



*Louisiana DEQ's
Small Business
Assistance Program
(SBAP)*



2004
Annual Report



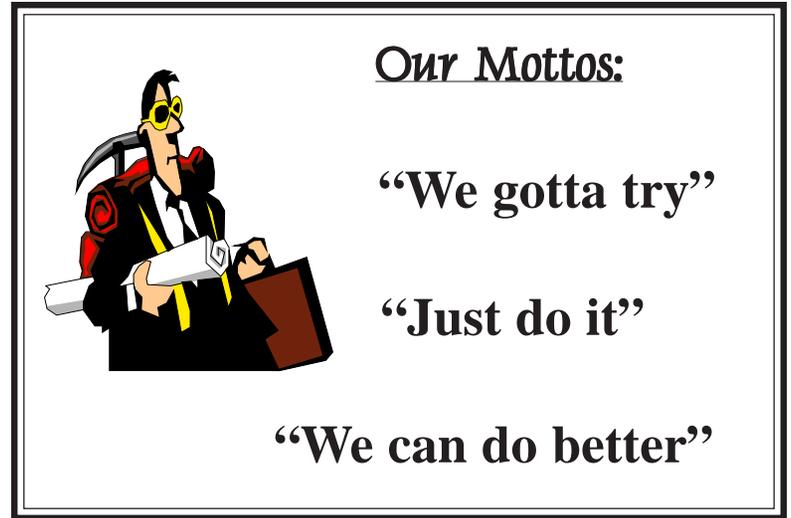
*The Louisiana SBAP staff at the State Capitol
Baton Rouge, Louisiana*

(Note: Ms. Loni Gaudet, Southeast Regional Office, is not pictured)

**Winning with
TEAMWORK**

Mission...

**to provide technical assistance to
small business owners in
complying with state and federal
environmental regulations.**



Our Mottos:

“We gotta try”

“Just do it”

“We can do better”

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Message from the Manager



Dick Lehr, Manager

The 12th year of the Small Business Assistance Program (SBAP) has been one of growth and change. Our assistance activities have increased in most categories and two of our veteran engineers have moved on. Chris Mayeux was detailed to Environmental Science Manager and Leah Roger retired to mother her two sons and do part-time consulting work. These two will be sorely missed, but we wish

them the very best. Wally Bounds, a Chemical Engineer, joined the program and is assisting the small businesses in the Southeast Region. Felesha Jett, a Mechanical Engineer, joined the activity in the Acadiana Region.

We are very fortunate to have a new Ombudsman, Nathan Levy, who is a former staff member of the SBAP. He is the Agency Ombudsman and the Small Business Ombudsman. We welcome him and know he will be an asset to our group.

Larry Lashley and Administrator Ronnie Wascom attended the annual SBO/SBAP conference in Sacramento, CA and returned with many new ideas. Since then, Mr. Wascom has been reassigned to a new position and Linda Levy is now our Administrator. The DEQ's management has assigned the SBAP the task of training small business tank owners. To prepare for this task, the SBAP staff received training from the U.S. EPA, Region 6, in the Underground Storage Tank problem.

We continued to improve the waters of the state by conducting two more seminars on the techniques of operating sewage treatment plants and continue to instruct individual owners of plants.

This will be the last message I will write for the annual report and it has been the hardest. After more than 12 years with the SBAP and more than seven years managing the program, I will retire in March, 2005. My time with the agency and especially the small business group has been a very rewarding experience in the evening of my life. My swan song is to leave the program with a new notification program and a new database.

Compliance Advisory Panel

The Compliance Advisory Panel (CAP), the third element of the Small Business Assistance Program (SBAP) meets quarterly to review the activities of the technical core group. The panel evaluates the activities of the SBAP and reports its effectiveness to the Environmental Protection Agency (EPA). The CAP may also identify regulatory issues that are difficult for small businesses to fully address. The CAP can assist in bringing such issues to the attention of the regulatory agencies and through open communication assist in reaching a successful resolution.

This improved communication furthers the common goal of small businesses, the EPA, and the DEQ to improve environmental stewardship and further compliance with environmental regulations.

