

CUSTOMER Services

The DEQ's Customer Services Division provides support inside and outside DEQ through two major sections: the State Environmental Laboratory and the Customer Assistance Program. The State Environmental Laboratory provides both organic and inorganic analysis for a variety of media. This analytical capability supports not only programs within DEQ, but also other state agencies, all of the state's public water supply systems, and citizens upon request. The Customer Assistance Program provides services to local governments, industry, and citizens. These services includes environmental compliance assistance, pollution prevention expertise, access to public participation in the permitting process, a waste exchange program, and communication with citizens regarding environmental concerns.

Public Information

DEQ produces a variety of brochures, fact sheets, and other publications to provide information to citizens, industry, and local government. In addition, DEQ maintains a Web Page to facilitate public access to information.

Permit Administration

The Customer Assistance Program facilitates multi-media permitting by conducting public meetings required for Tier II and Tier III permits.

General Outreach

The Customer Assistance Program works with customers across the state including industry, local government, and private citizens by

Customer Services Public Information

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Public Relations					
Designs/Illustrations/Graphics Produced	118	73	35	98	324
Brochures Developed	3	7	3	6	19
Fact Sheets Developed	2	0	0	0	2
Publications Produced	7	11	5	3	26
Technical Reports	0	0	2	0	2

Customer Services Permit Administration

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Public Meetings for Permitting	7	1	3	4	15

E N V I R O N M E N T A L Q U A L I T Y

providing information through workshops, seminars, fact sheets, and one on one consultations. In addition, Customer Assistance may also assemble cross-agency permit assistance teams to facilitate new industry compliance with the state's environmental regulations.

SARA Title III

Local Emergency Planning Committee (LEPC) assistance and outreach programs continued throughout the year. A summary of Tier II Hazardous Material Inventory Reports was prepared and distributed for each of Oklahoma's 77 counties. Those counties with CAMEO software capabilities were given diskettes containing their area's Tier II reporting information. DEQ staff attended LEPC meetings in 18 counties, presented SARA III workshops for five

counties, and conducted local site visits in four counties. New LEPCs were successfully organized in Texas, Caddo, Carter, and Delaware counties.

In response to requests for CAMEO software instruction, DEQ sponsored a series of two-day training courses. The training was given in Seminole, Tulsa, Caddo, Oklahoma, Garfield, and Kay counties. Additionally, a one-day introductory class was presented in conjunction with the annual Oklahoma LEPC conference held in Lawton which was attended by 26 people representing 12 counties. DEQ staff also conducted a "Train-the-Trainer" session for EPA and other contractor personnel responsible for delivering CAMEO training for all of Region 6.

Customer Services General Outreach

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Customer Assistance					
Services Provided:					
Corporations	150	130	180	190	650
Cities/Towns	120	110	145	160	535
Other Government	40	50	35	45	170
Citizen Groups	2	0	2	1	5
Individuals	965	980	1,010	970	3,925
Permit Assistance					
to New Business & Industry	1	1	1	2	5

Customer Services SARA Title III

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Community Right to Know (EPCRA)					
Tier II Reports Filed	300	126	25,000	100	25,526
Toxic Release Reports Filed	1000	50	10	11	1071
Industry Request for Guidance	21	15	84	5	125
Guidance Provided through Web page	25	56	1101	696	1878

Toxic Release Inventory

The decline of total production wastes generated in Oklahoma continue to reflect the effectiveness of pollution prevention activities. The information in the 1998 Toxics Release Inventory (TRI) report reflects legal emissions, transfers, and treatment of over 600 toxic chemicals used by manufacturing facilities. Beginning with reporting year 1998, four industrial categories that operate in Oklahoma and previously were not required to report under TRI were added by EPA. These are coal-fired power plants, industrial waste handlers, bulk petroleum terminals, and chemical distributors and warehouses. Due to the new reporting requirements, twenty-three facilities reported releases for the first time. Releases include those chemicals emitted directly into air, water, onto land or into underground injection wells. Transfers include chemicals going into public sewers or off-site landfills or other disposal facilities. Re-use numbers include figures for chemicals recycled or used for energy recovery. Treatment numbers include both on-site and off-site treatment that eliminates or reduces the toxic effects of chemicals. When summed, the figures for releases, transfers, re-use and treatment yield a value for total production-related wastes generated. Oklahoma companies reported 38 million pounds released, 3 million pounds transferred, 63.2 million pounds reused, and 25.6 million pounds treated. When only those facilities reporting in the previous year are considered, the figures are 22.7 million pounds released, 1.8 million pounds transferred, 62.5 million pounds reused, and 23.6 million pounds treated, indicating a continued reduction in total chemical wastes. Even with the addition of new reporting facilities, total production related wastes in Oklahoma continue to decline, from 144 million pounds in 1997 to 129.8 million pounds in 1998. This represents a ten per cent decrease in production wastes for 1998 and a fifty-four per cent decrease in the past five years.

