Missoula.
- The Best!
- Downtown! Not Airport!
- Great being on the path on the river.
- Awesome!
- Great location!
- Love the location! What a delightful city!

Padfolio **Poor (2) Fair (3) Good (12) Great (39) Great+(1)**

- Nice.
- Great choice: practical, handy, and "green".
- Super. Replaced 3 ring binder note book, plus use of recycled material.
- Wow – Love it – what a statement!
- Very good idea.
- Great idea.
- Loved it. Great enviro-friendly gift!
- Great idea.
- Cool.
- Recycled idea is great!
- Nice useful idea to show use of recycled products.
- Cool, practicing what we preach.
- Very good idea!
- Information on attendees is a must.
- Made in China!
- Need pens.
- I wish it wasn't still smelly.
- Didn't like the feel or smell.
- I already have something similar.

Agenda **Fair (3) Good (18) Great (32) Great+(1)**

- Need time for regional meetings.
- Great.
- I wanted a bit more OSHA focus.
- Good! Tech sessions seemed to be a hit.
- Tough to attend all the sessions I would like to.
- Start time too early.
- Appreciated the amount of breakout choices, although sometimes the time frame was too short. Would have liked some sessions repeated since I couldn't be in two places at once.
- Good number of breaks. Stuck to time REALLY well.
- Would like summary agenda with just title, location, and time for quick reference (in addition to detailed description agenda).
- Eliminate track numbers unless they are on the table.
- Way too packed. Sessions started too early and ended too late. Much value og this type of conference is hanging with other like types in casual discussions. This should not be a marathon. This is noted each year by many – either verbally or in writing.

Handouts **Fair (3) Good (30) Great (16)**

- Love the web notes idea to come.
- More people needed to bring some.
- Tell people not to bring handouts (especially single-sided). It defeats the purpose of getting rid of the notebooks.
- Posting on web is decreasing handouts.

- Nice to have sessions on the web.
- Less handouts – more electronic emphasis.
- Would want to have presentations during sessions. Easier to take notes.
- The Downtown map/brochures in the padfolio were Great. Great resource: easily fit in pocket.
- Would like full addresses and contact info for attendees in folder. It is a great tool so I would bring that back.

Montana **Good (13)** **Great (42)** **Great+(4)**

- Montana and Missoula were incredible.
- A little difficult to get to.
- I wish I had planned ahead to stay longer.
- Too good!
- Missoula is a great town.
- Beautiful. Everyone should come visit this amazing place.
- Loved it!
- Love the outdoors appreciation by having it here.
- Except for air travel.
- Superb state!

Pre-Conference Surveys **Fair (1)** **Good (19)** **Great (20)**

- A good way to develop the agenda.
- Great idea. Contributed to the useful agenda.
- Great. Helped to shape a great conference agenda.
- Put on web site instead of email.
- Smart way to go.
- Did not receive, but heard about them.

After Hours Events **Poor (1)** **Fair (2)** **Good (16)** **Great (28)**

- Needed more after-hour events.
- Wow, steaks entertainment. rafting, hiking, great shops and bookstores, pastries, bike rentals, bike lanes. walking, the holistic festival, and Out to Lunch in the park were Great, as well as the Pine street people's Market.
- Lots of fun.
- Not worth the money.
- GREAT!!
- Loved the raft trip. The cookout was a nice gesture, but they could have given you more for $30. An actual show would have been better. Still, it was a nice night. Great to have so many attend.
- Should have told more about performances @ cookout. Wasn't prepared to sit so long. I have read *Undaunted Courage*, didn't need an hour lecture on same material.
- Would have liked more.
- Less lecture in evening entertainment.

Other

- One hour session were long enough to introduce topics and allow a bit of discussion, but not so long that people walked out. Therefore, sessions were stable.
- Need to reduce EPA presentations of information that is DATED or already distributed. The conference should focus on possible future success and answers to present concerns. I'd like to hear someone give a presentation on the SBO/SBAP mission and how P2 has changed over the years and where it wants to go. In the last session, many questions of EPA were important, but were not addressed or even given time to be asked.
- Have coffee, at least, first thing in the morning!
- Include more workshop training sessions at next conference (how to plan/carry out successful, organized workshops, meetings, and conferences.
- Provide/have available individual to take care of actually doing slides/power point presentations so speakers aren't doing both and being distracted from their speeches.
- Make sure non-gov. speakers understand who their audience is/their mission, etc.
- Video (separate video for each day) so attendees who couldn't see all sessions they wanted could obtain the tape (charge?)
- Include a breakout session for regional meetings.
- I wish we had a regional breakfast (not lunch) as was on the agenda in previous meetings. It's a good way to meet the regional [illegible]s.
- A computer to check email would be appreciated. Very good brownies.
- Need more space for comments.
- How about New and Innovative Outreach Techniques or Sustainability or The Natural Step as topics for next year?
- Make name tags bigger.
- Name tags: names are most important info – make large and easy to read!