The CAP is composed of eight appointed members consisting of two nonbusiness appointees made by the Governor, four legislative appointed small business owners, and one DEQ appointed member. The eighth member, representing the Department of Economic Development, serves in a nonvoting capacity. We thank the members who have devotedly served this committee and welcome the new appointees for 2005.

Small Business Ombudsman



Nathan Levy, DEQ's Ombudsman and SBAP Ombudsman

As the DEQ Ombudsman, I have been appointed to receive and investigate complaints made by citizens regarding abuses of discretion or arbitrary or capricious acts of the agency. Some examples could be that the agency failed to issue a permit timely, failed to enforce a permit or regulation, or an employee failed to act properly during an inspection or site visit. From a small business perspective, you may feel that the agency failed to take into account special problems or issues that a small business may have. My job is to determine, through the careful evaluation of all available information, if the complaint has merit, and then to make a recommendation to the Deputy Secretary. My goal is to be as impartial and neutral as possible in my determinations whether the agency or individual's actions were fair and reasonable.

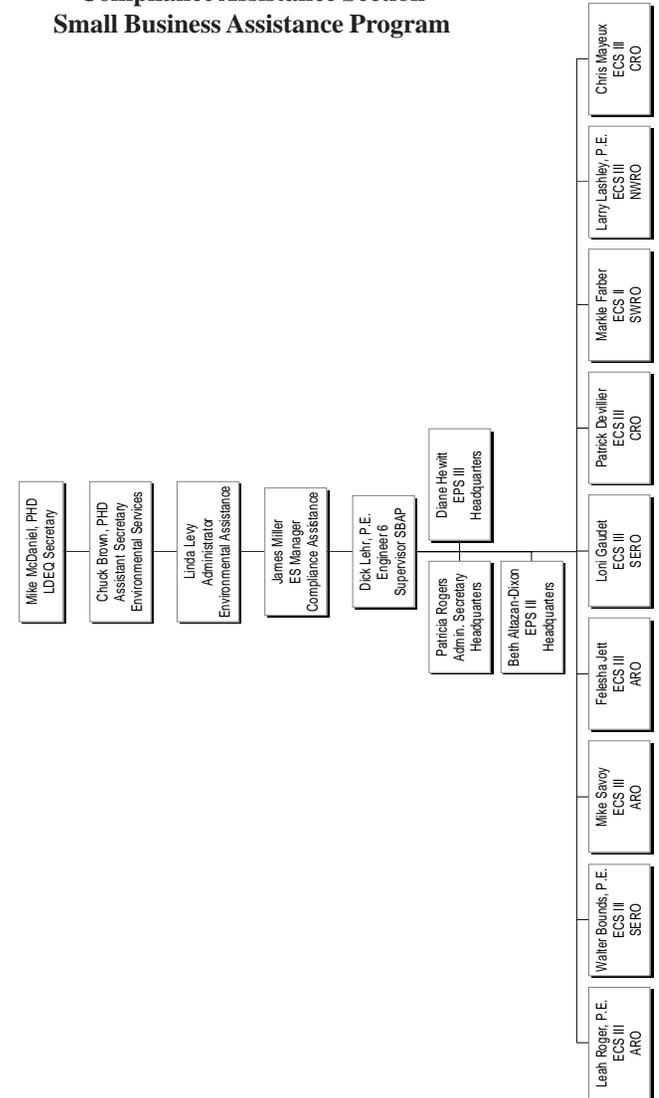
I also can help direct individuals who need information or other assistance to the appropriate section or person capable of answering the question or providing the information.

Please feel free to call me at (225) 219-3956 or 800-259-2890.

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Organizational Chart

DEQ's Office of Environmental Services Environmental Assistance Compliance Assistance Section Small Business Assistance Program



History

In its 12th year of service, the SBAP has assisted thousands of small business owners and managers through the Louisiana Small Business Technical and Environmental Compliance Assistance Program. In 1992, the Louisiana Legislature created the SBAP as directed by the federal Clean Air Act Amendments (CAAA) of 1990. It operates within the Environmental Assistance Division of the DEQ's Office of Environmental Services.

Governor Edwin W. Edwards submitted the DEQ's State Implementation Plan (SIP) to the U.S. EPA Region VI which granted final approval in June, 1994.