Oklahoma continues to reduce total produced wastes even though nationally the figures have risen over past years. The 1998 TRI report reflects the success of voluntary pollution prevention programs sponsored by DEQ and cooperation from industries.

Small Business Assistance Program

DEQ's Small Business Assistance Program (SBAP) is dedicated to providing quality regulatory and technical assistance to the small business community in Oklahoma. In the last year this commitment has manifested itself in several ways.

In addition to providing information over the phone or through numerous facility visits, the SBAP also focused major outreach efforts towards two industrial sectors: dry cleaners and open-molded plastics manufacturers. These outreach efforts included statewide workshops and one-on-one permit application assistance for those facilities regulated by both state and federal air quality regulations. Through a joint effort with the Air Quality Division, the SBAP assisted approximately 600 dry cleaning facilities and 33 fiber reinforced plastics manufacturers.

Additionally, SBAP staff worked toward establishing stronger ties with both the Small Business Development Centers (SBDCs) and the Oklahoma Technology Centers. The SBDCs proved to be a valuable partner in the dry cleaning outreach effort. Additionally, in FY 2000 a series of environmental compliance workshops were held at Oklahoma Technology Centers across the state.

Pollution Prevention (P2)

During this period much effort was placed on integrating P2 information, strategies and approaches into the agency's regulatory programs.

In support of AQD outreach efforts the following publications were developed and disseminated:

- Waste & Emissions Reductions for Dry Cleaners
- Reducing Volatile Emissions in the Fiber Reinforced Plastics (FRP) Industry
- Complying With SARA, Title III (Section 313): A Guide for Composites Facilities
- A Guide for Choosing and Operating an On-site Distillation Unit
- Pollution Prevention & Waste Reduction for Wood Furniture Manufacturers

In support of the WQD the following publications were developed and disseminated:

- Food Handling Facilities, Waste Reduction & Water Quality Protection Guidelines
- Pollution Prevention & Water Resources Management

Additionally, the P2 program embarked on an ongoing program of outreach to automotive repair and service facilities and food handling facilities in partnership with the state's Pretreatment Coordinators and the Oklahoma City Storm Water Program. This partnership resulted in an ongoing series of seminars in Muskogee,

Norman and Oklahoma City. This outreach also incorporated outreach to the auto repair instructors in the Oklahoma Department of Technology Centers. The following publications were developed and disseminated:

- Consolidated Screening Checklist & Guidebook for Automotive Repair Facilities
- Vehicle Maintenance & Repair Self Assessment
- Profit through Prevention: Best Environmental Practices for Auto Repair and Fleet Maintenance
- Pollution Prevention and Best Management Practices for Automobile and Other Salvage Facilities

A partnership with Tulsa's Industrial Pretreatment Program targeted facilities with possible silver-bearing wastewater discharges. Of particular interest were medical facilities, chiropractors, printers and photoprocessors. The following document was developed and disseminated:

- Silver Management for Small Photoprocessing Operations

The P2 program also sought to respond to an increasing demand from industrial customers and citizens for information on waste reduction for general business practices, Environmental Management Systems (EMSs), ISO 14001, Sustainability and Green Communities by developing fact sheets on these topics.