- Put everyone's first name in large print on the name tags – no email. Print is difficult to read.
- Name tags need to be visible from at least two feet.
- Make names bigger – Hattie was right, our eyes are getting weaker.
- Name badges too small/hard to find.
- Great!! Thank you Karen a million/billion times!!!!
- You did a great job. Thanks!!
- What a great educational week! The conference was Great. As for Missoula, I doubt another location can top this. Thanks for volunteering to host!
- Great Conference!
- Karen. You did an OUTSTANDING job. THANKS !!!
- Great, well-run conference!!
- Great conference; great job!
- Karen Ekstrom put on a very good program. Outstanding job. She should give a session on hosting conferences!
- Everything was great!
- The conference this year seemed more quaint and presentations were more relaxed. Thank you Karen Ekstrom – Great dog!

ATTACHMENT J
Speaker Evaluation Summary

ATTACHMENT H
SUMMARY OF SPEAKER EVALUATION SCORES
2000 National SBO/SBAP Conference
Missoula, MT June 19-22, 2000

Rank	Speaker	Presentation	Attend.	Poor	Fair	Good	Great	Great+	Sum	Score
1	Paul Rossi, ITW.	HVLP Sprayers – What's Available?	24	0		1	15		16	3.94
2	Pam Christenson, WI-SBA	Improving the Visibility and Understanding of our Programs	89	0		5	34	1	40	3.90
3	J. Chisolm, FL DEM	Liability and Technical Assistance	28	0		2	14		16	3.88
4	Charlie Kennedy, MNSBO	Financial Help for Small Business Programs	28	0		2	7		9	3.78
5	Christenson, Rose, Cartier	Newcomers Orientation	60	0	1	5	25		31	3.77
6	Gary Dawson, Belle Aire Cleaners	Carbon Dioxide Technology in Dry Cleaning	26	0		2	6		8	3.75
6	Joe Antonio, RI DEM	Auto Body Shop certification–P2 Trnng New Employees	13	0		2	6		8	3.75
7	Elsa Bishop, SBO, FL DEP	General Permits	20	0		3	8		11	3.73
8	Mark Shanahan, OH SBO	Influencing Nat. & State Legislation/Rulemaking	14	0		2	5		7	3.71
9	Janet Neff, KS SBO	SBAP/SBDC Partnerships--Success Stories and How Tos	NA	0		3	7		10	3.70
9	Patrick Hoermann, King County, WA	Financial Help for Small Business Programs	28	0		3	7		10	3.70
9	Edythe McKinney, NC SBO	The P2 Multi-Media Approach.	NA	0		7	16		23	3.70
10	Erin Hart, The Nixon Group	Planning a Successful Workshop	NA	0		4	7		11	3.64
10	Dan Nickey, IWRC	Estimating Emissions	27	0	1	2	8		11	3.64
11	J. Ostrowski, MI	OSHA Issues and Regulations Facing Small Businesses	22	0		6	9		15	3.60
12	Karen Brown, EPA SBO	Hot Topics	89	0		9	13		22	3.59
13	Pam Annarummo, RI DEM	Auto Body Shop certification–P2 Trnng New Employees	13	0		3	4		7	3.57
14	Rudy Cartier, NH SBO	Hot Topics	89	0	1	9	15		25	3.56
14	Jeff Dunn, Global Technologies	Carbon Dioxide Technology in Dry Cleaning	26	0		4	5		9	3.56
15	Phyllis Copeland, SC SBO.	SBAP/SBDC Partnerships--Success Stories and How Tos	NA	0		5	6		11	3.55
16	Panel	Using Trade Organizations to Spread the Word	32	0	1	9	14		24	3.54
16	Tom Franklin, MT DEQ	Asphalt, Sand and Gravel, and Concrete	23	0		6	7		13	3.54
17	Annette Fulgenzi, Illinois SBAP	Working with your State's Enforcement Agency	26	0		6	6		12	3.50
17	L. Kolczak, SCAQMD	Convincing Repair Shops to Switch to Water-Based	8	0		2	2		4	3.50
18	David Hartley	How Much? - Typical Costs and How Tos for P2	NA	0		6	5		11	3.45
19	Dias and Zelanko, CTC	CAP Training	NA		2	5	9		16	3.44
20	Hattie Bryant, Flying Leap	Keynote Speech	160	4	5	19	34	3	65	3.42
21	Greg Copely, KY SBAP	Small Business Pollution Prevention.	NA	0	2	9	11		22	3.41
22	Kathy Rameriz, Texas SBAP	Multimedia Issues	21	0		6	4		10	3.40
23	Erin Hart, The Nixon Group	Is Advertising the Answer?	NA	0	3	4	9		16	3.38
24	Isao Kobashi, P2RX	How Much? - Typical Costs and How Tos for P2	NA	0	1	5	5		11	3.36