In July, 2000, the SBAP began a multimedia program to address air, hazardous and solid wastes, waste water discharges, and other environmental regulatory compliance issues under the direction of the DEQ Secretary.

The SBAP technical staff is one of three components of this program, the other two being the State Small Business Ombudsman (SBO), and the Compliance Advisory Panel (CAP).

When the Governor's Office of Permits (GOP) was abolished in 1996, the DEQ assumed responsibility for the Ombudsman's appointment. The Ombudsman acts as an advocate on behalf of small businesses as it relates to environmental issues.

The CAP is composed of eight small business owners and representatives appointed by the governor, the state legislature, the DEQ, and the Department of Economic Development (DED). The panel oversees the program and reviews technical documents for small businesses.



Mr. Ed Tassin, owner, inspecting Krystal Klear Carwash before initial operation.

Krystal Klear Carwash, Destrehan, LA

Operations: Carwash Service Center

Number of employees: 2

SIC Code: 7542

Number of Point Sources: 1

Ed and Darlene Tassin decided in early 2004 to open a carwash in Destrehan. The potential market appeared strong, and they firmly believed the facility "made sense" for the area. An excellent site for the facility was selected (location is everything), and purchase agreements were arranged; however, Ed and Darlene felt strongly about obtaining the required DEQ permit prior to finalizing the property agreement.

The SBAP provided guidance to ensure the permit application was properly completed and transmitted to the DEQ. The permit was granted in a timely manner, and the property agreement was finalized. In addition, prior to start-up, the SBAP provided follow-up consultation to assist with establishing available certified testing labs, as well as providing proper document forms for DMRs.

The facility opened the week of October 4, 2004 and according to Ed, business volume has met expectations.



Mr. Rusty Robicheaux is the safety manager of Magnolia Industrial Fabricators, Inc. in Broussard, La.

Magnolia Industrial Fabricators, Inc., Broussard, LA.

Operations: Fabricate vessels & process skids for O&G industry

Number of employees: 15

SIC Code: 1389

Number of Point Sources: 2

Mr. Rusty Robicheaux was referred to SBAP for help with water discharge permitting. From the start they were not sure what was needed or how to proceed in meeting this obligation.

Mike Savoy, SBAP engineer, visited the facility and assessed their operation. The application process was explained and guidance was given in completing the forms. Assistance with their Storm Water Pollution Prevention Plan as per the LPDES Multi-Sector General Permit was also provided. Follow-up communications helped in making the final adjustments to their plan.

Mr. Robicheaux commented: *“I had no idea of how much help Mr. Savoy would be when I first called him. Since then he has handled our every need when it came to our permits. It is refreshing to find a person like Mike Savoy that is willing to help guys like myself that really don’t know the ins & outs of this type of DEQ business. Thanks for all the help!”*

SBAP’s Role

The SBAP is dedicated to assisting small businesses with:

- * Understanding complex federal and state regulations in all environmental media, and advising on how to comply with them;
- * Understanding their rights and obligations;
- * Identifying emission sources and pollutants;
- * Estimating emissions at each source for inventory questionnaires;
- * Preparing environmental permit applications and exemptions; and
- * Developing pollution prevention plans.

***Commitment
to
Excellence***

Our **Commitment** is to the highest level of professionalism and to treat every client with respect and confidentiality to the extent allowed by law.

Our **Vision** is to make environmental compliance and pollution prevention assistance available to every small business in Louisiana that can benefit from it.

Highlights of Year 2004

Technical Assistance:

Permit applications completed: 210; Assists: 2,521; Site visits: 746; Phone calls: 1,417; Letters, email and faxes: 486

Publications:

Printed and distributed 4,925 quarterly newsletters; 700 dry cleaner calendars; 700 small business reporting calendars; 500 annual reports; and 2,000 general brochures.

Interviews:

Channel KPLC-TV, and Radio Station KAOK-1400AM, Lake Charles, LA. Engineer Markle Farber appeared on talk shows to educate the public on environmental issues, recycling, and the SBAP program.