Customer Services Pollution Prevention

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Pollution Prevention Activities					
Technical Assistance	264	132	203	163	762
Publish P2 Literature	4	5	4	3	16
Disseminate P2 Information	650	325	350	400	1,725
Seminars, Workshops, & Presentations	5	6	3	7	21

Customer Services Laboratory Operations

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Laboratory Services					
Local DEQ	66	44	22	42	174
Private Citizens	136	115	133	142	526
Contractual	196	87	102	118	503
Air Quality	0	0	0	0	0
Public Water Supplies	3,279	1,681	1,437	1,656	8,053
Bacteriological	8,776	7,679	6,935	7,467	30,857
Solid Waste	36	110	20	46	212
Hazardous Waste	113	107	92	144	456
Water Quality	63	30	34	31	158
Oklahoma Water Resources Board	731	841	549	606	2,727
Laboratory Certification					
Applications Received	1	2	0	4	7
Certificates Issued	2	1	1	0	4
Certificates Renewals	177	0	0	0	177
Performance Evaluations	0	0	0	0	0
Issuance > Timelines	28	26	26	25	26

Customer Services Ambient Monitoring

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Biotrend Monitoring (from CSD)	29	0	4	0	33

Customer Services Compliance Monitoring

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Compliance Monitoring					
Industrial/Municipal Wastewater	4	0	0	0	4

DEQ's State Environmental Laboratory

The DEQ State Environmental Laboratory provides analytical support to the Air, Water, and Waste Divisions of the DEQ.

Analytical services are provided for 2,000 public water supply systems, other state agencies, and private citizens.

Drinking water from any public water supply system has been tested by DEQ to ensure compliance with bacteriological and chemical drinking water standards. The lab provides analytical support to the RCRA, Superfund, Solid Waste and Radiation Protection programs by analysing samples to characterize the nature of wastes and ensure proper disposal and cleanup.

Citizens are provided analytical service through the analysis of private groundwater, surface water and complaint samples.

The DEQ Laboratory continues its commitment to the preservation of our state's surface and ground water through the provision of analytical support to internal water quality programs and the provision of analytical services to other state agencies. The laboratory routinely analyzes fish samples for organic and metal toxins from the states largest publicly owned reservoirs. The laboratory, for the second year, provided service to the OWRB's Beneficial Use Monitoring Program through the analysis of lake,

river, and stream samples. Late this year, the lab initiated analytical service with the Oklahoma Conservation Commission's (OCC), Water Quality Division. These sample analyses are utilized by the OCC in monitoring the waters of the state for impacts of non-point source pollution.

The Department of Environmental Quality Laboratory continues to grow and become the environmental monitoring laboratory for the state. To accomodate this growth, laboratory staff were reassigned to meet the needs of those labs with the greatest workload. The laboratory has become more efficient without the addition of new employees and currently has an analytical workload higher than the previous decade.

Throughout the year, the Laboratory Customer Assistance Section provided continuity with internal programs and customers through the provision of sample collection, sample scheduling, sample kit mail-out, customized data searches, customized reporting, and technical information. The laboratory received approximately 13,714 analytical samples resulting in 177,353 analyses. Additionally 31,101 public, private, and environmental bacteriological analyses were reported.

ENVIRONMENTAL

Complaints & Local Services Division

The Environmental Complaints and Local Services Division (ECLS) provides comprehensive environmental regulatory services at the local level. The division has 73 environmental specialists based in 30 offices strategically located across the state. ECLS specialists have broad-based knowledge of all of the programs regulated by the DEQ, including air, land and water protection. ECLS provides four main services. First, the division administers a complaints program whereby Oklahoma citizens can report environmental pollution and can expect timely response and resolution. Second, ECLS inspects permitted facilities regulated by DEQ. Third, ECLS provides design and inspection services for on-site sewage disposal systems and private water supplies. Fourth, ECLS provides non-regulatory support through its Community Based Environmental Projects (CBEP) and environmental education programs.

These ECLS services have been in place since the inception of DEQ, but the emphasis has changed during FY 2000. Complaints remain the number one priority, but facility inspections have

replaced the on-site sewage program as the second priority. Through certification of on-site sewage disposal system installers, ECLS was able to transfer much of the work in the on-site sewage program to the private sector. This has freed more time to devote to inspecting permitted facilities, concentrating on achieving compliance and referring to engineering and legal staff those facilities failing to comply.

Complaints

DEQ continued its concentration on citizen complaints during FY 2000. The key points of the complaints program are answering the 24 hour 7 days per week hotline, rapid response and investigation of all complaints, frequent contact with complainants on the status of investigations and timely resolutions including consistent enforcement when warranted. DEQ received a total of 6,198 complaints in FY 2000. Of these, 383 were referred to other jurisdictions. The remainder were handled by DEQ and all had either been corrected or had received an order requiring correction within 90 days.