24	Panel	Small Business Owners Panel	32		1	3	9	14	3.36
25	Jimmy Johnston, Georgia EPD	Title III/Title V Interface	22	0		11	6	17	3.35
25	Dan Clark, WY SBO	Targeting Outreach for New Standards	32	0	2	9	9	20	3.35
26	Anthony Ching, Hawaii SBAP	Multimedia Issues	21	0		6	3	9	3.33
26	Walt Tunnessen, NEETF	Environmental Mentoring	17	0		6	3	9	3.33
27	Linda King, IA SBAP	Economic Development and SBO/SBAPs	29	0	1	7	5	13	3.31
28	J. Olson, IA	Multimedia Environmental Audits for Small Biz.	NA	0	5	24	19	48	3.29
29	Andy Bray and Rick Yoder	Mining for Intellectual Gold.	NA	1	2	10	10	23	3.26
30	Sandra Handon, DC	OSHA Issues and Regulations Facing Small Businesses	22	0	1	10	5	16	3.25
30	John King	Using Energy Efficiency Programs	22	0		6	2	8	3.25
31	Karen Brown, EPA, SBO	EPA's Small Business Strategy	NA	0	5	12	12	29	3.24
31	Andrew Teplitzky, EPA	EPA's Small Business Strategy	NA	0	1	11	5	17	3.24
32	Kennedy, Mudar, Kolzac, Smith	Update on the $M Grant	19	0		9	2	11	3.18
33	Andy Teplitzky, EPA SB Div	EPA's Small Business Strategy	NA	2	4	18	14	38	3.16
34	Pam Annarummo, RI DEM	Economic Development and SBO/SBAPs	29	0	2	8	4	14	3.14
34	Scott Butner	Using the Web and Standards to Get the News Out	30	1	2	5	6	14	3.14
34	Randy Wolfe, Mississippi SBAP	Working with your State's Enforcement Agency	26	0	2	8	4	14	3.14
35	Phyllis Strong, SBO	Fiberglass and Reinforced Plastics	27	0	3	10	4	17	3.06
36	Richard Polito, Maricopa County SBEAP	Outreach Materials for SBO/SBAP	NA	0	4	8	4	16	3.00
36	Frank Priznar, Prizim	Audit Training	NA	0	1	7	1	9	3.00
37	Mike Miller, Univ of Montana	Building/ Improving Your Webpage	40	2	1	12	2	17	2.82
37	R. Daly, EPA	Multimedia and Audit Policies- State and Federal.	NA	1	13	24	7	45	2.82
38	S. Davis, KS SBEAP	Expanding to Multimedia/Improving Performance	NA	1	14	25	7	47	2.81
39	Lowell Miles, Miles Fiberglass	Fiberglass and Reinforced Plastics	27	0	2	6		8	2.75
39	Amanda Aldridge, OAQPS, EPA	EPA's National Air Toxics Assessment	28	0	4	2	2	8	2.75
40	Somnath Dasgupta, IA SBAP	EPA's National Air Toxics Assessment	28	0	3	3	1	7	2.71
41	Glynnis Zywicki, EPA	EPA Grant Writing Tutorial Software Demo	15	0	4	4	1	9	2.67
41	Sherman Titans, CCAR	CCAR -- Greenlink Training	NA	0	2	4		6	2.67
42	Gina Bushong, EPA	OECA's Compliance Assistance Plan	NA	1	7	10	2	20	2.65
42	David Speights, CEPPO	112(r) Update.	NA	2	19	29	4	54	2.65
43	Amanda Aldridge, EPA	Integrated Urban Air Toxics Strategy	28	1	11	8	4	24	2.63
44	Amanda Aldridge, EPA.	MACT Update.	NA	3	28	23	5	59	2.51
45	Alwin Ning, Oklahoma SBAP	Outreach Materials for SBO/SBAP	NA	4	8	4	2	18	2.22
45	Alwin Ning, OK DEQ	Planning a Successful Workshop	NA	1	5	3		9	2.22