Seminars, Workshops, Conferences, Meetings:

- Attended and presented talks at the DEQ's state-wide hazardous waste reporter workshops
- Attended and participated in four pre-permitting meetings with new businesses
- Participated in various outreach projects: School science fairs, La. Environmental Health Assoc., St. Tammany and Tangipahoa Fire Chiefs Meeting, 2004 Veterans' Outreach Training and Trade Fair, LOMCSA Conference, BR Expo 2004, YMCA Spring Aquatics Program for 5th graders, Governor's Environmental Task Force, SCORE, City of Lake Charles Team Green, DHH Health Fair, Shreveport Household Hazardous Waste Collection Day, Home Owners Assoc. of Louisiana
- Attended and moderated a session at the DEQ's 27th Annual Waste Conference on the environment
- Conducted two Toxic Release Inventory (TRI) seminars
- Conducted two Sewage Treatment Plant (STP) seminars for Ascension and Livingston Parishes
- Attended 29 workshops, conferences, and seminars
- Presented 35 talks at various conferences, seminars and workshops
- Participated in the Entergy Community Partnership Grant Review
- Attended the SBO/SBAP National Conference in Sacramento, CA and the SBO/SBAP Steering Committee Meeting in Biloxi, MS

(ATUs) and several more considering tying in to either a municipal Public-Owned Treatment Works (POTW) or a private treatment plant.

West Tributary of Mile Branch

Businesses on Highway 190 Bypass north of Covington discharge to the upper west tributary of Mile Branch. Twenty-two facilities were identified, of which 21 were visited. This portion of the project is ongoing with the possibility for all of these facilities to tie in to the Covington sewage treatment system.

Mile Branch Project - Upper West Tributary		
Changes Made as a Result of SBAP Visits		
Aerators Operating	Disinfection in Use	Permitted Facilities
Before/After	Before/After	Before/After
12/15	1/16	2/18

Highway 190 Bypass Project and Bollfield Road

In any situation, centralized sewage treatment is the best option for the environment. Centralized systems operate more consistently and are required to meet stricter environmental standards. Working towards this goal, a DEQ/Municipal joint effort is taking place in the City of Covington. The Bypass and Bollfield Road areas are within the zones agreed to between the City and the Parish for annexation into the city, and therefore, eligible to tie in to the Covington Public Works System. The SBAP staff accompanied by the LPBF staff visited all 30 facilities that make up this project. Except for four facilities that have septic tanks with no discharge, all facilities have either applied for or received sanitary wastewater permits. Talks between the DEQ and the City of Covington have yielded great progress towards getting these areas tied in to the POTW. The project is currently with the city, which is working up the cost estimates to present to the facilities.

Case Studies

The Mile Branch Project

A joint project between the DEQ’s SBAP and the Lake Pontchartrain Basin Foundation (LPBF) began in March of this year to address high fecal coliform (FC) levels in the Tchefuncte River where Mile Branch empties into the river. As a result of these high FC levels, businesses that discharge sanitary wastewater to Mile Branch were identified and contacted for compliance assistance and education. The project began at the top of Mile Branch (both east and west tributaries) and ended where Mile Branch meets the Tchefuncte River.



East Tributary of Mile Branch

Door-to-door visits to facilities that discharge to the upper east tributary of Mile Branch began in mid-March, 2004. This project is not yet complete. Of 45 identified sites, 38 were visited. There are several facilities that are currently unoccupied and the owners have not yet been found. There are also several facilities that are in the process of replacing their septic tanks with Aerated Treatment Units

Mile Branch Project - Upper East Tributary			
Changes Made as a Result of SBAP Visits			
Septic Systems w/dischage	Aerators Operating	Disinfection in Use	Permitted Facilities
Before/After	Before/After	Before/After	Before/After
10/4¹	14/27	6/30	15/35

¹The remaining four septic systems will be replaced in year 2005.

Small Business Notification Program

The SBAP is announcing its latest service to assist small businesses in complying with state and federal environmental laws and regulations. The “Small Business Notification Program” is designed to remind small businesses when to generate a record or to submit a report. Any small business with less than 100 employees that is required to keep a record of its environmental activities or send a report to the Department of Environmental Quality (DEQ) or the Environmental Protection Agency (EPA) is eligible for this service. The service consists of e-mailing a business on or before the day a record is to be logged or a report is to be mailed to remind the operator to take the appropriate action. The service will also notify the small business of any new regulation or change in the old regulation in time for them to be in compliance.