ECLS Complaint Resolution

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Total Spills/Complaints Received	1,644	1,371	1,554	1,629	6,198
Spills/Complaints Referred to Other Agencies	130	81	80	92	383
Spills Referred	28	28	26	32	114
Complaints Referred	102	53	54	60	269
Total DEQ Spills/Complaints Received	1,507	1,214	1,461	1,492	5,674
Spills Received	98	92	75	90	355
Complaints Received	1,409	1,122	1,386	1,402	5,319
Public Water Supply Complaints	156	55	49	56	316
Publicly Owned Wastewater Complaints	227	199	315	131	872
Industrial Wastewater Treatment Compl.	7	9	10	8	34
Stormwater Complaints	52	21	46	80	199
Fugitive Dust Complaints	66	83	30	45	224
Unpermitted Emissions Complaints	4	2	4	19	29
Excess Emissions Complaints	42	27	23	28	120
Landfill Complaints	10	11	6	10	37
Hazardous Waste Complaints	16	14	17	16	63
Unpermitted Disposal Complaints	268	178	267	245	958
Private Sewage Complaints	320	261	324	536	1,441
Private Water Complaints	12	10	13	13	48
Open Burning Complaints	83	79	94	54	310
Tire Disposal Complaints	19	21	20	9	69
Complaints from Other Sources	127	152	168	152	599
Chronic Complaints	0	0	0	0	0
High Profile Complaints	0	0	1	0	1
Target Complaints	12	11	12	0	35
Number of Complaints Resolved	1,409	1,122	1,386	847	4,764
Number Resolved within 90 Days	1,409	1,122	1,386	847	3,917
% Resolved within 90 Days	100	100	100	100	100%
Complaint Responsiveness					
Complaints Requiring Response	723	568	642	928	2,861
Met 2 Working Day Response	575	450	492	869	2,386
Mediation Referrals	0	1	0	0	1
Successful Mediations	0	1	0	1	2

One of the emphases in the complaints program during FY 2000 was measuring some of the environmental benefits resulting from complaints resolution. Specifically, the amount of surfacing sewage and illegally dumped solid waste eliminated from the environment was tracked. Repair or replacement of failing systems identified through the complaint process, eliminated more than **14 million gallons** of sewage pollution throughout the state. Likewise, through ECLS investigation and resolution of open dumping complaints, more than **300 thousand cubic yards** of illegally dumped solid waste were removed from the environment and disposed of in permitted solid waste facilities.

Facility Inspection Program

The locally based ECLS environmental specialists perform inspections on water treatment systems, wastewater treatment systems, solid waste disposal facilities and air pollution sources across the state. When significant violations are found, the environmental specialists give facilities a deadline to correct the violations. A follow up inspection, usually two weeks later, either documents a return to compliance or identifies a facility requiring enforcement action by DEQ engineering and legal staff. The purpose of this process is to gain compliance whenever possible at the local level while focusing DEQ's private enforcement resources where they are needed most.

ECLS Inspection

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Air Inspections					
Monitoring Inspections	25	28	8	59	120
	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Solid Waste Inspections					
Monitoring Inspections	33	31	38	57	159
	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Water Quality					
Public Water Supply					
Monitoring Inspections	526	564	613	850	2,553
Municipal Wastewater					
Monitoring Inspections	252	280	296	389	1,217
Industrial Wastewater					
Monitoring Inspections	20	50	77	88	235
Septic Tank Cleaners					
Monitoring Inspections	0	0	167	0	167

In FY 2000, ECLS completed 4,671 facility inspections. Of those, only 213 facilities had significant violations and 146 of those came into compliance based on actions at the local level. The remaining 67 facilities required more intensive enforcement efforts.

On-Site Sewage Program

ECLS provides several services upon request associated with on-site sewage disposal systems. These services include percolation tests and design of on-site sewage disposal systems, inspection of newly installed systems, plat reviews, walkover evaluations of existing systems and file searches to locate historical records of systems.

ECLS also administers a voluntary certification program for on-site sewage disposal system installers. The purpose of this program is to train and certify installers so they may inspect and approve their own installations without a DEQ inspection. This program saves time for both the installers and the DEQ. In FY 2000, approximately

57 percent of the on-site sewage disposal systems in the state were installed and inspected by certified installers.