See Attachment G for specific comments.

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2000 National SBO/SBAP Conference
Missoula, MT June 19-22, 2000

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1	Paul Rossi, ITW.	HVLP Sprayers – What's Available?	24	0		1	15		16	3.94
2	Pam Christenson, WI-SBA	Improving the Visibility and Understanding of our Programs	89	0		5	34	1	40	3.90
3	J. Chisolm, FL DEM	Liability and Technical Assistance	28	0		2	14		16	3.88
4	Charlie Kennedy, MNSBO	Financial Help for Small Business Programs	28	0		2	7		9	3.78
5	Christenson, Rose, Cartier	Newcomers Orientation	60	0	1	5	25		31	3.77
6	Gary Dawson, Belle Aire Cleaners	Carbon Dioxide Technology in Dry Cleaning	26	0		2	6		8	3.75
6	Joe Antonio, RI DEM	Auto Body Shop certification--P2 Trnng New Employees	13	0		2	6		8	3.75
7	Elsa Bishop, SBO, FL DEP	General Permits	20	0		3	8		11	3.73
8	Mark Shanahan, OH SBO	Influencing Nat. & State Legislation/Rulemaking	14	0		2	5		7	3.71
9	Janet Neff, KS SBO	SBAP/SBDC Partnerships--Success Stories and How Tos	NA	0		3	7		10	3.70
9	Patrick Hoermann, King County, WA	Financial Help for Small Business Programs	28	0		3	7		10	3.70
9	Edythe McKinney, NC SBO	The P2 Multi-Media Approach.	NA	0		7	16		23	3.70
10	Erin Hart, The Nixon Group	Planning a Successful Workshop	NA	0		4	7		11	3.64
10	Dan Nickey, IWRC	Estimating Emissions	27	0	1	2	8		11	3.64
11	J. Ostrowski, MI	OSHA Issues and Regulations Facing Small Businesses	22	0		6	9		15	3.60
12	Karen Brown, EPA SBO	Hot Topics	89	0		9	13		22	3.59
13	Pam Annarummo, RI DEM	Auto Body Shop certification--P2 Trnng New Employees	13	0		3	4		7	3.57
14	Rudy Cartier, NH SBO	Hot Topics	89	0	1	9	15		25	3.56
14	Jeff Dunn, Global Technologies	Carbon Dioxide Technology in Dry Cleaning	26	0		4	5		9	3.56
15	Phyllis Copeland, SC SBO.	SBAP/SBDC Partnerships--Success Stories and How Tos	NA	0		5	6		11	3.55
16	Panel	Using Trade Organizations to Spread the Word	32	0	1	9	14		24	3.54
16	Tom Franklin, MT DEQ	Asphalt, Sand and Gravel, and Concrete	23	0		6	7		13	3.54
17	Annette Fulgenzi, Illinois SBAP	Working with your State's Enforcement Agency	26	0		6	6		12	3.50
17	L. Kolczak, SCAQMD	Convincing Repair Shops to Switch to Water-Based	8	0		2	2		4	3.50
18	David Hartley	How Much? - Typical Costs and How Tos for P2	NA	0		6	5		11	3.45
19	Dias and Zelanko, CTC	CAP Training	NA		2	5	9		16	3.44
20	Hattie Bryant, Flying Leap	Keynote Speech	160	4	5	19	34	3	65	3.42
21	Greg Copely, KY SBAP	Small Business Pollution Prevention.	NA	0	2	9	11		22	3.41
22	Kathy Rameriz, Texas SBAP	Multimedia Issues	21	0		6	4		10	3.40
23	Erin Hart, The Nixon Group	Is Advertising the Answer?	NA	0	3	4	9		16	3.38
24	Isao Kobashi, P2RX	How Much? - Typical Costs and How Tos for P2	NA	0	1	5	5		11	3.36