To enroll in the program a small business must provide the following information:

- Name of company
- Mailing Address and Physical Address
- Phone Number
- Contact Name
- Business Description
- AI Number
- SIC or NAICS number
- E-mail address
- List of permits issued to the company
- Obligations to DEQ and/or EPA (Reports, records, etc)

If you wish to enroll in this new service, just e-mail the above information to sbap@la.gov and your first e-mail reminder will arrive in a few days.

DATABASE

The database that has served the program well for the past 12 years is no longer compatible with our network system and must be replaced. The SBAP decided to build a new database using the Microsoft Access program. The staff will work on this for the next few months and run the new and old database in parallel until the new one adequately handles the records.

Comments from Clients

"We're very pleased with Leah's work; always prompt, efficient and courteous."

- a fiberglass company

"I just want to commend Ms. Gaudet on an excellent job. She has a great attitude, was professional, capable and extremely helpful. It was a pleasure dealing with her. She is an enormous credit to your department."

- a healthcare business

"Wally Bounds did a great job."

- a press company

"Markle was very quick on getting me the information I needed and helping me complete the DEQ forms."

- a professional services company

"Mr. Lashley went out of his way to help our company so that we would be in compliance."

- a contracting business

"Chris Mayeux is always very helpful and often goes above and beyond normal duty to make sure I understand what's needed."

- a graphics company

"Mr. Savoy was of tremendous help and is intelligent and practical. He did a satisfactory job with the specific permit application. He will undoubtedly be a great asset to others as he gains familiarity with the specific permit application. Mr. Savoy is suited for a managerial or supervisory position."

- a construction company

"Mr. Pat Deviller was especially efficient and a pleasure to work with. It was so refreshing to have someone from a state office put such an effort to help a small business like us. We need more Mr. Devilliers on the payroll."

- an energy company

**Customer
Satisfaction**
Rule #1

Short Term Goals (Continued)

- ◆ Increase Radio/TV appearances for extended outreach to the public.
- ◆ Assist Enforcement Section on the UST Program.
- ◆ Update and rewrite "Regulations in a Nutshell" on the SBAP webpage, and re-assign "Areas of Specialty" among the engineering staff.
- ◆ Develop "Rainy Day Projects."
- ◆ Store seminar presentations in the SBAP "Toolbox" presentation folder.
- ◆ Produce an informational video on environmental issues for small businesses.
- ◆ The SBAP Manager will visit each regional office once a year.
- ◆ The SBAP staff and manager will review short-term goals each quarter at a staff meeting.
- ◆ The SBAP will maintain national activity with EPA.
- ◆ Seek avenues to promote the SBAP program through billboards on roadways.
- ◆ Purchase "Visual Basic" Software for engineering staff.
- ◆ Update the SBAP bibliography and put it in the "Toolbox" folder.
- ◆ Simplify forms for clients; i.e.; DMRs.
- ◆ Attend the EPA's SBAP/SBO National Conference.
- ◆ Identify training sources for engineering staff; i.e.; EPA.
- ◆ Purchase promotional items for the conference booth such as key chains, pens, cups, etc.
- ◆ Expand the SBAP Toolbox.
- ◆ Staff members will review their "S" drive folders and remove obsolete items to create more space on the drive.

Looking Ahead

Long Term Goals (5 years)

- ◆ Create and produce educational/informational videos for small businesses to help them become aware of environmental issues.
- ◆ Purchase editing equipment compatible with computer for producing videos for small businesses.
- ◆ Conduct more educational presentations to small business owners.
- ◆ Reach more clients through public outreach such as Public Service Announcements and billboards on roadways.
- ◆ Make a concerted effort for more prominent recognition of the SBAP program inside and outside the DEQ.
- ◆ Find a contact source announcing seminars for engineers to attend and participate in.
- ◆ Evaluate or re-evaluate the SBAP database.
- ◆ Create a template module for air permit application data.