Water Supply Assistance

DEQ does not have standards or regulations pertaining to private water wells, but DEQ does provide technical assistance to citizens. Typical services provided include advice on locating wells to minimize contamination, instructions and test kits for bacteriological analysis, instructions for disinfecting wells and inspections to determine if wells are constructed according to guidelines established to protect both the environment and the users of the water. In FY 2000, ECLS performed 287 private well inspections at the request of homeowners.

CBEP

In FY 2000 the CBEP program focused on the City of Bromide in Johnston County. Through the coordination efforts of ECLS and with the assistance of DEQ engineering staff, Bromide has

ECLS Local Services Permit Administration

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
ECLS Requested Services					
Private Sewage					
File Searches	214	132	115	92	553
Percolation Tests	731	539	558	557	2,385
Existing System Inspections	213	179	159	223	774
Plat Reviews	30	20	23	8	81
Final Inspections	1,125	968	816	810	3,719

completed construction of a new sewage collection system, a new sewage treatment facility and a new water tower. Additionally, the city has installed water meters at each residence.

ECLS has also provided assistance in the effort to remediate environmental concerns with the Tri-State Mining Area near Picher. DEQ has assisted the town of Picher with drinking water problems and have been instrumental in developing solutions to mining land issues such as open mine shafts and lead contaminated chat.

Environmental Education

ECLS provides environmental education by working with schools and communities to provide opportunities for children to learn about environmental issues. Activities include presentations at

schools, instructing teachers in the use of environmental curricula and helping children set up recycling programs for their schools.

Enforcement

In the course of facility inspections and complaint investigations, ECLS often identifies violations of rules or statutes. Every attempt is made to help the violators return to compliance by educating them on how to comply and by explaining the environmental harm that can be done when they are not in compliance. In most cases, this assistance convinces violators to correct violations willingly. In a few cases, DEQ is forced to take enforcement measures to obtain compliance. This usually begins with warning letters notifying responsible parties of the violations and progresses with NOVs, Consent Orders and Compliance Orders as non-compliance persists.

ECLS Environmental Education

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Community Activities					
Environmental Education Presentations	7	4	2	1	14
Recycling Programs Developed	6	0	1	0	7
School Activities	0	0	0	0	0
Resource Days	7	4	4	11	26
Recycling Programs Developed	6	1	0	0	7
Locker Cleanouts	0	3	0	5	8
Environmental Curriculum Instruction	0	2	2	0	4
Environmental Education Presentations	17	12	29	14	72
Paper Pick-up Events	6	9	12	14	41
Paper Recycled (tons)	0	11.41*	0	21.9**	33.31

0* = Tons for Jan. - Dec., 1999

** = Tons for Jan. - June, 2000

Emergency Response

When hazardous materials or natural disasters threaten the environment, the local environmental specialists are usually the first government representative on the scene. While not technically first responders, they frequently arrive at the same time or shortly after emergency crews. The local environmental specialists provide valuable technical assistance to incident commanders

with respect to containment, clean up and health effects of any spilled material. Additionally, the local environmental specialists are DEQ's eyes and the ears on scene, relaying information from the scene to those officials trained to provide guidance for environmental emergencies as well as delivering DEQ advice and recommendations to the on scene response officials.

ECLS Enforcement Administration

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Enforcement Actions - Unpermitted Activities					
Notices of Violation					
Open Burning	0	0	0	1	1
Open Dumping	2	1	1	2	6
Surfacing Sewage	1	8	6	13	28
Certified Installers	4	3	3	1	11
Septage Pumpers/Haulers	0	0	0	1	1
Formal Actions					
Open Burning	1	0	0	0	1
Open Dumping	5	7	7	11	30
Surfacing Sewage	20	11	41	67	139
Certified Installers	3	0	0	1	4
Septage Pumpers/Haulers	0	0	0	0	0
Fines Paid					
Open Burning	0	0	0	0	0
Open Dumping	0	10,000	20,000	500	30,500
Surfacing Sewage	0	75	225	175	475
Certified Installers	0	0	0	0	0
Septage Pumpers/Haulers	0	0	0	0	0

ECLS Emergency Response

	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
Number of Emergency Response Incidents	1	3	4	0	8