24	Panel	Small Business Owners Panel	32		1	3	9	14	3.36
25	Jimmy Johnston, Georgia EPD	Title III/Title V Interface	22	0		11	6	17	3.35
25	Dan Clark, WY SBO	Targeting Outreach for New Standards	32	0	2	9	9	20	3.35
26	Anthony Ching, Hawaii SBAP	Multimedia Issues	21	0		6	3	9	3.33
26	Walt Tunnessen, NEETF	Environmental Mentoring	17	0		6	3	9	3.33
27	Linda King, IA SBAP	Economic Development and SBO/SBAPs	29	0	1	7	5	13	3.31
28	J. Olson, IA	Multimedia Environmental Audits for Small Biz.	NA	0	5	24	19	48	3.29
29	Andy Bray and Rick Yoder	Mining for Intellectual Gold.	NA	1	2	10	10	23	3.26
30	Sandra Handon, DC	OSHA Issues and Regulations Facing Small Businesses	22	0	1	10	5	16	3.25
30	John King	Using Energy Efficiency Programs	22	0		6	2	8	3.25
31	Karen Brown, EPA, SBO	EPA's Small Business Strategy	NA	0	5	12	12	29	3.24
31	Andrew Teplitzky, EPA	EPA's Small Business Strategy	NA	0	1	11	5	17	3.24
32	Kennedy, Mudar, Kolzac, Smith	Update on the $M Grant	19	0		9	2	11	3.18
33	Andy Teplitzky, EPA SB Div	EPA's Small Business Strategy	NA	2	4	18	14	38	3.16
34	Pam Annarummo, RI DEM	Economic Development and SBO/SBAPs	29	0	2	8	4	14	3.14
34	Scott Butner	Using the Web and Standards to Get the News Out	30	1	2	5	6	14	3.14
34	Randy Wolfe, Mississippi SBAP	Working with your State's Enforcement Agency	26	0	2	8	4	14	3.14
35	Phyllis Strong, SBO	Fiberglass and Reinforced Plastics	27	0	3	10	4	17	3.06
36	Richard Polito, Maricopa County SBEAP	Outreach Materials for SBO/SBAP	NA	0	4	8	4	16	3.00
36	Frank Priznar, Prizim	Audit Training	NA	0	1	7	1	9	3.00
37	Mike Miller, Univ of Montana	Building/ Improving Your Webpage	40	2	1	12	2	17	2.82
37	R. Daly, EPA	Multimedia and Audit Policies- State and Federal.	NA	1	13	24	7	45	2.82
38	S. Davis, KS SBEAP	Expanding to Multimedia/Improving Performance	NA	1	14	25	7	47	2.81
39	Lowell Miles, Miles Fiberglass	Fiberglass and Reinforced Plastics	27	0	2	6		8	2.75
39	Amanda Aldridge, OAQPS, EPA	EPA's National Air Toxics Assessment	28	0	4	2	2	8	2.75
40	Somnath Dasgupta, IA SBAP	EPA's National Air Toxics Assessment	28	0	3	3	1	7	2.71
41	Glynnis Zywicki, EPA	EPA Grant Writing Tutorial Software Demo	15	0	4	4	1	9	2.67
41	Sherman Titans, CCAR	CCAR -- Greenlink Training	NA	0	2	4		6	2.67
42	Gina Bushong, EPA	OECA's Compliance Assistance Plan	NA	1	7	10	2	20	2.65
42	David Speights, CEPPO	112(r) Update.	NA	2	19	29	4	54	2.65
43	Amanda Aldridge, EPA	Integrated Urban Air Toxics Strategy	28	1	11	8	4	24	2.63
44	Amanda Aldridge, EPA.	MACT Update.	NA	3	28	23	5	59	2.51
45	Alwin Ning, Oklahoma SBAP	Outreach Materials for SBO/SBAP	NA	4	8	4	2	18	2.22
45	Alwin Ning, OK DEQ	Planning a Successful Workshop	NA	1	5	3		9	2.22

See Attachment I for specific comments.

ATTACHMENT K
Diskette of Conference Materials