Short Term Goals - 2005

- ◆ Engineering staff to develop Fact Sheets: Types of Industries and Regional descriptions.
- ◆ Expand electronic forms.
- ◆ Place generic and dry cleaner calendars in electronic form on the SBAP webpage.
- ◆ Communicate with top management regarding outreach.
- ◆ Find a contact source for seminars to attend and participate in.
- ◆ Send out monthly reminders of reports due to small businesses via email.
- ◆ Request a staff member to be a liaison on the DEQ's WWW Task Force.

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SBAP's Web Site

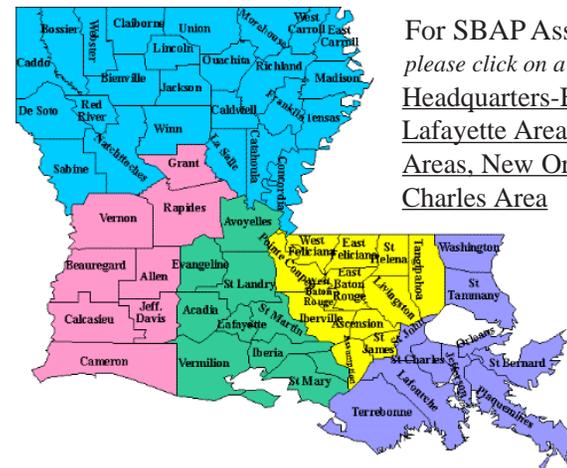
[www.deq.louisiana.gov/assistance/sbap; and link under "category listings" on the DEQ's front page]



The SBAP website contains information on the following resources:

- Mission
- Qualifications for Assistance and Small Business Fee Schedule
- Compliance Advisory Panel (CAP)
- Ombudsman
- Newsletter
- Regulations in a Nutshell
- For SBAP Assistance in your Area
- EPA's Small Business Ombudsman

(LINK-[HTTP://WWW.SMALLBIZ-ENVIROWEB.ORG](http://WWW.SMALLBIZ-ENVIROWEB.ORG))



For SBAP Assistance in Your Area
please click on a region or title below:
Headquarters-Baton Rouge Area,
Lafayette Area, Shreveport/Monroe
Areas, New Orleans Area, Lake
Charles Area

Activities for Year 2004



SBAP engineer Patrick Devillier conducted a sewage treatment plant seminar in Ascension Parish, LA. Wayne Slater (speaker at the podium) is a DEQ Environmental Scientist with the Enforcement Division, Office of Environmental Compliance. January, 2004.



Chris Mayeux, SBAP engineer, participated in a Hazardous Waste Reporting Workshop at DEQ's headquarters in Baton Rouge, LA. January, 2004.

Strategic Planning Meeting for Year 2005



The SBAP staff met at the DEQ Headquarters in November to review Year 2004 performance and plan for Year 2005 developing short-term and long-term goals.



SBAP engineer Wally Bounds, New Orleans Regional Office



Felesha Jett, SBAP engineer, Acadiana Regional Office



Beth Altazan-Dixon, Environmental Project Specialist III, DEQ Headquarters



Patricia Rogers, SBAP secretary, DEQ Headquarters



(L to R) Markle Farber, SBAP engineer, Jim Adamoli, President of Tascon Industries, and Dale Mann of KAOK-AM "Super Talk" radio show, Lake Charles, LA. The topic of discussion was on paper recycling. Mr. Adamoli described several products manufactured out of many types of paper, some of which comes from the Lake Charles area. November, 2004.



(L to R) Jesse Thompson, Administrator for the Mississippi DEQ's SBAP, and Larry Lashley, Louisiana SBAP engineer, attended the SBO/SBAP National Planning Conference in Biloxi, MS. November, 2004.



Larry Lashley (2nd from left), SBAP engineer, along with Kirk Cormier, Regional Manager of the DEQ's Monroe office, participated in the 2004 Environmental Regulatory Compliance Conference hosted by the City of Alexandria in Alexandria, LA. February, 2004.



SBAP engineer, Markle Farber, was guest speaker at the Moss Bluff Merchants Association's meeting in Moss Bluff, LA. He addressed the need for proper sewage treatment in rural/unincorporated areas of Calcasieu Parish, LA. March, 2004.



Engineers from the SBAP: Leah Roger, Mike Savoy (Lafayette Regional Office), and Markle Farber (Lake Charles Regional Office) manned a table, and Chris Mayeux (Baton Rouge Headquarters) moderated a session at the DEQ's 27th Annual Waste Conference on the Environment in Lafayette, LA, March, 2004.



Leah Roger, SBAP engineer



Markle Farber, SBAP engineer



Mike Savoy, SBAP engineer



Chris Mayeux, SBAP engineer, moderator



Patrick Devillier, SBAP engineer, speaker

Patrick Devillier and Chris Mayeux, SBAP engineers, conducted and held a Sewage Treatment Plant (STP) Seminar in Denham Springs, LA for Livingston Parish. Other speakers were Julie Fourier, Dept. of Health and Hospitals, Todd Franklin, DEQ Permits Division, Ronnie Carter, Lake Pontchartrain Basin Foundation, Reggie Coleman, DEQ Enforcement, Mary David, DEQ Surveillance, and Wayne Slater, DEQ Enforcement. October, 2004.



Todd Franklin, DEQ Permits Division, Headquarters, Baton Rouge (foreground)



SBAP engineers, (L to R) Patrick Devillier, Dick Lehr (Manager), and Chris Mayeux attended and manned a booth at the "22nd Annual Louisiana Business and Technology Expo, 2004" sponsored by the Baton Rouge Business Report at the Baton Rouge River Center in Baton Rouge, LA. October, 2004. This is Louisiana's largest business-to-business trade show. Other DEQ personnel assisting at the booth were Curt Auzenne, Leslie Garcia, Teresa Edwards (Recycling Assistance Group), Louis Harb (Permits), and Jeff Nolan (Enforcement).



The Baton Rouge River Center, Baton Rouge, LA



SBAP engineer, Markle Farber, appeared on the "7 News Sunrise" show with news reporter, John Ware with KPLC-TV Station, to speak on the benefits of composting green waste for local landscapers and gardeners as a medium for plantings at the Calcasieu Wood Recycling site in Lake Charles, LA. March, 2004.



Larry Lashley, SBAP engineer assigned at the DEQ Northwest Regional Office, served as an instructor for the annual 3-days a week YMCA Spring Aquatics Program for 5th graders at the Cross Lake Fish Hatchery in Shreveport, LA. The purpose of the program is to educate the children on water environmental problems, conservation, and the Ozone Action Program. About 100 students in Caddo Parish attended the program each day in the month of April, 2004.



Leah Roger, Patrick Devillier, and Mike Savoy (not pictured), SBAP engineers, participated in the Louisiana Oil Marketers and Convenience Store Association 2004 Expo at the Cajundome Convention Center, in Lafayette, LA. April, 2004.



Larry Lashley, SBAP engineer and representative for EPA Region 6 Steering Committee, and Ronnie Wascom, DEQ Administrator, attended the SBO/SBAP Conference in Sacramento, CA. June, 2004.



Larry Lashley, SBAP engineer, helped with the 6th Annual Household Hazardous Waste Collection Day held at the Louisiana State Fair Grounds in Shreveport, LA. September, 2004.

Larry Lashley, SBAP engineer, assists each year with household hazardous waste collections. Sponsors along with the Louisiana DEQ include BFI, City of Shreveport, City of Bossier, the Caddo Parish Commission, the La State Fair, Atlantic Industries Services, Shreveport Green, The Caddo Sheriff's Office, Advanced Air & Heating, and the Bossier Clean City Committee.

Materials accepted were: used oil, antifreeze, transmission fluid, oil filters, brake fluid and similar automotive products; latex and oil-based paints and stains, paint thinner, and paint solvents; flammable hydrocarbon products such as gasoline and solvents; cleaning products; mercury batteries; household batteries; tires; fluorescent lamps; pesticides, herbicides; computers; and ammunition, explosives, and fireworks.

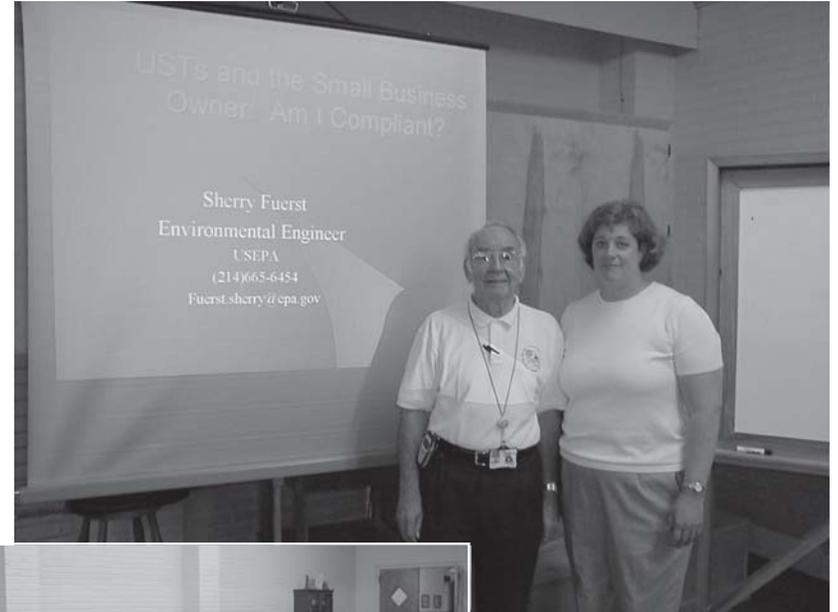
A summary of some of the items collected: 1,395 gallons of oil; 12,198 pounds of old paint; 132 batteries; 19 computers; 1,060 rounds of ammunition; 616 tires; and 2 thermostats.



Chris Mayeux, SBAP engineer, speaker



Chris Mayeux, SBAP engineer, with assistance from Mike Savoy, SBAP engineer in the Lafayette Regional Office, spoke at the Acadiana Home Builders Association meeting in Lafayette, LA. He talked about managing construction storm water. Topics covered were construction practices, pollution prevention, permit coverage, permit requirements, recycling, Best Management Practices (BMP), good housekeeping, and outdoor burning. August, 2004.



SBAP Engineer Manager, Dick Lehr, with Sherry Fuerst, U.S. EPA Environmental Engineer.



The SBAP engineering staff attended an Underground Storage Tank (UST) training session entitled, "USTs and the Small Business Owner: Am I compliant?" The session was sponsored by the U.S. EPA and conducted by Sherry Fuerst, in Alexandria, LA., June, 2004.



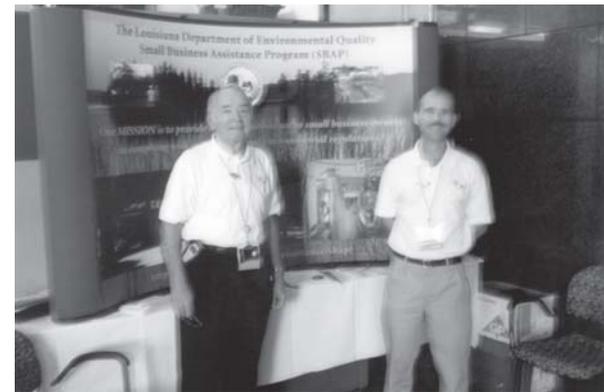
SBAP engineers Larry Lashley and Leah Roger conducted a workshop for small business owners on Toxic Release Inventory reports, in West Monroe, LA. June, 2004.



The Louisiana DEQ participated and manned a booth at the Department of Health and Hospitals Health Fair at the New Bethel Missionary Baptist Church in Shreveport, LA. August, 2004. Shown with SBAP engineer, Larry Lashley (left), are Mark Chrisman and Otis Randle with the DEQ Northwest Regional Office.



Radio talk show host, Dale Mann (left), with KAOK Radio 1400 AM, interviewed Markle Farber (right), SBAP engineer, about the Small Business Assistance Program and discussed questions on environmental issues in Lake Charles, LA. July, 2004.



Dick Lehr, SBAP Engineer Manager (left), and Patrick Devillier, SBAP Engineer, attended and manned a booth at the 2004 Veterans' Outreach Training Conference and Trade Fair at the Pennington Conference Center in Baton Rouge, LA. August, 2004.